

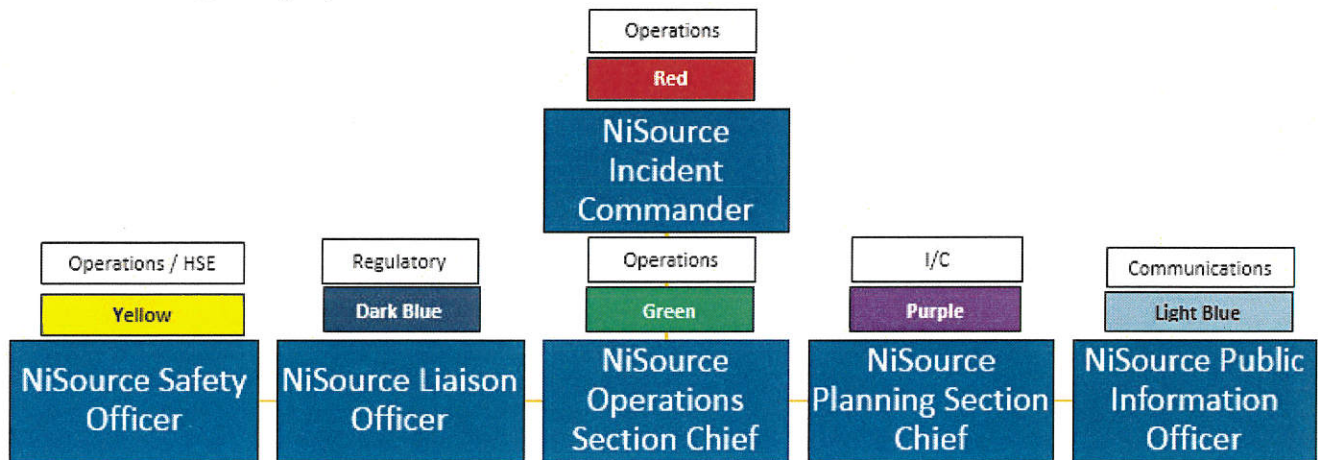
**Section 2**  
**LDC Emergency/Incident Preparation**

**2.1 Purpose and Scope**

To establish guidelines to ensure that Company personnel are prepared to respond to gas pipeline emergencies in a safe and expedient manner, to minimize the impact on the Company, employees, assets, and the community. Actions shall be directed toward protecting people first and then property. The information in this section should be completed and reviewed in preparation for an incident.

**2.2 Incident Command Team**

When an Incident occurs, local staff, under the direction of the supervisor/leader, becomes the Incident Command Team and will be joined as available by other Company representatives. The Incident Command Team is responsible for managing the Company’s immediate, on-site response – such as protecting people, making the situation safe, protecting property, repairing facilities, restoring property, and returning Company facilities to service.



**2.3 Assign NiSource Internal Incident Command Responsibilities**

(Refer to Section 3.1 – Management – Purpose and Scope)

Assign responsible employees and alternates. Understand the roles and responsibilities of the following key functions.

**(a) NiSource Incident Commander (Operations Center Manager/designee)**

Will work, as necessary, with emergency responders, and advise other external agencies on the scene until support from other Company organizations arrives. Direction ultimately falls under Public Incident Commander (e.g., fire chief, police chief, emergency management agency).

The Incident Commander is accountable for the overall incident management and assumes all Incident Command functional roles until these positions are specifically designated/filled. The additional functional roles will be designated/filled in accordance with the size and complexity of the incident.

When the Company designated Incident Commander arrives on site, they will immediately receive a complete situational update from the first responder, assess the current situation, and identify the Incident Command Team requirements with associated roles and responsibilities.

The Incident Commander may assign multiple responsibilities to one person or may separately assign each Command Section based on the incident and the number of Company personnel available on scene.

- **Make the situation safe.** If there is any threat to public or employee safety, Incident Commander shall notify local emergency response authorities and work with them through the duration of the incident to protect people first, then property.
- **Control the situation.** The Incident Commander shall take control of the situation by taking steps to mitigate the problem and secure the area. This may include protecting people, shutting off gas flow, limiting access to the site, protecting property and preserving information and materials for the incident investigation.
- **Establish Command Center** if required.
- **Restore operations** to the extent able. For instance, after making the situation safe in an incident that impacts customer service, the Incident Command Team shall work to return Company facilities to normal operating conditions as soon as possible, as long as it does not conflict with emergency response authority directives.
- **Provide assistance** to those affected by the incident. The Incident Command Team shall determine appropriate initial assistance needed, if any, until (and if) that role is assumed by the Command Center.
- **Communicate/ Coordinate** with emergency response and public officials, other Company personnel (particularly the Incident Contact Person at the Integration Center, Compliance, and Engineering), affected residents, and any others who may be impacted by the incident.
  - Communicate status to appropriate members of Senior Leadership.
  - Keeps legal and risk management apprised of facts surrounding event and seeks direction on gathering evidence and documenting events.
  - Ensure the NiSource Claims Reporting System is contacted at 1 877 ENERGY-4 (1-877-363-7494) and a claim/tracking number is obtained and documented.
  - Ensures that activities of all support groups and responders are coordinated.
  - Resolves labor, material and transportation issues between departments involved.
  - Cooperates and coordinates joint effort with any emergency management or local government agencies involved.
  - Arranges mutual aid assistance if required.
  - Notifies local police and internal security department if sabotage is suspected.
  - Assists Compliance Management Team Representative in completing and submitting information and forms to legal for review before submitting to DOT and/or state commissions as required.
  - Notifies and collaborates with Gas Control Operations at 800-921-2165 for emergency conditions or incidents that could affect control room operations. At a minimum, notification should be made for events that occur on any high pressure system or any other non-high pressure system known to be monitored and/or controlled by Gas Control.

