

PUBLIC AWARENESS PROGRAM EFFECTIVENESS INSPECTION SPECIFIC INFORMATION

Control Information

Inspection Start Date*:	May 30, 2012	
Inspection End Date*:	May 30, 2012	
OpID:	180	
Parent Operator Name:	Alabama Gas Corporation	
Unit ID (s):		
State/Other ID:	AL	
Activity Record ID No.		
Address of Company Official*: 605 Richard Arrington Jr. Blvd.N Birmingham, AL 35203	Company Official*:	Ken Smith
	Title*:	Vice President of System Integrity
	Phone Number*:	[REDACTED]
	Fax Number:	205-326-8140
	Email Address*:	[REDACTED]
Web Site:	www.alagasco.com	
Total Mileage (from page 3)*:		
Total Mileage in HCA:	24.8	
Number of Services (For Distribution):		
Alternate MAOP (80% Rule):		
No. of Special Permits:		

Initial Date of Public Awareness Program*:	June 20, 2006
Title of Current PAP*:	Alabama Gas Corporation Public Awareness Plan
Current PAP Version*:	1
Current PAP Date*:	March 29, 2012

Post Inspection Information	
Date Submitted for Approval:	
Director Approval:	
Approval Date:	

* Required field

Persons Interviewed*	Title/Organization*	Phone Number	Email Address

To add rows, press TAB with cursor in last cell.

External Support Entity Name*	Part of Plan and/or Evaluation*	Phone Number	Email Address

To add rows, press TAB with cursor in last cell.

Inspector Representative(s)*	PHMSA/State*	Region/State*	Email Address	Lead*
				<input type="checkbox"/> Y <input type="checkbox"/> N
				<input type="checkbox"/> Y <input type="checkbox"/> N
				<input type="checkbox"/> Y <input type="checkbox"/> N
				<input type="checkbox"/> Y <input type="checkbox"/> N
				<input type="checkbox"/> Y <input type="checkbox"/> N

To add rows, press TAB with cursor in last cell.

*** Required field**

Mileage Covered by Public Awareness Program (by Company and State)

Based on the **most recently submitted annual report**, list each company and subsidiary separately, broken down by state (using 2-letter designation). Also list any new lines in operation that are not included on the most recent annual report. If a company has intrastate and/or interstate mileage in several states, use one row per state. If there are both gas and liquid lines, use the appropriate table for intrastate and/or interstate.

Jurisdictional to Part 192 (Gas) Mileage (Interstate)

Company Name (Gas Operator)	Operator ID	Product Type*	State*	Interstate Gathering Mileage*	Interstate Transmission Mileage	Interstate Distribution Mileage^~	Remarks (new or in HCA)

(To add rows, press TAB with cursor in last cell.)

Jurisdictional to Part 192 (Gas) Mileage (Intrastate)

Company Name (Gas Operator)	Operator ID	Product Type*	State*	Intrastate Gathering Mileage*	Intrastate Transmission Mileage*	Intrastate Distribution Mileage^~	Remarks (new or in HCA)

(To add rows, press TAB with cursor in last cell.)

Jurisdictional to Part 195 (Hazardous Liquid) Mileage (Interstate)

Company Name (Liquid Operator)	Operator ID	Product Type*	State*	Interstate Transmission Mileage*	Remarks (new or in HCA~)

(To add rows, press TAB with cursor in last cell.)

Jurisdictional to Part 195 (Hazardous Liquid) Mileage (Intrastate)

Company Name (Liquid Operator)	Operator ID	Product Type*	State*	Intrastate Transmission Mileage*	Remarks (new or in HCA~)

(To add rows, press TAB with cursor in last cell.)

Total Mileage:

1. Supply company name and Operator ID, if not the master operator from the first page (i.e., for subsidiary companies).
 2. Use OPS-assigned Operator ID. Where not applicable, leave blank or enter N/A
 3. Use only 2-letter State codes, e.g., TX for Texas.
 4. Enter number of applicable miles in applicable columns. (Only positive values. No need to enter 0 or N/A.)
- ^ Please do not include Service Line footage. This should only be MAINS.
 * Required Field
 ~ Use Total HCA as reported on annual reports.

Please provide a comment or explanation for each inspection question.

1. Administration and Development of Public Awareness Program

1.01 Written Public Education Program

Does the operator have a written continuing public education program or public awareness program (PAP) in accordance with the general program recommendations in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (incorporated by reference), by the required date, except for master meter or petroleum gas system operators?

(Reference: § 192.616 (h); § 195.440 (h))

- Verify the operator has a written public awareness program (PAP).
- Review any Clearinghouse deficiencies and verify the operator addressed previous Clearinghouse deficiencies, if any, addressed in the operator's PAP.
- Identify the location where the operator's PAP is administered and which company personnel is designated to administer and manage the written program.
- Verify the date the public awareness program was initially developed and published.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Operator has had a plan since June 2006 and has been revised every year since then.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.02 Management Support

Does the operator's program include a statement of management support (i.e., is there evidence of a commitment of participation, resources, and allocation of funding)?

(Reference: § 192.616 (a); § 195.440 (a); API RP 1162 Section 2.5 and 7.1)

- Verify the PAP includes a written statement of management support.
- Determine how management participates in the PAP.
- Verify that an individual is named and identified to administer the program with roles and responsibilities.
- Verify resources provided to implement public awareness are in the PAP. Determine how many employees involved with the PAP and what their roles are.
- Determine if the operator uses external support resources for any implementation or evaluation efforts.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Page 2 of Plan
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.03 Unique Attributes and Characteristics

Does the operator's program clearly define the specific pipeline assets or systems covered in the program and assess the unique attributes and characteristics of the pipeline and facilities?

(Reference: § 192.616 (b); § 195.440 (b); API RP 1162 Section 2.7 and Section 4)

- Verify the PAP includes all of the operator's system types/assets covered by PAP (gas, liquid, HVL, storage fields, gathering lines etc).

