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COMMITMENT TO PIPELINE SAFETY

Duke Energy has the highest concern for the safety of the public, our customers and our employees. Our pipeline facilities and operations and maintenance procedures are all designed to provide safe and reliable service. Despite our best efforts, emergencies do arise. Duke Energy’s Plan for Emergencies & Natural Disasters Plan has been developed to enable personnel to respond to any type of emergency involving a pipeline facility quickly, effectively and in an organized manner. The objectives of our Plan are to protect people and property and to maintain and restore service.

The Duke Energy Plan for Emergencies & Natural Disasters includes the following:

1. Objective/Goals/Responsibilities
2. Emergency Plan Procedures
3. Incident Reporting Forms
4. Personnel Reporting Procedures
5. Media Relations
6. Telephone/Vehicle Numbers
7. Key Duke Energy Facility Locations
8. Gas Curtailment Plan
9. Earthquake/Flooding/Tornado Response
10. Appendix

Emergency Officials may request a meeting with Gas Operations to discuss the Duke Energy Plan for Emergencies and Natural Disasters.

RESPONDING TO PIPELINE EMERGENCIES

Duke Energy Gas Operations employees are trained, as required by Federal regulation, in responding to pipeline emergencies. Gas Operations Technical Training group develops and presents initial and recurrent training programs for employees who are involved in field operations relating to emergencies. They regularly review employee training programs, in light of experience in emergency situations, to determine whether the training is effective.

A pipeline emergency exists when one of the following occurs:

- There is an actual or threatened unplanned escape of natural gas or propane from the system that could reasonably be expected to become a hazard to people or property; or
- There is an unintentional ignition of natural gas or propane; or
- There is an actual or threatened unplanned interruption of gas service to customers; or
- There is an actual or threatened hazard caused by malfunctioning gas-fire equipment or appliances; or
- There is an odor or other indication of natural gas or propane near the pipeline that cannot be evaluated to determine the extent or source; or
- There is an actual or threatened safety and/or security issue to facilities affecting gas supply and control issues or public safety.

Once Duke Energy is made aware of an emergency, our field crews immediately respond to the scene. They will evaluate the situation to determine and correct the conditions causing the emergency. If the emergency situation cannot be corrected in a timely manner, additional personnel will be requested and the local 9-1-1 agency will be notified for assistance. If a pipeline is involved, our Call Center advises the caller to also call 9-1-1 to report the emergency. Duke Energy field personnel will work with emergency officials on the scene to ensure public safety and rapid correction of the situation. Once an emergency is determined, the Vice President of Gas Operations will be notified to determine notification of public officials. Contact will be made with Duke Energy’s Media Relations and the appropriate Community Relations Liaison to ensure that notification to appropriate government officials will be made.

Duke Energy is committed to working with our communities in planning for natural gas and propane pipeline emergencies. We will provide employees and equipment to assist you during emer-

**EMERGENCY CONTACT:
1-800-634-4300**

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:		
Mercaptan	3336	130
Natural Gas	1971	115
Propane	1075	115

**OHIO
COUNTIES OF OPERATION:**

Adams	Clinton
Brown	Hamilton
Butler	Montgomery
Clermont	Warren

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

gency/natural disaster drills that you coordinate. To request Duke Energy’s assistance, please call 800-634-4300 and request the Public Safety Department

DUKE ENERGY EMERGENCY RESPONSE TRAINING

Gas Operations employees who may be involved in emergency operations are to follow the Plan in the event of a large-scale emergency. Employees are trained on the following

- Receive, identify and classify notices of events which require immediate response
- Establishing and maintaining emergency preparedness communication with the appropriate first responders.
- Prompt and effective response to a notice of each type of emergency, including;
 - Natural gas detected inside or near a building
 - Fire located near or involved with pipeline facility
 - Explosion occurring near or with a pipeline facility
 - Natural disaster

- Availability of personnel, equipment, tools and materials, as needed at the scene.
- Establish and maintain liaison with first responders
 - Know resources available from first responders
 - Acquaint officials with our response abilities
 - Plan how Duke Energy and first responders can engage in mutual assistance to minimize hazards to life and property
- Actions directed toward protecting life and property.
- Actions taken to maintain gas service and restore service.
- Emergency pipeline shutdown and pressure reduction to minimize hazards.
- Making safe any actual or potential hazard to life or property.

- Notifying appropriate first responders and coordinating planned and actual responses with them during an emergency.
- Determining which facilities are located in high consequence areas whereas requiring a more heightened response.
- Safely restoring any service outage.

MAPPING/GEOGRAPHIC INFORMATION SYSTEM

A Geographic Information System (GIS) is a computer database capable of organizing and relating information according to its geographic location. At Duke Energy, we use GIS to record and analyze up-to-date pipeline information throughout our system. We include specific pipe statistics, such as pipe size, coating type, construction and pressure testing information, along with pipeline routes with topographical, weather and community-based data. Using a GIS,

Duke Energy can learn more about factors that affect pipelines and possibly forecast when issues may occur.

Natural gas transmission/high pressure distribution and propane pipelines installed in rights-of-way are marked with pipeline markers showing the pipeline's approximate location, name of the pipeline company and a telephone number where company representatives can be reached. For security reasons, detailed maps of the pipeline are not publicly available.

You can access the National Pipeline Mapping System Web site and the link Find Who's Operating Pipelines in Your Area to find out which operators have pipelines nearby. To schedule a meeting with Duke Energy Gas Operations to discuss pipelines in your area, please call 800-634-4300 and ask to speak to the Public Safety Department.

DUKE ENERGY NATURAL GAS SERVICE AREA



Duke Energy - Franchised Gas Service Territory Dec-02-09