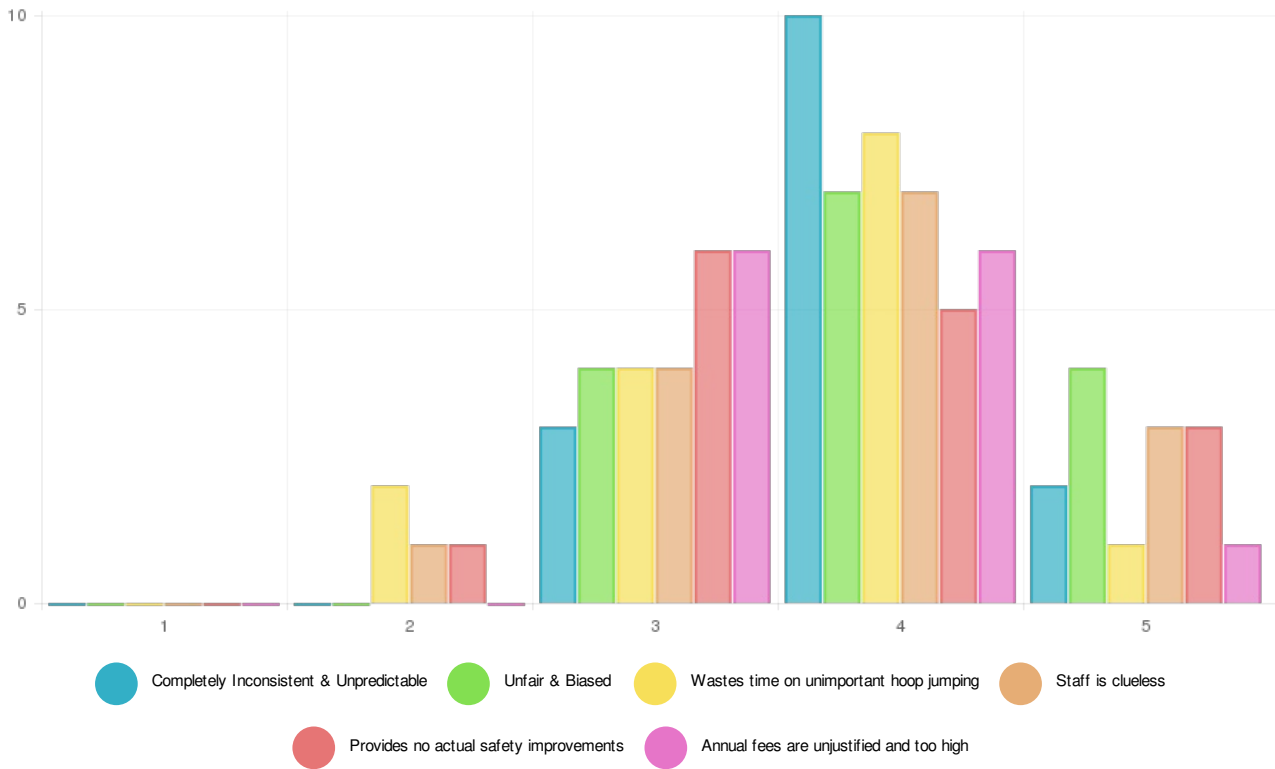


Quick Report

One area that CCOPS is interested in hearing from the industry on is how you view the WUTC's regulatory interactions with your company. Please use the scales below to give us a sense of your views.

	1	2	3	4	5	Standard Deviation	Responses	Weighted Average
● Completely Inconsistent & Unpredictable - Very Consistent & Predictable	0 (0%)	0 (0%)	3 (20%)	10 (67%)	2 (13%)	3.69	15	3.93 / 5
● Unfair & Biased - Fair & Reasonable	0 (0%)	0 (0%)	4 (27%)	7 (47%)	4 (27%)	2.68	15	4 / 5
● Wastes time on unimportant hoop jumping - Focuses on important issues	0 (0%)	2 (13%)	4 (27%)	8 (53%)	1 (7%)	2.83	15	3.53 / 5
● Staff is clueless - Staff is Very Knowledgeable	0 (0%)	1 (7%)	4 (27%)	7 (47%)	3 (20%)	2.45	15	3.8 / 5
● Provides no actual safety improvements - Has helped us increase the safety of our system	0 (0%)	1 (7%)	6 (40%)	5 (33%)	3 (20%)	2.28	15	3.67 / 5
● Annual fees are unjustified and too high - Annual fees seem fair and reasonable	0 (0%)	0 (0%)	6 (46%)	6 (46%)	1 (8%)	2.8	13	3.62 / 5
								3.76 / 5



Are there things you think the WUTC could do differently that would improve pipeline safety in Washington

Text Responses

Provide information on common findings that would help industry improve.

Continue training and building expertise.

Concentrate regulatory focus on those issues which enhance pipeline safety and not on those issues or regulations that don't.

It appears that the Pipeline Safety section does not get along or communicate with Rates group. We often have to defend to Rates section why our Safety Programs or Projects expected by Pipeline Safety group need to be performed and funded. This should be settled internally at Commission don't what it would be.

Work with other permit agencies on the importance of completing review of safety related pipeline projects in a more timely manor.

More engagement with counties, communities and even individual land owners in regards to land use.

Prevention and public awareness of "calling before you dig" is more important than all the regulatory fine print. Promote that aspect of safety.

periodic meetings to explain regulations, answer questions or offer interpretations for unclear regulations

offer inspectors the opportunity to sync up among themselves how they execute audits. internal calibration on how they assess you. they are very different.