- Identify where in the PAP the unique attributes and characteristics of the pipeline and facilities are included (i.e. gas, liquids, compressor station, valves, breakout tanks, odorizer).

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Company only has Natural Gas Pipelines
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.04 Stakeholder Audience Identification

Does the operator's program establish methods to identify the individual stakeholders in the four affected stakeholder audience groups: (1) affected public, (2) emergency officials, (3) local public officials, and (4) excavators, as well as affected municipalities, school districts, businesses, and residents?

(Reference: § 192.616 (d), (e), (f); § 195.440 (d), (e), (f); API RP 1162 Section 2.2 and Section 3)

- Identify how the operator determines stakeholder notification areas and distance on either side of the pipeline.
- Determine the process and/or data source used to identify each stakeholder audience.
- Select a location along the operator's system and verify the operator has a documented list of stakeholders consistent with the requirements and references noted above.

- ☒ Affected public
☒ Emergency officials
☒ Public officials
☒ Excavators

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Page 3 of plan identifies all stakeholders. Process used to Identify audience is on page 4 There are 18 zones in the State that AL One Call conducts meetings and Alagaco is within 11 of the 18. All 11 zones are documented that message was delivered.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.05 Message Frequency and Message Delivery

Does the operator's program define the combination of messages, delivery methods, and delivery frequencies to comprehensively reach all affected stakeholder audiences in all areas in which the operator transports gas, hazardous liquid, or carbon dioxide?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Sections 3-5)

- Identify where in the operator's PAP the combination of messages, delivery methods, and delivery frequencies are included for the following stakeholders:

- ☒ Affected public
☒ Emergency officials
☒ Public officials
☒ Excavators

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Table 1 on Page 6 of Plan
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

1.06 Written Evaluation Plan

Does the operator's program include a written evaluation process that specifies how the operator will periodically evaluate program implementation and effectiveness? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c), (i); § 195.440 (c), (i))

- Verify the operator has a written evaluation plan that specifies how the operator will conduct and evaluate self-assessments (annual audits) and effectiveness evaluations.
- Verify the operator's evaluation process specifies the correct frequency for annual audits (1 year) and effectiveness evaluations (no more than 4 years apart).
- Identify how the operator determined a statistical sample size and margin-of-error for stakeholder audiences' surveys and feedback.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Alabama Gas is involved with Alabama One Call to determine the effectiveness with the feedback they receive from targeted audiences. Page 8-10 of Plan.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

2. Program Implementation**2.01 English and other Languages**

Did the operator develop and deliver materials and messages in English and in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas?

(Reference: § 192.616 (g); § 195.440 (g); API RP 1162 Section 2.3.1)

- Determine if the operator delivers material in languages other than English and if so, what languages.
- Identify the process the operator used to determine the need for additional languages for each stakeholder audience.
- Identify the source of information the operator used to determine the need for additional languages and the date the information was collected.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: English is being sent out as well as Spanish. The Spanish Language is being done by Paradigm.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

2.02 Message Type and Content

Did the messages the operator delivered specifically include provisions to educate the public, emergency officials, local public officials, and excavators on the:

- Use of a one-call notification system prior to excavation and other damage prevention activities;
- Possible hazards associated with unintended releases from a gas, hazardous liquid, or carbon dioxide pipeline facility;
- Physical indications of a possible release;
- Steps to be taken for public safety in the event of a gas, hazardous liquid, or carbon dioxide pipeline release; and
- Procedures to report such an event (to the operator)?

(Reference: § 192.616 (d); (f); § 195.440 (d), (f))

- Verify all required information was delivered to each of the primary stakeholder audiences.
- Verify the phone number listed on message content is functional and clearly identifies the operator to the caller.

- X ☐ Affected public
X ☐ Emergency officials
X ☐ Public officials
X ☐ Excavators

X <input type="checkbox"/> S – Satisfactory (explain)*	Comments: All Information within this Question is covered within the mail outs for non customers and bill stuffers for customers. APACT Meeting addresses all 4 stakeholder audiences.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

2.03 Messages on Pipeline Facility Locations

Did the operator develop and deliver messages to advise affected municipalities, school districts, businesses, and residents of pipeline facility location?

(Reference: § 192.616 (e), (f); § 195.440 (e), (f))

- Verify that the operator developed and delivered messages advising municipalities, school districts, businesses, residents of pipeline facility locations.

X <input type="checkbox"/> S – Satisfactory (explain)*	Comments: If the effected ones in this question are customers, they get a bill insert. If they are non customers they get a mail out if they are within 300 feet of distribution lines and 660 feet of transmission lines.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

2.04 Baseline Message Delivery Frequency

Did the operator's delivery for materials and messages meet or exceed the baseline frequencies specified in API RP 1162, Table 2-1 through Table 2.3? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c))

- Identify message delivery (using the operator's last five years of records) for the following stakeholder audiences:

- ☒ Affected public
☒ Emergency officials
☒ Public officials
☒ Excavators

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Table 1 page 6
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

2.05 Considerations for Supplemental Program Enhancements

Did the operator consider, along all of its pipeline systems, relevant factors to determine the need for supplemental program enhancements as described in API RP 1162 for each stakeholder audience?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 6.2)

- Determine if the operator has considered and/or included other relevant factors for supplemental enhancements.

