



Pipeline Emergency Preparedness & Training: Puget Sound Exercise

At Kinder Morgan, we are committed to the safety of the communities where our pipeline systems operate. As part of our robust Emergency Management Program, we have detailed Emergency Response Plans in the unlikely event of an emergency. We have found it is very important to regularly test these plans by conducting emergency response exercises on our own, or inviting emergency response agencies to participate.



On May 30 and 31, 2017, Kinder Morgan Canada Limited (KML) led an emergency response exercise at the Whatcom Unified Emergency Coordination Center in Bellingham, Washington to practice our Puget Sound emergency response plan. In operation since 1954, the Puget Sound Pipeline system is 69 miles long and ships Canadian crude oil products from Abbotsford, British Columbia, for delivery to Washington State refineries in Anacortes, Cherry Point and Ferndale. The exercise involved approximately 130 participants, including representatives from multiple agencies in Canada and the United States. Planning for the drill was led by our Emergency Management team, with input from municipal, state and national agencies including Washington State Department of Ecology, US Environmental Protection Agency and British Columbia Ministry of Environment.

Best Practices

“We have held drills at our local compressor station with the aid of the area KM Manager. We learned of the inherent dangers on scene, who to contact, where we can access the station’s water source, working with security, etc.” – **Chief Wayne Marx, Sherwood Forest Fire Dept., Williams, AZ**

“In NJ we created a safety committee between all of the Natural Gas Distribution companies and the NJ State Division of Fire and Safety to enhance response procedures to natural gas emergencies [and] to enhance our inter-agency cooperation and understanding. I am both a Safety Manager at the Natural Gas company and firefighter in my home town.”

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The event spanned two days – a training session for participants took place on the first day, and the emergency response exercise on the second day. During the exercise, participants simulated an international response to a hypothetical oil spill in the Sumas River, a water body that traverses the US/Canada border. Participants responded to various situations resulting from the hypothetical spill, including evacuations and product migration north in the river, across the Canadian border.

Participants used the internationally recognized Incident Command System (ICS) to respond to the simulated oil spill. In addition to KML responders and response contractors, the exercise incorporated agency responders from Washington State Department of Ecology, Washington Fish and Wildlife, the Environmental Protection Agency, the National Oceanic and Atmospheric Administration, Whatcom County, the City of Abbotsford, British Columbia Ministry of Environment, Environment and Climate Change Canada, the National Energy Board, U.S. Customs and Border Protection, Canadian Border Services Agency and the Makah Tribe.

The exercise was a positive and informative experience that provided our staff and contractors with a valuable opportunity to demonstrate our ability to respond to an emergency along our Puget Sound Pipeline system in a timely, and effective manner. One key takeaway from the exercise was learning to effectively collaborate with American and Canadian response agencies to ensure the most efficient response to an international incident.

Emergency response exercises of this magnitude are conducted every three years in the Puget Sound region. They are important not only to practice our emergency response plans, but also to work closely with external stakeholder groups who would typically be involved with response efforts.

“This exercise, in addition to implementing the Incident Command System (ICS), was an opportunity to bring response agencies from the United States and Canada together to determine how an international incident could best be managed in this region” says Kelly Malinoski, Manager, Emergency Management. “It was an important relationship-building event that allowed for international collaboration.”

Pipeline Emergency Response Tactics: Effective Crisis Communications during an Incident

In this age of instantaneous electronic communications and social media, effective crisis communications can be almost as important

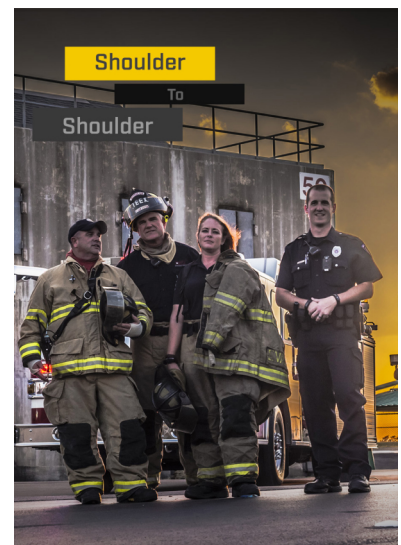
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NEW - First Responder Training Video Series

Learn how to safely and effectively respond to a pipeline emergency, how pipelines work, how different products impact response, response leading practices, how to better prepare to respond to pipeline incidents and roles in pipeline response. Videos feature interviews with pipeline and emergency response experts, covering a wide variety of emergency response disciplines.

