

Six Nations Natural Gas Company Limited

Emergency Procedures Manual For The Natural Gas Distribution System

May 1 2014

EMERGENCY PROCEDURES MANUAL FOR THE NATURAL GAS DISTRIBUTION SYSTEM

INTRODUCTION

The emergency procedures manual is intended to define the procedures for office staff and field personnel responding to an emergency or situation.

In this document, Six Nations Natural Gas and SNNGLP are used interchangeably.

This is intended to be a living document, as such, it is to be reviewed annually and changes will be made as required.

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May 1, 2014

EMERGENCY PROCEDURES MANUAL FOR THE NATURAL GAS DISTRIBUTION SYSTEM

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SECTION 1. GENERAL

1.1 STATEMENT OF POLICY

- 1.1.01 It is the policy of the Gas Company to respond to any and all emergency situations as quickly and safely as possible when notified of a situation.
- 1.1.02 Gas Company employees responding to a situation as requested by the Fire Department or the Police Department will assist in whatever means possible. The Emergency Co-ordinator will be the lead employee and all other Gas Company personnel on site will take direction from him / her.
- 1.1.03 These procedures will provide the basis for consideration when an emergency arises. Each situation must be judged in the light / context of actual conditions as they arise. As such these procedures should not be construed as the only acceptable means of handling an emerging situation.
- 1.1.04 Any employee of the Gas Company who directs an emergency task or assists in such a task under the direction of the Gas Company's on site Emergency Co-ordinator is under the legal duty to take all reasonable steps to prevent bodily harm to any person and damage to any equipment arising from the work or task performed.

1.2 PURPOSE

- 1.2.01 The purpose of this Statement of Policy is to establish minimum guidelines in the event of an emergency disruption to the natural gas distribution system.
- 1.2.02 Each Gas Company employee or contractor hired by the Gas Company involved in an emergency situation is required to act in accordance with his / her training and experience to keep the potentially negative effects of the emergency to a minimum.
- 1.2.03 The following will serve as basic requirements during all emergency conditions:
- i) Safeguard the life and property of the public;
 - ii) Maintain the natural gas supply to customers not affected by the emergency;
 - iii) Minimize the effect of any disruptions;
 - iv) Restore normal operations as quickly and safely as possible.

1.3 SCOPE

- 1.3.01 This Statement of Policy and Procedure applies to all employees and contractors hired by the Gas Company.

1.4 RESPONSIBILITIES

- 1.4.01 The General Manager in consultation with the Distribution and Maintenance Foreman is responsible for developing implementing and maintaining the Emergency Procedures Manual For The Natural Gas Distribution System.
- 1.4.02 The Distribution and Maintenance Foreman will assume the role of Emergency Co-ordinator. If the D&M Foreman is not available a Gas Technologist holding a valid Gas Pipeline Inspectors Certificate will assume the role of Emergency Co-ordinator.
- 1.4.03 The Emergency Co-ordinator is responsible for the safe return to normal operations as quickly as possible while ensuring the safety of employees and contractors under their supervision and minimizing damage to property.
- 1.4.04 On-site personnel must operate within the guidelines of the Gas Company's Occupational and Safety Policies and Procedures at all times.
- 1.4.05 Outside contractors and their workers hired by the Gas Company are responsible for working under the direction of the Gas Company's Emergency Co-ordinator and meeting or exceeding the Gas Company's accepted safe work practices procedures and legislated standards.
- 1.4.06 It is the responsibility of the office staff handling the initial call to be calm and professional at all times.

