

OPERATION AND MAINTENANCE

Reference: [192.616](#) [192.16](#)

OSHA Link: N/A

Chapter 3: Damage Prevention Program

V. Public Education

3.5.1 General

There shall be a continuing education program in English and in other languages commonly understood by a significant number and concentration of the non-English speaking population in the operator's area to enable customers, the public, appropriate governmental organizations, and persons engaged in excavation related activities to recognize a gas emergency for the purpose of reporting it to the gas company. The procedures for this section are contained in the [Pipeline Safety Public Awareness Program](#).

3.5.2 Customer-Owned Facility Notification

Notification of customer's responsibility for maintenance of customer-owned facilities will be made in accordance with federal and state-specific laws as specified in Atmos Energy Corporation's [Pipeline Safety Public Awareness Program](#).

3.5.3 Derailment Notification

Atmos Energy will provide pertinent information to rail operators and emergency response officials during a known railroad incident. This information should include the presence, depth and location of the pipelines so that the movement of heavy equipment and debris on the right-of-way does not damage or rupture the pipeline or otherwise pose a hazard to people working in, and around, the accident location.

Data Request from 4/5/2024 @11:55am (Due May 6)

14. Provide O&M Manual Ch 26 - investigating” and “O&M Manual Ch 10 – Pipeline Patrolling”, any other sections of the O&M manual that cover notifications, excavation, installation, locates, damage prevention, public awareness, repairs of leaks, odorization of gas, valve maintenance (include how often valve mapping is updated).

Relevant sections of the Operations and Maintenance Manual will be uploaded to Kiteworks as JXN-NTSB-001645-001736 and will include Chapters 26 and 10, as well as the following:

- **Notifications – Chapters 1.4, 26, and 27.3**
- **Excavation, Installation, and Locates – These topics are not covered by the O&M Manual.**
- **Damage prevention – Chapter 3**
- **Public awareness – Chapter 3, Section V**
- **Repairs of leaks – Chapter 9 (previously provided as JXN-NTSB-000032-00060)**
- **Odorization of gas – Chapter 12**
- **Valve maintenance (include how often valve mapping is updated) – Chapter 8**

15. Provide summary/documentation for how Atmos determines which valves are critical.

As outlined in Chapter 8 of Atmos Energy’s Operations and Maintenance Manual, Critical Valves are valves necessary for the safe operation of the system in an emergency. The requirements of CFR 192.181 provide guidance on valves that may be used in an emergency. Valves in the following locations are Critical Valves:

- **Regulator or meter station inlet valves**
- **Regulator or meter station outlet valves when multiple feeds are present**
- **Mainline valves on transmission lines**

17. Provide a summary of gas leak/response related training (per event) provided to outside entities for Jackson, MS, and supporting documents (include training overview, scope, planned and achieved attendance, organizations reached, other relevant details) since 2019.

As part of our Public Awareness Program, Atmos Energy has engaged Paradigm Liaison Services since 2016 to conduct annual pipeline safety training for community stakeholders such as first responders (e.g., fire departments and police), emergency management officials, city and county officials, hospitals, and excavators across all 43 counties in Mississippi served by Atmos Energy. The 2024 course materials will be uploaded as JXN-NTSB-002007-002043. The Invitation Database (for all of MS) and Sign In Sheets (for Jackson) for 2019-2024 will also be uploaded as JXN-NTSB-001742-001903. Additional information regarding Paradigm's services (including reference materials) can be found at <https://ms.pipeline-awareness.com>.

Outreach to the City of Jackson also included a face-to-face meeting with City of Jackson leadership on April 12, 2023 to share information about ongoing Atmos activities, which included discussion around ongoing pipe replacements in the City, what residents should do if they were to smell gas, and damage prevention activities. Representing the City were Mayor Chokwe Antar Lumumba, Louis Wright – Chief Administrative Officer, Dr. Safiya R. Omari – Chief of Staff, and Fidelis Malembeka, Chief Financial Officer. The presentation provided to the City will be uploaded as JXN-NTSB-001994-002006.

Outreach efforts with the City's first responders included natural gas training for the Jackson Fire Department which was held on February 27-29, 2024. This training was offered by Atmos Energy following the incidents in January 2024 to further the Fire Department's understanding of natural gas and to enhance the existing relationship between Atmos Energy and the Jackson Fire Department. The presentation materials for the 2024 firefighter training will be uploaded as JXN-NTSB-001920-001993 and the sign in sheet will be uploaded as JXN-NTSB-001904-001919.

Data Request from 4/25/2024 @7:36am (Due May 3)

19. Training Atmos have done with local police in responding to 911 calls related to gas (provide summary of the activities with dates and supporting documentations/attendees)

On May 1, 2024 members of Atmos Energy's Mississippi leadership team (President Matt Davidson, Vice President of Operations Roy Moss, and Vice President of Public Affairs Bobby Morgan) met with Assistant Police Chief Grizzell and several lieutenants and deputies to follow up on the April 24 town hall meeting. The topics included coordination between Atmos Energy and Jackson PD, 911 calls related to gas emergencies, and future training opportunities. Atmos Energy also provided Jackson PD with a dedicated first responder phone number to allow for quicker interaction between the two organizations.

Please refer to response 17 for a discussion of annual pipeline safety training for community stakeholders such as first responders (e.g., fire departments and police), a meeting with City of Jackson leadership on April 12, 2023, and Atmos Energy's natural gas training for the Jackson Fire Department on February 27-29, 2024.