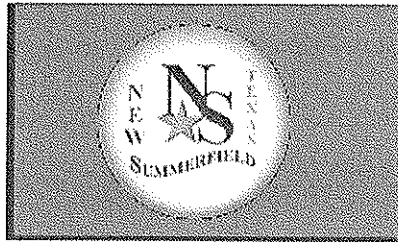


# **NEW SUMMERFIELD MUNICIPAL GAS SYSTEM**



## ***PUBLIC AWARENESS PROGRAM***

Effective: June 20, 2006  
Revised: April 5, 2019

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## **STATEMENT OF MANAGEMENT SUPPORT**

The New Summerfield Mayor and City Council have committed to provide all resources necessary to accomplish the goal of fulfilling the Public Awareness responsibilities as described in New Summerfield's Public Awareness Program for its municipal gas distribution system.

The resources that are pledged to the achievement of the full implementation of the Public Awareness Program include: budgeting for all costs necessary to support the program, assignment of duties and responsibilities to New Summerfield personnel for the fulfillment of objectives of the program, and the hiring of external support resources necessary to achieve certain requirements of the program.

The Public Awareness Program of New Summerfield's municipal gas distribution system is an integral element in New Summerfield's efforts to provide safe, reliable gas service to its customers and to ensure the safety of the people living and/or working near the New Summerfield's gas pipeline system.

A signed copy of this Statement – signed by the current members of the New Summerfield's administration – is attached to this Program and identified as Appendix 'C'.

## INTRODUCTION AND PURPOSE

These procedures establish New Summerfield's Public Awareness Program.

The purpose of the Program is to enhance public safety and environmental and property protection through increased public awareness and knowledge.

The overall objectives of New Summerfield's Program are:

Education: Educate the affected public (those who live or work near the New Summerfield's pipeline system), emergency officials, local public officials, and excavators about the New Summerfield's emergency response and key safety procedures in the recognition and reaction to a pipeline leak or emergency.

Awareness: Raise the awareness of the affected public and key stakeholders of the presence and purpose of New Summerfield's pipeline facilities.

Prevention: Inform the stakeholder audiences of the steps they can take to help prevent pipeline emergencies.

Response: Enable the stakeholder audiences to understand the actions they should take in response to a pipeline facility emergency.

## PROGRAM IMPLEMENTATION – ENGLISH AND OTHER LANGUAGES

The materials and message that New Summerfield natural gas provides to the stakeholder audiences in the two counties in which the system conducts operations (Cherokee), are provided in English and Spanish.

The City has reviewed the most current US Census data to determine the need for additional languages, and only English were determined to be necessary to effectively conduct this program. But we will add Spanish to our 2015 yearly mail outs and to excavators' letter due do a recommendation from APR consultants. Will be added for this year's 2015 mail-outs by Paradigm.

## SCOPE

A Natural Gas Distribution Pipeline System Serving New Summerfield, Troup, Turney, Gallatin, Elm Grove and Ponta areas.

The system serves approximately 668 residential and 37 commercial Customers.

Odorized Natural Gas is transported through 99 miles of distribution piping comprised of steel, polyethylene and PVC, ranging in sizes from 1" to 6" operating as Class 3 pipeline, from each purchase point/City Gate located at Turney, Troup and New Summerfield. Normal operating Pressure is 55 psi. Maximum Allowable Operating Pressure (MAOP) is 59 psi.

## ORGANIZATION

The overall Program shall be administered by the New Summerfield's Gas Operator or his designee who will be the New Summerfield's Public Awareness Program Administrator.

The program shall be administered at City Hall, 13280 Hwy 110 N, New Summerfield, Texas 75780. The New Summerfield employees who assist the Program Administrator are responsible for helping to educate the affected public in the Awareness Program and implement all other elements of the Program.

## RESPONSIBILITIES

1. The Program Administrator has a commitment to develop and administer the New Summerfield's Public Awareness Program.

The Administrator plans and directs the allocation of resources and funds needed to carry out the activities identified in the Program in order that the goals and objectives stated in the Program are met.

2. The Administrator shall also assist in the preparation and development of materials, perform an annual evaluation of the Program, insure that an effectiveness evaluation is performed and reviewed every four years, insure that proper documentation is made, maintained and archived for all elements of the Program, acquire and use web-based tools as appropriate, and execute other specific actions identified in these procedures.

3. New Summerfield personnel shall participate in the development and execution of the Public Awareness Program and shall assist the Program Administrator.

