

NGD Emergency Manual  
 Summary of Changes  
 January 1, 2012

Section	Title	Revisions
0.00	Table of Contents	Sec 3.7 (changed section name from "Flood or Hurricane" to " <b>Natural Disasters</b> ")
3.00	LDC Emergency/Incident Management	Sec 3 - Table of Contents (changed section name to "Natural Disasters") Sec 3.1 (updated name on Form RAS 3.7)
3.7	Natural Disasters	Changed section name to "Natural Disasters" Content changes to provide additional guidance to responders of natural disasters such as floods, hurricanes, tornadoes and earthquakes.
Form RAS 3.7	Natural Disasters - Responsibility Assignment Sheet	Changed Form name and added Block Labels "AP" and "AQ"
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.
8.2	Manual Edits - Forms	Updated to track the date of forms last amended.

NGD Emergency Manual  
 Summary of Changes  
 January 1, 2013

Section	Title	Revisions
4.10	Preliminary Report	Revision allowing Massachusetts employees to use a new Form from the MA DPU in preparation for calling the Massachusetts DPU to report incidents while at the same time allowing the CDC South companies to continue to use its historic C-1540 Preliminary Report form to collect information as it pertains to their respective part in the notification process.
4.11	DOT	Updated PHMSA URL address for the DOT online system report (electronic notifications).
Form PHMSA F 7100.1	Incident Report - Gas Distribution System (Rev. 06-2011)	Replaced the previous Gas Distribution Form with PHMSA's June 2011 revision.
Instructions PHMSA F 7100.1	Instructions - Form PHMSA F7100.1 (Rev. 06-2011) Gas Distribution Pipeline Systems	Replaced the previous Gas Distribution Instructions with PHMSA's current revision.
Form PHMSA F 7100.2	Incident Report - Gas Transmission and Gathering Pipeline Systems (Rev. 06-2011)	Replaced the previous Gas Transmission-Gathering Form with PHMSA's June 2011 revision.
Instructions PHMSA F 7100.2	Instructions - Form PHMSA F7100.2 (Rev. 06-2011) Gas Transmission-Gathering Systems	Replaced the previous Gas Transmission-Gathering Instructions with PHMSA's current revision.
4.15	Massachusetts	Notification to MA DPU - DPU Director Chris Bourne replaced by Acting Director Jorge Santi. New cell phone number to be used after hours to contact the Acting Director if and when Director notification is required.
Form 4.15.1	Telephonic Incident Notification Form & Instructions	Cancelled Form 4.15 "Written Report to the Massachusetts DPU of Utilities Service Incident" with new DPU form.
Form 4.15.2	Massachusetts Department of Public Utilities - Incident Notification Follow-Up Report	Added new DPU report to section 4.15, sub section 4.15.2
4.18	Pennsylvania	Updated Contact names and titles for the PA Public Utility Commission.
Form 6.4	Internal/External Stakeholders Notification List	Updated Department & Contact names, and Work phone number <u>from</u> : Energy Supply Services <u>to</u> : Gas Control, 1-800-921-2165
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.
8.2	Manual Edits - Forms	Updated to track the date of forms last amended.

NGD Emergency Manual  
Summary of Changes  
January 1, 2014

<b>Section</b>	<b>Title</b>	<b>Revisions</b>
4.14	Maryland	Updated Section 4.14.3 contact information of the New Chief Engineer for the PSC Maryland Gas Safety. Morris Schreim replaced the previous Chief Engineer - Jerry Hughes, effective 10/01/2013. The Office phone number remains the same.
4.15	Massachusetts	Updated all title references for the "MA DPU Acting Director" by deleting the word "Acting". The revised title is MA DPU Director.
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.

NGD Emergency Manual  
 Summary of Changes  
 January 1, 2015

Section	Title	Revisions
4.11	DOT	Updated PHMSA URL web address for the DOT online system reports (electronic notifications).
Forms	Gas Distribution Incident Report - PHMSA Form 7100.1 Instructions - PHMSA Form F 7100.1 Gas Transmission Incident Report - PHMSA Form F 7100.2 Instructions - PHMSA Form F 7100.2	Added October 2014 revised Incident Report Forms & Instructions for PHMSA Form F 7100.1 & Form F 7100.2
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.
8.2	Manual Edits - Forms	Updated to track the date of forms last amended.