Focus on actual High Risk Safety issues instead of "letter of the law" items

Provide clear guidance and expectations to the operators - treat operators equally

Update the WAC regulations

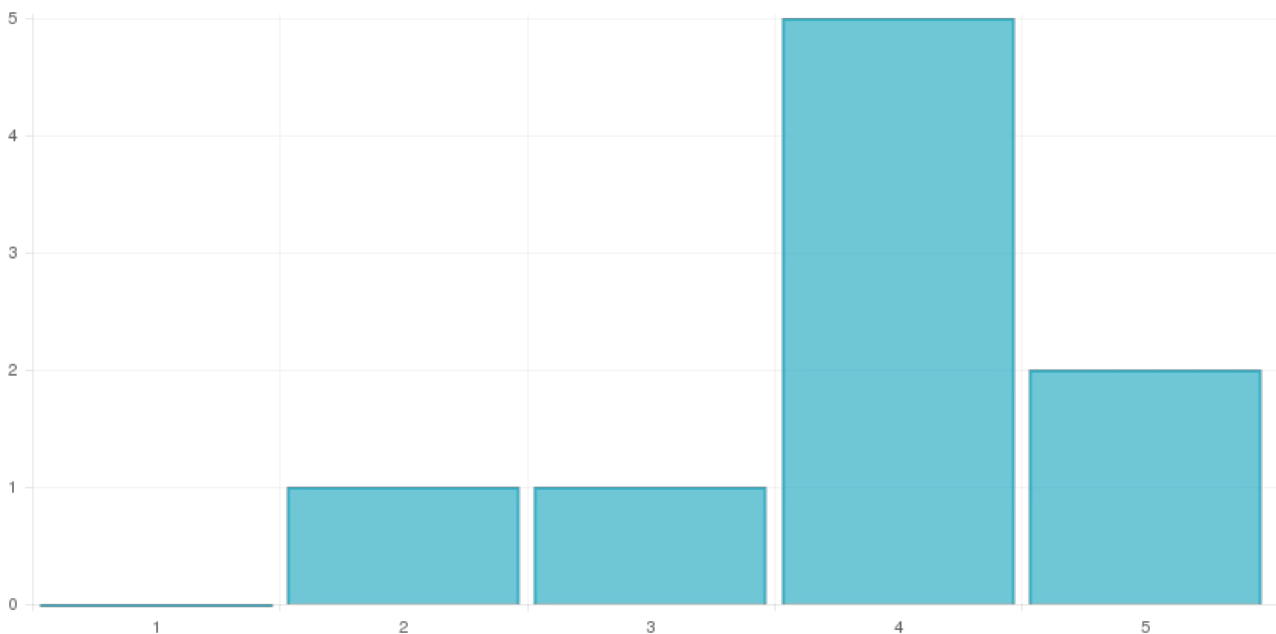
More open house type meeting each year with operators.

Half the staff is very knowledgeable and half is clueless

Spend too much time on historical records that have been reviewed many times in audits, vs. what has changed the last audit

If you operate pipelines in other states, how do you think the WUTC regulators compare to other state or PHMSA regulators ?

	1	2	3	4	5	Standard Deviation	Responses	Weighted Average
Much worse - Much better	0 (0%)	1 (11%)	1 (11%)	5 (56%)	2 (22%)	1.72	9	3.89 / 5
								3.89 / 5



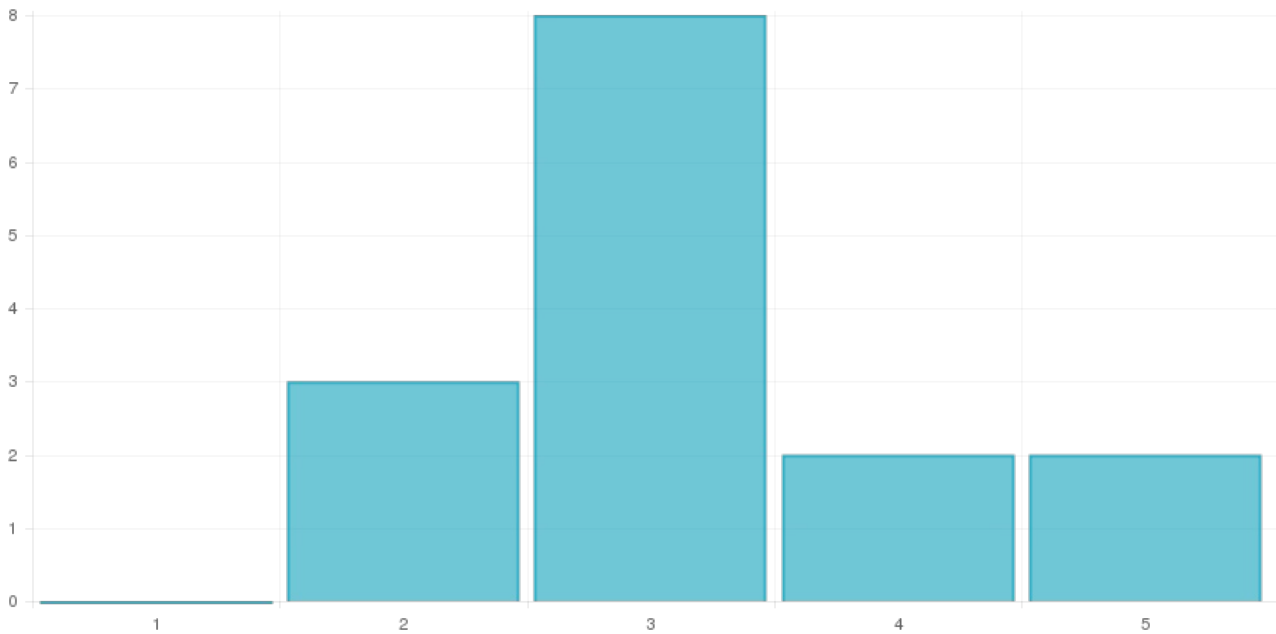
Do you have anything else you think we should know about the way the WUTC pipeline safety program operates?

