

**PUBLIC AWARENESS PROGRAM FIELD AUDIT**

<b>Audit Date:</b> 5/10/2017	<b>Name of Operator:</b> Avista Utilities
<b>H.Q. Address</b> 1411 East Mission PO Box 3727 Spokane, WA 99220-3727	<b>Company Official:</b> Dawn Donahoo
	<b>Title:</b> Program Manager
	<b>Phone number:</b> 509-495-8716
	<b>Fax Number:</b>
<b>Inspection Team:</b>	<b>Operator Personnel in Interview: (Name &amp; Phone Number)</b>
1. Scott Rukke WUTC	1. Dawn Donahoo
2.	2. Randy Bareither
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
<b>1.</b>	<b>1162 Section 2: Management Commitment</b> <b>(Must be verified in field if no PHYSICAL copy included in plan)</b>				
	a. Does the statement include the name and title of the appropriate authority (the person(s) with authority to authorize funding)?	X			Dennis Vermilion, President, Avista Utilities.
	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	Unknown what this is.
<b>2.</b>	<b>1162 Section 4: Message Content</b> <b>(These are required in written plan. They will need verification in field)</b>				
<b>Affected Public:</b> <b>Including customers &amp; residents living along the pipeline route</b>	a. pipeline purpose and reliability	X			Page
	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			
<b>Emergency Officials</b>	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			
<b>Comments:</b>					

		Yes	No	N/A	Com-ment
<b>2. (Continued)</b>	<b>1162 Section 4: Message Content</b> (These are required in written plan. They will need verification in field)	X			
<b>Local Public Officials</b>	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			
<b>Excavators/ Contractors</b>	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			911
<b>3.</b>	<b>1162 Section 4 (4.4.1): PRIORITY MESSAGE</b> (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			
<b>Comments:</b>					

		Yes	No	N/A	Comment
<b>4.</b>	<b>1162 Section 5: Delivery Method</b>				
<b>Affected Public:</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
LDC Customers	1. Bill Stuffer – required minimum	X			August each year
<b>Baseline</b>	1. Public service announcements	X			
	2. Paid Advertising	X			
	3. Other:			X	None
<b>Supplemental</b>	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:	X			Agriculture show, 900 farmers
<b>Emergency Officials:</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
<b>Baseline:</b>	1. Print Materials	X			
	2. Group Meetings	X			
	3. Other			X	None
<b>Supplemental:</b>	1. Telephone calls				
	2. Personal contact	X			Mock drill in Ritzville and Goldendale.
	3. Videos and/or CDs	X			DVD for emergency responder
	4. Other:			X	None
<b>Local Public Officials:</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
<b>Baseline:</b>	1. Targeted distribution of printed materials	X			
	2. Other	X			
<b>Supplemental:</b>	1. Group meetings	X			
	2. Telephone calls	X			
	3. Personal contact	X			
	4. Other			X	
<b>Excavators/Contractors</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
<b>Baseline:</b>	1. One-Call center outreach	X			

	2. Group meetings	X			UCC
	3. Other			X	None
Supplemental	1. Personal contact	X			Open house 127 excavators Jan 18th
	2. Videos and/or CDs	X			Responders target specific DVD
	3. Open houses	X			
	4. Targeted distribution of print materials	X			
	5. Other				
<b>Comments:</b>					

		Yes	No	N/A	Comment		
<b>5.</b>	<b>1162 Section 5: Delivery Frequencies</b> (These are required in the written plan)						
<b>Affected Public:</b>							
LDC Customers?	Does documentation show at least twice per year?	X			Aug insert and Connections.		
Residents along the LDC system?	Does documentation show at least once per year?	X					
<b>Emergency Officials</b>	Does documentation show at least once per year?	X			2X tear		
<b>Local Public Officials</b>	Does documentation show at least once every three years?	X			2X year		
<b>Excavators/ Contractors</b>	Does documentation show at least once per year?	X			3X year		
<b>6.</b>	<b>1162 Section 6: Supplemental messages:</b> 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			PA plan 37-40		
<b>Circle the examples below that apply:</b>							
X	1. Large excavator projects						
X	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)						
X	3. Farming activities						
X	4. Railroads						
	5. Other						
<b>7.</b>	<b>1162 Section 7: Program Implementation</b>						
	Is there documentation verifying the program has been implemented?	X					
<b>8.</b>	<b>1162 Section 7: Recordkeeping</b>	LDC Public	Emer. Ofis	Pub. Ofis	Excavator/ Contractor	N/A	Comment
<b>Can the Operator Document the following:</b> (Write "Y" for Yes" and "N" for No under each applicable stakeholder audience)							
a.	Lists, Records and other documentation of stakeholder audiences?	X					
b.	Copies of all materials used?	X					
c.	Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented?	X					63K just for August
d.	Records of effectiveness assessments?	X					
e.	Records of annual assessments and/or audits?	X					
f.	Any record of feedback received and collected from audiences in response to the program?	X					
g.	Records of follow-up actions and expected results	X					
h.	Have records been maintained for five (5) years?	X					
<b>Comments:</b>							

		Yes	No	N/A	Comment
<b>9.</b>	<b>1162 Section 8: ANNUAL REVIEW</b> (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			2009 and 2014 , just started 2017
	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			
<b>10.</b>	<b>1162 Section 8: Evaluation Results</b>				
	Has the operator issued the results of the evaluation (review), shared it with upper management and sought internal feedback?	X			
<b>11.</b>	<b>1162 Section 8: Continuous Improvement Conducted:</b>				
	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:				
<b>12.</b>	<b>1162 Section 8: Effectiveness Assessment</b> (This is required upon design or re-design of materials and/or messages)				
	a. Pre-tested Materials: Baseline evaluation Fall 2013. Report 2014. Changes to brochures 2015.				
	b. Date Pre-test conducted:	X			Fall 2013
<b>13.</b>	<b>1162 Section 8: Effectiveness Assessment</b> (Required to be done no more than FOUR years apart)				
	a. Last Survey of Targeted Audiences:: Fall 2013				

	b. Date of last effectiveness assessment: 2014			
	c. Has the operator documented the results of evaluating the program for effectiveness? Yes	X		
	Explain: The affected public recommended changes on page 17. Emergency responders page 21, excavators page 25, Public officials page 28.			
<b>Comments:</b>          				