New Summerfield personnel shall be responsible for helping to educate the public in the Awareness Program and implement all other elements in the Program.

Currently, the New Summerfield's office staff (two employees) and field personnel (Four employees) are assigned to assist the Administrator in meeting all requirements of the Program.

New Summerfield natural gas implements the Public Awareness Program through mail outs to stakeholders throughout the area served by New Summerfield's gas distribution system.

These stakeholders include: the affected public, emergency officials, public officials, and excavators.

The New Summerfield Gas Operator will contact public officials and excavators once each calendar year for a face to face meeting.

4. One other external support resource for Public Awareness is Texas 811. New Summerfield natural gas participates in a One-Call system: Texas 811. (reference: New Summerfield natural gas – Damage Prevention Program). Participation with the Texas 811 One-Call system provides New Summerfield gas with another means to ensure that the "excavator" stakeholder audience is identified and provided with public awareness information, as well as meeting the damage prevention safety requirements.

## BASELINE AUDIENCE AND ASSOCIATED MESSAGES

The baseline audience is comprised of the following four groups (and, one sub-group): Affected Public (and customers of New Summerfield Natural Gas), Excavators, Emergency Officials, and Public Officials.

The process and/or data source used to identify each stakeholder audience is set forth in Paradigm program documentation, combined with data provided by New Summerfield natural gas within its established 'buffer zone', Texas 811 data, and customer information. The individual groups and messages to be communicated to each are as follows:

**Affected Public** - is defined as the residents (including LDC customers), property owners (including non-resident owners), tenants, businesses, and places of congregation (such as: schools, places of worship, and other identified places where people assemble or work on a regular basis) along the pipelines and the ROW's in areas that may be affected by a pipeline incident.

The Public Awareness Administrator has determined a 'buffer zone' that is used for the identification of this audience, which is shown in Appendix 'A' to this Program.

Table 1: The baseline messages to the affected public shall include:

Information promoting awareness that they live or work, or own property near a buried pipeline or pipeline facility	How to recognize and respond to pipeline emergencies (leaks)	Awareness of hazards associated with unintended releases, and prevention measures to be undertaken
How to identify the location of buried pipelines	How to contact New Summerfield Gas for additional information	Texas One-Call requirements
An overview of measures taken by New Summerfield Gas to prevent accidents and to mitigate consequences of accidents when they occur	Purpose and reliability of the pipeline system	Leak recognition and response

**Excavators** – are defined as companies and local/state government agencies who are involved in land development and/or any form of excavation activities within or near the area in which New Summerfield's pipeline facilities are located.

For the purpose of this section, the term "excavation activities" includes excavation, blasting, boring, tunneling, back-filling, the removal of above-ground structures either by explosive or mechanical means, and other earth moving operations.

At a minimum, this audience is identified as the excavators who have recently notified New Summerfield's One Call provider (Texas 811) of their intent to excavate within the buffer zone established with Texas 811, as well as non-compliant excavators whenever they are identified.

Specific procedures for maintenance of excavator lists are contained in Appendix B.

Table 2: The baseline messages to excavators shall include:

How to identify the location of buried pipelines	Purpose and reliability of the pipeline system	Damage prevention measures
How to contact New Summerfield Natural Gas regarding a pipeline emergency, damage to a pipeline, or for additional information	Awareness of hazards with unintended releases, and prevention measures to be undertaken	Leak recognition and response
		Texas One-Call requirements

**Emergency (Response) Officials** – are local, state or regional officials, agencies and organizations with emergency response and/or public safety jurisdiction along the route of New Summerfield’s gas distribution system. This can include law enforcement agencies, fire departments, Local Emergency Planning Commissions (LEPC’s), medical providers and other emergency response and/or public safety organizations or agencies. These officials are identified by determining which organizations have jurisdiction along the route of the pipeline system and are within the 4 counties in which New Summerfield operates its pipeline system.

Liaison efforts are conducted by New Summerfield Natural Gas and by Paradigm, through stakeholder meetings/presentations on an annual basis. Paradigm follows up with certified mail-outs to any emergency officials that do not attend these meetings, and provides detailed documentation to New Summerfield for all such mail-outs to non-attendees. Likewise, Paradigm provides to New Summerfield detailed meeting attendance information and survey responses provided by emergency officials at these meetings/presentations.