Text Responses

no
 I think the UTC pipeline safety staff are stretched a little too thin to be honest.
 When comparing WUTC and PHMSA it is all about the auditor more than the organization they represent.
 seek to understand the operators' constraints

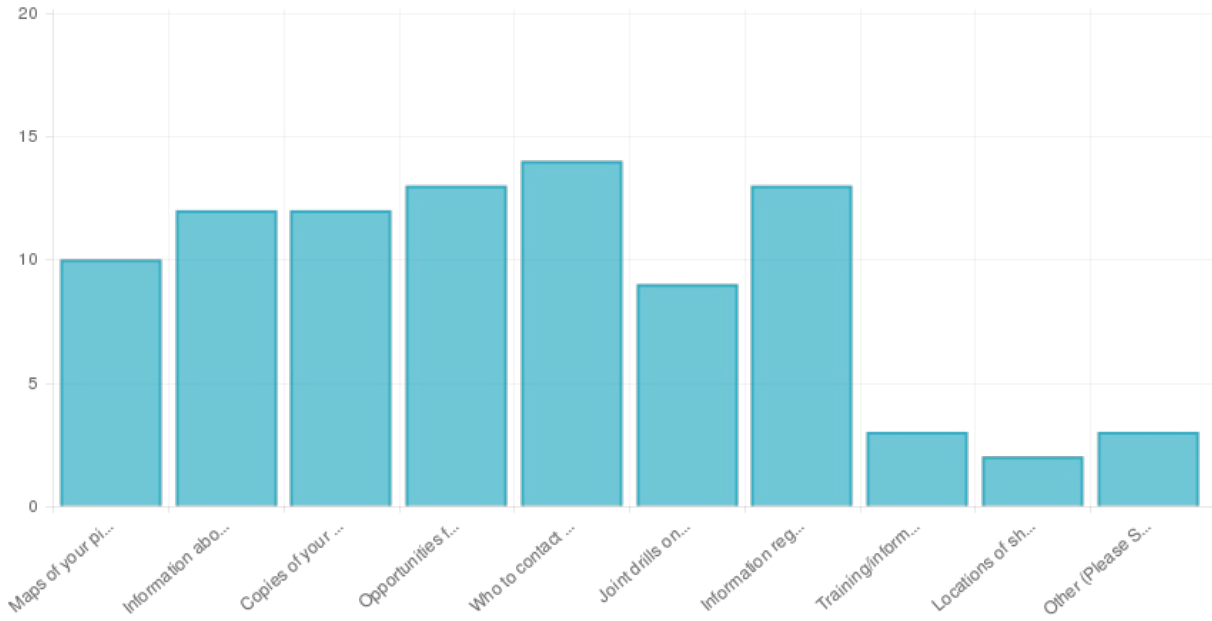
How would you rate your overall interactions regarding emergency planning with the cities and counties your pipeline intersects?

	1	2	3	4	5	Standard Deviation	Responses	Weighted Average
Local government is extremely difficult to involve in emergency planning - Local government is very diligent in working with us on emergency planning issues	0 (0%)	3 (20%)	8 (53%)	2 (13%)	2 (13%)	2.68	15	3.2 / 5
								3.2 / 5



Which of the following do you regularly provide to local government emergency response planners or first responders such as fire departments and police?

	Maps of your pipeline system	Information about the fuels the pipeline carries	Copies of your company's Emergency Response or Spill Response plans	Opportunities for training on how to respond to pipeline incidents	Who to contact in the case of an emergency	Joint drills on pipeline emergencies	Information regarding potential risks and hazards posed by your pipeline	Training/information for local 911 operators	Locations of shutoff valves	Other (Please Specify)	Responses
All Data	10 (59%)	12 (71%)	12 (71%)	13 (76%)	14 (82%)	9 (53%)	13 (76%)	3 (18%)	2 (12%)	3 (18%)	17



Text Responses

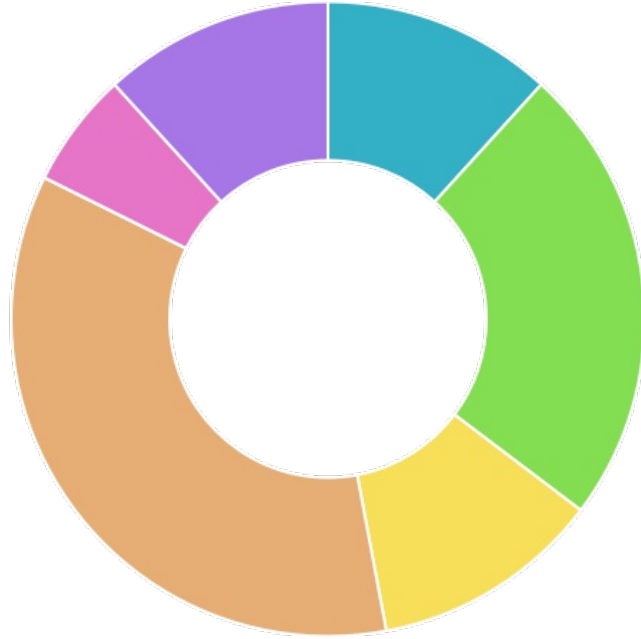
Carl, I also work with PAWA. 10 ER trainings each year.

