

PUBLIC AWARENESS PROGRAM FIELD AUDIT

Audit Date: 11/15/16	Name of Operator: Cascade Natural Gas
H.Q. Address 8113 W Grandridge Blvd. Kennewick, WA 99336	Company Official: Sarah Volk
	Title: Public Awareness Coordinator
	Phone number: (509) 734-4584
	Fax Number:
Inspection Team:	Operator Personnel in Interview: (Name & Phone Number)
1. Scott Rukke	1. Sarah Volk, Public Awareness Coordinator
2.	2.
3.	3.

Instructions: Check (or mark) the appropriate box: “Yes,” “No” or “N/A.” If further comments are necessary, check (or mark) the comment box and write the comment in the “comments” section below the questions and/or attach a comments sheet when necessary. **These questions are to be verified in the field. Certain questions will have corresponding Desk Audit questions on a separate audit form.**

		Yes	No	N/A	Comment
1.	1162 Section 2: Management Commitment (Must be verified in field if no PHYSICAL copy included in plan)				
	a. Does the statement include the name and title of the appropriate authority (the person(s) with authority to authorize funding)? An addendum to the policy located in CP 500	X			
	b. Does the statement include the signature of the appropriate authority (the person(s) with authority to authorize funding)? See above	X			
	c. Are copies of approved city ordinances, etc., included where applicable Does not pertain			X	
2.	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)				
Affected Public: Including customers & residents living along the pipeline route	a. pipeline purpose and reliability CP 500 .031	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)] CP 500 .031	X			
	c. leak recognition and response [192.616(d)(3 &4)] CP 500 .031	X			
	d. damage prevention awareness CP 500 .031	X			
	e. how and where to get more information CP 500 .031	X			
	f. One-call requirements [192.616(d)(1)] CP 500 .031	X			
	g. Emergency communications [192.616(d)(5)] CP 500 .031	X			
Emergency Officials	a. pipeline purpose and reliability CP 500 .032	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)] CP 500 .032	X			
	c. leak recognition and response [192.616(d)(3 &4)] CP 500 .032	X			
	d. emergency preparedness and response CP 500 .032	X			
	e. how and where to get more information CP 500 .032	X			
	f. emergency communications [192.616(d)(5)] CP 500 .032	X			
	g. One-call requirements [192.616(d)(1)] CP 500 .032	X			
Comments:					

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		Yes	No	N/A	Com-ment
2. (Continued)	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)	X			
Local Public Officials	a. pipeline purpose and reliability CP 500 .033	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)] CP 500 .033	X			
	c. leak recognition and response [192.616(d)(3 &4)] CP 500 .033	X			
	d. emergency preparedness and response CP 500 .033	X			
	e. right-of-way encroachments CP 500 .033	X			
	f. how and where to get more information CP 500 .033	X			
	g. emergency communications [192.616(d)(5)] CP 500 .033	X			
	h. construction/maintenance activities CP 500 .033	X			
	i. One-call requirements [192.616(d)(1)] CP 500 .033	X			
Excavators/ Contractors	a. pipeline purpose and reliability CP 500 .034	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)] CP 500 .034	X			
	c. leak recognition and response [192.616(d)(3 &4)] CP 500 .034	X			
	d. damage prevention awareness CP 500 .034	X			
	e. pipeline location information CP 500 .034	X			
	f. how and where to get more information CP 500 .034	X			
	g. One-call requirements [192.616(d)(1)] CP 500 .034	X			
	h. emergency communications [192.616(d)(5)] CP 500 .034	X			
3.	1162 Section 4 (4.4.1): PRIORITY MESSAGE (Message should be written in plan and verified in Field) Does the program identify the message for Emergency and Public Officials as protecting people first and then property as the TOP priority message? Provided in the PERG document	X			
Comments: Completed in the Yakima Office with Sarah Volk.					

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		Yes	No	N/A	Comment
4.	1162 Section 5: Delivery Method				
Affected Public:	(From written plan – Does operator provide applicable documentation?)				
LDC Customers	1. Bill Stuffer – required minimum CP 500 .031 delivery method section	X			
Baseline	1. Public service announcements CP 500 .031 delivery method section	X			
	2. Paid Advertising CP 500 .031 delivery method section	X			
	3. Other: CP 500 .031 delivery method section	X			
Supplemental	1. Public service announcements CP 500 .031 delivery method section	X			
	2. Paid advertising CP 500 .031 delivery method section	X			
	3. Targeted distribution of print material CP 500 .031 delivery method section	X			
	4. Newspaper and magazine advertisements CP 500 .031 delivery method section	X			
	5. Community Tradeshows, Sporting events, etc.	X			
	6. Community newsletters Tradeshows letters, Chamber of Commerce	X			
	7. Other:				
Emergency Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Print Materials PERG (Pipeline Emergency Response Guide) is sent annually by PAPA	X			
	2. Group Meetings Paradigm does the meetings yearly	X			
	3. Other		X		None
Supplemental:	1. Telephone calls CP 500 .032	X			
	2. Personal contact CP 500 .032	X			
	3. Videos and/or CDs Included with PERG and CNG also encourages them to use during trainings	X			
	4. Other:		X		None
Local Public Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Targeted distribution of printed materials CP 500 .033 Delivery Method Section, sent out yearly	X			
	2. Other		X		None
Supplemental:	1. Group meetings included in the invite sent to emergency officials	X			
	2. Telephone calls		X		None
	3. Personal contact		X		None
	4. Other		X		None
Excavators/ Contractors	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Once-Call center outreach CP 500 .034 delivery method section sent out yearly	X			
	2. Group meetings contractor breakfasts, included in Paradigm meetings	X			
	3. Other		X		None
Supplemental	1. Personal contact Anytime there is a 3 rd party hit, trainings, CNG 1001 form, locating	X			
	2. Videos and/or CDs videos are handed out at any CNG held event	X			
	3. Open houses contractor breakfasts, included in Paradigm meetings	X			