Information provided to New Summerfield natural gas by Paradigm by means of surveys completed by attendees to annual meetings/presentations, and surveys completed and returned to Paradigm (and provided to New Summerfield Natural Gas) as a result of liaison mailings to non-attendee emergency response officials, shall be reviewed and maintained by the Program Administrator. These surveys shall be used by the Program Administrator in planning and coordination with the emergency responders for adequate and proper response resources.

Information provided to emergency response officials – either by Paradigm, or directly from New Summerfield Natural Gas – should, and does, go into some detail involving the ongoing relationship between New Summerfield and the emergency response officials that operate within the area in which New Summerfield Natural Gas has its facilities. This inter-relationship is intended to help prevent incidents and to assure preparedness for emergencies.

### Emergency Preparedness Communications:

New Summerfield Natural Gas, due to the close-knit community within which it operates its pipelines, maintains periodic communications with local emergency officials, in addition to the efforts made by Paradigm on behalf of New Summerfield. Detailed, summarized emergency response information is provided to emergency response agencies, including the following:

- Top priorities to be communicated to emergency officials should include the protection of life, public safety and environmental protection.
- Emergency contact information, especially 24-hr. numbers, should be shared with the emergency officials. An exchange of this information with emergency officials should insure that current, correct contact information and calling priorities are being provided by both parties.
- Copies of Emergency Response Plans prepared by New Summerfield natural gas should be provided to emergency officials.

Where, and when, possible, New Summerfield Natural Gas shall establish a liaison with emergency response officials by means of participation in operator- initiated, or emergency response agency- initiated joint emergency response drills, exercises or deployment opportunities.

Close liaison with local emergency response officials, either by means of stakeholder meetings/presentations or through direct participation in drills and exercises should allow New Summerfield natural gas to assess the adequacy and type of resources available to the responders that could be used in the event of an emergency involving New Summerfield's facilities.

New Summerfield Natural Gas should maintain in its emergency files the information on the capabilities of the emergency responders.

Table 3: The baseline messages to emergency officials shall include:

Awareness of damage prevention measures to be undertaken, leak recognition and response	How to recognize and respond to pipeline emergencies	Awareness of pipeline product information, characteristics and hazards
How to identify the location of buried pipelines within the New Summerfield's gas system	How to contact New Summerfield Gas for additional information	Emergency preparedness communications with New Summerfield Natural Gas
Texas One-Call requirements	Purpose and reliability of the pipelines	Emergency response resources and capabilities



**Public Officials (Local Public Officials)** – are defined as local city, county or state officials and/or their staffs.

They are identified by the fact that they have land use and street/road jurisdiction over the areas in which New Summerfield’s pipeline facilities are located within the one-county area, and specifically within the buffer zone as identified in Appendix ‘A’, in which New Summerfield natural gas operates its’ pipeline system. Included in this group are planning/zoning boards, licensing and permitting departments, city and county managers, building code enforcement departments, public and government officials who manage franchise or license agreements and utility boards.

Table 4: The baseline messages to Public Officials shall include:

Pipeline purpose and reliability	How to recognize and respond to pipeline emergencies	Awareness of hazards and prevention measures to be undertaken
How to identify the location of buried pipelines operated by New Summerfield Natural Gas (pipeline marker education)	How to contact New Summerfield Natural Gas for additional information	Texas One-Call requirements
Damage prevention measures, leak recognition and response	Definition of right-of-way (ROW) and encroachment education, where applicable	Awareness of emergency official/New Summerfield Gas emergency preparedness communications

**BASELINE MINIMUM COMMUNICATION INTERVALS**

Baseline frequencies for communication with the four stakeholder audiences (and the New Summerfield’s customers and non-compliant excavators) are as follows:

<u>Audience</u>	<u>Communication Method Options</u>	<u>Maximum Interval</u>
Affected Public (non-customers) School Districts	Personal Contact Print materials Public service announcements, consortium participation, pipeline markers, specialty advertising	Annually (Non-customers)
City’s customers	Bill stuffers and/or Print Material	Twice annually
Excavators	One-Call membership consortium participation, group meetings, printed materials, mass media	Annually
Non-compliant Excavators	One-Call membership, consortium participation,	As Discovered

(3 <sup>rd</sup> Party Damage and Near Misses)	group meetings, mass media, printed materials, personal contact	
Emergency Officials (Responders)	Personal contact Print materials	Annually
Public Officials	Personal Contact print materials	Annually

The specific media, frequency and method of communication used for each of the four stakeholder audiences (and customers and non-compliant excavators) shall be identified in the annual documentation of program activities.