NOTE: The onsite NiSource Incident Commander (i.e., OCM or designee) may instruct the Control Room Controller to take immediate action or control when an emergency poses a threat to life. The NiSource Incident Commander shall identify themselves as such and shall disclose to the Controller that the emergency is life threatening. Lacking a life threatening situation, collaboration between Gas Control and responding Company personnel shall determine the action(s) of Gas Control.
- **Utilize “Emergency Response Event Sign-In Sheet”** (See Form 3.1) to maintain an inventory of employees/contract partners on site during an emergency incident. Note that either Form 3.1

“Emergency Response Event Sign-In Sheet” or Form 3.2C “Employee Roster” may be used for Incident Management regarding an outage.

- **Approve demobilizing** the Incident Command Team when appropriate.

**(b) Safety Officer (Operations/HSE)**

Monitors Incident operations on all matters relating to operational safety, including the health and safety of all personnel at the scene. Actions shall be directed toward protecting people first and then property.

- Communication / information flows back through NiSource Incident Commander.
- Establish employee/contractor safety focus.
- Identify and deploy safety resources as required.
- Establish site security and site safety.
- Address environmental hazards to personnel.
- Restore worksite to safe working environment.
- Monitors employee/contractor safety.
- Develop a written safety plan (if needed).
- Ensure employee and public safety.
- OSHA- (e.g., Trenches / Shore / Confined Spaces).

**(c) Liaison Officer (Regulatory)**

A representative from Government and Community Relations will be the point of contact for other governmental, non-governmental, and/or private entities. Coordinate the humanitarian assistance to residents, property owners or others impacted by the Incident. HR assistance for employees and their families and coordinates EAP involvement/counseling as necessary.

- Communication / information flows back through NiSource Incident Commander
- Determine regulatory agencies reporting process
- Establish a single source regulatory notification and documentation process
- Establish and utilize checklist of mandatory notifications
- Ensure the notification of regulatory agencies, report and document accordingly
- Make appropriate contact with regulatory agencies
- Oversees liaison with investigators and regulatory officials
- Regulatory activity and documentation

**(d) Operations Section Chief (Operations)**

- Communication / information flows back through NiSource Incident Commander
- Determine critical outages and prioritize the restoration process
  - Prints and distributes outage control sheets and other pertinent information relative to the incident
- Identify and deploy resources as required
- Acquire resources to restore facility personal needs:
  - Food
  - Water, both potable and other use
  - Rest area
- Coordinate with local area hotels / housing for personnel
- Site preservation and information gathering
- Verify compliance with current Company procedures
- Establish adequate on-site leadership to address the following:
  - Increased work activity

- Increased amount of personnel on site
- Adverse work conditions
- Chaotic environment
- Diverse work activities
- Preserve evidence (e.g., pipe, meter, meter set assembly), pictures, video, notes
- Damage assessments
- Complete post-incident/post-accident reports, including incident investigation and lessons learned (done by Compliance at the direction of the Incident Commander)