1.5 REFERENCES

- i) CSA Z662 Oil and Gas Pipeline Systems;
- ii) CSA B149.1 Natural Gas and Propane Installation Code;
- iii) Technical Standards and Safety Act Ontario;
- iv) Technical Standards and Safety Regulations Ontario;
- v) Occupational Health and Safety Policy and Procedures Six Nations Natural Gas Company;
- vi) Distribution System Integrity Management Plan Six Nations Natural Gas

1.6 DEFINITIONS

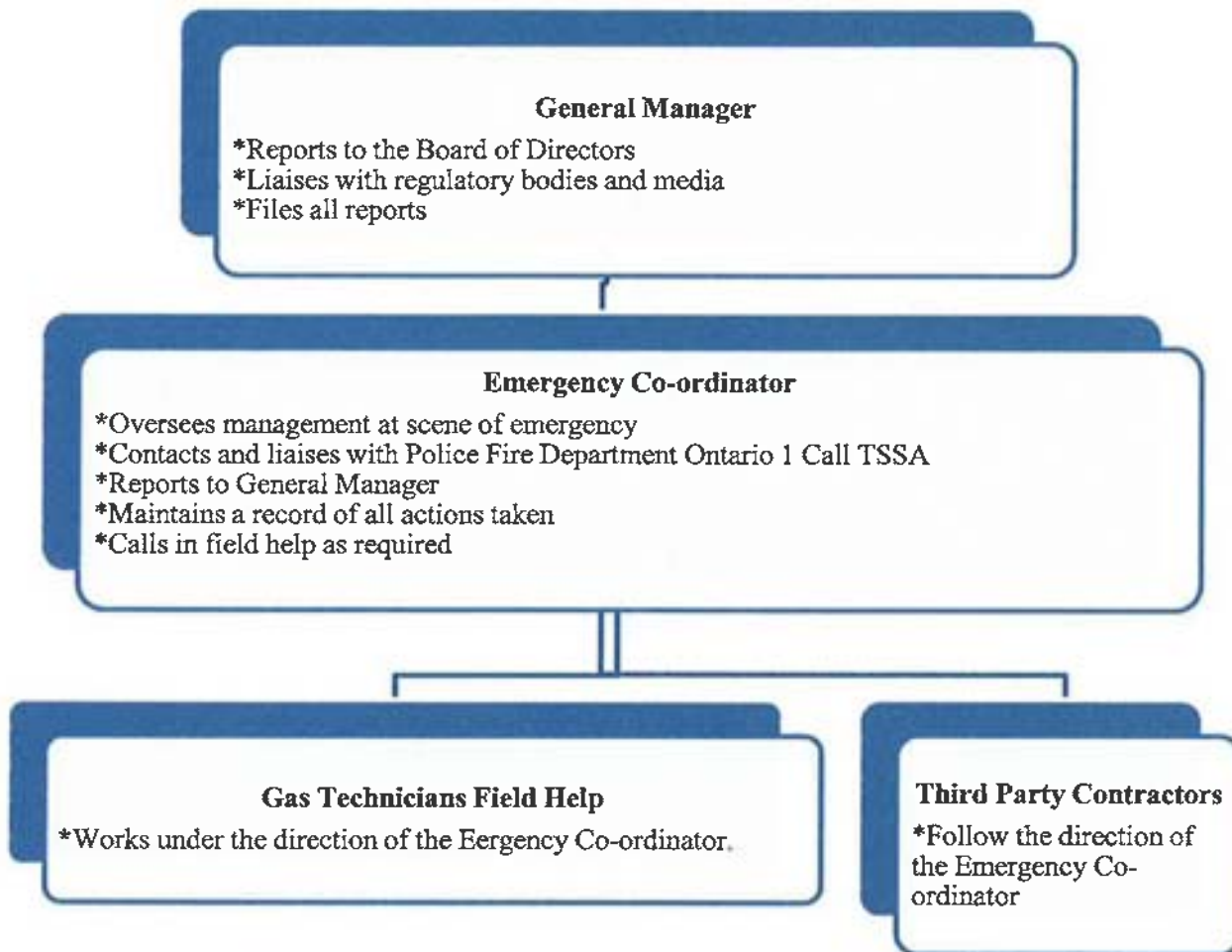
Emergency:

is defined as any potential or real situation that may result in serious injury loss of life property damage and / or negative impact on the environment.

1.7 ATTACHMENTS

Six Nations Natural Gas Company Organizational Chart For Emergency Procedures.

