

PUBLIC AWARENESS PROGRAM FIELD AUDIT

Audit Date: June 22-23, 2016	Name of Operator: Cardinal Glass - Winlock
H.Q. Address 545 Avery Road West Winlock WA 98596	Company Official: Steve Smith
	Title: Plant Manager
	Phone number: (360) 242-4300
	Fax Number:
Inspection Team:	Operator Personnel in Interview: (Name & Phone Number)
1. Anthony Dorough	1. Robert L. Cosentino – Cosentino Consulting Inc.
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)?	X			
	b. Does the statement include the signature of the appropriate authority (the person(s) with authority to authorize funding)?	X			
	c. Are copies of approved city ordinances, etc., included where applicable	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	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. damage prevention awareness	X			
	e. how and where to get more information	X			
	f. One-call requirements [192.616(d)(1)]	X			
	g. Emergency communications [192.616(d)(5)]	X			
Emergency Officials	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. emergency preparedness and response	X			
	e. how and where to get more information	X			
	f. emergency communications [192.616(d)(5)]	X			
	g. One-call requirements [192.616(d)(1)]	X			
Comments: Management has signed commitment, participation is in PAP but not detailed. Chuck Miller is administrator and plan manager, responsibilities are listed on page 3. Chuck is the only					

employee involved with the PAP no other employees have contact with public because of the nature of the business. Cosentino Consultants Inc. (CCI), is the only external support resource for any implementation or evaluation efforts. Consultant will add signature on bottom of semi-annual CCI audit and both Steve and Chuck sign to verify management's involvement.

		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	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. emergency preparedness and response	X			
	e. right-of-way encroachments	X			
	f. how and where to get more information	X			
	g. emergency communications [192.616(d)(5)]	X			
	h. construction/maintenance activities	X			
	i. One-call requirements [192.616(d)(1)]	X			
Excavators/ Contractors	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. damage prevention awareness	X			
	e. pipeline location information	X			
	f. how and where to get more information	X			
	g. One-call requirements [192.616(d)(1)]	X			
	h. emergency communications [192.616(d)(5)]	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?	X			
Comments: Emergency officials identified: Fire Department, County Roads, and Sheriff's Office. This is Lewis County, they utilized phone book. Public Officials same as above.					

		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	X			
Baseline	1. Public service announcements	X			
	2. Paid Advertising	X			
	3. Other:	X			
Supplemental	1. Public service announcements	X			
	2. Paid advertising	X			
	3. Targeted distribution of print material	X			
	4. Newspaper and magazine advertisements	X			
	5. Community events	X			
	6. Community newsletters	X			
	7. Other: ---None---			X	
Emergency Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Print Materials	X			
	2. Group Meetings	X			
	3. Other			X	
Supplemental:	1. Telephone calls	X			
	2. Personal contact	X			
	3. Videos and/or CDs ---None---			X	
	4. Other: ---None---			X	
Local Public Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Targeted distribution of printed materials				
	2. Other				
Supplemental:	1. Group meetings				
	2. Telephone calls				
	3. Personal contact				
	4. Other				
Excavators/ Contractors	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Once-Call center outreach	X			
	2. Group meetings	X			
	3. Other ---None---			X	
Supplemental	1. Personal contact	X			
	2. Videos and/or CDs ---None---			X	
	3. Open houses ---None---			X	
	4. Targeted distribution of print materials	X			
	5. Other ---None---			X	
Comments:	Letter was restructured after last audit to include emergency number and general information number for all CSI products including Cardinal.				

		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?	X					
Residents along the LDC system?	Does documentation show at least once per year?	X					
Emergency Officials	Does documentation show at least once per year?	X					
Local Public Officials	Does documentation show at least once every three years?	X					
Excavators/ Contractors	Does documentation show at least once per year?	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						
	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)						
	3. Farming activities						
	4. Railroads						
	5. Other						
7.	1162 Section 7: Program Implementation						
	Is there documentation verifying the program has been implemented?	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?	X	X	X	X		
	b. Copies of all materials used?	X	X	X	X		
	c. Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented?	X	X	X	X		
	d. Records of effectiveness assessments?	X	X	X	X		
	e. Records of annual assessments and/or audits?	X	X	X	X		
	f. Any record of feedback received and collected from audiences in response to the program?	X	X	X	X		
	g. Records of follow-up actions and expected results	X	X	X	X		
	h. Have records been maintained for five (5) years?	X	X	X	X		
Comments: Cardinal's practice as well as with all CCI products is to use 100% of its stakeholders for the sample size. Cardinal's revised PAP reflects this.							

		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?	X			
	b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan?	X			
	c. Are records of the annual audit maintained by the Program Administrator?	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?	X			
11.	1162 Section 8: Continuous Improvement Conducted:				
	a. Has the operator modified its program based on its evaluation?	X			
	b. Are these changes documented?	X			
	c. Have these changes been implemented?	X			
	COMMENTS: Letter was restructured after last audit to include emergency number and general information number for all CSI products including Cardinal.				
12.	1162 Section 8: Effectiveness Assessment (This is required upon design or re-design of materials and/or messages)				
	a. Pre-tested Materials: No re-design of materials since last audit				
	b. Date Pre-test conducted:			X	
13.	1162 Section 8: Effectiveness Assessment (Required to be done no more than FOUR years apart)				
	a. Last Survey of Targeted Audiences::				
	b. Date of last effectiveness assessment:				
	c. Has the operator documented the results of evaluating the program for effectiveness?			X	
	Explain: No re-design of materials since last audit				
Comments: Reviewed documentation to confirm Cardinal maintains relations with emergency officials. This is used for both emergency manual and PA / Form F-30 in O&M.					