- ☒ Affected public
☒ Emergency officials
☒ Public officials
☒ Excavators

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Table 1 Page 6
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

2.06 Maintaining Liaison with Emergency Response Officials

Did the operator establish and maintain liaison with appropriate fire, police, and other public officials to: learn the responsibility and resources of each government organization that may respond, acquaint the officials with the operator's ability in responding to a pipeline emergency, identify the types of pipeline emergencies of which the operator notifies the officials, and plan how the operator and other officials can engage in mutual assistance to minimize hazards to life or property?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 4.4)

- Examine the documentation to determine how the operator maintains a relationship with appropriate emergency officials.
- Verify the operator has made its emergency response plan available, as appropriate and necessary, to emergency response officials.
- Identify the operator's expectations for emergency responders and identify whether the expectations are the same for all locations or does it vary depending on locations.
- Identify how the operator determined the affected emergency response organizations have adequate and proper resources to respond.
- Identify how the operator ensures that information was communicated to emergency responders that did not attend training/information sessions by the operator.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Company does not provide the emergency plan, but the company does provide documentation to the emergency officials to let them know what to expect in the case of an incident.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

3. Program Evaluation & Continuous Improvement (Annual Audits)

3.01 Measuring Program Implementation

Has the operator performed an audit or review of its program implementation annually since it was developed? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c), (i); § 195.440 (c), (i); API RP 1162 Section 8.3)

- Verify the operator performed an annual audit or review of the PAP for each implementation year.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: All audits have been done in house every since 2006
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

3.02 Acceptable Methods for Program Implementation Audits

Did the operator use one or more of the three acceptable methods (i.e., internal assessment, 3rd-party contractor review, or regulatory inspections) to complete the annual audit or review of its program implementation? If not, did the operator provide valid justification for not using one of these methods?

(Reference: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.3)

- Determine how the operator conducts annual audits/reviews of its PAP.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: Internal and 3 rd Party Contractor Review (Paradigm) was used.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

3.03 Program Changes and Improvements

Did the operator make changes to improve the program and/or the implementation process based on the results and findings of the annual audit? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.3)

- Determine if the operator assessed the results of its annual PAP audit/review then developed and implemented changes in its program, as a result.

- If not, determine if the operator documented the results of its assessment and provided justification as to why no changes were needed.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: No Major changes have been performed, however some of the info on the messages sent out have changed due to employment changes taking place inside Alabama Gas.
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4. Program Evaluation & Continuous Improvement (Effectiveness)

4.01 Evaluating Program Effectiveness

Did the operator perform an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation) to assess its program effectiveness in all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4)

- Verify the operator conducted an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation).
- Document when the effectiveness evaluation was completed.
- Determine what method was used to perform the effectiveness evaluation (in-house, by 3rd party contractor, participation in and use the results of an industry group or trade association).
- Identify how the operator determined the sample sizes for audiences in performing its effectiveness evaluation.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments: See attached info. Alagasco uses surveys from APACT, Paradigm, and (Internal Surveys with is attached)
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4.02 Measure Program Outreach

In evaluating effectiveness, did the operator track actual program outreach for each stakeholder audience within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.1)

- Examine the process the operator used to track the number of individuals or entities reached within each intended stakeholder audience group.
- Determine the outreach method the operator used to perform the effectiveness evaluation (e.g., questionnaires, telephone surveys, etc).
- Determine how the operator determined the statistical sample size and margin-of-error for each of the four intended stakeholder audiences.

☒ Affected public
☒ Emergency officials
☒ Public officials

X ☐ Excavators

<input type="checkbox"/> S – Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4.03 Measure Percentage Stakeholders Reached

Did the operator determine the percentage of the individual or entities actually reached within the target audience within all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.1)

- Document how the operator determined the statistical sample size and margin-of-error for each of the four intended stakeholder audiences.
- Document how the operator estimated the percentage of individuals or entities actually reached within each intended stakeholder audience group.

X ☐ Affected public
 X ☐ Emergency officials
 X ☐ Public officials
 X ☐ Excavators

X <input type="checkbox"/> S – Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4.04 Measure Understandability of Message Content

In evaluating effectiveness, did the operator assess the percentage of the intended stakeholder audiences that understood and retained the key information in the messages received, within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.2)

- Examine the operator's evaluation results and data to assess the percentage of the intended stakeholder audience that understood and retained the key information in each PAP message.
- Verify the operator assessed the percentage of the intended stakeholder audience that (1) understood and (2) retained the key information in each PAP message.
- Determine if the operator pre-tests materials.

X ☐ Affected public
 X ☐ Emergency officials
 X ☐ Public officials
 X ☐ Excavators

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4.05 Measure Desired Stakeholder Behavior

In evaluating its public awareness program effectiveness, did the operator attempt to determine whether appropriate preventive behaviors have been understood and are taking place when needed, and whether appropriate response and mitigative behaviors would occur and/or have occurred? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.3)

- Examine the operator's evaluation results and data to determine if the stakeholders have demonstrated the intended learned behaviors.
- Verify the operator determined whether appropriate prevention behaviors have been understood by the stakeholder audiences and if those behaviors are taking place or will take place when needed.

- ☒ Affected public
☒ Emergency officials
☒ Public officials
☒ Excavators

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4.06 Measure Bottom-Line Results

In evaluating its public awareness program effectiveness, did the operator attempt to measure bottom-line results of its program by tracking third-party incidents and consequences including: (1) near misses, (2) excavation damages resulting in pipeline failures, (3) excavation damages that do not result in pipeline failures? Did the operator consider other bottom-line measures, such as the affected public's perception of the safety of the operator's pipelines? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 8.4.4)

- Examine the operator's process for measuring bottom-line results of its program.
- Verify the operator measured bottom-line results by tracking third-party incidents and consequences.
- Determine if the operator considered and attempted to measure other bottom-line measures, such as the affected public's perception of the safety of the operator's pipelines. If not, determine if the operator has provided justification in its program or procedural manual for not doing so.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

4.07 Program Changes

Did the operator identify and document needed changes and/or modifications to its public awareness program(s) based on the results and findings of its program effectiveness evaluation? If not, did the operator provide justification in its program or procedural manual?

(Reference: § 192.616 (c); § 195.440 (c); API RP 1162 Section 2.7 Step 12 and 8.5)

- Examine the operator's program effectiveness evaluation findings.
- Identify if the operator has a plan or procedure that outlines what changes were made.
- Verify the operator identified and/or implemented improvements based on assessments and findings.