**(e) Planning Section Chief (Integration Center)**

- Communication / information flows back through NiSource Incident Commander
  - Notifies fire and police as requested
  - Dispatches personnel to incident as requested
  - Maintains contact with all radio and MDT equipped vehicles
  - Monitors radio transmissions and e-mails if directed
  - Issues orders to work teams as directed
  - Controls radio traffic and establishes priorities during the emergency
  - Works with Customer Care Center to address any special customer needs that arise
  - Works with Customer Care Center to reschedule work as necessary
  - Communicate event updates to Gas Control and coordinate pending field actions with Gas Control, as necessary
- Facilitate the periodic incident meetings with standard agendas per incident
- Record preservation - at the direction of Legal, including, but not limited to:
  - Filing system
  - Meeting schedule with meeting minutes
  - Recordings
  - In service activity
  - Verification / maintain documentation (e.g., time, date, process, approval)
  - Periodic reports on progress and issues
- Consider other resources (e.g., Ops Coordinators, Assigners) for routine activity such as answering phone, manning radio, assisting with daily job functions
- Re-Direct normal daily operations:
  - Inspections
  - Preventative Maintenance
  - Mandatory work
  - One Calls
- Establish work orders in DIS, CIS, WMS
- Documentation of missed work
- Internal reporting notifications
  - Creates and distributes initial internal notification through Emergency Notification System
    - If the event is determined to be reportable by federal and/or state reporting guidelines, notifies internal and external stakeholders and makes necessary updates to the Emergency Notification System (ENS) as appropriate
    - If the event is determined not to be reportable by federal or state reporting guidelines, but the event is circumstantially sensitive, notifies internal stakeholders and makes necessary updates to the Emergency Notification System as appropriate
- Permitting
- Ensures facility locates are made by calling state's "One-Call" system

- Coast Guard
- EPA – DNR

**(f) Public Information Officer (Communications)**

A representative from Communications will use coordinated communication strategies, resources and tools to manage communications during the crisis. Key activities include the following.

- Identify the key groups affected by or interested in the event, including employees, customers, vendors, shareholders, media and emergency responders
  - Provides Customer Care Center talking points if necessary
  - Maintains liaison with 911 center (fire/police)
- Develop appropriate messages for affected groups
- Serve as spokesperson to ensure message consistency and determine handling of media calls and inquiries
- Manage the timing and dissemination of information
- Coordinate with Public Agency Public Information Officers (PIO) to establish a Joint Information Center (JIC) or warming center
- Plan external and internal message deployment strategy including MDTs, blast emails, phone, MySource, Management Forum, Employee Bulletin Board, new media, social media, customer contact centers.
- Maintain communication with the Incident Commander, the Command Center, and other NiSource officials.

**(g) Other Support Teams**

- Engineering
  - Helps identify procedures for safest and quickest resolution of incident
  - Assists NiSource Incident Commander (i.e., OCM or designee) with maps, records, and knowledge of the system
  - Assists in the creation of a customer outage list
  - Offers possible solutions to operations center personnel on maintaining service or restoring service, if interrupted
  - Provides information regarding load studies, by-pass sizing, distribution system modeling and regulator design as appropriate
  - Supports any purging operations prior to re-establishing service
  - Communicates and collaborates with Gas Control Room personnel on decisions and actions or pending actions that could affect Control Room operations
- Risk Management
  - Works with legal to mitigate risks to Company
- Security
  - Notifies Operations on changes to the Department of Homeland Security threat levels
  - Issues security advisories and alerts
  - Advises Operations of specific security intelligence having a potential impact to our Company or the natural gas industry
  - Establishes security guidelines and measures for the protection of pipeline facilities
  - Provides guidance on additional security measures to implement based on situation
  - Notifies and updates applicable security contacts at Federal/State Agencies such as Department of Homeland Security, FBI, Office of Pipeline Safety, Coast Guard, etc.
  - Collaborates with Communications and Legal to ensure consistent messages

# Emergency Management Resource Contact List (Brockton)

Title	Name	Work	Home	Cell
Emergency Coordinator				
Alternate				
Incident Reporting				
Alternate				
Field Operations Leader				
Alternate				
Scheduling Leader				
Alternate				
Engineering				
Alternate				
Technical Support				
Alternate				
Communications				
Alternate				
Corrosion				
Alternate				
Regulatory Affairs				
Alternate				
Regulatory Compliance				
Alternate				
Integration Center				
Alternate				
Major Account Rep.				
Alternate				
Measurement & Regulation				
Alternate				
Construction Services				
Alternate				

# Emergency Management Resource Contact List

(Lawrence)

Title	Name	Work	Home	Cell
Emergency Coordinator				
Alternate				
Incident Reporting				
Alternate				
Field Operations Leader				
Alternate				
Scheduling Leader				
Alternate				
Engineering				
Alternate				
Technical Support				
Alternate				
Communications				
Alternate				
Corrosion				
Alternate				
Regulatory Affairs				
Alternate				
Regulatory Compliance				
Alternate				
Integration Center				
Alternate				
Major Account Rep.				
Alternate				
Measurement & Regulation				
Alternate				
Construction Services				
Alternate				

# Emergency Management Resource Contact List (Springfield)

Title	Name	Work	Home	Cell
Emergency Coordinator				
Alternate				
Incident Reporting				
Alternate				
Field Operations Leader				
Alternate				
Scheduling Leader				
Alternate				
Engineering				
Alternate				
Technical Support				
Alternate				
Communications				
Alternate				
Corrosion				
Alternate				
Regulatory Affairs				
Alternate				
Regulatory Compliance				
Alternate				
Integration Center				
Alternate				
Major Account Rep.				
Alternate				
Measurement & Regulation				
Alternate				
Construction Services				
Alternate				