



LAST REVIEW DATE: 10/22/12	REVIEW CYCLE: 5 Years
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SPECIFICATION: G-11845-5

**TITLE: GAS EMERGENCY LIAISON, TRAINING, AND
RESPONSE WITH EXTERNAL PUBLIC
SAFETY AGENCIES**

★ **VOLUME: 1, 10 and 12**

REGISTRATION NO: GAS0449

**TARGET TRAINING
GROUPS: Emergency Response Group, GERC, Customer
Operations, EH&S, Gas Distribution Engineering,
and Gas Transmission Engineering**

REVISIONS: (See ★)

- 1) Cover Page - Added specification to Volume 12.
- 2) Table of Contents - Added Section 7.0.
- 3) Section 5.2 - Added Note.
- 4) Section 6.0 - Updated title of CSP 2-1-3 and added G-11876.
- 5) Section 7.0 - Added "Attachments" Section.
- 6) Appendix A - Added report of a gas evacuation from a reliable source to MuRRE triggers.



G-11845-5

Gas Operations Standards

**TITLE: GAS EMERGENCY LIAISON, TRAINING,
AND RESPONSE WITH EXTERNAL
PUBLIC SAFETY AGENCIES**

EFFECTIVE DATE: November 21, 2012

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PREPARED BY:	APPROVED BY:	DATE:	VOLUME: 1, 10 and 12	PAGE OF 1
S. Bongiorno	Frank Ciminiello Chief Gas Engineer Gas Distribution Engineering	10/22/12	Inspection and Maintenance; O&M Manual; and Emergency Procedures	6 PAGES



**TITLE: GAS EMERGENCY LIAISON, TRAINING,
AND RESPONSE WITH EXTERNAL
PUBLIC SAFETY AGENCIES**

1.0 SCOPE

This procedure describes the liaison, training and response requirements for managing gas emergencies with external public agencies.

2.0 LEGAL REQUIREMENTS

FEDERAL: 192.615, 616, 617, 911 (m)

STATE: 16NYCRR 255.615, 616, 827

3.0 ESTABLISH LIAISON AND EMERGENCY RESPONSE TRAINING WITH EXTERNAL AGENCIES

3.1 Gas Emergency Response Group personnel shall establish and maintain liaison with fire, police and emergency officials to:

- 1) Raise their awareness of pipelines and gas facilities and provide an understanding of the role in safely transporting energy in the community.
- 2) Learn the responsibility and the resources available of each government organization who may respond to a gas pipeline emergency.
- 3) Acquaint the officials with the operator's ability in responding to a gas pipeline emergency and the damage prevention program meant to protect the gas system.
- 4) Identify the types of gas pipeline emergencies and potential hazards which the operator may make a notification to emergency officials on.
- 5) Plan how the operator and officials can engage in mutual assistance to minimize the hazards to life or property.
- 6) Explain how CECONY's Integrity Management Program works and what it accomplishes.
- 7) Inform emergency officials of the availability of pipeline location information on the National Pipeline Mapping System website located at www.npms.phmsa.dot.gov.



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**3.0 ESTABLISH LIAISON AND EMERGENCY RESPONSE TRAINING WITH
EXTERNAL AGENCIES (Continued)**

3.2 Emergency Management, in addition to the GERC, shall offer annual training, at mutually acceptable locations, to fire departments, volunteer fire departments, police departments, and emergency services departments regarding the appropriate response to gas related emergencies and gas public awareness messages.

- A) In New York City, the training shall be offered to the directors of training, volunteer fire department chiefs, and the New York City Commissioner of the Office of Emergency Management.
- B) In Westchester, the training shall be offered to the fire department chiefs, police department chiefs of each municipality, and the Commissioner of Westchester Emergency Services.

3.3 Document all offers for training to the appropriate organizations.

3.4 Document all training, drills, meetings and lessons learned which have occurred.

3.5 Electronically track formal training administered at The Learning Center.

3.6 Maintain training records for three years.

**4.0 TRAINING FOR OPERATORS AND GAS DISPATCHERS RECEIVING GAS
LEAK COMPLAINTS**

4.1 Customer Operations shall provide Customer Service Representatives, who answer gas leak telephone complaints, with initial and refresher training covering the handling of emergency calls. Customer Service Representatives shall confirm that the caller understands the serious nature of a gas leak. Training will include:

- A) Use of correct procedures, including CSP 2-1-3
- B) Role-playing simulations of emergency calls
- C) Handling actual emergency calls that are monitored by a qualified person



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**4.0 TRAINING FOR OPERATORS AND GAS DISPATCHERS RECEIVING GAS
LEAK COMPLAINTS (Continued)**

4.2 Gas Emergency Response Center shall provide the gas dispatchers with initial and refresher training covering the handling of gas emergency calls. Gas Dispatchers shall treat gas emergencies with the highest priority. The training will include a review of:

- A) Gas leak reporting procedures
- B) Radio code signals
- C) Gas emergency response and reporting, including the use of the "Code MuRRE" classification. See Appendix A for more information
- D) Telephone instructions
- E) Computer dispatching
- F) Byers – electric and gas maps

4.3 When a gas leak call is received, a series of questions must be asked in order to obtain critical information. How to ask the appropriate questions and how to instruct callers for the following information shall be incorporated into the training:

- A) Name, address, and telephone number of the caller.
- B) Determination of emergency e.g., gas, carbon monoxide, etc.
- C) Severity of the emergency.
- D) Depending on the severity of the complaint, the customer is to be instructed to ventilate and/or evacuate, not to operate electric switches, and encourage others in the immediate vicinity to leave the area.
- E) The customer is to be instructed that CECONY will need access to their premises and if there is no one available, CECONY will seek the assistance of the FD to let the field crew in.



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5.0 RESPONSE INTERACTION WITH GOVERNMENTAL AGENCIES

5.1 Each respective Gas Organization will designate, as required in the Incident Command System, an on-site liaison officer to assist in providing requested information to government officials (typically a representative from the Public Service Commission or the PD, FD, OSHA, NYCOEM, DEP, DOT, etc.) Refer to CI-260-4 for more information.

5.2 Gas Operations personnel shall cooperate with emergency officials including members of the PSC staff in furnishing test or survey data, including the use of independent consultant's equipment, or systems deemed necessary for the investigation of the incident, analysis of any failed equipment, fitting, or appliance to determine its cause.

★ **NOTE:** The Company shall leave the facilities involved in an incident undisturbed until emergency officials, Company investigators, and other public safety officials, who may or may not be at the scene, complete their investigation.

5.3 In cases where laboratory testing is required, the Public Service Commission (PSC) staff may review and take part in the development of the test protocol, which will be used to define the scope of work to be performed, and the procedures to be used on the failed specimen(s). The PSC staff shall be afforded the opportunity of being a participant in review meetings between the Company and the testing laboratory to be sure all relevant information is exchanged. The PSC staff will be provided a copy of the report for review and comment before the testing laboratory finalizes it. If requested, the final report will be distributed to the appropriate emergency officials once the request has been approved by the Company's Law Department.

5.4 All gas incident reports shall be completed and documented in the Gas Incident Management System and forwarded to the appropriate governmental agencies, as per Specification G-11850.

5.5 The New York City Department of Environmental Protection (DEP) and the Company have developed a protocol for mutual emergency response to situations that may involve both parties. See Appendix B.



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★ 6.0 **REFERENCES**

- G-11850 "Reporting Natural Gas Incidents, Evacuations, Major Service Interruptions, Exceeded MAOP and Carbon Monoxide Incidents"
- G-11876 "Dispatching Emergency and Non-Emergency Work by the Gas Emergency Response Center"
- CI-260-4 "Corporate Response to Incidents and Emergencies"
- CSP 2-1-3 "Processing Emergency Calls"

★ 7.0 **ATTACHMENTS**

Appendix A - Code MuRRE and OGS Oversight Initiative

Appendix B - Memorandum of Understanding Between NYCDEP and Con Ed

★ APPENDIX A

Code MuRRE and OGS Oversight Initiative

For incidents that require an escalated response, the OGS will declare a “**Code MuRRE**” (**M**ultiple **R**esource **R**esponse **E**vent). The OGS will ensure that the required additional company resources and FD are dispatched to assist.

OGS Oversight

If field supervision is not present on location, the OGS will take control of the event. The OGS will be in direct contact with the field mechanic who will provide regular updates directly to the OGS as the situation progresses. At the “Off Trigger”, the field will take control of the event.

★ **MuRRE Triggers**

- Probable combined commodity event
- Two or more calls on the same block, in the same vicinity
- Atmospheric readings of $\geq 5\%$ that cannot be vented quickly
- Atmospheric readings in two or more buildings
- T-1 readings in two or more SSSs
- T-1 reading in a single SSS that does not quickly vent below T-1 condition
- Report of a strong odor from a reliable source (as defined in Specification G-11850)
- Inside and outside damages (not secured by qualified gas personnel)
- Gas evacuations from a reliable source (as defined in Specification G-11850)
- Other situations requiring an escalated field response

Off Trigger (OGS relinquishes White Hat role to field): When job is Made Safe or when ICS is established in the field, if it's before the Made Safe time.

GERC Requirements

- Secure required resources to minimize Made Safe time
- Notify supervision/management
- Provide electric service information, as required
- Provide oversight, guidance, and support
- Provide information on Company SSSs where applicable
- Continuous communication and updates from field to ERC
- OGS must have knowledge of location and availability for all crews (outfitting all GDS & Construction crews with GPS)
- Field forces must move when requested
- Knowledge of supervisory personnel in field at all times

APPENDIX B

MEMORANDUM OF UNDERSTANDING
between
NEW YORK CITY DEPARTMENT OF ENVIRONMENTAL PROTECTION
and
THE CONSOLIDATED EDISON COMPANY OF NEW YORK, INC.