<input checked="" type="checkbox"/> S – Satisfactory (explain)*	Comments:
<input type="checkbox"/> U - Unsatisfactory (explain)*	
<input type="checkbox"/> N/A - Not Applicable (explain)*	
<input type="checkbox"/> N/C – Not Checked (explain)*	
Check exactly one box above. * Required field	

5. Inspection Summary & Findings

5.01 Summary

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5.02 Findings

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"Public Awareness Program"

Plan

MAR 17 2011

Company: Ala GAS Date: JUNE 13-16-11

Person(s)

Interviewed:

Bob Gardner

Title:

Manager

Inspector(s):

Dudson, Powell, Trapp, Brown

Does Company have a Written Program?

Yes

Baseline Assessments

Awareness

Frequency

Annual

Is Company doing what their plan addresses?

Yes

1. Notice to Gas Customer

Appt & Oct Bills Aug 12-2010

2. Notice to Non-Gas Customers along Pipeline System

324,000 6-24-2010

3. Notice to Public Officials

Appt - (811) 11-16-2010

4. Notice to Emergency Officials

Appt 11-16-2010

5. Notice to Excavators

Ala One Call April Oct 2010

Natural GAS

Now Cast

6-24-2010



Alagasco

AN ENERGEN COMPANY

Emergency Number: 800-292-4008

*Safe, Efficient,
Reliable and
Underground*

ALGSCO

Natural gas is a naturally abundant gas found deep beneath the earth's surface. It is odorless and colorless and produces very few emissions. It is also considered the cleanest fuel because of its clean-burning qualities.

Natural gas is the most popular energy used for home heating. Its uses are expanding to electrical power generation, cooling and fuel transportation, due to its ease of use and its positive environmental qualities.

The natural gas delivery system has the best safety record of all energy delivery systems. This brochure will provide you with important safety information about natural gas.



The Popular Choice...

According to statistics from the National Transportation Safety Board, natural gas pipelines and mains are the safest method of transportation. Natural gas provides about 24 percent of all the energy used in the United States. Gas utilities serve more than 60 million residential, commercial and industrial customers through underground pipelines.

The Safety Commitment...

It is extremely unlikely a gas leak will occur, but you should always be prepared. Natural gas is extremely flammable and if released and contacted by any source of ignition will ignite, and possibly explode.

We are committed to protecting you, your property and the environment, and by implementing programs like these we are better equipped to detect the possibility of a leak happening prior to it actually occurring. These safety guidelines will provide you with important information to help you avoid dangerous activities that could lead to a gas leak, and what steps to take if a natural gas leak were to occur.

Using the latest technology, security and industry practices, natural gas pipelines and mains are monitored to maintain service and safety. Natural gas companies execute many programs to ensure your safety, including:

- Design and construction, planning with local agencies
- Monitoring 24 hours a day, 7 days a week
- Integrity Management Programs for transmission pipelines
- Inspection and patrol, by aerial and foot
- Emergency Responder and Excavator Training Programs
- Public Awareness and Damage Prevention Programs
- Coordination and communication with police and fire officials

Pipeline Marker Information...

Pipeline markers are another important safety precaution. Since pipelines are buried underground, pipeline markers are used to help in their identification. Pipeline markers are found where a pipeline intersects a street, highway or railway. Be aware of any pipeline markers in your neighborhood. Write down the natural gas operator's name and phone number in case of an emergency. While markers are helpful, they provide very limited information.

Markers DO show:

- The approximate location of the pipelines
- The product transported
- The natural gas operator's name and emergency phone number

Markers DO NOT show:

- The depth of the pipelines
- The number of pipelines
- The exact location of the pipelines



Information for Emergency Officials...

Take whatever steps necessary to protect the public during a pipeline emergency. The following suggestions are offered only as a guide.

Secure the area around the leak.

- This could include evacuating people from homes, businesses, schools and other locations.
- This could include erecting barricades to prevent access to the emergency site.

Take steps to prevent ignition of a pipeline leak.

- This could include rerouting traffic, shutting off electricity and residential gas supply by qualified individuals.
- This could include preventing ignition sources from entering the emergency site.

Contact the natural gas operator.

- Contact the natural gas operator as quickly as possible.
- Pipeline markers provide the company name, phone number and product.
- Do not operate any valves; this action could escalate the emergency.
- The natural gas operator will dispatch personnel to help and aid the response to the emergency.
- The natural gas operator's personnel will take the necessary actions, such as starting and stopping pumps, opening or closing valves, and similar steps to minimize the impact of the situation.

911 Telecommunication...

911 Dispatch personnel play a critical role in effective response to pipeline incidents. Knowing the companies, their contact information, and the products transported in your respective jurisdiction is important for prompt and correct responses in the case of a pipeline incident. Dispatchers actions can save lives, direct the appropriate emergency responders to the scene, and protect our nations' infrastructure from additional issues that can be caused by improper response. Follow these simple guidelines in the case of a pipeline incident:

- Gather the proper information (*if possible*): company, product, and release characteristics
- Know the appropriate response to each product
- Know the wind direction at the time
- Warn of ignition sources if possible
- Dispatch appropriate emergency responders
- Contact the pipeline company



Use your SENSES

Recognizing a Suspected Leak...

Using your sense of sight, sound and smell will help you recognize a suspected leak. Here's what you should look for:

Sight - Natural gas is colorless, but vapor and "ground frosting" may be visible at high pressures. A gas leak may also be indicated by bubbles in wet or flooded areas, distinct patches of dead vegetation, dust blowing from a hole in the ground or flames if the leak is ignited.

Sound - A hissing or roaring noise along the right-of-way of a pipeline could also indicate a natural gas leak.

- Transmission natural gas has a stale petroleum/hydrocarbon smell. Before it is delivered to your home, natural gas has mercaptan added which gives the gas a sulphur or "rotten egg" smell to help detect leaks. If the gas is from an underground leak, the odorant may be filtered out by the ground.

