

# City of Thibodaux



## Gas Department Public Awareness Plan 2026



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## Public Awareness Plan Review/Revision Log

City of Thibodaux Plan Administrator or their designee will perform an annual review of this plan.

Revision #	Action	Version	By	Date
1	Plan reviewed and revised	2022.1	Borne/SJB	7/26/22
2	Plan reviewed and revised, Updated leadership	2023.1	Borne/SJB	4/18/23
3	Plan reviewed and revised, mid- year activities	2023.1	Borne/SJB	8/23/23
4	Plan reviewed and revised, updated leadership	2024.1	Borne/SJB	3/5/24
5	Plan revision for 2025 with API1162 2023 editions	2024.1	Borne/SJB	10/8/24
6	Plan Revision, resources to Appendix A, Section 15	2025.1	Borne/SJB	1/23/25
7	Plan Review, Revisions for 2026	2026.1	Borne/SJB	12/9/25
8	Plan Revision, Page 31 Table for scheduling messages	2026.2	Borne/SJB	1/22/26



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## Section 1: Objectives and Goals

### 1.1 *Objectives of Plan*

The objectives of the Public Awareness Plan are:

- To educate our customers how to recognize the odor of natural gas and how to respond if they detect a possible gas leak. Early recognition of gas odor and proper response can save lives.
- To raise the awareness of the affected public and key stakeholders of the presence of buried natural gas pipelines in the area we serve and increase their understanding of the role of pipelines in transporting energy. A more informed public will also understand they have a significant role in helping to prevent third-party damage accidents.
- To help excavators understand the steps that they can take to prevent third-party damage and respond properly if they cause damage to our pipelines.
- To help emergency response agencies that may assist the City of Thibodaux Gas Division of Public Works in an emergency, understand the proper actions to take in response to a gas release or emergency.
- To educate the public about the protection of gas meters from damage by falling objects.

### 1.2 *Goal of the Plan - Public Awareness Policy*

Our goal is to provide safe reliable natural gas service to our customers and to ensure the safety of those living and/or working near our gas pipelines. Public awareness is a critical component of our overall safety program. Every employee of the City of Thibodaux Natural Gas Distribution Division is committed to fulfilling our public awareness responsibilities as described in this Public Awareness Plan.



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## Section 2: DOT 192 Regulation

### §2716. Public Awareness [49 CFR 192.616]

A. ..., each pipeline operator must develop and implement a written continuing public education program that follows the guidance provided in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (Incorporated by Reference, see §507).

B. The operator's program must follow the general program recommendations of API RP 1162 and assess the unique attributes and characteristics of the operator's pipeline and facilities. Regulatory inspections are not an acceptable alternative to conducting an annual audit for measuring program implementation as mentioned in API RP 1162 section 8.3.

C. The operator must follow the general program recommendations, including baseline and supplemental requirements of API RP 1162, unless the operator provides justification in its program or procedural manual as to why compliance with all or certain provisions of the recommended practice is not practicable and not necessary for safety.

D. The operator's program must specifically include provisions to educate the public, appropriate government organizations, and persons engaged in excavation related activities on 1. use of a one-call notification system prior to excavation and other damage prevention activities; 2. possible hazards associated with unintended releases from a gas pipeline facility; 3. physical indications that such a release may have occurred; 4. steps that should be taken for public safety in the event of a gas pipeline release; and 5. procedures for reporting such an event.

E. The program must include activities to advise affected municipalities, school districts, businesses, and residents of pipeline facility locations.

F. The program and the media used must be as comprehensive as necessary to reach all areas in which the operator transports gas.

G. The program must be conducted in English and in other languages commonly understood by a significant number and concentration of the non-English speaking population in the operator's area.

H. Operators, in existence on June 20, 2005, must have completed their written programs no later than June 20, 2006.

I. The operator's program documentation and evaluation results must be available for periodic review by appropriate regulatory agencies.



