

3.1.2 Incident Management Documentation

The NiSource Incident Commander ensures the completion of the incident management documentation process. Contact the local Damage Prevention Coordinator, as needed.

Written and photographic documentation are necessary for the following reasons.

- Documents conditions at the scene of the event.
- Compiles documentation to support statements, conclusions, and reports.
- Helps to recall observations at a later date.

Additional guidance for photographic documentation is included in Section 7, Appendix C.

3.1.3 Emergency Response Event Log

Form 3.1 “Emergency Response Event Sign-In Sheet” is used 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.

3.1.4 Incident Management Responsibilities

Specific management tasks by type of incident are provided in the following Management sections. Responsibility Assignment Sheets found after the narrative in each Management section should be used to assign responsibilities to specific employees. Those Responsibility Assignment Sheets are labeled by the following designations:

Form RAS 3.2	Responsibility Assignment Sheet – Outage
Form RAS 3.3	Responsibility Assignment Sheet – Line Break
Form RAS 3.4	Responsibility Assignment Sheet - Fire
Form RAS 3.5	Responsibility Assignment Sheet - Explosion
Form RAS 3.6	Responsibility Assignment Sheet - Odor Over Large Area
Form RAS 3.7	Responsibility Assignment Sheet - Natural Disasters
Form RAS 3.8	Responsibility Assignment Sheet - Low Pressure
Form RAS 3.9	Responsibility Assignment Sheet - Over Pressure
Form RAS 3.10	Responsibility Assignment Sheet - Civil Disturbance
Form RAS 3.11	Responsibility Assignment Sheet - Security

EMERGENCY RESPONSE EVENT SIGN-IN SHEET

Event:	Date:
Incident Commander:	Place/Room:

Name	Title	Company	Phone	Arrival Time	Departure Time

Outage Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
A	Establish a NiSource Corporate Insurance Claim/Tracking Number	
B	Direct all media inquiries to Communications	
C	Maintain contact with local officials to provide & receive updates on situations	
D	Coordinate with other utilities	
E	Perform periodic assessment with local incident management team	
F	Contact large volume customers	
G	Continually update Internal stakeholders	
H	Oversee incident operation	
I	Conduct necessary alcohol and drug tests (time sensitive)	
J	Identify maps involved	
K	Coordinate field repair	
L	Print outage control sheets	
M	Establish a Command Center, should one become necessary	
N	Coordinate essential local work (emergency calls)	

Outage Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
O	Identify the best method to isolate the affected area	
P	Onsite supervision of field operations during incident	
Q	Address critical care facilities	
R	Assign and verify outage control sheets / Alpha Listing	
S	Develop a purge plan (if necessary)	
T	Monitor health, safety & security of employees	
U	Ensure adequate materials and equipment are available	
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
X	Assign work teams and shifts (field and leadership)	
Y	Set up hotel/meal accommodations	
Z	Establish labor resource release plan/schedule	
AA	Establish shelters to accommodate displaced customers	
Last Assignment Update:		

Command Center Supply List

Supplies	Available
Employee Company Name Tags	
Markers/Pens/Pencils/Highlighters	
CGI Cards/Stamp w/ 800 Number/Stamp Pad	
Lighter Sticks	
Matches	
On/Off Stamps & Pad (2 sets)	
Flashlights	
Batteries	
Rubber Bands/Stapler and Staples/Paper Clips/Scissors	
Printer/Fax Combo - Copier	
Laptop (2) (1 for Hard Drive and 1 for Word Document)	
Printer - Basic	
Walkie/Talkie/Hand Held Radios	
Local Maps	
System Maps (Master and Smaller Set)	
Fire and Rescue Maps	
Extra Phone Cords	
Power Strips (2)	
Cell Phone Chargers	
Emergency Manual	
Flip Chart/Paper	
Magnetic White Board w/Name Tags/Dry Erase Board	
Soft Copy Job Orders	
Time Sheets/OT Sheets/Laptops	
First Aid Kit/Tylenol	
Board for Hours Worked (Rest Time/Meal Time)	
Sticky Note Pads	
Red Tags	
Calculator (2)	
Company Phone Number Listings	
Date/Time Stamps	
Folding Tables/Chairs	
Lighting...Lamps	
Camera/Film	