### **ENHANCEMENTS AND SUPPLEMENTAL ACTIVITIES (Support for Annual Review and Evaluation)**

The New Summerfield Utilities Supervisor or his designee shall evaluate relevant factors influencing the public awareness activities being taken along the New Summerfield's specific pipeline routes to decide if any supplemental efforts or activities, and/or enhancements, are warranted beyond the baseline program requirements.

The following relevant factors shall be considered for any supplemental activities or enhancements to be made to the Program, and any decisions made and actions taken as a result of this evaluation shall be documented in the annual records of the activities performed in support of the Program:

- Potential hazards
- High Consequence Areas (HCAs)
- Population density along pipeline right-of-way
- Land development activity
- Land farming activities
- History of third-party damages
- Elevated potential for third party damage incidents
- Environmental considerations
- Pipeline history in the area
- Specific local situations
- Regulatory requirements
- Results from previous Public Awareness Program evaluations
- Other relevant needs

### Determination of Need for Supplemental Elements:

- Should **third party** (i.e. land development activities, new housing and farming activities) incidents exceed the prior three-year historical average, the third-party offenders shall be determined and appropriate supplemental enhancements implemented.  
If the increase in third party damages is a result of damages caused by the affected public, supplemental enhancements shall be implemented for the affected public; if the increase is from excavators, supplemental enhancements shall be implemented for the excavators.
- Should **land development** in the form of new housing take place, baseline elements shall be delivered to the new occupants of the housing before the gas service is initiated.
- Should there be **new gas customers**, they will be given the baseline elements before the gas service is initiated.
- Consideration shall be given to measures to be taken in the event that a **hazard** associated with the pipeline is perceived by either New Summerfield or a stakeholder audience.  
As that perceived hazard is identified, the specific audience affected by that hazard shall be notified utilizing supplemental methods, such as an increased frequency of messages.
- Should results from **previous Public Awareness Program evaluations** show the need for supplemental elements, those elements shall be implemented.

### Primary Forms of Enhancement

The following three primary forms of enhancement should be considered if it is determined that supplemental program enhancement is warranted:

- Increased frequency, or shorter interval than baseline requirement, for providing communications to specific stakeholder audiences.
- Enhanced message content and delivery/media efforts:  
Providing additional or supplemental communications activities beyond those identified in the baseline program.  
An enhanced or custom-tailored message content and/or different, or additional, delivery methods/media can be used to reach the intended audience.
- Broadening or widening the stakeholder audience coverage area beyond the baseline program for delivery of certain communications messages.  
To achieve this enhancement, a widening of the buffer zone would have to be considered.

**ANNUAL IMPLEMENTATION AUDIT/REVIEW**  
**PROGRAM EVALUATION AND CONTINUOUS IMPROVEMENT**  
**Ref. API, RP-1162 §8.1 - 8.3**

An Implementation Audit/Review shall be performed on an annual frequency by New Summerfield's Public Awareness Program Administrator, and documentation of each such audit/review will be maintained within the Program's records.

If there were no changes made to the Program as a result of the Annual PAP audit/review, a statement to that effect will be made in the records of the Program.

The annual evaluation program shall include baseline elements as described below. This evaluation effort shall also include a consideration of the enhancements and supplemental activities as previously discussed in this Program.

The primary purposes of the evaluation of the Program are:

- To assess the effectiveness of the current Program in the achievement of the objectives and elements for Public Awareness Programs as defined in Section 2.1 of API, RP-1162.
- To provide New Summerfield information and guidance in implementing improvements to the effectiveness of the Program based on findings from the evaluations.
- To demonstrate and confirm the status and validity of the Public Awareness Program.

New Summerfield Natural Gas will, primarily, use an internal assessment method for its annual evaluation and implementation audit and review of the Program.

Regulatory inspections and third-party contractor reviews, as they may occur, will also be used for input for any determination to effect changes and improvements to the Program.

The Program evaluation shall include the measures, means and frequency for tracking performance, to determine if the Program is being implemented as planned, and to determine the effectiveness of the Program.

Changes in the Program implementation process, the efforts in stakeholder identification, the messages being delivered and/or the frequency of that delivery may need changes based on the results of the annual evaluation.

Considerations to be given in the performance of the Annual Implementation Audit/Review can and should include the following:

- Has the Program been updated, and is it current with any significant organizational or major new pipeline system changes that might have been made?
- Are personnel, who have been assigned responsibilities in the Program, aware of their individual responsibilities?
- Is management support (budget and resources) for maintaining the program adequate?