What you should **NOT** do if a leak occurs:

DO NOT touch, breathe or make contact with the leak.

DO NOT light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark.

DO NOT attempt to extinguish any fire.

DO NOT attempt to operate any valves.

What you should **DO** if a leak occurs:

DO leave the home, building and area of the suspected leak, and get to a safe area.

DO call 911 and the pipeline company from a safe distance.

DO warn others to stay out of the area.

Ensure Your Safety...

The leading cause of damage to buried pipelines is the failure to call and obtain the pipelines' exact location. Damage to pipelines - such as a scratch, gouge, crease or dent - may cause a leak.

Before you start any excavation activity on your property, you are required by state law to call 811 or your State One-Call Notification Center. Natural gas operators will mark the location of their lines at no cost to you.

Excavation activities can be as simple as planting a tree, installing landscaping, building a fence or installing a swimming pool.

811 is the federally-mandated number designated by the FCC to consolidate all local "Call Before You Dig" numbers and help save lives by minimizing damages to underground utilities. One easy phone call to 811 starts the process to get your underground pipelines and utility lines marked for **FREE**. When you call 811 from anywhere in the country, your call will be routed to your State One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can dig safely. More information regarding 811 can be found at www.call811.com.

Each person responsible for any excavation or demolition operation that results in any damage to an underground facility shall, immediately upon discovery of such damage, notify the operator of such facility of the location of the damage and shall allow the operator reasonable time to accomplish any necessary repairs before completing the excavation or demolition in the immediate area of the damage to such facility.

Each person responsible for any excavation or demolition operation that results in damage to an underground facility permitting the escape of any flammable, toxic or corrosive gas or liquid shall, immediately upon discovery of such damage, notify the operator and take other action as may be reasonably necessary, to protect persons and property and to minimize the hazards, until arrival of the operator's personnel, police or fire department.

Transmission Pipeline Mapping...

The National Pipeline Mapping System (NPMS) is a geographic information system (GIS) created by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA), Office of Pipeline Safety (OPS) in cooperation with other federal and state governmental agencies and the pipeline industry to provide information about pipeline operators and their pipelines. The NPMS Web site is searchable by ZIP code or by county and state, and can display a county map that is printable.

Within the NPMS, PHMSA has developed the Pipeline Integrity Management Mapping Application (PIMMA) for use by pipeline operators and Federal, State, and Local Government officials only. The application contains sensitive pipeline infrastructure information that can be viewed via internet browser. PIMMA access cannot be given to any person who is not a direct employee of a government agency.

For a list of pipeline operators with pipelines in your area and their contact information or to apply for PIMMA access, go to www.npms.phmsa.dot.gov/. Operators of production facilities, gas/liquid gathering pipelines and distribution pipelines, are not represented by NPMS nor are they **required to be**.

For more information regarding pipeline safety and an overview of the pipeline industry please visit the following Web sites:

Pipeline Resources and Information

- Pipeline 101 - www.pipeline101.com
- American Petroleum Institute (API) - www.api.org
- American Gas Association (AGA) - www.aga.org
- American Public Gas Association (APGA) - www.apga.org
- Dig Safely - www.digsafely.com
- Common Ground Alliance (CGA) - www.commongroundalliance.com



To view this information on the web and to take our online survey, go to www.pipelinesafetyinfo.com

Alabama One-Call

811 or (800) 292-8525 • www.al1call.com • **Notice:** 2 working days

Alabama Public Service Commission

(334) 242-5778 • <http://www.psc.state.al.us/>

This color code chart will help determine which utilities have marked their underground utility lines.

 WHITE - Proposed excavation	 ORANGE - Communications, alarm or signal lines, cables or conduit
 PINK - Temporary survey markings	 BLUE - Potable water lines
 RED - Electric power lines, cables, conduit and lighting cables	 PURPLE - Reclaimed water, irrigation and slurry lines
 YELLOW - Gas, oil, steam, petroleum or gaseous materials	 GREEN - Sewer lines

The information provided in this brochure, including but not limited to, One-Call center information, websites, state laws, regulatory agencies, has been gathered using the most up to date information available, and provided for informational purposes only. All matter is subject to change without notice. The Paradigm Alliance, Inc. made an attempt to verify all information contained herein as to its accuracy, and is not liable for any missing or incorrect information.

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America's Energy Choice - Natural Gas

There are many reasons that make Natural Gas the best energy choice for America.



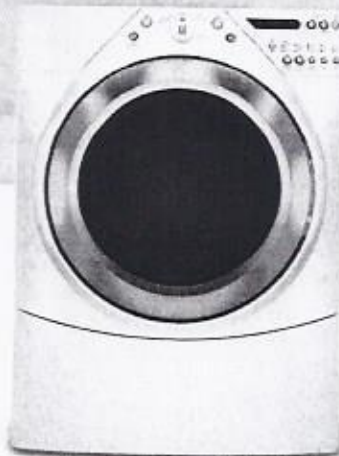
Clean:

Natural gas is the cleanest fossil fuel. It produces 45 percent less carbon dioxide emissions than coal and 30 percent less than oil. In Alabama, natural gas homes produce 50 percent less carbon emissions than all-electric homes.



Efficient:

More than 90 percent of the natural gas produced is delivered to homes and used directly by its natural gas appliances. In contrast, only 30 percent of the fuel (coal, natural gas or oil) used to generate electricity actually reaches a home's electric appliances. This means that 70 percent of the energy used to generate electricity is lost during the process of generating, transmitting and distributing the electricity to homes.