Command Center Supply List

Supplies	Available
Packet of Blank Forms as found in Incident Management Forms Section 3 (3.2A through 3.2K)	

Command Center Initial Sign In / Out

Employee Name:	
Employee Regular Work Location:	
Sign – In:	Date: <input style="width: 100px;" type="text"/> Time: <input style="width: 100px;" type="text"/>
What Time Did You Begin Work Today?	
Sign – Out:	Date: <input style="width: 100px;" type="text"/> Time: <input style="width: 100px;" type="text"/>
Cell Phone Number:	
Pager Phone Number:	
Team Assignment:	
Assigned Work Zone: (e.g.: A, B, C, ...)	
Medical Concerns	

Employee Roster

_____ Outage

Date: _____ Job Order # _____

Employee Name	Work Location	Est. Arrival Date	Est. Arrival Time	Actual Arrival Date/ Time	Cell Phone Number	Pager Number	Job Title

Stakeholder Update

(Specific Times & Information Log)

Time of Incident	
Time Line Shut Down:	
Time Made Safe:	
Time Repairs Made:	
Time All Meters Verified Off:	
Time Gas Re-Introduced:	
Time Line Packed:	

PURGE PROCESS

Section Purged	Time Completed
<u>Time Purge Process Completed</u>	

Time 1 st Relight Started:	
Time 1 st Relight Pass Completed:	
Time 2 nd Relight Pass Completed:	
Time Command Center Shut Down:	

Date/Time	# Meters Off	# Meters On

Number of Resources Required for Outage

Meters Predominately Outside
Assuming 3,800 Customer Outage

EXAMPLE:

Example

Urban Area	Rural Area
High density/townhouse apartments Ratio – 30 Customers per employee for a 48 hour Operation Definition of Operation – Start of incident to one pass across customer base for re-light.	Ratio – 15 Customers per employee for a 48 hour Operation
	Small Town/Rural
	Ratio – 22 Customers or less per employee for a 48 hour Operation

Variables

1. Extent of repairs if outage is a result of a damage
2. Number of purge points
3. Weather
4. Inside Meters. Evaluate extent of inside meters. Prepare to have conversation with police to provide assistance for entry if needed.
(May have to abandon service)

Hotel Lobby Sign - In (Employee)

_____ Outage

Date: _____

Job Order No: _____

Employee Name (Please Print)	Work Location

Field Sign - In/Out

_____ Outage

Supervisor: _____ Work Zone: _____ Date: _____

Unit / Book _____ Pages: _____

Team #	Name	Book # Pages	Assign Time	Return Time	Number Off	Number of CGI's	Number On	Time to Eat	Time to Rest

One Sheet per Unit / Book

- FOL instructs employee to return to work after eating
- After all rest periods, employees report to Command Center

Fact Sheet for Employee

Job Order No.:		Team No.:	
COMMAND CENTER		Location:	
		Phone No.:	
RESTAURANT:			
Address:		City:	
Directions from Command Center:			

- Process for acquiring meals:
1. Sign out with Field FOL
 2. Register on sign-up sheet at restaurant
 3. After meal, return to Field FOL unless going to rest period

LOCAL GAS STATION INFORMATION

Name:		Hours of Operation:	
Location:			
Name:		Hours of Operation:	
Location:			
Name:		Hours of Operation:	
Location:			

NOTES:

- After initial Command Center check-in, report to Field FOL in work zone
- Work only within your team's assigned outage sheets
- Do not switch teams without prior approval
- Meal Period – Sign out with Field FOL. Return to the same Field FOL after meal period.
- **Rest Period – Sign out with Field FOL. Report to Command Center before returning to field**
- **Do not turn a meter back on if access is not gained**
- Turn in vehicle ID tags, equipment and supplies obtained from local area
- On final checkout, do not leave outage until you have signed out at Command Center

Fact Sheet for Employee

CONTACT PHONE NUMBERS

FOL	Phone Number

INTEGRATION CENTER REP	Phone Number

CLERK	Phone Number

OCM	Phone Number

OTHER	Phone Number

CUSTOMER COMPLAINTS

Provide customer with the following CCC phone number:

NOTE: Do not assume liability. Do not give out numbers of local offices or personnel

Emergency Shelter Log

Address of Shelter _____

Date	Name	Home Address	City	Phone #	Home Access Arrangements

Restaurant Log

Name of Restaurant: _____

NiSource Contact Name and Number _____

Job Order Number: _____

Date	NiSource Employee Name	Work Location

Command Center Team Assignment/Monitoring Board

*** This form is an example of how to set up the Board**

Work Zone A	Work Zone B	Work Zone C	Work Zone D	Resting	Eating
Unit/Book: ___ Pgs: ___ _____ _____ _____ FOL: _____ _____ _____	Unit/Book: ___ Pgs: ___ _____ _____ _____ FOL: _____ _____ _____	Unit/Book: ___ Pgs: ___ _____ _____ _____ FOL: _____ _____ _____	Unit/Book: ___ Pgs: ___ _____ _____ _____ FOL: _____ _____ _____		
TEAM #s	TEAM #s	TEAM #s	TEAM #s	TEAM #s	TEAM #s
NOTE: <ul style="list-style-type: none"> • Magnetic tags with Team #'s will be placed in the appropriate column. • As the Team moves, the tag moves. 					

Line Break Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
D	Coordinate with other utilities	
E	Perform periodic assessment with local incident management team	
G	Continually update internal stakeholders	
B	Direct all media inquiries to Communications	
F	Contact large volume customers	
C	Maintain contact with local officials to provide & receive updates on situation	
H	Oversee incident operation	
I	Conduct necessary alcohol and drug tests (time sensitive)	
S	Develop purge plan	
N	Coordinate essential local work (emergency calls)	
AC	Evacuate surrounding area if necessary & turn off adjacent gas services	
J	Identify maps involved	
Q	Address critical needs facilities	
AD	Verify system pressures to ensure gas outage has not occurred	

Line Break Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
AB	Check for secondary damage &/or gas migration near affected area	
K	Coordinate field repair	
P	Onsite supervision of field operations during incident	
O	Identify the best method to isolate the affected area	
AE	Whenever possible, minimize area of potential outage by system isolation, or pressure increase within MAOP	
T	Monitor health, safety & security of employees	
AF	If outage has occurred, refer to Outage Section	
U	Ensure adequate materials and equipment are available	
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
Last Assignment Update:		

Fire Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
D	Coordinate with other utilities	
C	Maintain contact with local officials to provide & receive updates on situation	
B	Direct all media inquiries to Communications	
E	Perform periodic assessment with local incident management team	
G	Continually update Internal stakeholders	
H	Oversee incident operation	
I	Conduct necessary alcohol and drug tests (time sensitive)	
K	Coordinate field repair	
AC	Evacuate surrounding area if necessary & turn off adjacent gas services	
AG	Identify maps and/or service card information	
P	Onsite supervision of field operations during incident	
AB	Check for secondary damage &/or gas migration near affected area	
O	Identify the best method to isolate the affected area	
T	Monitor health, safety & security of employees	

Fire Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
Last Assignment Update:		

Explosion Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
D	Coordinate with other utilities	
C	Maintain contact with local officials to provide & receive updates on situation	
B	Direct all media inquiries to Communications	
E	Perform periodic assessment with local incident management team	
G	Continually update Internal stakeholders	
H	Oversee incident operation	
I	Conduct necessary alcohol and drug tests (time sensitive)	
K	Coordinate field repair	
AC	Evacuate surrounding area if necessary & turn off adjacent gas services	
AG	Identify maps and/or service card information	
P	Onsite supervision of field operations during incident	
AB	Check for secondary damage & or gas migration near affected area	
O	Identify the best method to isolate the affected area	
T	Monitor health, safety & security of employees	

Explosion
Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
Last Assignment Update		