- Has a reconciliation been made of the attendance, or non-attendance, to Public Meetings of Emergency Responders that are keyed to liaison efforts?
- Has implementation of the Program been properly and adequately documented?
- Have all required elements of the Program been implemented in accordance with the written plan and schedule?

## **PERFORMING EFFECTIVENESS EVALUATIONS OF PROGRAM (FOUR YEAR EVALUATION)**

### **Ref. API, RP-1162, § 8.4 thru 8.4.4 and 49 CFR, § 192.616(c)**

An effectiveness evaluation of this Program is to be performed no more than four years following the effective date of the Program's implementation (2006), and once every four years thereafter.

The New Summerfield Utility's Supervisor or Designee (in his responsibility as the Public Awareness Program's Administrator) is responsible for conducting the effectiveness evaluation of this Program.

The method that is being used to perform the effectiveness evaluation may be one or more of the following, to be used either individually or in conjunction with each-other:

- in-house (self-assessments)
- third-party contractor surveys (including Business Reply Cards – BRC's)
- participation in, and use of, industry group or trade association results

Individual stakeholder audience groups may be evaluated separately at different times during the four-year period.

Evaluation results and recommendations for improving the Program shall be documented in the records of the Program activities.

Each of the stakeholder audience groups within all areas along all assets covered by this Program will be covered by this effectiveness evaluation.

### **Sample Size, Margin of Error and Statistical Confidence Interval:**

The method of calculating the Sample Size for audiences in the performance of the effectiveness evaluation is determined through Paradigm's "Collaborative Effectiveness Measurement Methodology", which is explained in more detail in a following section of this Program.

Closely tied to the calculation of the Sample Size is a determination of both the Margin of Error and the Statistical Confidence Interval in this process.

### **Business Reply Cards (BRC's)**

The element of the effectiveness evaluation that is performed by Paradigm on behalf of New Summerfield is done through Business Reply Cards (BRC's) sent to stakeholders within the area served by New Summerfield Natural Gas.

These BRC's are prepared in both English and Spanish, these being the two languages spoken by the majority of stakeholders within this area.

### **Focus Groups:**

Paradigm integrates Focus Groups into the development of its communications (the BRC's) to the stakeholders on New Summerfield's behalf.

Focus Group sessions are used to pre-test the effectiveness of the materials developed upon design, or major redesign, of Public Awareness materials or messages.

Paradigm's model for implementing a successful focus group includes: (1) the methodology for focus group setup, (2) the questionnaires, (3) recruitment guidelines, (4) implementation of the research, and (5) reporting with lessons learned and recommendations for continuous improvement. The understandability of the content of the message received by the stakeholders is measured by Paradigm in both pre-test focus groups and surveys either incorporated into the communication or post distribution of the messages.

New Summerfield natural gas will perform a comparison of the results gained from its 100% BRC mail-out program versus the results obtained from Paradigm's 'collaborative' mail-out program.

In its evaluation of the effectiveness of this Program, New Summerfield natural gas will evaluate the effectiveness of the following four measures:

- **Outreach:**

A basic measurement of the receipt of the public awareness messages by the intended stakeholders through the use of tracking the number of individuals or entities reached within an intended audience.

This is also an estimation of the percentage of the stakeholders reached within the target geographic region served by New Summerfield Natural Gas.

This would include the affected public (customers and non-customers), excavators, local government (public officials), and local first responders (emergency officials).

The input from surveys of the business reply cards (BRCs) are used as one means to measure the outreach of the Program.

The attendance of officials and emergency responders to Public Awareness/Damage Prevention meetings co-sponsored by New Summerfield natural gas is also used to measure the Program outreach.

- **Understandability** of the content of the message:  
This is an assessment of the percentage of the intended stakeholder audiences that understood and retained the key information in the messages received. This measurement will help to evaluate the effectiveness of the delivery media and the message style and content.

Messages that are delivered are pre-tested (by means of a focus group by Paradigm) for their appeal, clarity, understandability and retain-ability.

Surveys of the target stakeholder audiences can also be performed as a means to validate the methodologies and content of the materials being used and whenever there is a major design change in the Program, as a validation of the new approaches.

Surveys for these purposes can be done in the course of face-to-face contacts or telephone, or written surveys.

- **Desired behaviors** by the intended stakeholder audience (intended learned behaviors):

This is a determination of whether appropriate prevention behaviors have been learned and are taking place when needed, and whether appropriate response and mitigative behaviors would occur and/or have occurred.