Fire and police are not to operate operators' facilities

Unknown

Generally how often is a company employee in direct contact with the emergency management and/or first responders in the local government jurisdictions through which your pipelines operate?

	Weekly	Monthly	Twice a year	Annually	Every 3 years	Longer than every three years	Other (Please Specify)	Standard Deviation	Responses
All Data	2 (12%)	4 (24%)	2 (12%)	6 (35%)	0 (0%)	1 (6%)	2 (12%)	1.84	17



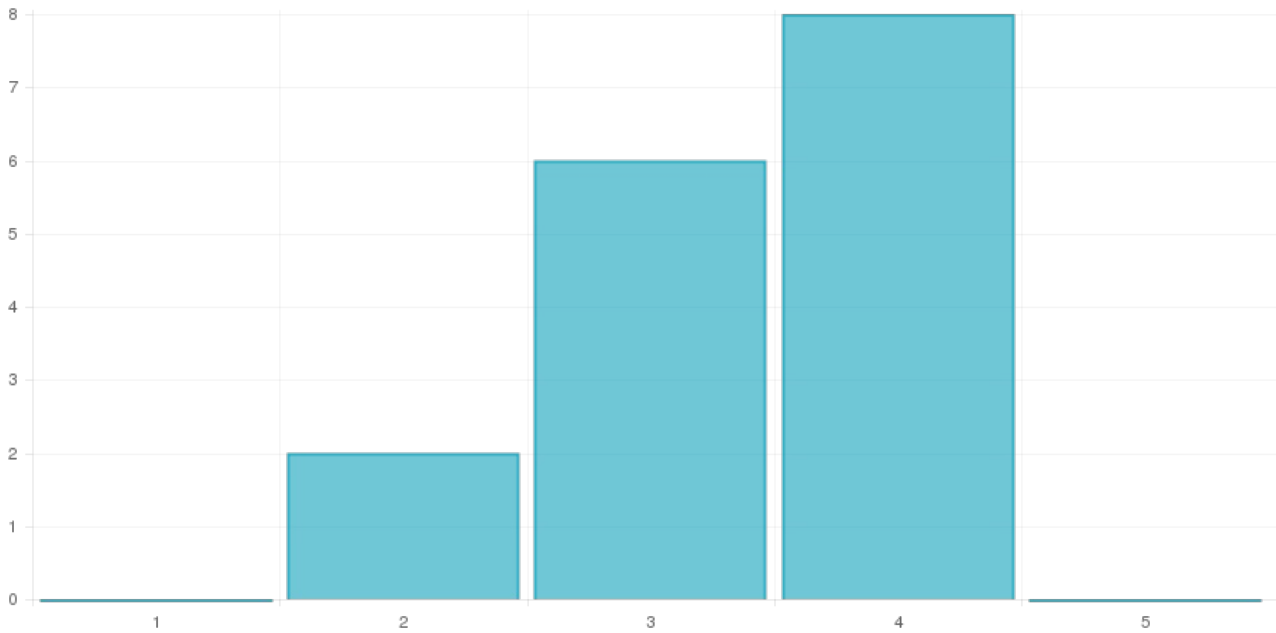
● Weekly
 ● Monthly
 ● Twice a year
 ● Annually
 ● Every 3 years
 ● Longer than every three years
 ● Other (Please Specify)

Text Responses

Once in writing and then face to face when they allow us to.
Unknown

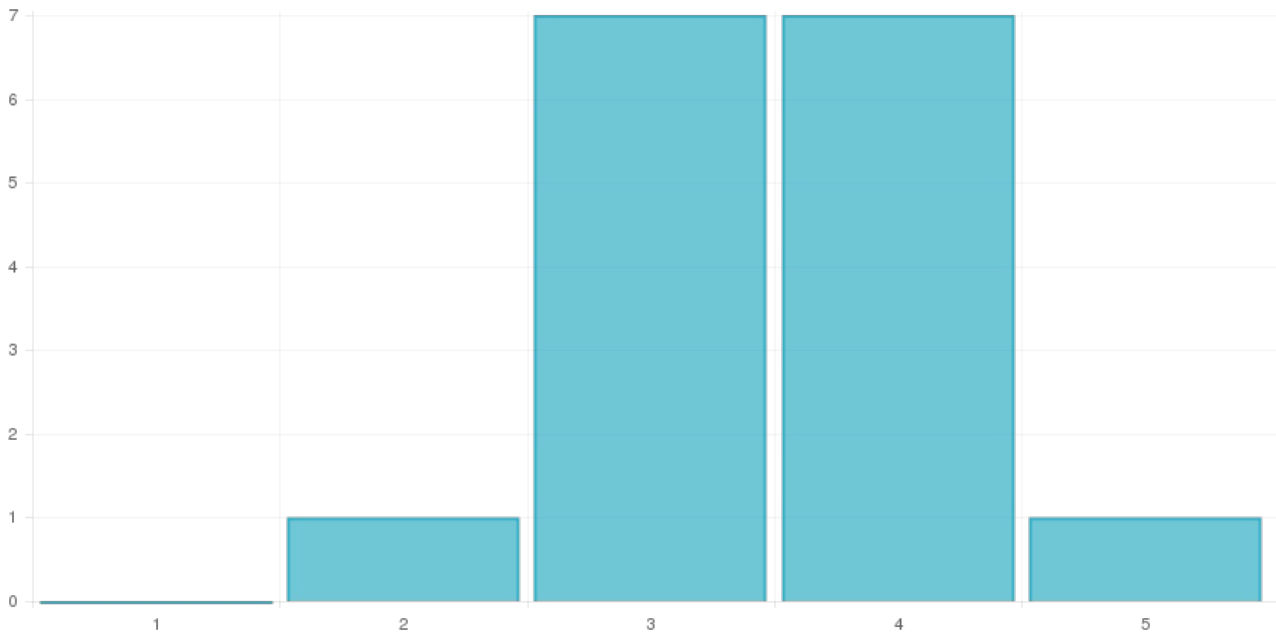
How well do you think local governments in your service areas in Washington State understand your emergency response capabilities and plans?