ORGANIZATIONAL CHART FOR EMERGENCY PROCEDURES



REVISION CONTROL

ISSUE DATE	REVISION	EFFECTIVE
May 1, 2014	Supersedes Emergency Planning Manual issued April 5 2013	May 1, 2014
April 5 2013	Supersedes Emergency Planning Manual issued July 21 2010	April 5 2013
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SECTION 2. DAMAGE TO DISTRIBUTION SYSTEM

2.1 STATEMENT OF POLICY

- 2.1.01 Damage to the distribution system by outside forces must be classified as emergency and must be repaired immediately.
- 2.1.02 A qualified gas technician of the Gas Company will be available to deal with emergency calls 24 hours a day 7 days per week. At a minimum the gas tech will be certified by the Gas Company annually to deal with pipeline breaks and repairs. Each gas tech on call will have with him at all times a company issued pager and cell phone.
- 2.1.03 If a main line has been cut the Police and Fire Department will be called immediately to deal with traffic and evacuation if necessary.

2.2 PURPOSE

- 2.2.01 In responding to a hazardous and / or emergency situation the concerns should be as follows:
- i) Protection of the public Gas Company personnel and property.
 - ii) Prevention or minimization of loss of service to customers.
 - iii) The safe shut-down and return to safe operating conditions.
 - iv) To minimize a potential or real negative impact on the environment

2.3 SCOPE

- 2.3.01 This statement of policy and procedures applies to all employees and contractors hired by the Gas Company during the response to an emergency situation covering the natural gas distribution system.

2.4 RESPONSIBILITIES

- 2.4.01 The gas technician initially responding to the initial call regarding a potential emergency to the distribution system will assess the situation. If necessary he must call the Emergency Co-ordinator or his / her replacement and any other employee to bring the situation under control.
- 2.4.02 Once the Emergency Co-ordinator has been called the responding gas technician will pass responsibility to him / her once they have arrived on site.

- 2.4.03 It is the responsibility of the Emergency Co-ordinator to ensure that all employees under his / her supervision operate in a safe manner to minimize any bodily harm.
- 2.4.04 It is the responsibility of the Emergency Co-ordinator to co-operate with and under the direction of the Police the Fire Department Technical Standards and Safety Authority (if on site) and the Ontario Fire Marshall's Office (if on site).
- 2.4.05 It is the responsibility of the Emergency Co-ordinator to record all emergency repairs and take pictures whenever possible. These shall be kept for the life of the pipeline. A copy is to be given to the General Manager to be filed in the office.

2.5 PROCEDURES

- 2.5.01 If locates are required from other utilities the office will be advised and will contact Ontario 1 Call immediately to inform them that an emergency exists and locates are required.
- 2.5.02 The Emergency Co-ordinator will work in conjunction with the local Police and Fire Department if they are on site and direct all employees working on site.
- 2.5.03 Records consisting of maps and suitable forms must be signed and dated by the Emergency Co-ordinator the General Manager and customer. The original is to be kept by the Emergency Co-ordinator with copies given to the General Manager.
- 2.5.04 All gas services emanating from the general vicinity of a pipeline breach shall be rendered inactive on the recommendation of the Emergency Co-ordinator.
- 2.5.05 All basements in the immediate area shall be checked for gas indications and vented accordingly on the recommendation of the Emergency Co-coordinator.
- 2.5.06 All street openings in the immediate area shall be checked for gas indications and vented accordingly on the recommendation of the Emergency Co-coordinator.
- 2.5.07 Upon the recommendation of the Emergency Co-coordinator bar hole testing should be performed and the results recorded. Bar hole testing should be done in the following sequence consistent with good judgment:
- i) Completely around the affected building or buildings near the foundation;
 - ii) On any service or services entering an effected building 30 meters on either side of the service.
 - iii) On any other location as determined by the Emergency Co-coordinator.
- 2.5.08 If necessary an independent third party will be called in to do gas leak surveying and odourant level surveying.

2.6 REQUIRED FORMS

1. Six Nations Natural Gas Service/Leak/Emergency Report.
2. Any maps / plots as required.

2.7 DEFINITIONS

Qualified Gas Technician:

is licensed by the Province of Ontario through the Technical Standards and Safety Authority with a minimum up to date Gas Technologist 2 certification.