This can be an assessment as to whether the Public Awareness Program had a positive effect on, and could be considered to have caused, other positive behaviors.

A determination should be made as to whether the actions of intended stakeholder audiences would be, and were consistent with, the key messages included in the public awareness communications.

Trends in the activities of excavators in Locate requests and safe excavation practices, the behavior of first responders to pipeline-related calls, and the appropriateness of public stakeholders' responses to actual incidents can all be supplemental means of assessing this measure.

- **Achieving bottom-line results:**  
Damage prevention "effectiveness" of the Public Awareness Program and the changes in the number and consequences of third-party incidents are measures of 'bottom-line results' of a Public Awareness Program.  
Long-term data regarding incidents can be evaluated to determine meaningful trends relative to New Summerfield's Public Awareness Program.

The affected public's perception of the safety of pipelines is another bottom-line measure that may be considered

## **MARGIN OF ERROR, SAMPLE SIZE AND STATISTICAL CONFIDENCE INTERVAL**

### **Ref. 49 CFR, 192.616(c) and API RP 1162, Section 8.4.1**

New Summerfield natural gas has a methodology that is being used to track the number, and percentages, of stakeholder audience individuals or entities that are within the target geographical area (the buffer zone), and which were determined to have been successfully reached with awareness messages.

This methodology is used by New Summerfield's Program Administrator to evaluate the effectiveness of the delivery methods being used to get the messages out to these audiences.

New Summerfield's external support resource contractor, Paradigm, normally provides a service to determine the "margin of error", which is defined as the "radius" (or half the width) of a confidence interval for a particular statistic from a survey, expressed as a "relative" quantity, that is used to measure the statistical validity and statistical sample size. A common choice of a margin of error percentage is 5%, at a confidence level of 95%



**Sample Size Table\***  
From The Research Advisors

**Required Sample Size<sup>1</sup>**

Population Size	Confidence = 95%				Confidence = 99%			
	Margin of Error				Margin of Error			
	5.0%	3.5%	2.5%	1.0%	5.0%	3.5%	2.5%	1.0%
10	10	10	10	10	10	10	10	10
20	19	20	20	20	19	20	20	20
30	28	29	29	30	29	29	30	30
50	44	47	48	50	47	48	49	50
75	63	69	72	74	67	71	73	75
100	80	89	94	99	87	93	96	99
150	108	126	137	148	122	135	142	149
200	132	160	177	196	154	174	186	198
250	152	190	215	244	182	211	229	246
300	169	217	251	291	207	246	270	295
400	196	265	318	384	250	309	348	391
500	217	306	377	475	285	365	421	485
600	234	340	432	565	315	416	490	579
700	248	370	481	653	341	462	554	672
800	260	396	526	739	363	503	616	763
1 000	278	440	606	906	399	575	727	943
1 200	291	474	674	1067	427	636	827	1119
1 500	306	515	759	1297	460	712	959	1376
2 000	322	563	869	1655	498	808	1141	1785
2 500	333	597	952	1984	524	879	1288	2173

**SAMPLE SIZE/MARGIN OF ERROR**

To calculate the desired sample size for a margin of error, the following formula is used by Paradigm:

$$SS = (Z^2 * P * (1 - P)) / C^2$$

- Z - Confidence Interval (95% = 1.96)
- P - Percentage (50%)
- C - Margin of error = 5%
- SS = 384

## **CONFIDENCE INTERVAL**

The Confidence Interval is the probability that a value will fall between an upper and a lower bound (two set values) of a probability distribution.

The most common probabilities are 95% or 99%.

The Confidence Interval is used by statisticians to express the degree of uncertainty associated with a sample statistic.

Confidence intervals are preferred to 'point estimates' and to 'interval estimates' because only confidence intervals indicate (a) the precision of the estimate, and (b) the uncertainty of the estimate.

Confidence interval is also described as a 'range around a measurement that conveys how precise the measurement is'. It is also sometimes described as a 'margin of error',

With a 95% confidence interval, you have a 5% chance of being wrong.

Confidence intervals are calculated based on the standard error of a measurement. Generally, the larger the number of measurements made (people surveyed) the smaller the standard error and narrower the resulting confidence intervals.

Once the standard error is calculated, the confidence interval is determined by multiplying the standard error by a constant that reflects the level of significance desired based on the normal distribution. The construct for 95% confidence intervals is 1.96.