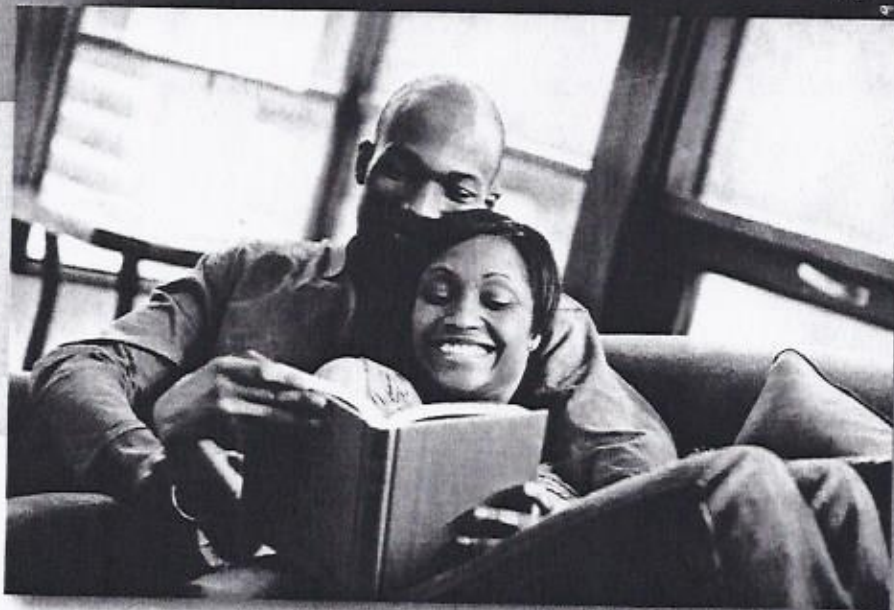
Abundant:

In the United States, we have discovered and are developing abundant new supplies of natural gas. The result is that America now has a 100-year supply of clean and versatile natural gas.

**American:**

Natural gas helps improve our country's energy security. Natural gas is a domestically produced fuel. 85 percent of the natural gas American's use is produced in the United States, and 98 percent of the gas is produced in North America (U.S and Canada). Using natural gas helps decrease our dependence on foreign sources of energy and helps create more U.S. jobs. The economic impact of natural gas stays in America.





To learn more about the advantages of natural gas
and how you can become an Alagasco customer,
please visit

Alagasco.com

or call Alagasco Marketing Services at

1-800-292-4010.



Natural Gas

Comfortable. Responsible.

Natural Gas Safety Tips



Form-1675

Natural gas is a naturally abundant gas found deep beneath the earth's surface. It is odorless and colorless. It is also considered the cleanest fossil fuel because it produces fewer emissions than other fossil fuels.

When used properly, natural gas is one of the safest and most reliable forms of energy available. However, as with all forms of energy, improper or careless use of natural gas may cause property damage, personal injury or even death.

At Alagasco, we are committed to delivering natural gas to our customers in the safest manner possible. But you, the customer, must realize that it is your responsibility to properly maintain and safely operate natural gas appliances.

We encourage you to take the time right now to read this brochure thoroughly. We also advise you to consult the manufacturer's instructions and warnings that are included with your natural gas appliances for more detailed safety information.

Space Heaters and Gas Logs

Installation & Location

Space heaters and gas logs should be installed in accordance with local building codes and manufacturer's instructions and specifications. Read all manufacturer's instructions, warnings and warranties carefully. Only qualified, licensed service personnel should install and service your space heater and gas logs.

If your current space heater does not have an oxygen depletion safety shut-off, you should replace it with a model that incorporates this safety feature, if possible. This device will automatically shut off your space heater if oxygen levels become unsafe.

Space heaters installed on carpet, linoleum or tile may require a metal plate or stoveboard to be installed underneath the unit. If required by the manufacturer, the metal plate needs to meet manufacturer's specifications for thickness, and needs to extend the full width and depth of the heater.

Space heaters and gas logs must not be installed in the area where flammable liquids, gases or explosive materials are used or stored. Vapors from these materials may migrate and be ignited by the pilot or burner flame.

Space heaters and gas logs are HOT during operation. People, clothing, furniture and other combustible items should be kept away from space heaters and gas logs at all times. Also, any guard installed or recommended by the manufacturer should ALWAYS remain in place during operation.

Combustion Air Requirements

Operating space heaters and gas logs without sufficient fresh air can lead to carbon monoxide poisoning. Therefore, it is necessary to provide fresh air to these appliances any time they are operating. These appliances must be suitable for their locations or meet the manufacturer's installation requirements.

Always follow the manufacturer's specifications and never cover any openings or alter the space heater's cabinet in any way. You should contact a qualified heating contractor or service technician

for recommendations on how to provide and maintain sufficient fresh air to your space heater and gas logs.

Maintenance, Cleaning and Service

Each year, your space heater and gas logs should be inspected by a qualified service technician before they are used.

Even in the cleanest homes, the air moving through space heaters and gas logs carries lint and dust. This lint and dust may clog the air intakes for the pilot light if it is allowed to build up. Lint buildup at the burner intake can cause the improper combustion of natural gas and produce carbon monoxide. If you notice lint buildup, contact a qualified heating contractor or service technician and have your equipment cleaned.

When properly adjusted, a space heater should burn with a blue flame. If the flame is orange or yellow, stop using the space heater and contact a qualified heating contractor or service technician immediately. The color of the burner flame for gas logs can vary depending on the brand, style and use of gas

logs. Therefore, it is important that the operation of gas logs be checked regularly by a qualified heating contractor or service technician to ensure that they are functioning properly. It is also recommended that you follow the manufacturer's guidelines for the proper maintenance, cleaning and service of these appliances.

Water Heaters & Other Gas Appliances

Installation & Location

Water heaters and other gas appliances must not be installed in an area where flammable liquids, gases or explosive materials are used or stored. Vapors from these materials may migrate and be ignited by the pilot or burner flame.

Codes may require water heaters and other gas appliances installed in residential garages to have all burners and ignition devices not less than 18 inches from the floor. Manufacturer's instructions and recommendations should be followed when any gas appliance is installed. It is important that only qualified, licensed service personnel install and service your gas appliances.