Section	Title	Revisions
Cover	Emergency Manual - Guidelines for Emergency Response at Columbia Gas	Replaced "NGD" terminology with "Columbia Gas"
4.12 Form 4.12	Kentucky Form 4.12 Kentucky Public Service Commission - Gas Pipeline Safety Branch Incident Notification Form	<p><u>Section 4.12.2 "State Guidelines"</u> - updated list of items considered to be reportable natural gas incidents.</p> <p><u>Section 4.12.3 "State Notification Process &amp; Contact Numbers"</u> - updated mandatory Telephonic reporting# to (502) 782-7903 and mandatory Electronic Mail to: Pipeline.Safety@ky.gov. Also added Summary Written Report information &amp; PSC mailing address.</p> <p><u>Section 4.12.4 "State Specific Reporting Forms"</u> - added copy of KY PSC Gas Pipeline Safety Branch Incident Notification (Form 4.12)</p>
4.18	Pennsylvania	<p><u>Section 4.18.2</u> - updated title to "State Notification Guidelines and Contact Numbers".          Revised telephonic contact names, phone numbers and email addresses. Also, updated the PA PUC mailing address for written reporting.          Updated list of circumstances considered to be reportable natural gas events.</p> <p><u>Section 4.18.3</u> - updated list of State Contacts.</p> <p><u>Section 4.18.4</u> - updated PA PUC Form UCTA-8 to current version (Rev 04/24/2014)</p>
Form 6.4	Internal/External Stakeholders Notification List	<p><u>Primary Contacts:</u> updated Health, Safety &amp; Environmental (HSE) department name to "Safety."          Added new department "Environmental" and contact Cathy Ortiz-Wiegele.</p> <p><u>Secondary Contacts:</u> updated HSE department name to "Safety."          Replaced contact, Jeff Blodgett with Bryan Adams.          Added new department "Environmental" and contact John Flegel.</p>
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.
8.2	Manual Edits - Forms	Updated to track the date of forms last added or amended.

Section	Title	Revisions
0.0	Table of Contents	Section 4 - updated title of sub-section 4.19 to "Notification to the Virginia State Corporation Commission and Other State Specific Requirements"
2.0	Incident Preparation	<p>Section 2 - Emergency/Incident Preparation - Process Map</p> <ul style="list-style-type: none"> <li>*Updated box 2.5 by replacing "Logistics" with "Integration" Center</li> <li>*Updated box 2.12 by replacing "IPMRR" "with Emergency Manual"</li> </ul> <p>Section 2.2(b) - Emergency Coordinator - Added Gas Control Operations contact number and a statement requesting notification to Gas Control: "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."</p> <p>Section 2.2(f) - Integration Center - Added responsibility of updating the Emergency Notification System (ENS) and communicating with Gas Control as necessary.</p> <p>Section 2.2(j) - Commercial Operations (Gas Control) - Added responsibility for communicating with the Integration Center as necessary.</p> <p>Section 2.13 - Annual Incident Simulations - Removed the tie to the completion of the annual emergency procedures manual review for scheduling the simulations. Also, added the Control Room Operators as part of the Field Exercises.</p>
3.2 3.3 3.4 3.5 3.6 3.7 3.8 3.9 3.10	Outage Line Break Fire Explosion Odor Over Large Area Natural Disasters Low Pressure Over Pressurization Civil Disturbance	<p>Section 3.x (H) - revised to include "conducting a leakage survey, odor level monitoring" as examples of necessary actions the Emergency Coordinator should ensure are taken care of.</p> <p>Section 3.x (various lettered bullets) - updated Customer "Contact" or "Call" Center with Customer "Care" Center, updated "Logistics" and "Dispatch" Center with "Integration" Center, and corrected various misspellings.</p>
4.0	LDC Emergency/Incident Reporting	<p>Section 4 - Process Map - Update process flow chart with Integration Center (IC) purple for ENS updates.</p> <p>Various sections - replaced "Logistics/Dispatch" with Integration Center.</p> <p>Section 4.1 - added statement "...Section 4 may include other state specific requirements for managing emergency situations."</p> <p>Section 4.5 - Compliance Management: deleted 3 bullet points containing Emergency Notification System (ENS) process steps now completed by IC.</p> <p>Section 4.6 - updated Customer Contact Center name to: "Customer Care Center."</p> <p>Section 4.7 - Integration Center...: moved ENS process steps from Sec 4.5 to this section.</p>

