

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of a Workshop Docket to Enhance)
Public Safety Responses to Gas Leaks and to) File No. GW-2016-0013
Prevent Third-Party Damage to Gas Facilities)

**STATUS REPORT
FOR APRIL 2016**

COMES NOW Laclede Gas Company (“Laclede” or “Company”), on behalf of its operating units, Missouri Gas Energy (“MGE”) and Laclede Gas, and submits this Status Report in the above referenced matter.

Kansas City Workshop

Since the last Status Report for March 2016, Laclede conducted its April 28, 2016 gas safety workshop in Kansas City, Missouri. The workshop was held from 10:00 am to approximately 3:00 pm at the Prairie Room of the Ameristar Hotel.

In addition to representatives from the Company and the Commission Staff, the workshop was attended by representatives from eight Missouri fire districts in and around the Kansas City area, including Cameron, Fort Osage, Kansas City, Lee’s Summit, Liberty, St. Joseph, and Sugar Creek. Together, these fire departments and districts provide fire suppression and other emergency services to over 683,000 citizens in the Western and Northwestern areas of Missouri. Representatives for a number of other pipeline operators also attended the workshop, including personnel from Ameren Missouri, Summit Natural Gas, and Southern Star Central Gas Pipeline, as well as a representative from Missouri One-Call.

The workshop covered a wide variety of issues relating to potential measures for preventing natural gas incidents, especially those caused by third party damage to natural gas

facilities. It also focused on best practices for preparing for and responding to such incidents in an effective manner when they occur. These subjects are highlighted in the PowerPoint presentation made at the workshop, which is attached hereto. In addition to this presentation, Michael Callan also gave a demonstration of his web-based training program for Responding to Utility Emergencies and a copy of his text book was provided to all emergency responders who attended.

There was a significant amount of discussion at the workshop on a number of topics. Of special interest was a discussion regarding the measures taken by Lee's Summit officials when the installation of a fiber optic system in that community resulted in multiple instances of damage to underground facilities in a short period of time. Using their inherent police powers, city personnel acted in a coordinated manner to restrict future excavation activity until the situation was brought under better control. These actions had an immediate and positive impact on reducing the number of incidents and, like the Perryville ordinance discussed in an earlier Status Report, are another example of the affirmative steps that can be taken by local officials to protect their citizens from the dangers caused by third party damage to underground utility facilities.

Other items of discussion included: (a) procedures for better identifying and permanently stopping third party excavators who not only fail to follow the procedures mandated by Missouri's One-Call law, but flee the scene when confronted by local officials; (b) the advisability of having emergency responders base building evacuation decisions on the same percentage "gas in air readings" so as to avoid confusion over when such actions are appropriate. All of the items will be considered for inclusion in the final Status Report submitted in this proceeding.

Springfield Workshop

Since the last Status Report, planning for the next workshop in Springfield has also been completed. Details regarding this workshop are presented below:

Date and Time: The workshop will be held on May 26, 2016, beginning at 10:00 am and concluding no later than 3:00 pm.

Location: The workshop will be conducted at the DoubleTree Hotel located at 2431 N. Glenstone Avenue in Springfield, Missouri, 65803. This venue is conveniently located near Interstate Highway 44 and has abundant free parking. A lunch will be provided to each participant.

Agenda: The agenda for the workshop will essentially follow the one that was used for the April 28, 2016 workshop in Kansas City, including an expanded presentation on the initiative taken in Georgia to better coordinate the response of operators, emergency responders and others in preventing and responding to natural gas incidents.

In addition to coordinating the workshop in Springfield, Laclede is also working to finalize plans for its workshop in late June in St. Louis. Laclede will provide additional details on this event in subsequent status reports to the Commission.

WHEREFORE, for the foregoing reasons, Laclede Gas Company respectfully requests that the Commission accept this report.

Respectfully submitted,

LACLEDE GAS COMPANY

By: /s/ Rick Zucker

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Natural Gas Safety Workshop

Kansas City – April 28, 2016



April 28, 2016

Introductions

- Laclede Gas Company
- Missouri Public Service Commission
- Safety-Related Associations
- Fire Department Personnel
- Law Enforcement Personnel
- Others?

Purpose and Goals

- Background
 - Implement “lessons learned”
 - Enhance measures to prevent excavation damage to natural gas facilities
 - Enhance training on natural gas safety awareness
 - Enhance natural gas emergency response training
- Measures For Preventing Incidents
 - Education (Introduce Tom Delia, LGC Manager, Damage Prevention)
 - Active, effective Damage Prevention Programs

What are the components of an effective damage prevention program?