Odor Over Large Area Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
B	Direct all media inquiries to Communications	
D	Coordinate with other utilities	
C	Maintain contact with local officials to provide & receive updates on situation	
G	Continually update Internal stakeholders	
H	Oversee incident operation	
I	Conduct necessary alcohol and drug tests (time sensitive)	
K	Coordinate field repair	
N	Coordinate essential local work (emergency calls)	
AC	Evacuate surrounding area if necessary & turn off adjacent gas services	
J	Identify maps involved	
O	Identify the best method to isolate the affected area	
P	Onsite supervision of field operations during incident	
AH	Identify area of highest concentration and possible cause of gas odor calls	

Odor Over Large Area Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
AB	Check for secondary damage &/or gas migration near affected area	
T	Monitor health, safety & security of employees	
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
Last Assignment Update:		

Natural Disasters Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
AI	Incident Reporting Coordinator notifies internal stakeholders	
D	Coordinate with other utilities	
B	Direct all media inquiries to Communications	
C	Maintain contact with local officials to provide & receive updates on situation	
E	Perform periodic assessment with local incident management team	
F	Contact large volume customers	
G	Continually update internal stakeholders	
H	Oversee incident operation	
N	Coordinate essential local work (emergency calls)	
AJ	Identify an appropriate location for a Command Center should be become necessary	
L	Print outage control sheets / alpha listing	
J	Identify maps involved	
AK	Review flood-prone areas information in Sections 2 & 6	
AL	When practical, turn off affected customers before area becomes inaccessible	

Natural Disasters Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
O	Identify the best method to isolate the affected area	
Q	Address critical needs facilities	
T	Monitor health, safety & security of employees	
AF	If outage occurs, refer to Outage Section	
U	Ensure adequate materials and equipment are available	
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
X	Assign work teams and shifts (field and leadership)	
Y	Set up hotel/meal accommodations	
AP	Be aware of additional severe weather advisories	
AQ	Conduct patrolling, visual inspections and leakage surveys in response to natural disasters	
Last Assignment Update:		

Low Pressure Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
B	Direct all media inquiries to Communications	
E	Perform periodic assessment with local incident management team	
F	Contact large volume customers	
G	Continually update internal stakeholders	
H	Oversee incident operation	
I	Conduct necessary alcohol and drug tests (time sensitive)	
K	Coordinate field repair	
O	Identify the best method to isolate the affected area	
J	Identify maps involved	
P	Onsite supervision of field operations during incident	
N	Coordinate essential local work (emergency calls)	
AM	Identify the cause of the low pressure	
AE	Whenever possible, minimize area of potential outage by system isolation, or increase pressure within MAOP	
Q	Address critical care facilities	

Low Pressure Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
T	Monitor health, safety & security of employees	
AF	If outage occurs, refer to Outage Section	
U	Ensure adequate materials and equipment are available	
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
X	Assign work teams and shifts (field and leadership)	
Last Assignment Update:		

Over Pressurization Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
AI	Incident Reporting Coordinator notifies internal stakeholders	
B	Direct all media inquiries to Communications	
C	Maintain contact with local officials to provide & receive updates on situations	
E	Perform periodic assessment with local incident management team	
G	Continually update internal stakeholders	
H	Oversee incident operation	
I	Conduct necessary alcohol and drug tests (time sensitive)	
K	Coordinate field repair	
O	Identify the best method to isolate the affected area	
AG	Identify maps and/or service card information	
T	Monitor health, safety & security of employees	
AN	Identify the cause for the over pressurization	
P	Onsite supervision of field operations during incident	

Over Pressurization Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
U	Ensure adequate materials and equipment are available	
V	Determine the need for internal/external resources	
W	Plan and coordinate resource response	
Last Assignment Update:		