## **DOCUMENTATION AND RECORDS**

Program activities shall be documented on an annual basis and shall include:

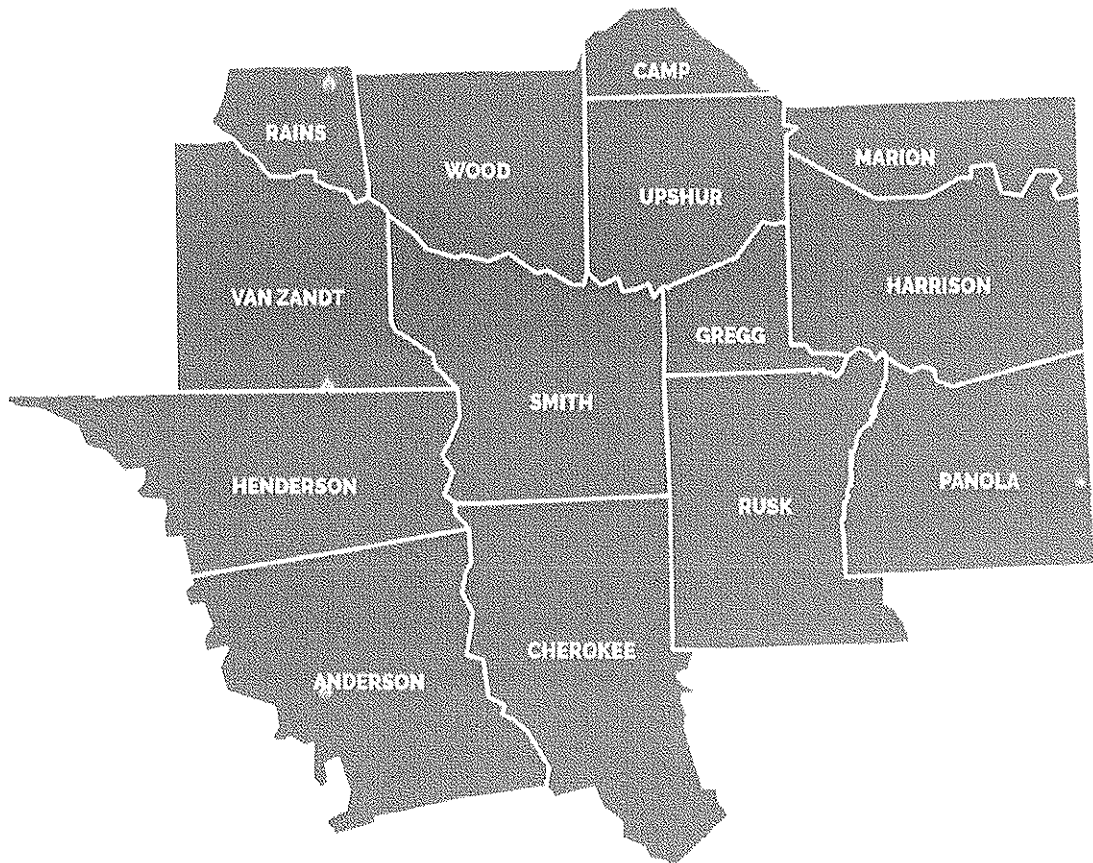
1. A copy of the current Policies and Procedures
2. A detailed description of the Program activities by audience
3. Samples of the materials used to communicate messages
4. Copies of survey results or interviews conducted that year
5. Annual assessments of program implementation
6. Copies of evaluations of effectiveness performed
7. Copies of any independent or outside evaluations made
8. Determinations made concerning supplemental enhancements
9. Recommendations for improvements to the Program
10. A listing of specific activities to be performed in the coming year

Recommendations for Program improvements and specific activities to be performed in the coming year shall become part of the future year's plans.

Records of Program activities may be hard copy records or electronic records. Electronic records may be kept in a central location.

All records shall be retained for **a minimum of five years**.

# APPENDIX A BUFFER ZONE



This map shows the following county in which New Summerfield operates its pipeline system in the 1-county area - Cherokee county.

This entire area determines the postal geography that is used by Paradigm for data acquisition for all mail-outs.

**For Affected Public:** All of the area within the boundary inside the (1) county. In other words, the entire one county area.

**For Excavators:** The area as established with Texas 811.

**For Emergency Response Officials:** All of the area within the two counties.

**For Local Public Officials:** Those officials that have land use and street/road jurisdiction over the areas in which New Summerfield Natural Gas pipeline facilities are located within the one-county area.