Section	Title	Revisions
4.17	Ohio	Section 4.17.2 - updated bullets 2, 3 & 4 of State Guidelines for reporting incidents. Added new bullet 5 - "An event that is significant in the eyes of the operator." <u>Telephone Notification</u> - added revised process for reporting: * <u>Incidents</u> - contact State of Ohio, phone number 1-844-642-2551 within 30 minutes of discovery, unless impracticable... Must also notify PHMSA at the National Response Center (NRC) at 1-800-424-8802: or electronically (added website) at earliest practicable moment following discovery, but no later than one (1) hour following... * <u>Service Failures</u> - reported by telephone to State of Ohio at 1-844-642-2551 within 30 minutes of discovery, unless impracticable... <u>Written Reports</u> - revised PHMSA email / web address. <u>Construction Reports</u> - 1.a. - revised single project cost to \$500,000 Deleted section "DOT Annual Report copied to PUCO"
4.17	Ohio-Form 4.17	Re-inserted example report with a clearer copy.
4.18	Pennsylvania	Section 4.18.2 - updated PUC Supervisor contact for Southwest PA (removed Ralph Graeser and replaced with Christopher DeMarco.) <u>Section 4.18.3</u> - updated list of State Contacts.
4.19	Virginia	Section 4.19 title revised to: "Notification to the Virginia State Corporation Commission and Other State Specific Requirements" Added new sub-section 4.19.4 - "Other State Specific Requirements - Emergency Procedure for Propane Tank Farm Leak or Fire" (please review entire new sub-section.)
Form 6.4	Internal/External Stakeholders Notification List	<u>Primary Contacts:</u> Revised department Customer Contact Center name to "Customer Care Center." Updated "Safety" contacts - removed Jarrett Johnson. Updated "Environmental" contact to Johnnie Long. Updated "Drug & Alcohol Compliance" contacts to Kristie Dunham -DER and Pete DiFranco - DER. <u>Secondary Contacts:</u> Updated contact information for "VP Engineering & Construction" to Rob Mooney.
7.0	Appendix	<u>Appendix A</u> - revised term "Emergency Notification System" by adding note to refer to Section 4.7 for additional information. Deleted term "Incident Reporting System (IRS)." <u>Appendix B</u> - updated gas standard number "GS 1708.050(VA)".
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.
8.2	Manual Edits - Forms	Updated to track the date of forms last added or amended.

Section	Title	Revisions
0.0	Manual Owner Page	Revised with new "Manual Effective Date: 01/01/2018"
0.0	Table of Contents	Section 2 "LDC Emergency/Incident Preparation" - added new Section 2.2 "Incident Command Team," which resulted in revised numbers for all sub-sections 2.3 through 2.14. Section 4.11 "Notification to DOT" - removed references to PHSMA Form 7100-1 and Form 7100-2, which are no longer included as separate documents within the Columbia Emergency Manual. Section 7 "Appendix" - added new Appendix C.
2.00	LDC Emergency/Incident Preparation Process Map Incident Preparation Incident Preparation - Form 2.13 Incident Preparation - Form 2.14	LDC Emergency/Incident Preparation Process Map - updated first block by adding "(NiSource Internal Incident Command), and updated all blocks with new corresponding section (e.g., 2.3, 2.4). Table of Contents - updated by adding new Section 2.2 "Incident Command Team" and updated title of Section 2.3 to "Assign NiSource Internal Incident Command Responsibilities." Section 2.2 "Incident Command Team" - new section that introduces Incident Command Team terminology that mirrors the National Incident Management System (NIMS), so that NiSource can effectively communicate with external partners (e.g., fire, police) during an incident. Section 2.3 "Assign NiSource Internal Incident Command Responsibilities" - many updates to this section to incorporate Incident Command Team terminology. Updates to roles and responsibilities. Section 2.13 "Annually Review the Processes Associated with the Emergency Manual with Frontline Leadership" - added Gas Control Room to examples of groups performing emergency responsibilities. Section 2.14 "Annual Incident Simulations" - added the inclusion of Gas Control Room personnel in tabletop exercises and drills. Form 2.13 "Emergency Manual Annual Review" - form number has been changed from 2.12 to 2.13. Form 2.14 "NiSource Business Continuity Emergency Response Exercise Summary" - form number has been changed from 2.13 to 2.14. Editorial updates throughout (e.g., replace "Emergency Coordinator" with "Incident Commander").
3.00	Emergency/Incident Management Form 3.1	Section 3.1.1 "Emergency Response Levels" - new section that provides a summary table. The Emergency Response Levels 5-1 (e.g., 5 - Routine Event, 1 - Catastrophic Event) mirror the National Incident Management System (NIMS), so that NiSource can effectively communicate with external partners (e.g., fire, police) during an incident. Section 3.1.2 "Incident Management Documentation" - new section that requires the NiSource Incident Commander to ensure the completion of the incident management documentation process with written and photographic documentation. Section 3.1.3 "Emergency Response Event Log" - new section that introduces a new Form 3.1 "Emergency Response Event Sign-In Sheet" that is used to maintain an inventory of employees/contract partners on site during an emergency incident. Form 3.1 "Emergency Response Event Sign-In Sheet" - new form.
3.2	Outage Outage Form 3.2E	Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Form 3.2C or Form 3.1" to Employee Rosters, added "Written documentation," added "for documentation guidance, refer to Section 7, Appendix C" to Photographs. Form 3.2E - updated form by replacing "RP" with Integration Center Rep."