* Videos available at

www.shoulder2shoulder.tv



www.shoulder2shoulder.tv

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as the steps and actions taken to respond to an emergency. In short, perception of how the response is going drives public confidence or mistrust, depending on what and how much information is being communicated.

Those coordinating the most successful responses understand that it is vital to effectively manage and control ALL facets of an emergency response, including effective communications with the news media and public. In the context of crisis communications, many view “the public” as people who watch television news, read local newspapers and listen to radio reports. While consumers of news are certainly an important group of stakeholders, “the public” can also include other audiences critical to driving perception of the response. These groups include political officials, regulatory officials and attorneys, among others. Mishandling or failing to communicate at all might energize other parties to provide their unique perspectives which will then “drive the story” and predominate press coverage.

The best sources of information regarding how an incident is being managed are the people responding to that issue. No other party – eyewitnesses, government officials, those impacted – can really provide the perspective of what those responding are doing about the problem. That perspective is uniquely available to those engaged in the response. Other parties will focus on what happened and the impacts, but responders should always focus on the steps and actions that are being taken to deal with the problem. You can always say something good and positive about the response, but you can’t say anything good about the fire, the spill, etc.

Those responsible for communicating with the media, typically the fire chief or public information officer (PIO) for emergency response organizations, should organize their media statements around the actions being taken during the response. In addition, the press provides a conduit to the public for emergency responders to communicate either “calls for action” or for assistance. For example, the media can help minimize chaos and risk of injury by stressing that “officials urge the public to stay away from the impacted area to minimize risks and to ensure that responders can do their important work.”

There are several effective “stock answers” to reporter’s inquiries for front-line responders who are approached by the media prior to the arrival of an organization’s lead spokesperson or PIO. Some include:

- We are responding to the incident
- Public safety is our top priority

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WISER

NEW Update- A set of WISER tutorial videos can be viewed **here** and has been released to introduce and demonstrate WISER functionality. The videos can also be found in the training section of the **NLM YouTube Channel**. They include a dive into the information provided by a known substance as well as a demonstration of WISER's protective distance mapping feature.



NPMS Launches iPhone app for PIMMA

The National Pipeline Mapping System has launched an iPhone app for PIMMA. It can be accessed by searching for "pipeline information" on the App store. You will need your PIMMA username and password to use the PIMMA iPhone app. To access the National Pipeline Mapping System online and locate transmission pipelines in your area, please go to <https://www.npms.phmsa.dot.gov/>

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- Our personnel are well trained to deal with this
- We are committed to providing information to the press and public, but that information will come from our designated spokesperson (or PIO)

Using an approach that focuses on the actions being taken promotes public confidence in the response effort and helps lay a foundation for response organizations to be perceived as focused, experienced and professional.

Overview of Pipeline Systems: Differences between Liquid Petroleum and Natural Gas Pipelines

Pipelines are the primary and safest means for the transportation of natural gas and liquid petroleum throughout the United States. While the basics of natural gas and liquids pipeline operations are similar, there are differences that are worth noting for emergency responders who may have these facilities located within their jurisdiction.



Natural Gas Pumping Station

One of the most important distinctions is that natural gas pipelines transport only one product. That is not necessarily the case with pipelines transporting liquid petroleum. Often pipelines transport liquid petroleum in a batching process, which results in various products being sequenced together for delivery to designated distribution terminals. It's not uncommon to find a pipeline that is transporting regular gasoline, diesel fuel, and premium gasoline at the same time. The mixture between products, known as "transmix" is captured for reprocessing. From an emergency responder perspective, it is important to understand which products are being transported in the pipeline, and to have easy access to physical characteristic information for each material through the **Emergency Response Guidebook (ERG)** or Safety Data Sheets (SDS).

The infrastructure associated with natural gas and liquid petroleum pipelines have similarities. Both categories of pipelines use valves for line isolation and have over-pressurization relief devices. Liquid petroleum pipelines usually have less complex above ground valve sites when compared to natural gas valve, meter, and regulation

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Did you know...