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## Section 3: Plan Administration Oversight

### 3.1 *Executive*

- Mayor Kevin Clement is responsible for supporting and funding the program 100%.

### 3.2 *Operations (Plan Administrator)*

- Josh Bourgeois, Public Works Director, or his designee, is responsible for implementation, delivery, and ongoing development of this plan.

### 3.3 *Administrative Support*

- Elizabeth Guidry, Executive Secretary of the Gas and Water Division, will assist with implementation, delivery, and ongoing development of the Public Awareness Plan as necessary and is responsible for maintaining current lists of licensed City mechanical contractors, plumbers, and electricians.
- Sarah Arceneaux is responsible for special reminders put on the City of Thibodaux's Facebook and Twitter accounts.
- Peggy Aucoin, Utility Billing Manager, is responsible for special reminder statements printed on utility bills and the printed labels that are put on Public Awareness brochures.
- Robert Borne, Compliance Manager, SJB Group will assist with plan development, revisions, implementation, and general support as needed.
- Matt Long, Gas Services Manager, SJB Group will assist with plan development, revisions, implementation, and general support as needed.

### 3.4 *Plan Administrator Responsibilities*

The Plan Administration or their designee is responsible to ensure that:

- Target audiences are identified.
- Message(s) appropriate to each audience are identified.
- Appropriate media are selected to transmit each message to each audience.
- Appropriate message delivery frequencies are identified for each message and audience.
- Messages are delivered as specified in the plan.
- The effectiveness of the plan is periodically evaluated.
- The plan is modified to reflect the findings of the effectiveness evaluation.
- Periodically review the performance of the plan and the individuals responsible for its implementation including completing annual audit.
- Assure that funding and resources allocation requests for the Plan will be established at the level necessary to implement the plan.
- Preparing public education materials and placing ads in appropriate news media.
- Coordinating the Public Awareness Plan efforts with those of the Louisiana One-Call System.



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## Section 4: Affected Facilities

All of the City of Thibodaux natural gas system's gas pipeline facilities are included in this Public Awareness Plan. This includes the following assets.

- City Gates/Purchasing points
- Regulator stations
- Gas piping (above ground and below ground)
- Gas valves
- Customer meter sets.
- Cathodic Protection Equipment

## Section 5: Stakeholder Audience

The following stakeholder audiences have been identified:

### 5.1 *Affected Public*

Those that live or work within the service area of the City of Thibodaux's natural gas distribution system including City of Thibodaux gas customers and non-gas customers (other individuals) living and/or working within the gas distribution system area. Information shall include how to recognize and respond to a pipeline emergency, hazards associated with unintended releases, what protective actions to take in the unlikely event of a natural gas leak, how to notify the City of Thibodaux regarding questions, concerns, or emergencies, actions to take to prevent damages to pipe assets following safe excavation/digging practices,

This also includes places of congregation such as:

- Businesses (Commercial retail and restaurants)
- Schools or Childcare/day-care facilities
- Places of worship
- Hospitals and other medical facilities
- Parks, playgrounds, and recreational areas
- Military Installations
- Correctional facilities



## 5.2 *Emergency Officials*

Information communicated to emergency responders may be more detailed, providing an opportunity for two-way feedback and mutual support. Liaison activities can include:

- Learning the responsibility and resources of each governmental organization that may respond to a pipeline or gas leak emergency.
- Acquainting each organization with the City of Thibodaux ability in responding to a pipeline or gas leak emergency.
- Identify the types of pipeline or gas leak emergencies of which the City of Thibodaux may notify the officials.
- Planning how City of Thibodaux and officials can engage in mutual assistance to minimize hazards to life and property.

The City of Thibodaux Gas Department will provide information to local organizations/first responders through meetings or invites to participate in public awareness events such a Paradigm or Digger Night Out events.