	4. Targeted distribution of print materials mailings sent out through PAPA	X			
	5. Other		X		None
Comments:					

		Yes	No	N/A	Comment		
5.	1162 Section 5: Delivery Frequencies (These are required in the written plan)						
Affected Public:							
LDC Customers?	Does documentation show at least twice per year? Sent out 4 times per year. Note: the procedure mentions only twice.	X					
Residents along the LDC system?	Does documentation show at least once per year? CP 500 .031 delivery method section	X					
Emergency Officials	Does documentation show at least once per year? CP 500 .032 frequency section	X					
Local Public Officials	Does documentation show at least once every three years? Sent out yearly through PAPA but the procedure shows at least once every three years CP 500 .033 frequency section	X					
Excavators/ Contractors	Does documentation show at least once per year? CP 500 .034 frequency section	X					
6.	1162 Section 6: Supplemental messages: Does the plan consider whether supplemental messages are necessary for special circumstances and explain why or why not? (These will need to be verified in field where applicable)	X					
	Circle the examples below that apply:						
	1. Large excavator projects CP 500 .05 Supplemental Programs						
	2. Non-resident business owners (i.e., just workers occupy buildings(s) - owner that receives bill is in another location and/or state and tenant farmers) CP 500 .05 Supplemental Programs						
	3. Farming activities CP 500 .05 Supplemental Programs						
	4. Railroads						
	5. Other						
7.	1162 Section 7: Program Implementation						
	Is there documentation verifying the program has been implemented? The program was implemented in 2005	X					
8.	1162 Section 7: Recordkeeping	LDC Public	Emer. OfIs	Pub. OfIs	Excavator/ Contractor	N/A	Comment
	Can the Operator Document the following: (Write "Y" for Yes" and "N" for No under each applicable stakeholder audience)						
	a. Lists, Records and other documentation of stakeholder audiences? Excel spreadsheet for LDC is maintained, PAPA provides the Mailing lists for the other stakeholder groups	Y	Y	Y	Y		
	b. Copies of all materials used? LDCs bill stuffers, Stakeholder groups receive PERG	Y	Y	Y	Y		
	c. Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented? PS 3600 postal form for each group	Y	Y	Y	Y		
	d. Records of effectiveness assessments? Internal annually, 4 year effectiveness assessment done in 2014 by Standard Resources	Y	Y	Y	Y		
	e. Records of annual assessments and/or audits? Done internally by Sarah Volk last completed form CNG 1004	Y	Y	Y	Y		

	f. Any record of feedback received and collected from audiences in response to the program? Surveys from stakeholder groups, Paradigm meeting surveys, PAPA surveys	Y	Y	Y	Y		
	g. Records of follow-up actions and expected results stakeholder groups received a FAQ form	Y	Y	Y	Y		
	h. Have records been maintained for five (5) years? Records maintained since 2003	Y	Y	Y	Y		
Comments:							
				Yes	No	N/A	Com-ment
9.	1162 Section 8: ANNUAL REVIEW (This is required in the written plan – needs field documentation.)						
	a. Does the annual audit ensure the Plan meets the minimum requirements of the regulation? CNG form 1004	X					
	b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan? CNG form 1004	X					
	c. Are records of the annual audit maintained by the Program Administrator? Sarah Volk Public Awareness Coordinator	X					
10.	1162 Section 8: Evaluation Results						
	Has the operator issued the results of the evaluation (review), shared it with upper management and sought internal feedback? Effectiveness Review was distributed to upper management Aug 2014	X					
11.	1162 Section 8: Continuous Improvement Conducted:						
	a. Has the operator modified its program based on its evaluation? PA Evaluation recommendations spreadsheet completed by Sarah Volk	X					
	b. Are these changes documented? PA Evaluation recommendations spreadsheet completed by Sarah Volk	X					
	c. Have these changes been implemented? Some have been implemented some are ongoing	X					
	COMMENTS:						
12.	1162 Section 8: Effectiveness Assessment (This is required upon design or re-design of materials and/or messages)						
	a. Pre-tested Materials: CNG developed safety guide						
	b. Date Pre-test conducted: 2012	X					

13.	1162 Section 8: Effectiveness Assessment (Required to be done no more than FOUR years apart)								
	a. Last Survey of Targeted Audiences:: 2014								
	b. Date of last effectiveness assessment: June 2014								
	c. Has the operator documented the results of evaluating the program for effectiveness? All results have been documented	X							
	Explain:								
Comments: 									