

# Training First Responders

Virginia Damage Prevention Conference  
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# VNG Public Awareness Program

VNG Public Awareness Plan or “PAP” covers all natural gas system assets operated by VNG including transmission, distribution, and storage.

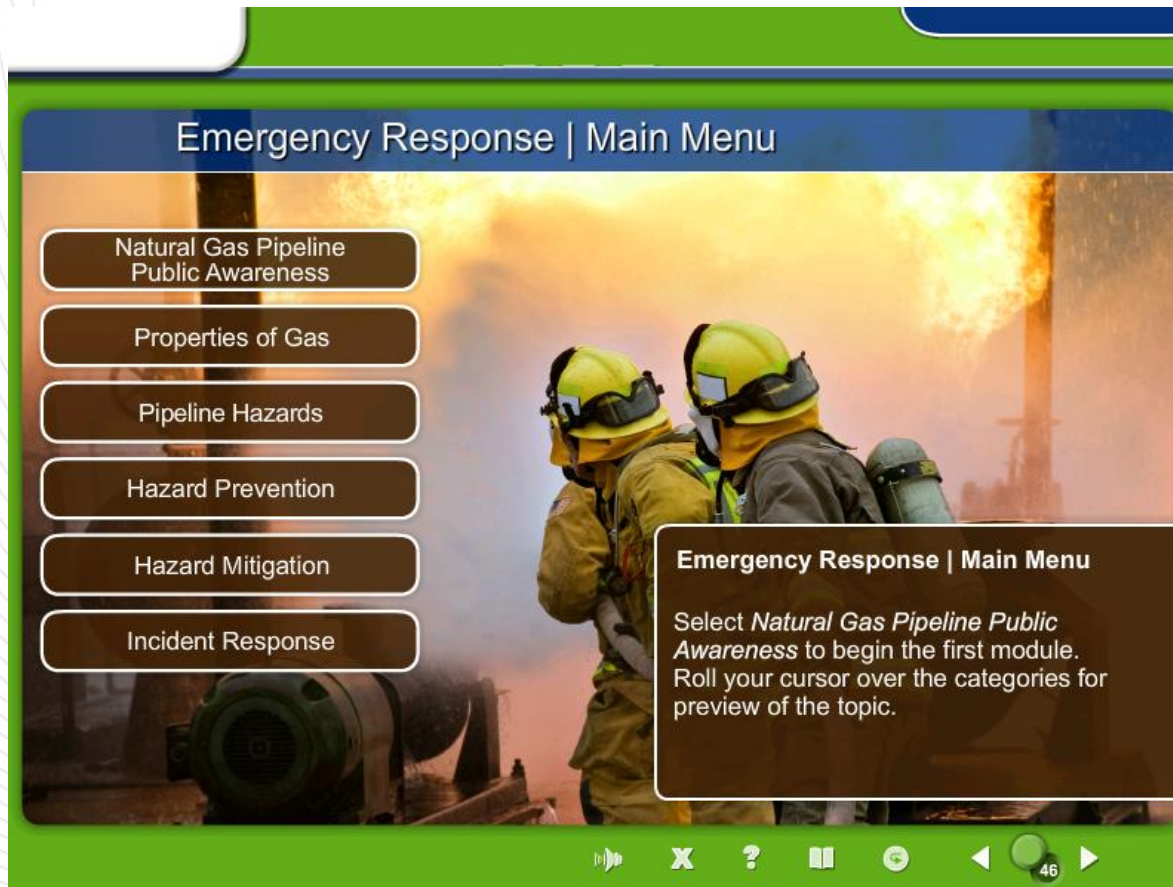
PAP communicates with affected public, emergency responders, public officials, and excavators. This should sound familiar to gas system operators!

Primary mode of communication is direct mail and bill inserts, but also utilizes print advertisement, radio, in-person contact, and now

The World Wide Web!

# VNG Emergency Responder CBT

VNG has developed a Computer Based Training module or “CBT” that is available to emergency response agencies.



CBT purpose is:

- Further pipeline safety public awareness under 49 CFR Part 192.616
- Provide response agencies with knowledge so they can safely perform their jobs

# VNG Emergency Responder CBT

The CBT:

- Is available online via the world wide web, accessible at the first responder's convenience.
- Provide everyone that completes the module with one hour of professional development credit.
- Provides firefighters, police officers, sheriff's deputies, and other first responders with valuable information pertinent to responding to natural gas incidents.
- Provides a means of reaching a much broader audience with a consistent message.