- Communication between all stake holders
 - Public
 - Excavators
 - Public officials and agencies (i.e. Fire, Police, Public Works)
 - Locate contractors
 - One Call Center
- Developing a partnership among stakeholders
 - Shared responsibility and everyone has a part
- Effective locator performance measures
 - On time
 - Accurate
- Partnership in public education
 - 811 day
 - National dig safe month
 - Supplemental training materials

What are the components of an effective damage prevention program?(continued)

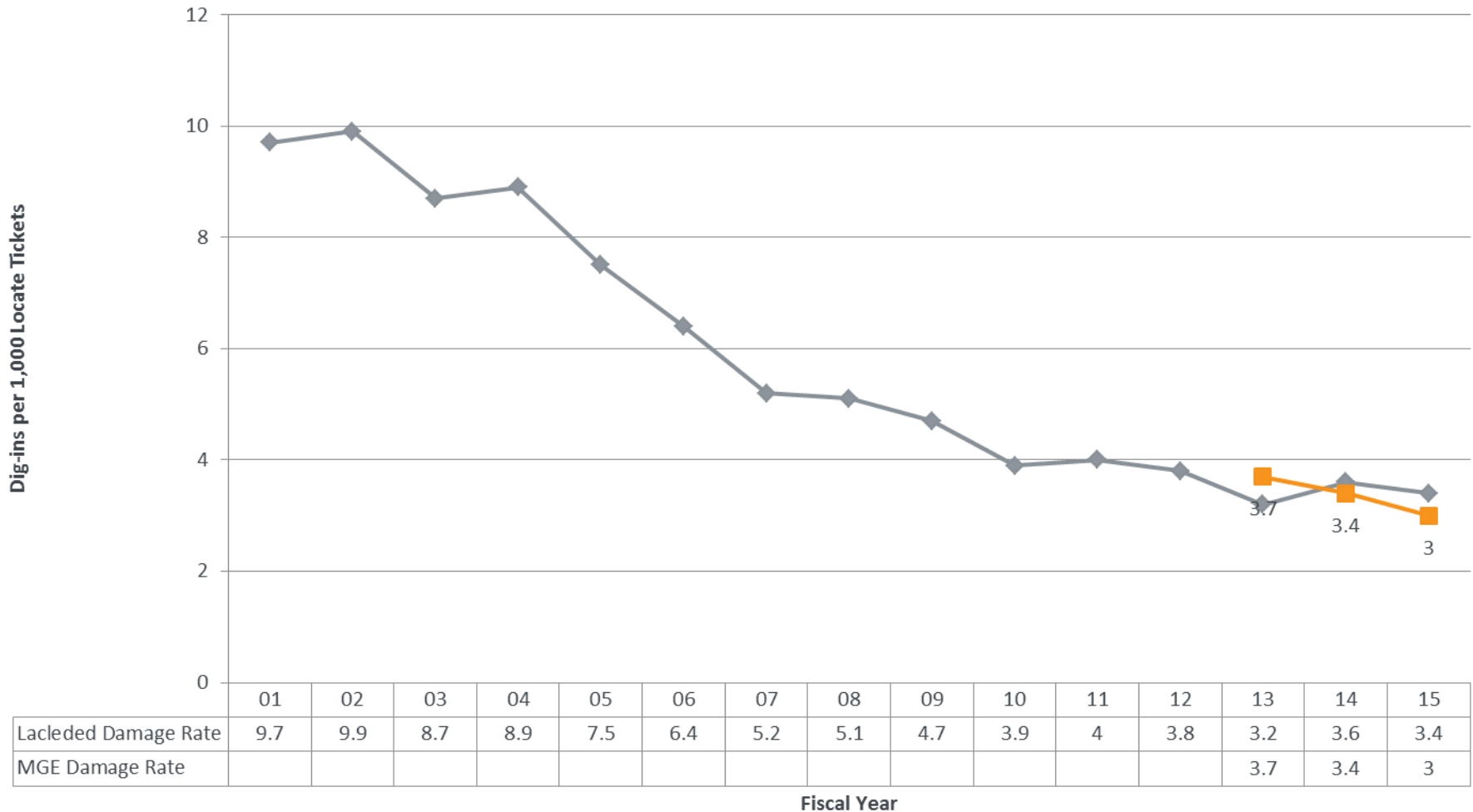
- Complete and accurate damage investigation and collection
 - Responding to the field to investigate all damage to provide fair and consistent data gathering
 - Data collection system
 - CGA DIRT reporting
- Effective reporting and risk analysis
 - What are the trends
 - What is working
 - What is not working
- Proactive involvement based on risk analysis
 - Targeted safety meetings for excavators with high damage rates
 - Watch and protect programs
 - Attorney General involvement