# APPENDIX B

## PROCEDURE FOR MAINTENANCE OF EXCAVATOR LISTS

Paradigm, New Summerfield's third-party public awareness contractor, shall determine and maintain the list of persons who normally excavate in the area where New Summerfield's underground utilities are located.

When mailings are to be performed, the following options may be used for the development of mailing lists:

- a. New Summerfield may supplement Paradigm's mailing list (spreadsheet) from the One-Call tickets received in the last 12 months through Texas 811 notifications.  
This process shall be accomplished by acquisitioning a list of excavators from both Paradigm and Texas 811.  
The two lists shall be directly compared and any excavators found to be on the Texas 811 list and not found on the Paradigm list will be provided to Paradigm, to be included on mail-out lists and invitation lists.  
This reconciliation will be performed by the Program Administrator on an annual basis prior to Paradigm's annual mailing to excavators.  
Also, all non-compliant excavators shall be added to the program.
- b. New Summerfield natural gas may participate in a joint mailing (performed in current year) that delivers the appropriate pipeline safety information, or
- c. Mailing lists may be requested from one call centers.

## THIRD PARTY DAMAGE

During the past few years excavating damages has been low. Which shows that New Summerfield's Public Awareness Plan is reaching the appropriate persons that are engaged in excavating. The system maps are updated where the tracer wire does not locate properly, parts of the system that had tracer wire that would not locate New Summerfield will install marker balls or more line markers and mark locations of marker balls on distribution map. Each time a line is exposed a marker ball is installed or a line marker signs installed and location is marked on distribution map. When excavator is contacted by New Summerfield personnel concerning locate ticket in a known location where tracer wire won't locate contractor is advised City personnel will need to be present during any excavation until job is completed. The operator will continue to complete yearly assessments to address any problems that may arise.

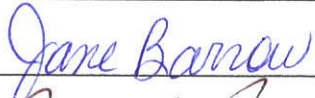
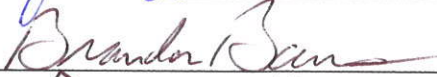
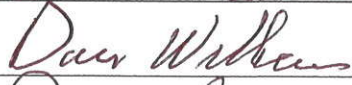
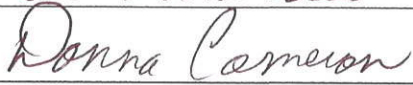

# APPENDIX C

## STATEMENT OF MANAGEMENT SUPPORT

New Summerfield's Mayor and City Council have committed to provide all resources necessary to accomplish the goal of fulfilling the Public Awareness responsibilities as described in the New Summerfield's Public Awareness Program for its municipal gas distribution system.

The resources that are pledged to the achievement of the full implementation of the Public Awareness Program include: budgeting for all costs necessary to support the program, assignment of duties and responsibilities to New Summerfield personnel for the fulfillment of objectives of the program, and the hiring of external support resources necessary to achieve certain requirements of the program.

The Public Awareness Program of New Summerfield's municipal gas distribution system is an integral element in New Summerfield's efforts to provide safe, reliable gas service to its customers and to ensure the safety of the people living and/or working near the New Summerfield's gas pipeline system.

Position	Name	Signature	Date
Mayor	JANE BARROW		4-16-19
Council Member	BRANDON BANNISTER		4-16-19
Council Member	DON WILLIAMS		4/16/19
Council Member	DONNA CAMERON		4/16/19
Council Member	TAMMY McCOWAN		
Council Member	TIM TIPTON		4-16-19

## **ANNUAL REVIEW & EFFECTIVENESS LOG:**

- **02/20/2007** - Updated system description section under Scope page 4.
- **03/06/2008** - No changes were made.
- **06/07/2009** - No changes were made.
- **05/26/2010** - Four-year assessment, also added procedure on page 21.
- **03/02/2011** - No changes were made.
- **02/23/2012** - No changes were made.
- **03/20/2013** - No changes were made.
- **03/23/2014** - See new plan. Also completed 4-year assessment.
- **04/03/2015** - Added Spanish to yearly mail outs do to recommendation from Mr. Sammy Russo with APR consultants.
- **04/22/2016** - No changes were made
- **02/23/2017** - See new plan.
- **03/15/2018** - Revised system description.
- **08/05/2018** - Completed 4-year assessment made minor changes to existing plan dated.
- **04/05/2019** – Reviewed with no necessary performance changes.
  - **Statement of Support** completed and submitted to City Council for approval and signature.
  - **Four-year effectiveness assessment** due NLT 08/05/2022