	1	2	3	4	5	Standard Deviation	Responses	Weighted Average
Not at all - Very Well	0 (0%)	2 (13%)	6 (38%)	8 (50%)	0 (0%)	3.25	16	3.38 / 5
								3.38 / 5



How well do you think your company understands the emergency response capabilities and plans of the local governments in your service areas in Washington State?

	1	2	3	4	5	Standard Deviation	Responses	Weighted Average
Not at all - Very Well	0 (0%)	1 (6%)	7 (44%)	7 (44%)	1 (6%)	3.12	16	3.5 / 5
								3.5 / 5



Any particularly noteworthy emergency planning or response challenges or successes you would like to tell us about?

Text Responses

None

Some areas are better than others but of concern would be emergency planning where school or even fire house are located next to the pipeline easement.

On several occasions responding Fire Department personnel will initiate investigations on CO and gas leak calls before gas company personnel arrive. The equipment they use is not always calibrated and many times they will tell the resident that there is no leak or CO before we arrive to investigate making it very difficult to tell the resident we need to complete our investigation. On some occasions, Fire Dept. personnel will tell our 911 dispatch to call off the Gas Company. With requests to the Fire Department and to the 911 dispatch, this issue is improving some but still needs attention.

We also facilitate joint after action reviews when appropriate. For example, we facilitated an after action de-brief following a gas explosion incident with the responding Fire Department. As a result a review of our and their training was conducted with gaps identified and improvement actions noted.

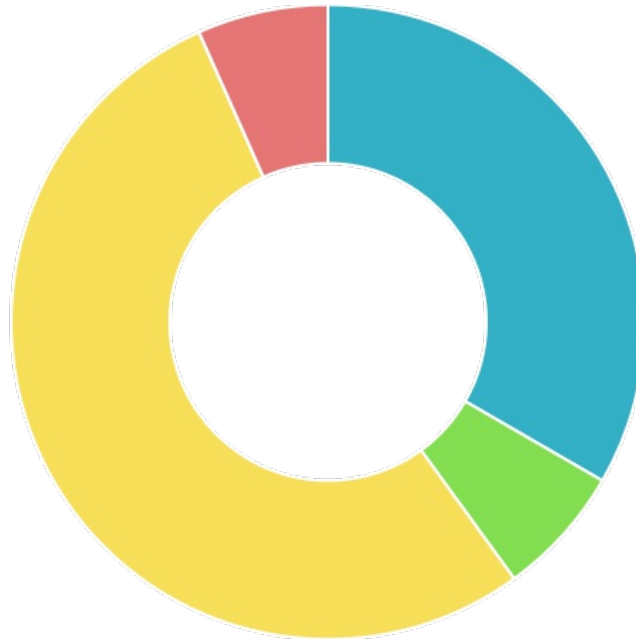
Getting ER's to want to attend a training or table top. Rural departments are easy, larger communities are less engaged.

Need increased engagement from municipalities

We think the mandated operator response to leak detection time (30 minutes) is unrealistic and should be able to be replaced if an alternate human factors study can be proved.

Which best describes your public awareness efforts?

	● We use our own in-house staff for the vast majority of these efforts	● We use an outside contractor for the vast majority of these efforts	● We use a combination of in-house staff and outside contractors for these efforts.	● We don't really do much public awareness outreach	● Other (Please Specify)	Standard Deviation	Responses
All Data	5 (33%)	1 (7%)	8 (53%)	0 (0%)	1 (7%)	3.03	15



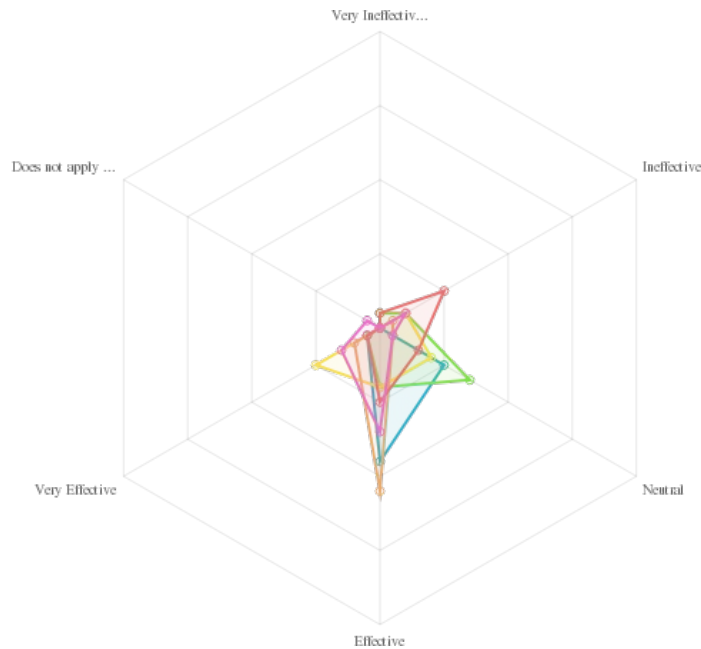
- We use our own in-house staff for the vast majority of these efforts
- We use an outside contractor for the vast majority of these efforts
- We use a combination of in-house staff and outside contractors for these efforts.
- We don't really do much public awareness outreach
- Other (Please Specify)