# VNG Emergency Responder CBT

The course includes all required elements of public awareness defined in RP1162 including:




- Purpose and reliability of natural gas pipelines
- Types of natural gas pipelines
- Natural gas properties

# VNG Emergency Responder CBT

- Emergency contact phone numbers for VNG:
  - *Emergency Responders dial 1-800-289-8151*
  - *Customers and General Public dial 1-877-572-3342*

- Ways to get information on VNG pipeline facilities through NPMS



### Properties and Notable Characteristics

Natural gas is a mixture of several gases. Primarily consisting of methane, natural gas also contains ethane, propane, butane, nitrogen, carbon dioxide and a small percentage of other gases. Natural gas as a whole is non-toxic. It is odorless, colorless, tasteless and flammable. Click each image to learn more about the specific characteristic.



**Non-Toxic:** None of the gases that compose natural gas are toxic and because of this, natural gas as a whole is not toxic. However, if natural gas is breathed for any amount of time, it replaces oxygen in the bloodstream and a person can become faint or die. If a person is overcome by gas, he or she should be removed from the gaseous environment as soon as possible in order for oxygen to return to the bloodstream and lungs quickly.

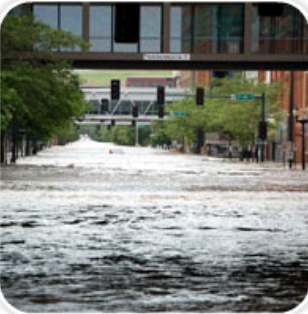
# VNG Emergency Responder CBT

- Pipeline hazards
- Leak cause, recognition, and response

## Leak Causes

Unexpected releases, or leaks, are the most common hazard associated with natural gas pipelines. Click each icon to learn more about the types of leak causes you may encounter.

Corrosion Leak   Natural Forces Leak   Excavation Leak   Other Outside Force Damage Leak



**Natural Forces Leak**

Is a leak resulting from earth movements, earthquakes, landslides, subsidence, lightning, heavy rains/floods, washouts, flotation, mud slide, scouring, temperature, frost heave, frozen components, high winds or similar natural causes.

Material and Welds Leak   Equipment Leak   Operations Leak   Other Leak

46

# VNG Emergency Responder CBT

- Hazard awareness, prevention, and mitigation
- Basic incident response techniques


## Inside Leak Procedures

Virginia Natural Gas has trained personnel to employ an Incident Command System (ICS). Click each tab to learn more about the steps you can take when encountering inside incidents.

**Safety Zone**    Entry    **Meter Deactivation**    Evacuation

Always knock to enter the structure. Using the doorbell can generate a spark and ignite natural gas. Do not shuffle your feet as you walk, as this could cause static buildup. Do not turn on any fans, artificial ventilation devices, appliances or lights.

Do not attempt to locate the leak yourself. Gas company personnel have the necessary equipment and training required to pinpoint a leak properly and safely. Use a Self-Contained Breathing Apparatus (SCBA) when necessary. Open doors and windows as you leave the structure.



46



# VNG Emergency Responder CBT

- Damage prevention including use of the Virginia one-call system

## Damage Prevention

Having a damage prevention program reduces damages to pipeline facilities, minimizes customer outages and promotes pipeline safety. Damage prevention guidelines are incorporated with daily operating procedures that include:



# VNG Emergency Responder CBT

In addition, the course includes:

- Knowledge checks
- Process to print certificate of completion
- Short Survey
  - Helps VNG measure effectiveness of PAP
  - Ensures understanding and retention of material

The screenshot displays the 'Emergency Response' course completion interface. At the top, the Virginia Natural Gas logo and 'An AGL Resources Company' are visible on the left, and 'Emergency Response' is centered. Below this, a large white box contains a 'CERTIFICATE OF COMPLETION' for 'Jane Doe', stating she has completed the course. To the right of the certificate, instructions read: 'Click Print to print your certificate of completion.' and 'Click the Close (X) button below to exit the course.' Below these instructions are two green buttons labeled 'Print' and 'Back'. At the bottom of the interface, a green bar contains a copyright notice: '© Copyright 2011 • Virginia Natural Gas • All Rights Reserved', and a set of navigation icons including a play button, a close (X) button, a help (?) button, a list icon, a refresh icon, and a page number indicator showing '49' of '46'.

# Course Development

## Where did the idea come from?

VNG communicates with emergency responders in many ways, but mainly via direct mail and personal contact.

- Local field personnel conduct liaison as required by 49 CFR Part 192.615. This requirement existed prior to public awareness.
- VNG began hosting regional meetings with responders in 2011. Meetings included a presentation including the same material contained in the CBT.
- Public awareness communications also sent directly to fire, police, and emergency management headquarters via US mail.

# Course Development

Fire and other First Responder leaders requested means to disseminate information to rank-and-file personnel under their command.