Laclede & MGE Gas Damage Initiatives

- Better communication
 - Attendance in local and state events (MOCGA, MOCs safety meetings, etc.)
 - Damage prevention safety meetings
 - Website and social media to promote 811 and safe excavation
- Damage Coordinators
 - On site field investigation and root cause determination
 - Fair, consistent and timely investigation
 - Relationship building with excavators, public officials, contract locators and community
 - Auditing of contract locators and awareness within excavation community
 - Safety meetings with excavators
- Damage data collection
 - Identification of trends, focus on excavators/locators with high damage rates
- Follow through on damages
 - Invoicing, collection, notification of violations, legal remedies, etc.

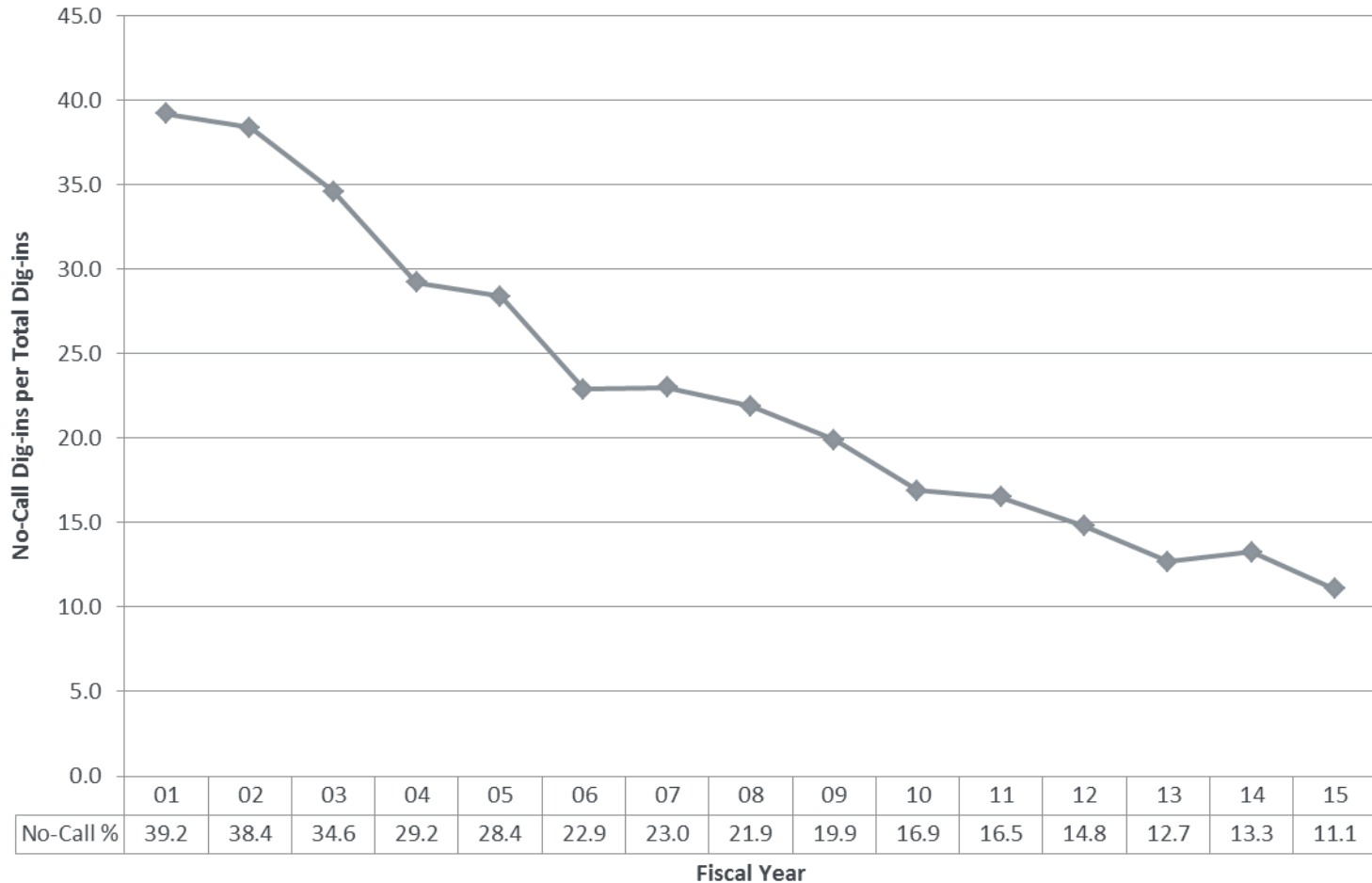
Damage Prevention Program & Update Laclede & MGE Division Only