Text Responses

Unknown

How effective do you think your public awareness programs are for the following stakeholder groups?

	Very Ineffective	Ineffective	Neutral	Effective	Very Effective	Does not apply to my pipeline	Standard Deviation	Responses	Weighted Average
● Emergency Responders & Planners	0 (0%)	0 (0%)	5 (33%)	9 (60%)	1 (7%)	0 (0%)	3.4	15	3.73 / 6
● Public Officials	1 (7%)	2 (13%)	7 (47%)	4 (27%)	1 (7%)	0 (0%)	2.36	15	3.13 / 6
● Public living near pipeline	0 (0%)	2 (13%)	4 (27%)	4 (27%)	5 (33%)	0 (0%)	1.98	15	3.8 / 6
● Excavators	0 (0%)	1 (7%)	1 (7%)	11 (73%)	2 (13%)	0 (0%)	3.86	15	3.93 / 6
● Land Developers	1 (7%)	5 (33%)	3 (20%)	5 (33%)	1 (7%)	0 (0%)	1.98	15	3 / 6
● Places where people congregate (schools, nursing homes, hospitals, churches, jails, etc)	0 (0%)	2 (14%)	1 (7%)	7 (50%)	3 (21%)	1 (7%)	2.29	14	4 / 6
									3.6 / 6



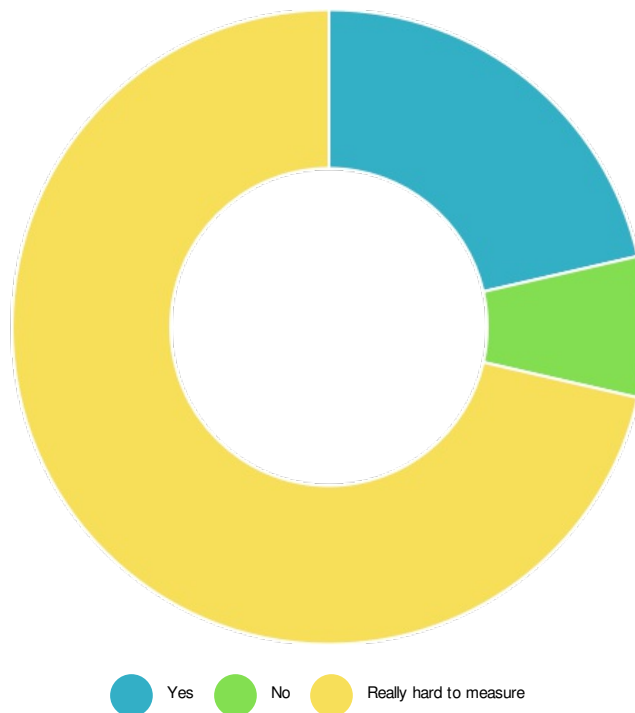
Can you describe a few ways you measure the effectiveness of these public awareness programs?

Text Responses

Independent audit by 3rd party contractor every four years.
 Continual internal discussion based on continual surveillance.
 We contract phone surveys where we ask about our effectiveness
 Ask about effectiveness at training sessions.
 No
 Utilize the APGA GOAL Survey
 Pipeline Association of Washington (PAW) member. Utilize Pipeline Association for Public Awareness (PAPA) survey results
 Monitor locate request tickets vs. damages.
 We directly contact some of the home owners along the pipeline right-of-way to confirm their awareness.
 we use outside sources to conduct effectiveness evaluations- seeking input and measuring response of the responders...
 Meeting with schools, most are interested and want to ensure students area safe.
 Certified letters to ER's to endure they get our message and updated maps and contact list. We offer training in this letter too.
 Surveys conducted at least every four years.
 Give aways to the public.