- VNG developed a web-based informational tool that could deliver all messaging required by RP 1162.
- FIRST CBT was launched in Virginia in December 2011.



## Course Results To Date

End-of-course survey designed to gain feedback on the VNG PAP. After prompting the participant to enter their name and agency (NO PERSONAL INFORMATION), the survey asks the following:

- 1) In the last 12 months have you seen safety information from VNG?
- 2) Have you or someone in your organization met with any representatives from VNG to discuss pipeline safety within the last 12 months?
- 3) Do you have any plans or standard operating procedures in place for responding to natural gas incidents?
- 4) Do you know whom to call at VNG if you have a question or need information about pipeline safety?
- 5) Have you or anyone in your agency responded to a natural gas incident in the past two years?

# Course Results To Date

Results to date:

- ❖ There have been 119 visits to the CBT site
- ❖ 27 individuals have taken the survey and printed a certificate of course completion
- ❖ 11 different emergency response agencies represented

Survey results to date show:

- ❖ 70% of participants have seen safety information from VNG recently
- ❖ 60% have met with representatives from VNG recently
- ❖ 83% know who to call at VNG for more information on gas facilities
- ❖ 93% believe they are well prepared to respond to a gas incident

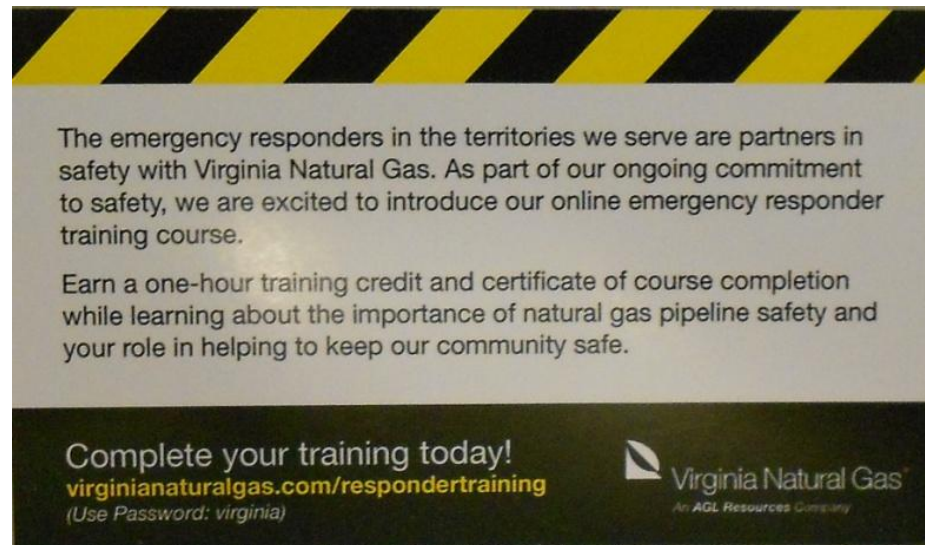
## Final Thoughts

- ❖ Program is version 1.0 and indications are that it is providing responders access to public awareness information.
- ❖ CBT delivery method provides a low cost, reliable source for public awareness information.
- ❖ Next task is to maximize the number of individuals that participate in the course.
- ❖ VNG is exploring development of similar modules targeting additional stakeholders, specifically excavators and public officials.
- ❖ VNG welcomes partnering with other operators to advance this public awareness tool.

## Access to the Site

[virginiannaturalgas.com/respondertraining](http://virginiannaturalgas.com/respondertraining)


User Password: Virginia



The emergency responders in the territories we serve are partners in safety with Virginia Natural Gas. As part of our ongoing commitment to safety, we are excited to introduce our online emergency responder training course.

Earn a one-hour training credit and certificate of course completion while learning about the importance of natural gas pipeline safety and your role in helping to keep our community safe.

**Complete your training today!**  
[virginiannaturalgas.com/respondertraining](http://virginiannaturalgas.com/respondertraining)  
*(Use Password: virginia)*

 Virginia Natural Gas™  
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# Final Thoughts

## Hardware Requirements:

| Browser                                   | Workstation   |
|---|---|
| Must support JavaScript                   | Windows XP or later   |
| Microsoft Internet Explorer 6.0 or higher | SVGA graphics card with screen resolution set to at least 800 x 600 |
| Mozilla Firefox 3.6 or higher             | Pentium P500 computer with at least 128 MB RAM                      |
| Flash Player 9 or higher                  | Adobe Acrobat 7.0 or higher   |
|   | ISDN, DSL, or Cable Modem (756 kbps minimum) internet connection    |

# Questions?

## Thank you