Section	Title	Revisions
3.3	Line Break	F. Contact large volume customers - updated to match "F" in another Section 3.x for consistency. Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation," added "for documentation guidance, refer to Section 7, Appendix C" to Photographs, and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - removed "Employee rosters."
3.4	Fire	Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation," added "for documentation guidance, refer to Section 7, Appendix C" to Photographs, and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - removed "Employee rosters."
3.5	Explosion	Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation," added "for documentation guidance, refer to Section 7, Appendix C" to Photographs, and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - removed "Employee rosters."
3.6	Odor Over Large Area	Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation" and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - added "for documentation guidance, refer to Section 7, Appendix C" to Photographs and removed "Employee rosters."
3.7	Natural Disasters	F. Contact large volume customers - updated to match "F" in another Section 3.x for consistency. Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation" and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - added "for documentation guidance, refer to Section 7, Appendix C" to Photographs and removed "Employee rosters."
3.8	Low Pressure	F. Contact large volume customers - updated to match "F" in another Section 3.x for consistency. Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation" and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - added "for documentation guidance, refer to Section 7, Appendix C" to Photographs and removed "Employee rosters."
3.9	Over Pressurization	Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation" and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - added "for documentation guidance, refer to Section 7, Appendix C" to Photographs and removed "Employee rosters."

Section	Title	Revisions
3.10	Civil Disturbance	F. Contact large volume customers - updated to match "F" in another Section 3.x for consistency. Editorial updates throughout (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander"). Documentation - List A - added "Written documentation" and added "Emergency Response Event Sign-In Sheet (Form 3.1)" Documentation - List B - added "for documentation guidance, refer to Section 7, Appendix C" to Photographs and removed "Employee rosters."
3.11	Security	Editorial update (e.g., replace "Emergency Coordinator" with "NiSource Incident Commander").
4.00	Incident Reporting	Section 4.3.1 "Federal Reporting Guidelines" - updated with new federal regulations requiring initial report no later than one (1) hour after confirmed discovery and the newly required confirmation notification within 48 hours after confirmed discovery. Section 4.9 "Post-Event reporting" - updated links to PHMSA on-line reporting system.
4.11	Notification to the Department of Transportation (DOT)	Section 4.11 - Updated with new federal regulations requiring initial report no later than one (1) hour after confirmed discovery and the newly required confirmation notification within 48 hours after confirmed discovery. Updated link to PHMSA on-line reporting system.
4.18	Pennsylvania	Section 4.18.2 - revised PA PUC division name/ mailing address from: "Pipeline Safety Division" to: "Safety Division." Section 4.18.3 - updated general contact list for PA PUC Safety Division.
5.0	LDC Emergency/Incident Review Process Map Incident Review	LDC Emergency/Incident Review Process Map - editorial update; replaced "Emergency Coordinator" with "NiSource Incident Commander." Section 5.3 "Designating a Facilitator for Incident Review Process" - editorial update; replaced "Emergency Coordinator" with "NiSource Incident Commander."
6.00	Operations Center	Section 6.2 "Emergency Management Resources" - editorial update; replaced "Emergency Coordinator" with "NiSource Incident Commander." Emergency Management Resources chart - editorial update; replaced "Emergency Coordinator" with "NiSource Incident Commander."
Form 6.3	Emergency Management Resource Contact List	Form 6.3 - editorial update; replaced "Emergency Coordinator" with "NiSource Incident Commander" and "Resource Planner" with "Integration Center Representative."
Form 6.4	Internal-External Stakeholders Notification List	Form 6.4 - updated various employee primary and secondary contact information with current names, job titles and telephone numbers.
7.0	Appendix	Appendix A "Glossary of Terms" - added new term "NiSource Incident Commander." Revised term "Emergency Coordinator." Appendix B "Distribution Operations Gas Standards" - added new GS 1620.010 "Pipelines - Shutdown and Startup" to list. Appendix C "Perimeter Method of Photo Documentation" - new section provides guidance for taking photos during an incident.
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.
8.2	Manual Edits - Forms	Updated to track the date of forms last added or amended.