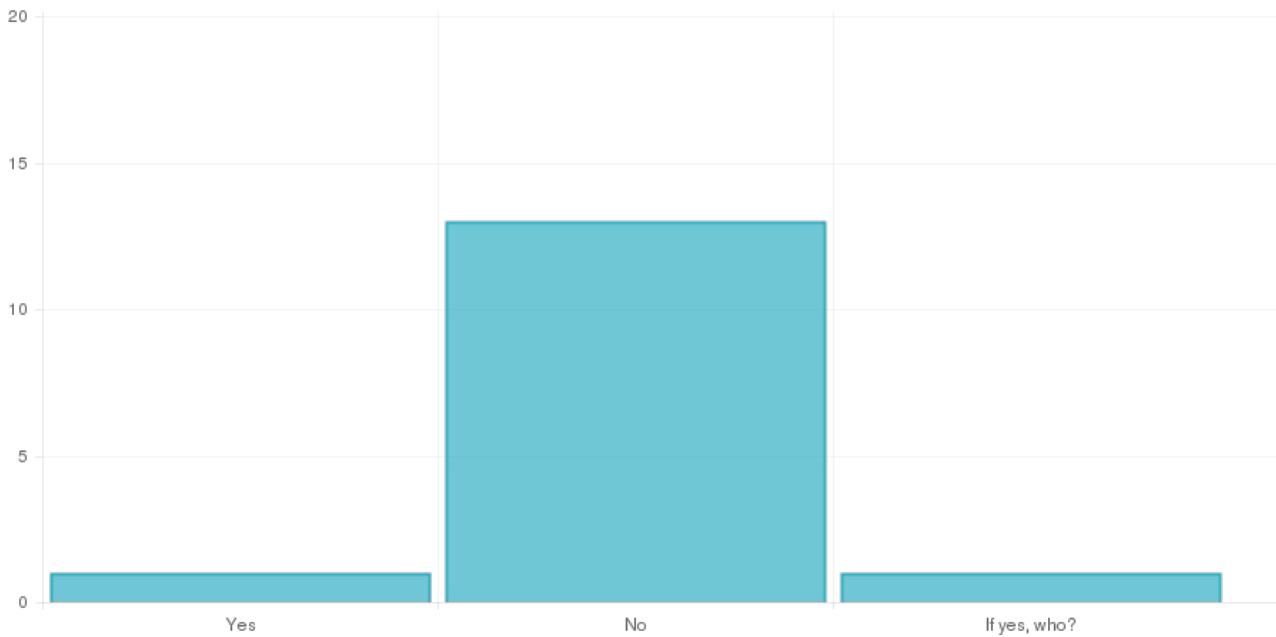
From a cost-benefit standpoint do you think the cost of meeting public awareness requirements have shown a commensurate benefit?

	● Yes	● No	● Really hard to measure	Standard Deviation	Responses
All Data	3 (21%)	1 (7%)	10 (71%)	3.86	14



Do you think public awareness messages would be more successful if they were delivered by someone other than the pipeline company?

	Yes	No	If yes, who?	Responses
All Data	1 (7%)	13 (93%)	1 (7%)	14



Text Responses

Possibly the WUTC, they are seen as an authority figure and often times the public doesn't trust the utility companies.

Is there anything else about your public awareness efforts you would like us to know, or are there particular successes or challenges you would like to tell us about?

Text Responses

No








It is hard to get them to listen and I feel we should use more TV, radio and social media outlets.

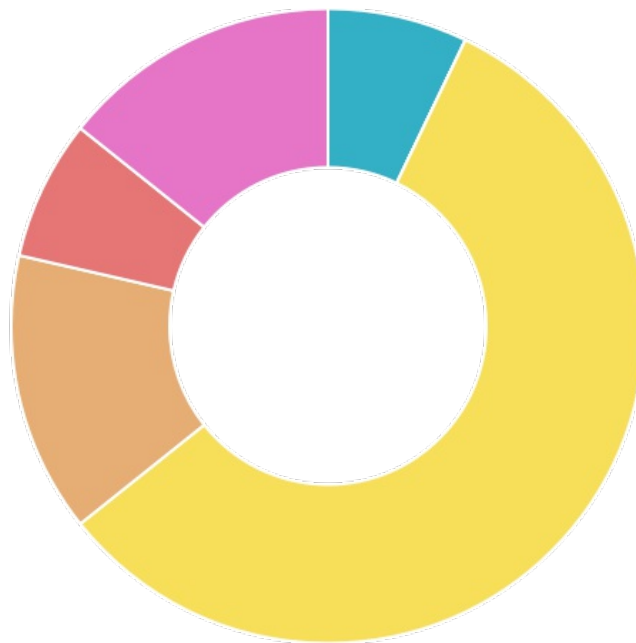
We also use the local "utility coordinating council" for public awareness. They contact all excavators and contractors in the area and conduct other public awareness activities.








The hardest part is getting the audience. We are mandated to educate the public, ER's and public officials but it is very hard to get face time and when you do get their time it is not always the right person.

Our cross bore public awareness program has been very effective in raising awareness about the risk of cross bores.

The WUTC provides lots of information about pipelines on their website, including pipeline maps, inspection & investigation reports, third party damage data, correspondence with pipeline companies, etc. Which statement best reflects your view on this level of transparency of pipeline information?

	 Completely support making such information easily available to the public.	 Support making such information available, but think some additional context needs to be provided.	 Generally support making information available, but some of it does create security concerns.	 Some information provided goes too far and I don't think it should be so easily available	 Fine with me, although I am not sure anyone actually looks at it so it may be a waste of staff time.	 I don't think company specific info should be provided openly without someone requesting it.	 Other (Please Specify)	Standard Deviation	Responses
All Data	1 (7%)	0 (0%)	8 (57%)	2 (14%)	1 (7%)	2 (14%)	0 (0%)	2.56	14



-  Completely support making such information easily available to the public.
-  Support making such information available, but think some additional context needs to be provided.
-  Generally support making information available, but some of it does create security concerns.
-  Some information provided goes too far and I don't think it should be so easily available
-  Fine with me, although I am not sure anyone actually looks at it so it may be a waste of staff time.
-  I don't think company specific info should be provided openly without someone requesting it.
-  Other (Please Specify)

Text Responses

The governor-appointed Washington Citizen Committee on Pipeline Safety (CCOPS) was created in 2000 "to advise the state agencies and other appropriate federal and local government agencies and officials on matters relating to hazardous liquid and gas pipeline safety, routing, construction, operation, and maintenance." Prior to getting this survey did you know this committee exists?

