

Emergency Response Considerations:

- First and foremost, the operator should refer to his Emergency Plan. The best time to be familiar with this document is not after the emergency just occurred. Be prepared by being familiar with this document.
- Make sure, on a scheduled basis, that all emergency equipment is available and calibrated, if required. Use of un-calibrated equipment could endanger a life and may cause liability issues.
- Be aware that after one natural gas incident occurs that there exists the possibility of another occurring. Natural gas may be migrating along a different path. Bar-holing is a must after an incident to determine if gas is migrating to another area. The presence of water, for instance, to put out a fire changes the permeability of the soil and therefore may create a changing leak path.
- In the case of a gas-related fire, consider that the fire indicates where the gas is venting. Putting out the fire may not be the best course of action.
- Do not park emergency vehicles over sewer manholes or other potential leak paths from the incident.
- Consider that there is typically more than one cause of an incident.
- Perform a leak test before turning the gas off.
- Before entering any buildings after an incident, use a calibrated combustible gas indicator to ensure that the building does not have potentially dangerous levels of natural gas.
- Do not risk life for property.
- Take an odorant sample after an incident and calibrate the instrument measuring the level of gas immediately after the event.
- In the case of an incident caused by an operator, remember to follow procedures for alcohol and drug testing as outlined in the operator's Drug & Alcohol Plan.
- Know what you are going to say to the media. Make note cards, if needed, to stay on to convey exactly what is known at that point. Do not mention that there has been an accident until it is known. State only the things that are known about the situation at the time of the interview and set a time limit on the interview to be held in a staging area. Acknowledge injuries, but don't divulge names. Set a boundary for the media so that they are not endangered and so they do not interfere in the operator's response to the accident. Also, do not comment on estimated damages until this is known.
- Conduct training and mock drills often to make response action automatic

Disclaimer: The material contained above is solely for informational purposes and is in no way a replacement for the operator's emergency procedures or policies.