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SECTION 3. IN CASE OF FIRE

3.1 STATEMENT OF POLICY

- 3.1.01 It is the policy of Six Nations Natural Gas to respond to all notifications of fire with the utmost urgency, care and safety.
- 3.1.02 When responding to a fire the Emergency Co-ordinator in this case the Distribution and Maintenance Foreman will liaise and assist the Fire Department.
- 3.1.03 If the D&M Foreman is not available a Gas Company gas technician who holds a valid Gas Pipeline Inspector's certificate will assume the role of Emergency Co-ordinator and the lead.
- 3.1.04 Gas Company personnel will remain on site until dismissed by the Fire Department.
- 3.1.05 If management of the ensuing investigation is passed over to the Ontario Fire Marshall's Office and the Technical Standard and Safety Authority Gas Company personnel will assist them.
- 3.1.06 All available information will be sent to the General Manager who is the only one to liaise with the public.

3.2 PURPOSE

- 3.2.01 The purpose of the Statement of Policy and Procedures is to ensure a safe and well documented conclusion to any fire where natural gas is or maybe involved so as to minimize any potential liability to the Gas Company and its employees.

3.3 SCOPE

- 3.3.01 This Statement of Policy and Procedures applies to all employees of the Gas Company.

3.4 RESPONSIBILITY

- 3.4.01 It is the responsibility of **the General Manager** to:
- inform the Board of Directors about any incident
 - contact the Gas Company's insurance provider
 - hire an outside agency to provide third party leak survey odourant testing and bore hole surveying
 - To liaise with the public and the press.

3.4.02 It is the responsibility of **the Distribution and Maintenance Foreman** or the **Emergency Co-ordinator** on site to provide any and all assistance requested by the Fire Department the Ontario Fire Marshall's Office and Technical Standards and Safety Authority.

3.4.03 It is the responsibility of **Gas Company Gas Technologists** on site to follow the lead of the D&M Foreman or the Emergency Co-ordinator.

3.5 PROCEDURE

3.5.01 Upon notification of a fire and request for assistance office staff who received the message will immediately inform the D&M Foreman or his relief.

3.5.02 If notification of a fire and request for assistance is received while a Gas Technician is on call he / she will immediately inform the D&M Foreman. In the absence of the D&M Foreman, the Gas Technician is to call a Gas Tech who holds a valid Gas Pipelines Inspector certificate.

3.5.03 Upon notification of a fire and request for assistance by the Fire Department the D&M Foreman or in his absence the Emergency Coordinator will immediately finish off whatever job they are doing in a safe manner and proceed to the location given.

3.5.04 The D&M Foreman will provide whatever assistance on site as requested by the Fire Department and subsequently by the Ontario Fire Marshall's Office and Technical Standards and Safety Authority if they should take over the role of investigation lead.

3.5.05 All personnel on site will write down everything that occurred including times and names in their journal.

3.5.05 The General Manager will contact a third party outside service provider for emergency odourant level detection leak survey and bore hole testing. The service provider will be under the direction of the D&M Foreman once on site.

3.5.06 The General Manager will contact the Gas Company's insurance provider and inform them of the situation which is occurring.

3.5.06 The General Manager will prepare a statement to be issued to the press:

On [date] the Six Nations Natural Gas emergency personnel responded to a call from the Six Nations Fire Department to provide assistance to the department who were engaged in a fire at [location].

Six Nations Natural Gas Company personnel are continuing to work with the Six Nations Fire Department Ontario Fire Marshall's Office and representatives from the Technical Standards and Safety to provide any and all assistance to aid the departments in determining the cause of the fire.

The safety and well-being of our residents is our highest priority. We are confident natural gas is being transported and delivered safely. The Gas Company will provide a further update on the current situation as details arise.