Section	Title	Revisions
0.0	Manual Owner Page	Revised with new "Manual Effective Date: 02/01/2019"
2.0	Emergency-Incident Preparation	Section 2.10 "Material, Equipment and Computer Needs" - replaced "Technology Help Desk" terminology with "ServiceNow - NiSource Service Desk."
3.7	Natural Disasters	Section "Field Management, bullet AQ" - editorial only update to remove BOLD font from text: "If the Natural disaster results in Over Pressure, refer to section 3.9 of the Emergency Manual."
4.14	Maryland	Updated contact information for MD PSC. (1) Revised John Clementson title to "Deputy Chief Engineer." (2) Removed Richard Miller, Pipeline Safety Engineer from list.
4.15	Massachusetts	4.15.1 "Preliminary Report" - Added new MA DPU mandated TIN form. Revised terminology "caller" to "Incident Reporting Coordinator (IRC) or First Responder" and added their responsibility of using information noted on new TIN form to notify Integration Center (IC) and Operations Compliance. Also revised language for federal incident reporting to National Response Center (NRC). The IC will notify the MA DPU & Compliance. Compliance will make the call for all NRC reportable incidents. 4.15.2 "State Guidelines" - revised the list of DPU reportable incidents. 4.15.3 "Telephonic Reports to the DPU" - reportable incidents must be made promptly within 2 hours. Additional information to be reported in follow-up calls. MA DPU contact information & call process was updated. 4.15.4 "State Specific Reporting Forms" – revised to include use of mandated DPU TIN. Operator shall also submit written report within 10 business days after discovery of incident and supplemental report(s) following until cause of incident is determined & corrective actions implemented.
Form 4.15.1	Operator Telephonic Incident Notification (TIN) Follow-Up Report	Replaced previous version with new MA DPU mandated form. Revised form title from "Telephonic Incident Notification Form" to "Operator Telephonic Notification (TIN) Follow-Up Report."
Form 4.15.1a	Operator Telephonic Incident Notification (TIN) - Instructions	Revised the keyed instructions to correspond with the new MA DPU mandatory Form 4.15.1.
Form 4.15.2	Massachusetts Department of Public Utilities – Incident Notification Follow-Up Report	<b>CANCELLED effective 03/01/2018.</b>
4.18	Pennsylvania	Updated contact information for the PA PUC (Bureau of Investigation - Safety Division) for the following. (1) Added personal cell phone number for Paul Metro, Manager. (2) Moved Robert Horensky from Inspector to Supervisor, Southeast. (3) Updated geographical areas for Superior responsibilities. (4) Deleted P.O. Box mailing address for PA PUC. (5) Updated Administrative Support contact information. (6) Added four new Inspectors & their respective geographical areas (Kokou Apetoh, Christopher Whiteash, Tyler Merritt and Melissa McFeathers.) (7) Inserted contact information for new "One Call - Damage Prevention" group.
4.19	Virginia	Updated contact information for the new Director of VA SCC (Division of Utility and Railroad) to: Steven Bradley, phone number (804) 371-9751.
Form 4.19	VA SCC Incident-Accident Notification Form	Replaced Form 4.19 with new form created by CVA Compliance, effective April 2018.

Section	Title	Revisions
Form 6.4	Internal/External Stakeholders Notification List	The following revisions were made. (1) <u>Primary Contacts</u> : Drug & Alcohol Compliance - removed contact Pete DiFranco-DER. (2) <u>Secondary Contacts</u> : Updated Field Operations title to "Vice President and General Manager." (3) <u>Secondary Contacts</u> : Replaced "VP - Gas Engineering & Pipeline Safety - Rob Mooney" with "SVP - Gas Engineering & Compliance - Chuck Shafer." Updated Chuck Shafer office & cell numbers.
8.1	Manual Edits - Sections	Updated to track the date of sections last amended.
8.2	Manual Edits - Forms	Updated to track the date of forms last added or amended.