Third Party Damage Rate



Damage Prevention Program & Update Laclede Division Only

% Dig-ins without a Locate Ticket



Purpose and Goals (Cont'd)

- Measures For Preventing Incidents
 - Education
 - Active, effective Damage Prevention Programs
 - MGE and LGC conduct targeted safety meetings that focus on excavators with high damage rates
 - Public Awareness – brochure mailings, involvement in community, industry and construction events, social media
 - Spreading the 811 message
 - Field investigation and excavation awareness by Damage Coordinators

Purpose and Goals (Cont'd)

- Measures For Preventing Incidents (Cont'd)
 - Training – Internal training by utilities and enhanced awareness training for fire departments and other public emergency responders
 - Procedure Aids - MGE and LGC developed an Emergency Response reminder card for Company personnel. (Copies of the reminder card are available for attendees.)
 - Enforcement – The Attorney General's office is doing well at ramping up enforcement efforts to encourage compliance with the Missouri One Call laws
 - Cooperation (Shared Responsibility) – Enhance the understanding that we are all in this together. We have a responsibility to not only do our part but to also help others do their part to keep everyone safe. Getting a better understanding of each other's responsibility can help this process
 - Public Communications – Use of bill and website messaging, participation in Arbor day and other events to drive home shared responsibility theme

Measures For Responding More Effectively

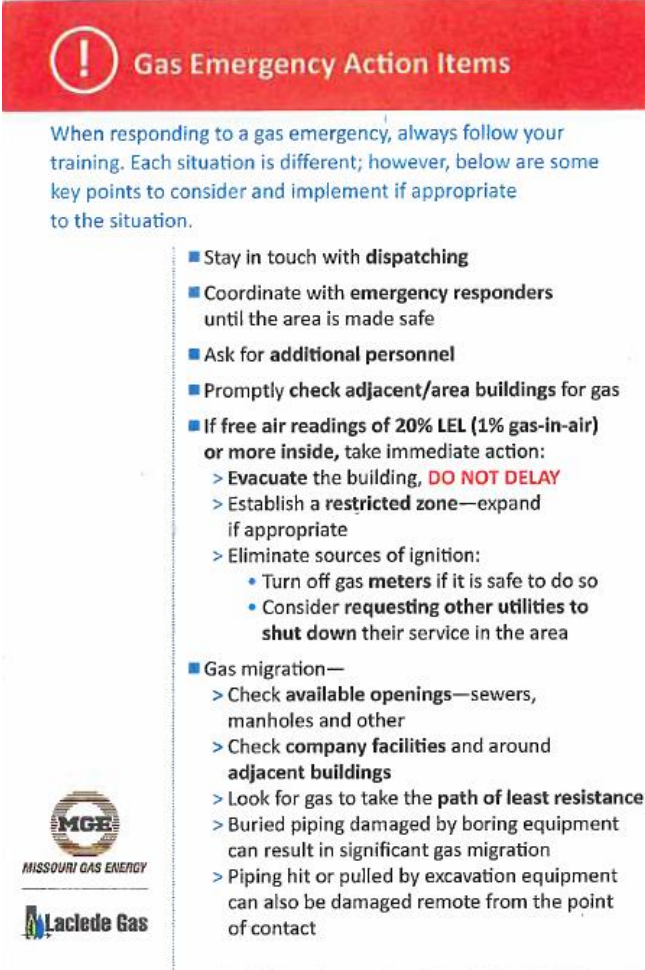
- Education – MGE conducts an active liaison program with the fire departments within its service territory. That program includes providing a Natural Gas Hazards and First Responder Handbook to fire departments. (Copies of the handbook are available for attendees.)
- Training – Internal emergency response training by utilities. MGE and LGC provide natural gas emergency response training for fire departments and other public emergency responders. That training includes live fire training. Additionally, a couple of years ago LGC implemented the use of supplemental computer based training on Responding to Utility Emergencies (RTUE) and MGE is has now implemented that supplemental training in its service territory. (We will see a presentation on the RTUE training after lunch.)