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SECTION 4: IN CASE OF GAS LEAK (NATURAL GAS OR CARBON MONOXIDE)

4.1 STATEMENT OF POLICY

- 4.1.01 It is the policy of the Gas Company to treat all gas leaks whether natural gas or carbon monoxide (CO) as an emergency situation and respond with all undue haste in a safe and responsible manner.
- 4.1.02 The office staff responding to a gas leak call will after taking all pertinent information inform the occupant of the building to evacuate the premises. They will contact a gas technician by phone and inform them of the situation prior to issuing a numbered Work Order.
- 4.1.03 The contacted gas technician will respond without a work order and proceed immediately to the call.
- 4.1.04 Upon entering the location, if the gas technician believes the Fire and Police Departments should be notified, he will immediately contact the Gas Company offices to do so.

4.2 PURPOSE

- 4.2.01 The purpose of this Statement of Policy is to ensure an immediate and safe response to all queries concerning natural gas leaks.
- 4.2.02 To minimize the potential of serious harm to customers and damage to property and buildings and maintain the safety of all Gas Company employees.

4.3 SCOPE

- 4.3.01 This Statement of Policy and Procedures applies to all employees and contractors hired by the Gas Company.

4.4 RESPONSIBILITIES

- 4.4.01 It is the responsibility of the **office staff** handling the initial call to be calm and professional at all times.
- 4.4.02 It is the responsibility of the **General Manager** to:
- a) to start a file and gather all pertinent information and then:
 - b) contact the Technical Standards and Safety Authority to inform them of leaks that have occurred,
 - c) inform the Board of Directors of any incidents,

d) liaise with the public and press as required.

4.4.03 It is the responsibility of **the SNNGCLP Gas Technologist** responding to the initial call to make a rapid and rational assessment of the situation and request assistance as required. If the **Emergency Co-ordinator or the Distribution and Maintenance Foreman** is on site, the Gas Tech is to follow the Co-ordinator or Foreman's lead.

4.4.04 It is the responsibility of **Emergency Co-ordinator or the Distribution and Maintenance Foremen** to provide any and all assistance requested by the Fire Department or Police Department or Technical Standards and Safety Authority. He / she will provide leadership and guidance to all Six Nations Natural Gas employees on sight.

4.5 PROCEDURES

4.5.01 The office staff taking the initial call will get all pertinent information from the customer who is placing the call:

- a) name
- b) address
- c) date and time
- d) type of gas the customer believes is leaking.

4.5.02 Responding office staff is to advise the customer to open all windows safely shut off any appliances if the customer is able to and leave the building immediately and wait for a responding Gas Company gas technician.

4.5.03 The office staff taking the call is to immediately contact a Gas Company gas technician and inform them of the situation **prior to writing and issuing** a work order.

4.5.04 Once the gas technician has been contacted office staff will write up and issue a work order.

4.5.05 The gas technician will travel with all due haste to the customer with a gas monitor. If he / she is currently on another customer call the gas technician will safely shut down and secure the work being done prior to going to the gas leak situation.

4.5.06 The gas technician will use the company issued gas monitor to determine the type of gas leak and air quality and proceed to remedy the situation if they can safely do so.

4.5.07 If the situation is severe enough the gas technician will contact 911 and request the assistance of the Fire Department and the Police Department. They will remove all inhabitants from the site and shut the natural gas service off at the meter if safely possible and wait with the customer.

4.5.08 If 911 has been contacted the gas technician will then inform the General Manager.

4.5.09 The gas technician will complete a service report and present it to the General Manager for his signature.

REVISION CONTROL

ISSUE DATE	REVISION	EFFECTIVE
May 1, 2014	New addition	May 1, 2014

SECTION 5: NOTIFICATION

5.1 POLICY

- 5.1.01 It is the policy of The Gas Company that all regulatory bodies governmental agencies and management within the framework of The Gas Company be notified as reasonably soon as possible and within the context of the law.
- 5.1.02 The Spill Action Centre shall be notified of all reportable incidents within 24 hours at tel. 1-800-268-6060.