Local, city, municipality, parish, or state Emergency Officials/Departments/Organizations that operate or respond to gas emergencies within our service area include:

### Thibodaux Volunteer Fire Department

*800 Parish Road*

*Thibodaux, LA 70301*

*Tony Boudreaux, Fire Chief*

*Ph Number: (985) 258-6205 cell*

*Email [fd1@thibfiredept.org](mailto:fd1@thibfiredept.org)*

### Thibodaux Police Department

*1309 Canal Blvd.*

*Thibodaux, LA 70301*

*Bryan Zeringue, Police Chief*

*Ph Number: (985) 446-7288*

*Email [bzeringue@ci.thibodaux.la.us](mailto:bzeringue@ci.thibodaux.la.us)*

### Acadian Ambulance Service

*248 W Main St*

*Thibodaux, LA 70301*

*Ph Numbers: (800) 259-3333 / (337) 291-3333*

*Website: [Contact Us | Acadian Ambulance Service](#)*



City of Thibodaux Emergency Preparedness Office

*310 W 2<sup>nd</sup> St*

*Thibodaux, LA 70301*

*Ph Number: (985) 446-7242*

*Jacques Thibodeaux*

*Email: [jacquest@ci.thibodaux.la.us](mailto:jacquest@ci.thibodaux.la.us)*

Lafourche Parish Sheriff's Office

*200 Canal Blvd.*

*Thibodaux, LA 70301*

*Craig Webre, Sheriff*

*Ph Number: (985) 448-2111*

*Website: [Contact Us – Lafourche Parish Sheriff's Office \(lpso.net\)](http://Contact Us – Lafourche Parish Sheriff's Office (lpso.net))*

Lafourche Parish Emergency Preparedness Office

*402 Green St.*

*Thibodaux, LA 70301*

*Chris Boudreaux, Director*

*Ph Number: (985) 446-8427*

*Website: <https://www.lafourchegov.org/emergency-preparednes>*

Louisiana State Police (LSP) Emergency Services Unit

*PO Box 66168, A-16*

*Baton Rouge, LA 70896*

*Haz/Mat Hotline 877-925-6595 or 225-925-6595*



## 5.3 *Public Officials*

Public officials in areas where we operate:

Mayor Kevin Clement  
310 W 2<sup>nd</sup> Street  
Thibodaux, LA 70301  
(985) 446-7218  
Email: [kclement@ci.thibodaux.la.us](mailto:kclement@ci.thibodaux.la.us)

City Council Administrator: Jenny Morvant  
310 W 2<sup>nd</sup> Street  
Thibodaux, LA 70301  
(985) 446-7201  
Email: [jmorvant@ci.thibodaux.la.us](mailto:jmorvant@ci.thibodaux.la.us)

City Council  
District A: Monique Crochet  
(985) 859-0560  
Email: [citycouncil.monique@gmail.com](mailto:citycouncil.monique@gmail.com)

District B: Lester Bimah  
(985) 804-1144  
Email: [jbimah@yahoo.com](mailto:jbimah@yahoo.com)

District C: Varick Taylor, Sr.  
(985) 387-0461  
Email: [vbed642@charter.net](mailto:vbed642@charter.net)

District D: Mike Naquin  
(985) 637-7190  
Email: [mpnaquin@charter.net](mailto:mpnaquin@charter.net)

District E: Chad Mire  
(985) 637-1659  
Email: [councilmane@hotmail.com](mailto:councilmane@hotmail.com)





Building & Inspection Permits  
1219 Henry S Thibodaux St  
Thibodaux, LA 70301  
(985) 446-5021

Lafourche Parish Council  
402 Green St  
Thibodaux, LA 70301  
(985) 446-8427

Lafourche Parish Emergency Preparedness  
4876 LA-1  
Raceland, LA 70394  
(985) 537-7603

## 5.4 Excavators

Program shall include messages for Excavators to include information about one-call requirements, damage prevention requirements, information about safe excavation practices in association with underground utilities, steps to take to notify the operator or local emergency response agencies regarding a pipeline emergency or damage to a pipeline, and hazards associated with unintended releases.