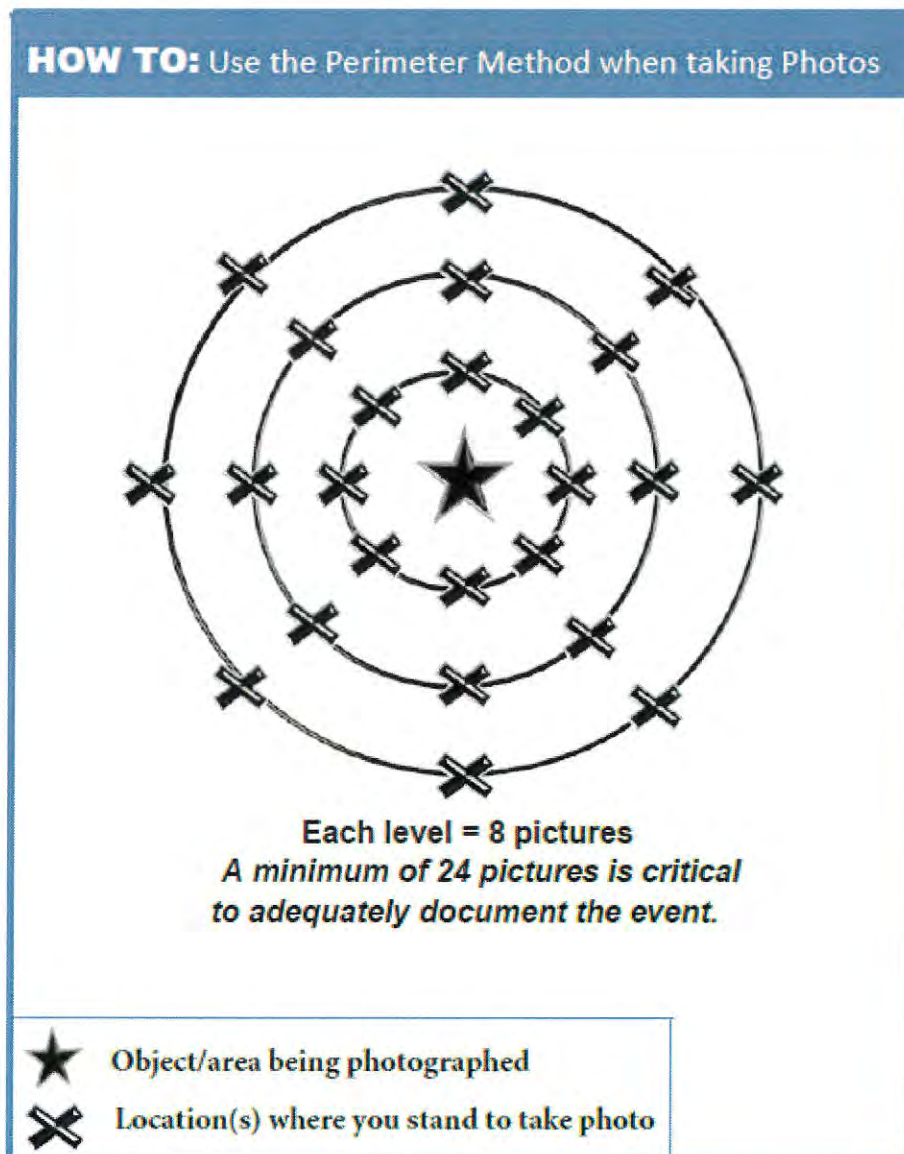
Civil Disturbance Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
AI	Incident Reporting Coordinator notifies internal stakeholders	
E	Perform periodic assessment with local incident management team	
B	Direct all media inquiries to communications	
C	Maintain contact with local officials to provide & receive updates on situation	
AO	Keep field personnel informed of situation	
F	Contact large volume customers	
G	Continually update internal stakeholders	
H	Oversee incident operation	
AJ	Identify an appropriate location for a Command Center should one become necessary	
N	Coordinate essential local work (emergency calls)	
O	Identify the best method to isolate the affected area	
P	Onsite supervision of field operations during incident	
J	Identify maps involved	
T	Monitor health, safety & security of employees	

Civil Disturbance Responsibility Assignment Sheet

Block Labels	Responsibility	Responsibility Assigned to: (Employee Name)
AF	If outage occurs, refer to Outage Section	
Last Assignment Update:		

Appendix C – Perimeter Method of Photo Documentation



The perimeter method of photo documentation involves taking a minimum of 24 photos from multiple directions at several levels (or distances) from the facility damage. The photos should capture the following information.

- a. Date and time of photo. Ensure that the camera date and time are set accurately.
- b. Verification of location. Provide photos that depict the location of the event. Capture the geographic location with street signs, mailboxes, building signs, etc. in the background.
- c. Overall scene views from various angles.