WHEREAS, the New York City Department of Environmental Protection (DEP) and the Consolidated Edison Company of New York, Inc. (Con Edison) have engaged in extensive negotiations concerning situations where it would be appropriate for Con Edison to notify DEP of the release of natural gas.

NOW, THEREFORE, having considered this matter and being duly advised, DEP and Con Edison **HEREBY AGREE AS FOLLOWS**:

It is **AGREED** that the following protocol will be followed; Con Edison will notify DEP, as provided herein, in the following situations:

- Any leak in a natural gas main requiring immediate shutdown of the main.
- Any sustained natural gas reading above 20% of the Lower Explosive Limit (LEL) in the atmosphere of a confined space (excluding utility manholes) that cannot be immediately relieved to below 20% of the LEL.
- Outdoor ambient air readings of natural gas, not directly at the source, of more than 20% of LEL.
- A significant natural gas leak involving a sewer system where the hazard cannot be immediately relieved by venting.
- All type 1 Natural gas leaks into the sewer.
- Any natural gas incident that results in damage to water or sewer mains.
- Any natural gas incident resulting in evacuation of a school, synagogue, church,

APPENDIX B (Continued)

apartment building or other building of public assembly.

- Any explosion or fire involving natural gas causing fatality, injury requiring hospitalization, or property damage exceeding \$50,000.
- A serious natural gas leak that may cause risk or danger to the public health, welfare or the environment.

Upon becoming aware that any of the above conditions exist, even before it is confirmed that the situation(s) is caused by Con Edison's Natural gas, Con Edison will provide immediate notification to DEP by calling (718) DEP-HELP. In the event it is determined that natural gas is not involved, Con Edison will call (718) DEP-HELP to cancel the notification insofar as it implicates Con Edison. Where the involvement of natural gas is confirmed, Con Edison will submit a written report to DEP to provide the information required in 15 RCNY §11-03 (c) within 7 days in substantially the form shown on Exhibit A, attached hereto and, if necessary or if requested by DEP, will supplement this initial report with further details in writing within 30 days. Con Edison will provide details regarding repairs and/or abatement measures taken by Con Edison or its designee(s), or any other person(s) as soon as the information is available.

It is **AGREED** that failure to comply with the notification procedure of this protocol by Con Edison may be deemed chargeable as a violation of the New York City Hazardous Substance Emergency Response Law (Title 24, Chapter 6 of the Administrative Code) and Con Edison would not, in such proceeding, raise a jurisdictional challenge as to the applicability of said law. However, it is also **AGREED** that entering into this Memorandum of Understanding shall not be deemed an admission by Con Edison as to the applicability of Title 24, Chapter 6 to natural gas leaks nor an admission by DEP as to the inapplicability of said law to natural gas leaks.

It is **AGREED** that if a notice of violation is issued by DEP as against Con Edison, pursuant

APPENDIX B

(Continued)

to Title 24, Chapter 6, for failing to properly notify DEP upon the release of natural gas, then the only issue to be determined at a hearing is whether or not the protocols contained herein have been followed.

It is **AGREED** that compliance with this protocol will be accepted as a complete defense to any charge of a violation by Con Edison of Title 24 Chapter 6 pertaining to a release of natural gas.

DEP and Con Edison have each participated in the drafting of this Agreement after consulting with counsel. Therefore, the language of this Agreement shall not be presumptively construed against either of the parties.

Finally, it is **AGREED** that this agreement shall be permanent in duration. However, each party herein shall have the right to terminate this agreement upon thirty (30) days written notice to the other party. In the event of a termination of this agreement, each party will be bound to observe any obligation incurred hereunder prior to the date of said termination. Additionally, the parties may modify this agreement by written instrument executed by both of the parties hereto.

All written reports or notices required or permitted hereunder shall be delivered by hand, or by certified mail, return receipt requested, as follows:

If to DEP, to

NYC Department of Environmental Protection
Bureau of Air, Noise, and Hazardous Materials
Division of Emergency Response and Technical Assessment
59-17 Junction Boulevard, 1st Floor
Corona, NY 11368
Attention: Director, Division of Emergency Response and Technical Assessment

with a copy to:

NYC Department of Environmental Protection
Bureau of Legal Affairs
59-17 Junction Boulevard, 19th Floor
Corona, NY 11368

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Attention: General Counsel

If to Con Edison, to


Consolidated Edison Company of New York, Inc.
1570 Bruckner Blvd.
Bronx, NY 10453
Attention: David Davidowitz, General Manager, Gas Operations

Either party may, by written notice to the other party, designate a different address for reports and notices hereunder.

Effective date: December 8, 1998



Joel A. Miele Sr., P.E.
Commissioner, New York City
Department of Environmental Protection



M. Peter Lanahan, Jr.
Vice President, Environmental, Health & Safety
Consolidated Edison Company of New York, Inc.