5.2 PURPOSE

- 5.2.01 To ensure The Gas Company is in compliance with regulatory bodies or governmental agencies in terms of reports to be generated and issued.
- 5.2.02 To ensure The Gas Company is not monetarily fined or punished by regulatory bodies or governmental agencies.
- 5.2.03 To ensure the General Manager and the Board of Directors of The Gas Company are aware of any and all incidents.

5.3 SCOPE

- 5.3.01 This Statement of Policy and Procedure applies to all employees and contractors hired by the Gas Company.

5.4 RESPONSIBILITIES

- 5.4.01 It is the responsibility of the answering gas technician to an event to contact the Emergency Co-coordinator or in his absence his replacement.
- 5.4.02 It is the responsibility of the Emergency Co-coordinator to contact the Fire Department the Police Department TSSA and the General Manager as required.
- 5.4.03 The Emergency Co-coordinator is to direct and monitor the activities of all on site Gas Company personnel during a given situation and ensure their safety.
- 5.4.04 The Emergency Co-coordinator is responsible for the decision to close any safety valves on the distribution line and re-open when it is safe to do so.

- 5.4.05 It is the responsibility of all on site personnel during a given situation to take direction from the Emergency Co-coordinator. The staff is to gather all information as required and directed.
- 5.4.06 It is the responsibility of the General Manager to follow up with TSSA and to contact any other regulatory bodies such as the Ministry of Labour or WSIB as required. The General Manager will contact the Gas Company Board of Directors.

5.5 PROCEDURES

- 5.5.01 The Emergency Co-ordinator or in his / her absence the temporary Emergency Co-ordinator is to be informed immediately following:
- a. Fire or explosion.
 - b. A building evacuation due to a natural gas leak.
 - c. Where large accumulations of gas have made it necessary to evacuate a building. Such notification should not preclude what is deemed to be a necessary and prompt action.
 - d. All low pressure and medium pressure main breaks.
 - e. All instances of customer outages caused by any type of distribution system failure
 - f. All instances where personnel have been injured through any exposure to system facility failure.
- 5.5.02 Necessary forms can be found in the Gas Company's Occupational Health and Safety Manual which all employees get and is on file in the office.
- 5.5.03 The Spill Action Centre is to be notified within 24 hours of a reportable incident.
- a. Property damage on the utility side of the meter exceeds \$5000.
 - b. Property damage on the utilization side of the meter exceeds \$500.
 - c. Death or serious injury has occurred. At this time the Police the Ministry of Labour and WSIB is to be informed with the necessary forms filled out.
 - d. It appears carbon monoxide poisoning or asphyxiation has occurred.
- 5.5.04 Telephone numbers appear in Appendix A.

5.6 DEFINITIONS

Reportable Incident:

- a. Fire or explosion.
- b. A building evacuation due to a natural gas leak.

- c. Where large accumulations of gas have made it necessary to evacuate a building. Such notification should not preclude what is deemed to be a necessary and prompt action.
- d. All low pressure and medium pressure main breaks.
- e. All instances of customer outages caused by any type of distribution system failure.
- f. All instances where personnel have been injured through any exposure to system facility failure.

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SECTION 6. CONTACTS

Gas Company Personnel

Bob Henhawk (D & M Foreman) Emergency Co-ordinator	519-861-4449
Dan Martin	519-861-4450
Shawn Martin (Gas Pipeling Inspector Certificate)	519-861-4451
Brad Williams	519-865-2226
Jim Obediah	519-802-1395
Six Nations Fire Department	911
Six Nations Police Department	911
Six Nations Ambulance	911
Six Nations Public Works	519-445-4242
Kevin Sault Roads Foreman (cell 24 hours)	519-757-5501
Spill Action Centre	800-268-6060
Technical Standards and Safety Authority (TSSA)	877-682-8772
Ontario One Call	800-400-2255
Union Gas	800-265-5230
Sandale Office	519-754-1366
Sandro D'ambrosie (cell)	519-761-8876
Ed Fifield (cell)	519-757-6366
Ed Fifield (home)	519-752-3471
G-Tel Engineering Office	1-866-692-0208
HETEK Solutions	1-519-659-1144