	Yes	No	Standard Deviation	Responses
All Data	9 (60%)	6 (40%)	1.5	15



Are there issues that you think CCOPS should focus on, or ways you believe they could further pipeline safety?

Text Responses

As you likely know, 3rd party damage continues to be our biggest pipeline safety risk.

Don't know

Public awareness

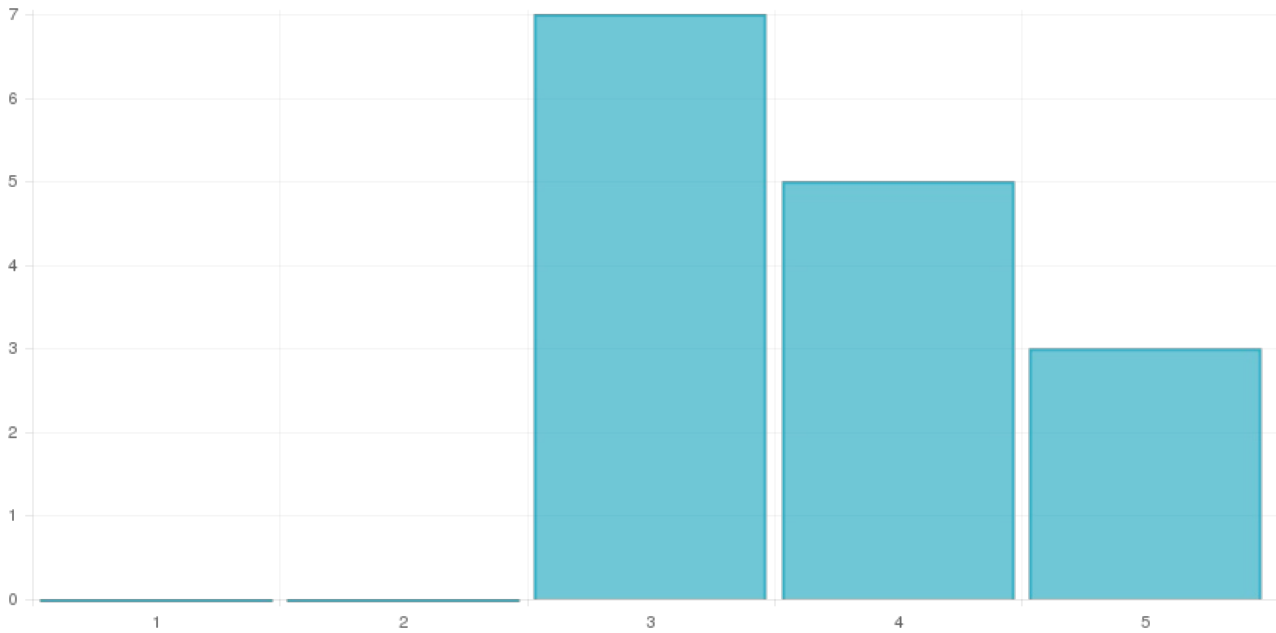
Focus on ER's responders taking training / table top opportunities when offered. We have had table tops offered in Bellingham and Mt Vernon that have been canceled and rescheduled because no one will show up to learn together in 2017 and 2015.

Work closer with Pipeline Operators in cooperative effort to make safety improvements

I think the environmental activists that broke into the crude pipeline facility, cut chains and closed valves is a concerning incident. Not sure if there is a role for CCOPS on this issue, but if the courts don't send a strong message with these first offenders, the activists will be emboldened and may escalate.

How effective do you think the damage prevention system (811, call centers, prevention programs, regulations, enforcement, etc) in Washington State is?

	1	2	3	4	5	Standard Deviation	Responses	Weighted Average
Completely Inadequate - Great Program no improvements needed	0 (0%)	0 (0%)	7 (47%)	5 (33%)	3 (20%)	2.76	15	3.73 / 5
								3.73 / 5



Are there specific improvements to the state's damage prevention program you would like to see?

Text Responses

- No
- Stronger enforcement
- increase the cost of excavators hitting underground utilities. it's the only way to get them to start calling.
- start fining for digging without locates (Where no damage has occurred)
- Increased funding for public awareness of 811.
- The dig laws need to be more clearly defined
- The Washington Safety Committee needs to be able to review complaints in a more timely manner
- Only as good as the info provided

What do you see as the three biggest challenges to making pipelines even safer?

Text Responses

Encroachments of buildings, etc. on the ROW.
Excavation risk
Activists purposely damaging the infrastructure
Limited utility right of ways and reluctance to distance facilities away from pipelines
Disregard for Dig Laws
None
Land use around pipelines
Cost of permitting maintenance projects
Time it requires to permit maintenance projects
Getting excavators to call us when they expose our line so we can inspect it before they cover it back up.
Changing the mindset of certain excavators that try to avoid using the one-call system
Continue public awareness
I think "terrorism" is a big potential threat
Development encroaching on existing pipelines and underground facilities
cable companies not calling before they did.
Keeping urban growth off the ROW.
Maintaining the ROW as a green space through new developments.
Third party damage
Regulations that do not focus on risk reduction

More fines to excavators.
Terrorism
Rogue excavators
Increased workload

Anything else you would like to tell us about pipeline safety in Washington State?

Text Responses

No
Generally, the UTC has professional and knowledgeable staff that are reasonable and work with Pipeline Operators to improve overall safety.