Combustion Air Requirements

All gas appliances must be provided with a supply of fresh air. Operating a gas appliance without a sufficient supply of fresh air can produce carbon monoxide. Refer to the manufacturer's installation and operating instructions for more information on how to safely operate your gas appliances.

Water Heater Thermostat Settings

Setting your water heater temperature too high can be dangerous. Any thermostat setting on a water heater above 120°F may cause severe burns or other injuries, particularly to children, disabled or elderly persons. Read the water heater instruction manual before setting the temperature.

Customer-Owned Piping

You are probably aware that Alagasco owns all gas piping up to the meter. You may not be aware, however, that you own and are responsible for maintaining gas piping that is beyond the meter, whether the piping is above ground or underground.

Metallic lines may corrode if unprotected. If you own any underground or exposed, unprotected piping, it should be inspected periodically. If unsafe conditions or damage to a line is discovered, repairs should be made immediately. Plumbing contractors, heating contractors and Alagasco can assist in locating, inspecting and repairing buried lines. However, since these lines do belong to you, costs may be involved.

If you have any questions concerning the ownership of any piping, please contact Alagasco for more information.

Any excavating near buried gas and other utility lines should be done by hand following the location of those lines. To have utility-owned lines located at no cost to you, contact Alabama One Call at 811 or 1-800-292-8525 at least two working days before you dig.

Venting

Some gas equipment, such as unvented space heaters, logs and most residential gas ranges, is specifically designed and certified to operate safely without a vent. However, all central heating

furnaces, many larger space heaters (floor and wall furnaces) and all water heaters must be properly vented to operate safely so that the products of combustion are expelled outside the home.

The homeowner should periodically inspect the entire visible length of these vents for signs of corrosion severe enough to cause perforation or joint separation as well as any signs of vent blockage. Should any of these conditions exist, contact a qualified service technician for a more detailed inspection. A routine annual inspection should include an inspection of the venting system.

If You Smell Natural Gas

- Leave your home immediately.
- Call Alagasco's emergency phone number, 1-800-292-4008, from a neighbor's home.

Carbon Monoxide Safety

Carbon monoxide poisoning can occur if a natural gas appliance is operated in an enclosed space that has no access to fresh air. Because improper installation of gas appliances can lead to carbon monoxide build-up, it is important that only qualified, licensed service personnel install your gas appliances.

Carbon monoxide poisoning can be deadly. Early signs of carbon monoxide poisoning resemble flu symptoms and include headache, dizziness and/or nausea. If you have these symptoms, get fresh air immediately.

You may decide to purchase a carbon monoxide detector. If you do, the U.S. Consumer Products Safety Commission recommends that the model you choose meets the Underwriters Laboratory Standard 2034. Under no circumstances should a carbon monoxide detector be used as a substitute for regular inspections by qualified service personnel.

Pipelines ...Your Quiet Neighbor

According to statistics from the National Transportation Safety Board, natural gas pipelines and mains are among the safest methods of transporting energy products. A greater risk to the environment and the general public exists when these products are transported by other methods. Natural gas provides about 24 percent of all the energy used in the United States, and gas utilities serve more than 60 million residential, commercial and industrial customers. Pipelines are an essential component of our nation's infrastructure. Each company has an integrity management plan, and you may contact them directly for more information.

Pipeline companies communicate regularly with emergency officials and work with local police and fire departments in case of an emergency. It is extremely unlikely that a hazardous leak will occur, but you should always be prepared. Our hope is to continue to be a good neighbor and provide you with information to help you avoid potentially dangerous activity near pipelines in your area.

These safety guidelines will provide you with important information if you suspect a problem. Pipeline companies take seriously the safe operation of their infrastructures which includes protecting your property and the environment. Because of this diligence, incidents are very rare.

Pipeline Markers

Written agreements or easements between landowners and pipeline companies allow pipeline companies to construct and maintain pipeline rights-of-way across privately-owned property.

If you are not aware of pipelines on or near your property, check for pipeline markers posted on your property, along your property and elsewhere in your neighborhood. You may also check your property record at your county clerk's office.

Pipeline markers are an important safety precaution. Since pipelines are buried underground, pipeline markers are used to help in their identification. Pipeline markers are found where a

pipeline intersects a street, highway or railway. Be aware of any pipeline markers in your neighborhood. Write down the natural gas operator's name and phone number in case of an emergency. While markers are helpful, they provide very limited information.

Markers DO NOT show:

- The depth of the pipelines
- The number of pipelines
- The exact location of the pipelines

Markers DO show:

- The approximate location of the pipelines
 - The product transported
 - The natural gas operator
 - The natural gas operator's emergency phone number
-

Call 811 Before You Dig!

Third-party excavation is the leading cause of underground pipeline damage. This damage is frequently caused by the excavator's failure to request the location of utility facilities within construction limits.



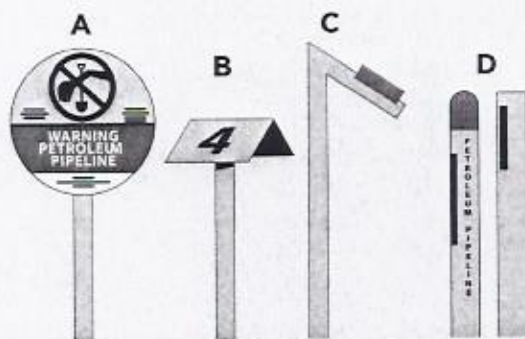
State law requires anyone performing excavation activity to call Alabama One Call at least 48 hours before digging or excavating. Before you start any excavation activity on your property, contact Alabama One Call at 811 or 1-800-292-8525. Natural gas operators will mark the location of their lines at no cost to you.

Examples of excavation activities include planting trees or landscaping, building a fence, installing a swimming pool or any other major construction project. Be safe and remember to contact Alabama One Call before beginning any excavation activities on your property.

