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GILL RANCH STORAGE®

Summer 2018

Effectiveness Measurement for Natural Gas Pipelines Public Awareness Program

Natural gas is a clean, affordable and reliable fuel. We at Gill Ranch Storage are proud to be part of a system that delivers this resource to natural gas customers throughout California.

As a pipeline operator, we take seriously our responsibilities toward public safety and education. Gill Ranch meets or exceeds all standards of pipeline construction, planning and maintenance. As part of our commitment to safety, we try to make sure that everyone in our region is conscious of our pipeline system and understands proper safety procedures.

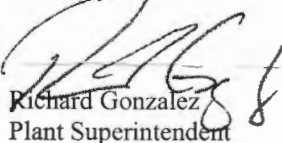
We are writing to you because there is a natural gas transmission pipeline on or near your property, or you're your place of work. It's important that you be aware of its presence, and of the basics of natural gas safety.

Gill Ranch Storage's Public Awareness Program is the driving force behind the mailings you receive every year, and this mailing you are receiving today. As part of the continual improvement of this program, we need to know whether our outreach efforts are effectively reaching our targeted stakeholders, and if the information contained within the outreach is delivered in a way that is easily understandable, while still being effective in conveying our message.

By the time you receive this letter, you should have received your annual mailing for the 2018 year. After you have reviewed that information, please take a moment to fill out the enclosed survey to help us see where improvements to our Public Awareness Program can be made so that we can continue to serve our community in the safest manner possible. This survey is anonymous, so please be honest with your answers.

Thank you for your time and for being our partner in safety. Please let us know if you have any questions.

Sincerely,


Richard Gonzalez
Plant Superintendent



Enclosures

4-Year Effectiveness Survey for Public Officials

Name: _____ Date: _____

1. Do you have an oil or gas pipeline running through your community? A. Yes B. No
2. Do you know the name of your local pipeline operator? A. Yes B. No
2.1. If yes, who? _____
3. Have you heard or seen a message regarding pipeline safety in the last 12 months? A. Yes B. No
3.1. If yes, about how many? _____
4. Before today, about when was your last contact with someone from the pipeline industry related to pipeline safety? (If known, fill in approximate date or number of weeks, months, or years ago.) _____
5. Do you have the number to call in the pipeline company if there is an incident or you need more information? A. Yes B. No
6. Have you heard of the Office of Pipeline Safety in the U.S. Department of Transportation? A. Yes B. No
7. Do you know what precautions an excavator should take prior to digging, to avoid accidentally hitting a pipeline? A. Yes B. No
7.1. If yes, what are they? _____ _____ _____



8. Are you familiar with the one-call line? A. Yes B. No
9. How would you rate the adequacy of information you have about pipeline safety (e.g., how to recognize a leak, what to do when there is a leak, what first responders should do, etc.)? A. About right B. Too much C. Not enough
10. Does your community have an emergency response plan to deal with a pipeline break? A. Yes B. No
11. Are you aware of any pipeline breaks that occurred in your community in the last 10 years? A. Yes B. No
11.1. If yes, how many? _____
11.2. What were they? _____
12. Have any of your local citizens or businesses expressed concern in the last 12 months about any issue regarding pipeline safety? A. Yes B. No
12.1. If yes, what was it? _____
13. Overall, do you feel the pipeline industry has an adequate public safety awareness program? A. Definitely yes B. Pretty much so C. Not sure D. Don't know E. Probably not F. Definitely not

Information about SAFE EXCAVATION PRACTICES

Gill Ranch Storage is committed to pipeline safety and to the communities near our facilities. You have received this information because you are involved in various forms of excavation activities and are an important part of making sure our pipeline system stays safe. If you are a business owner with multiple employees, please make the information in this brochure available for review.

HOW TO RECOGNIZE A PIPELINE LEAK AND SECURE THE AREA

Any odor of natural gas may indicate a leak. If you or a member of the general public smells natural gas or discovers a gas leak, everyone must leave the area until the local fire department or a gas utility employee arrives and clears the area for a safe return. Here are some steps to take if a natural gas leak is detected:

SMELL - How to identify a possible gas leak:

- You smell a rotten-egg odor (or a sulfur-like smell).
- You hear an unusual hissing sound.
- You see blowing dirt.

GO - What to do:

- Leave the area.
- **DON'T** use any electrical or battery-operated device, operate vehicles or equipment, turn a light switch on or off, or use a phone (including cell phone).



- **DON'T** smoke or use a match or lighter.
- **DON'T** start a vehicle in a garage or near any natural gas odor.
- **DON'T** try to find the leak.
- **DON'T** attempt to operate valves on the pipeline.
- **DON'T** attempt to extinguish the burning gas.

LET US KNOW - Who to call:

- Call 911, and
- If the problem appears to be on a Gill Ranch pipeline, call us at **877.361.8404**.
- Always call on a phone away from the area, a neighbor's phone or public phone.
- If the leaking gas ignites, do not attempt to put out the flames. Call **911**.



CALL BEFORE YOU DIG — IT'S THE LAW

It is required by law before excavation begins to notify underground utility operators at least two business days in advance. Mark the area of the proposed excavation in white paint. *Not adhering to the dig law can cause serious injury or even death.*

Call the Utility Notification Center at 811 to have underground gas lines (and other participating utilities' lines) located at no charge to you.



HOW TO CONTACT US:
24-hour odor emergency line
877.361.8404








A locate request call sets the following process in motion

- Utilities with underground facilities in the vicinity of the planned excavation are notified.
- Utility crews or subcontractors either mark their underground facilities or tell the excavator they have no lines in the area.
- Once marked, the excavator can dig safely.



For more information about California law and utility notification, visit usanorth811.org.

HOW TO RECOGNIZE THE TYPE OF LINE MARKING — ONCE UTILITIES ARE LOCATED

-  **RED:** Electric
-  **YELLOW:** Gas, oil or steam
-  **ORANGE:** Telephone or television
-  **BLUE:** Water
-  **GREEN:** Sewer
-  **PINK:** Temporary survey markings
-  **WHITE:** Proposed excavation

PIPELINE SAFETY CONSIDERATIONS

Federal law requires an excavator to notify the underground pipeline operator in the event of any damage to the pipeline. If the →



damage causes natural gas to escape from the pipeline, the law requires the excavator to call **911** first and then call the pipeline operator. If damage to our pipeline does occur during excavation, it is important that we are informed immediately after emergency officials for inspection, evaluation, and repairs as needed. Call the Gill Ranch emergency line at: **877.361.8404** 24 hours a day. Even a minor dent can cause deterioration of the protective coating and present a potential hazard in the future.

- Call **811** at least two business days before excavating.
- Wait for the site to be marked.
- Respect the marks.
- Dig with care.



FOR MORE INFORMATION

Questions about natural gas safety? Please call 866.537.9245

Para preguntas sobre la seguridad del gas natural, por favor llamar al 866.537.9245

HOW TO CONTACT US:
24-hour odor emergency line

877.361.8404

If you'd like more natural gas safety information, please visit:

gillranchstorage.com



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Before starting to dig

**KNOW WHAT'S
UNDERGROUND**

SAFE DIGGING IS EVERYONE'S RESPONSIBILITY