Measures For Responding More Effectively (Cont'd)

- Training Enhancements
 - The Kansas City Fire Department (KCFD) issued new General Operating Guideline establishing procedures for responding to and mitigating a variety of natural gas emergencies. (Copies of the procedure are available for attendees.)
 - MGE revised its emergency response procedures.
 - Added section 3.1.7 to its Emergency Plan that provides for MGE personnel to request that on-site fire and police department personnel to stay on site until the area is made safe
 - Expanded Section 4.1.3.2 of its Emergency Plan to provide more detail for coordinating with emergency responders (Copies of the verbiage from that procedure are available for attendees.)
 - Provided employee training on the revisions to the Emergency Plan
 - MGE and LGC developed an Emergency Response reminder card for Company personnel and trained company personnel on the contents of and the use of the reminder card. (Copies of the reminder card are available for attendees.)

Measures For Responding More Effectively (Cont'd)

- Training Enhancements
 - New MGE and LGC Emergency Response reminder card





The image shows a reminder card titled "Gas Emergency Action Items" with a red header and a white body. It includes a list of action items for gas emergencies, such as staying in touch with dispatching, coordinating with emergency responders, and checking for gas migration. The card also features logos for MGE (Missouri Gas Energy) and Laclede Gas.

! Gas Emergency Action Items

When responding to a gas emergency, always follow your training. Each situation is different; however, below are some key points to consider and implement if appropriate to the situation.

- Stay in touch with **dispatching**
- Coordinate with **emergency responders** until the area is made safe
- Ask for **additional personnel**
- Promptly check **adjacent/area buildings** for gas
- If **free air readings of 20% LEL (1% gas-in-air) or more inside**, take immediate action:
 - > **Evacuate** the building, **DO NOT DELAY**
 - > Establish a **restricted zone**—expand if appropriate
 - > Eliminate sources of ignition:
 - Turn off **gas meters** if it is safe to do so
 - Consider **requesting other utilities to shut down** their service in the area
- Gas migration—
 - > Check **available openings**—sewers, manholes and other
 - > Check **company facilities** and around **adjacent buildings**
 - > Look for gas to take the **path of least resistance**
 - > Buried piping damaged by boring equipment can result in significant gas migration
 - > Piping hit or pulled by excavation equipment can also be damaged remote from the point of contact


MISSOURI GAS ENERGY


Laclede Gas

Measures For Responding More Effectively (Cont'd)

- Training Enhancements
 - MGE is in the process of taking the following actions:
 - Reviewed the pilot program for designating two high profile areas and expanded the Plaza high profile area
 - Providing for review of its training program for fire departments on a regular basis, update as necessary, and submit any such changes to the MPSC Staff for review
 - Working to enhance the outreach program to increase the number of fire departments that participate or to make MGE's and LGC's training program an integral part of existing fire department training programs and provide the MPSC Staff regular updates on these efforts
 - Outreach efforts in 2015 to present
 - Annual Kansas City and St. Louis luncheons
 - Training sessions with fire and police departments
 - Promotional efforts to engage more emergency responders

Measures For Responding More Effectively (Cont'd)

- Training Enhancements (Cont'd)
 - MGE is in the process of taking the following actions:
 - Work with the MPSC Staff to begin meeting with interested parties such as the Missouri Association of Natural Gas Operators (MANGO), the Pipeline Association of Missouri (PAM), the MPSC Gas Safety staff, state and local fire departments and associations, other emergency responders, Missouri One-Call, and the Missouri Common Ground Alliance to develop a statewide policy and apparatus for communication and coordination between gas utilities, fire department, and other emergency responders
 - To enhance the effectiveness of efforts to respond to hazardous situations involving natural gas leaks
 - To enhance the effectiveness of efforts to prevent third party damage to gas facilities
 - Work with fire departments within the MGE and LGC service territories to encourage the adoption of General Operating Guidelines similar to those adopted by the Kansas City, Missouri Fire Department

RTUE Presentation/Georgia Program

- Mike Callan - background and experience
- Purpose and features of RTUE Program
- Demonstration of RTUE web-based training program
- Georgia Coordination Program
 - History
 - Goals and objectives of program
 - Benefits
 - Potential applicability to Missouri

Timelines for Preparing and Submitting Recommendations

- Previous Status Reports
- Upcoming Status Reports for April, May, June and July
- Staff Final Report

Potential Interim Recommendations

- Make RTUE available statewide – **presentation and discussion**
- Circulate standard operating procedures for utilities, fire and police departments and other emergency responders
- Circulate emergency checklist for operators
- Develop an emergency checklist for other first responders
- Research leading practices in other states (Georgia)
- Evaluate local enforcement for one-call requirements

Next Steps / Future Meetings / Invitees

- Open discussion



Q&A 