If you live or work near a pipeline, how can you tell where a pipeline is located?

Look for these signs:

- A. Located near roads, railroads, and along the pipeline right-of-ways
- B. Marker for pipeline patrol plane
- C. Pipeline casing vent
- D. Painted metal or plastic posts



What to do if you dig and disturb or damage a pipeline or natural gas line?

Even if you cause what appears to be only minor damage to the pipeline, immediately notify the pipeline company. A gouge, scrape, dent or crease to the pipe or coating may cause a future rupture or leak. It is imperative that the pipeline owner inspects and repairs any damage to the line or related apparatus. Many states have laws requiring damages to be reported to the facility owner. Do not attempt to make repairs to the line yourself.

Recognizing a Pipeline Leak

Using your sense of sight, smell and sound will help you recognize a suspected leak. Here's what you should look for:

Sight

A dense fog, mist or white cloud. Discolored vegetation, bubbling in water or blowing dust.

Smell

Natural gas is naturally odorless. However, a distinctive smell is added, similar to rotten eggs, so that you can smell a potential gas leak.

Sound

Hissing, whistling or roaring noise.

Alagasco regularly conducts walking and vehicle leak surveys of its facilities.

What you should NOT do if a leak occurs:

- DO NOT touch, breathe or make contact with the leak.
- DO NOT light a match, start an engine, turn light switches on or off, use a cell or home phone or do anything to create a spark.
- DO NOT attempt to extinguish any fire.
- DO NOT attempt to operate valves.

What you should DO if a leak occurs:

- DO leave the home, building and area of the suspected leak, and get to a safe area.
- DO call 911 to notify police and fire officials.
- DO warn others to stay out of the area.

Information for Emergency Officials

Take whatever steps necessary to protect the public during a pipeline emergency. The following suggestions are offered only as a guide.

Secure the area around the leak.

- This could include evacuating people from homes, businesses, schools and other locations.
- This could include erecting a barricade to prevent access to the emergency site.

Take steps to prevent ignition of a pipeline leak.

- This could include rerouting traffic and turning off electricity and residential gas supply by qualified individuals.
- This could include preventing ignition sources from entering the emergency site.

Contact Alagasco.

- Contact Alagasco as quickly as possible.
- Pipeline markers provide the company name, phone number and product.
- Alagasco will dispatch personnel to help and aid the response to the emergency.
- Alagasco's personnel will take the necessary actions, such as opening or closing valves and similar steps to minimize the impact of the situation.
- Do not attempt to operate any valves; this action could escalate the emergency.

High Consequence Areas

In accordance with federal regulations, some areas near pipelines have been designated as High Consequence Areas. For these areas, supplemental hazard assessment and prevention programs known as Integrity Management Programs have been developed. If a pipeline operator has High Consequence Areas, information about these plans is available by contacting the operator's corporate offices.

Can I build or dig on a right-of-way?

Pipeline rights-of-way must be kept free from structures and other obstructions to provide access to the pipeline for maintenance, as well as in the event of an emergency. If a pipeline crosses your property, please do not plant trees or high shrubs on the right-of-way. Do not dig, build, store or place anything on or near the rights-of-way without first having the pipeline company's personnel mark the pipeline or stake the rights-of-way and explain the company's construction guidelines to you.

We need your help

The nation's infrastructures, including pipelines, are a matter of national security. If you witness suspicious activity on a pipeline right-of-way, please report it to the appropriate authorities as soon as possible or you may call Alagasco's numbers listed on this brochure. Threat advisories may be found at the Department of Homeland Security's Web site at www.dhs.gov.

Helpful Resources

Cust

Alabama Public Service Commission: www.psc.state.al.us or
334-242-5778.

Pipeline and Hazardous Materials Safety Administration –
Office of Pipeline Safety: www.npms.phmsa.dot.gov

Common Ground Alliance: www.commongroundalliance.com

American Gas Association: www.aga.org

In the event of an emergency, Alagasco service personnel can be
reached 24 hours a day at 1-800-292-4008.



"Public Awareness Program"

Company: ALAGASCO - Birmingham Date: 4-21-10

Person(s)
Interviewed: Bob Garner Title: Compliance Officer

Inspector(s): H. Danson / H. Powell

Does Company have a Written Program? yes

Baseline Assessments Every 3 yrs.

Frequency Every 3 yrs. / Mail out Customer 2 A yrs / Non Customer 1 yr.

Is Company doing what their plan addresses? yes

6/24/09 1. Notice to Gas Customer's OK

4/10/09 2. Notice to Non-Gas Customer's along Pipeline System

APAC
AUGUST 09
TO OCT. 09

3. Notice to Public Official's Al. Due Call-APAC.

4. Notice to Emergency Official's

5. Notice to Excavator's Same AS 3-4-5

Paradise Corp.
mail-outs.
Response - 100%

"Public Awareness Program"

Company: Alabama Gas Corporation **Date:** 5/29/09
(Company Wide)

Person(s)
Interviewed: Susan Delenne / Sara Stover / **Title:** Compliance /
Bob Gardner Paradigm/ Compliance

Inspector(s): Harold Dunson / Daniel Trapp

Does Company have a Written Program? Yes

Baseline Assessments Covered in Written Plan

Frequency Covered in Written Plan

Is Company doing what their plan addresses? Yes

1. Notice to Residence along local distribution not on gas was mailed out by Paradigm using Alagasco's brochure - June 19th, 2008
2. Notice to Gas Customer's along local distribution line – Customer's are twice a year by bill inserts. One in April and one in October of 2008
3. Emergency Officials met with A.P.A.C.T. in 11 zones from August 2008 through November 2008
4. Public Officials met with A.P.A.C.T. in 11 zones from August 2008 through November 2008. Public Officials are invited every year to the A.P.A.C.T. meetings even though the requirement for Public Officials is every 3 years.
5. Excavator's met with A.P.A.C.T. in 11 zones from August 2008 through November 2008