811 is the nationally recognized three digit number to provide notification of pending excavation activity so that utilities can properly locate underground assets. Help us spread the word for safety... **Call 811 before you dig!**



**Know what's below.
Call before you dig.**

NOTE

If you would like to request additional information, schedule a presentation or tabletop drill, or subscribe to *The Responder*, please fill out the form found at <http://PA-inforequest.kindermorgan.com>

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stations. As is the case with any type of pipeline emergency, only trained and qualified pipeline personnel should operate valves.

The signs of a product release is another distinction between natural gas and liquid petroleum pipelines. Typically, natural gas transported in long haul, transmission lines is un-odorized and does not have a distinctive smell. Natural gas pipelines serving residential and commercial customers typically contain the added odorant mercaptan. Natural gas releases from a pipeline petroleum-like odor so no odorant is added to aid in leak identification. Pipelines transporting natural gas or liquids with naturally occurring H₂S may also have a sulfur or rotten egg-like smell. When natural gas releases from a pipeline, a loud roaring or whistling noise often will be present, while releases of petroleum products frequently result in the pooling of liquids on the ground or sheens on the surface of bodies of water. As with any pipeline emergency, the presence of markers and signage will aid in identification of the product being transported, the operator, and emergency contact information.



Liquids Storage Tanks and Piping

For additional information about products transported by Kinder Morgan and the associated potential hazards please reference the **Emergency Response Guidelines for Emergency Responders** brochure and/or **Potential Hazards Associated with Pipeline Leaks** chart.

Keeping Pipelines Safe/Practices & Protocols: Building Relationships between Pipeline Personnel and Emergency Responders

With roughly 3 million miles of pipelines in the United States and Canada, it's important for emergency responders and pipeline personnel alike to be familiar with the product, emergency response procedures, and to develop



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First Responder Online Pipeline Training

To access the API-AOPL Emergency Response Team's free online training, click <https://nasfm-training.org/>

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and maintain relationships with each other. Pipeline operators should constantly strive to enhance their communication efforts with emergency responders. Some of the key ways this can be achieved is through emergency management training sessions, mock exercises, facility tours and electronic communication.

An open dialogue and two-way relationship with emergency responders is a critical component of Kinder Morgan's Damage Prevention and Public Awareness programs. "It's really important to have relationships with first responders across the pipeline, including the local fire departments. It helps us in response and it helps them to understand our operations," says Kelly Malinoski, Manager of Emergency Management for Kinder Morgan Canada Limited (KML). "It's important for fire departments to know who to contact if there is an emergency that could impact their community and they need to cross the pipeline. They get information from us on what it means to be safe around the pipeline and continue to keep their communities safe."

KML utilizes emergency management training sessions with the department to allow both parties to practice joint responses in the unlikely event of an emergency. These sessions generally include important information about pipeline size, location and pressure, and may also provide a tour of local facilities. Kinder Morgan's Trans Mountain system plans and conducts about 20 emergency management training sessions each year with local agencies and first responders that may be activated if an incident were to occur. In addition to training sessions, mock emergency exercises are a critical way of testing response and developing relationships. Mock exercises can include everything from a tabletop, classroom-based scenario to a full-scale simulation with boom deployment. Not only are these great relationship building exercises, but they also allow operators and emergency responders alike to test resource deployment if an event were to occur.

An example of a valuable relationship that has been built through these communication vehicles and is Kinder Morgan Canada Limited's (KML) relationship with the Hope Fire Department, and Chief Tom DeSorcy. DeSorcy states, "Relationships are important. It's been important over the years that we've had this relationship with Kinder Morgan. We know what equipment and capabilities they have, and they know what we have. And, it goes both ways. It's the ongoing training and working in concert that is exactly what we need for our community and as emergency responders. With a fire, an oil spill response or any kind of incident, you need to train and practice to be response ready."

NOTE

To read past issues of *The Responder*, please go to the archived issues at http://www.kindermorgan.com/pages/public_awareness/The_Responder/archive.aspx

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“Our relationship with the Hope Fire Department has been a strong one and we keep in regular communication,” says Malinoski. “Overall, it leads to better community resilience if we’re all talking. If I understand the concerns of Hope residents, I can make sure that we’re addressing those concerns if we ever have an emergency in the area.”

Building and enhancing relationships with emergency responders is a two-way process, and it’s our responsibility to work together for the safety of the public. To contact a Kinder Morgan representative in your area to obtain more information, schedule a drill or facility tour, please go to <http://PA-inforequest.kindermorgan.com> ■

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