All messages shall include reference to LA811. <https://www.louisiana811.com>

Excavators in area where we operate:

- Construction companies.
- Excavation equipment rental companies.
- Public Works officials.
- Fence building companies.
- Landscapers.
- Home builders.
- Land developers.
- Plumbers.
- Engineers.
- Other utility companies.
- One-Call Center (Louisiana One-Call).

LA 811 (Louisiana One-Call) can provide a detailed list of excavators that have made one call notifications within the gas systems service area.



## 5.5 *Detailed List of Stakeholders*

The Plan Administrator is responsible for developing and maintaining a list of each of these stakeholder audiences.

Customers & Non-Gas Customers (Residents) - List of our utility customers will be generated by Utility Billing Office. The list of Non-Gas Customers living or working near our pipelines will be obtained from the Utility Billing Office since the City of Thibodaux provides water and sewer service to the affected areas. The only exception is on LA Hwy 20. The route will be surveyed just prior to sending mail-outs to identify any changes to the previous listing. (Section 6.1)

Governmental (Public) & Emergency Response Officials - List of government and emergency response officials will be maintained at Public Works. Emergency Response officials are listed in the Procedure Manual for Operations, Maintenance, and Emergency Response for the City of Thibodaux. The Public Awareness Plan Administrator shall maintain a current list of Emergency Response Agencies including 1) law enforcement, 2) fire service and 3) ambulance companies. (Sections 6.2 & 6.3)

Excavators & Contractors - List of all City of Thibodaux licensed excavators & contractors are provided via the City of Thibodaux Licensed Mechanical Contractor List, the City of Thibodaux Licensed Electrician List, and the City of Thibodaux Licensed Plumber List. These lists will be generated by the Permit Office and maintained by the Gas Division of Public Works. The names, addresses, and telephone numbers of excavators and/or contractors will also be listed. The Plan administrator will periodically review the LA811 locate list for tickets received by the City to identify excavators that may not be on the City's list of licensed contractors. (Section 6.4)

One Call Centers – Plan Administrator will maintain the City's membership with LA One Call and periodically review the gas service area and make any required updates to One Call polygon to ensure receipt of any locate tickets within the service area. (Section 6.5)

School Districts - List of all schools within the City's service area will be maintained by the Plan Administrator. Targeted material will be delivered to each school with similar messaging for Customer and Non-Customers. (Section 6.6)



## Section 6: Message Type, Content and Frequency

The following message types and content will be sent to each stakeholder audience via the media listed at the frequency indicated. Information materials may also include supplemental information about the pipeline operator, pipeline operations, the safety record of pipelines and other information that an operator deems appropriate for the audience.

The basic message conveyed to the intended stakeholder group should provide basic information so that in the event of a pipeline emergency, the intended stakeholder will know how to identify a potential hazard, protect themselves, notify emergency response personnel, and notify the pipeline operator.

Supplemental messages provide additional or supplemental communications activities beyond those identified in the baseline, using enhanced or custom-tailored message content and/or different, or additional, delivery methods/media to reach the intended audience. Consideration for supplemental messages could be warranted when the Operator recognizes that there are differences in system conditions, consequences, population, property development, excavation activities, and other issues identified by the Operator.

Refer to Section 13 of this plan for descriptions of various Delivery Methods.

STAKEHOLDER AUDIENCE	MESSAGE TYPE	FREQUENCY	SUGGESTED DELIVERY METHOD AND/OR MEDIA
6.1			
<b>Affected Public</b>  <b>Residents along the distribution system – Non Gas Customers</b>  All non-gas customers receive other services from the city	Baseline Messages: <ul style="list-style-type: none"><li>• Pipeline purpose and reliability.</li><li>• Awareness of hazards and prevention measures undertaken</li><li>• Damage prevention awareness.</li><li>• Leak recognition and response.</li><li>• How to get additional information</li><li>• Safety near gas facilities</li></ul>	Baseline Frequency: <ul style="list-style-type: none"><li>• Annually</li></ul> Supplemental Frequency: <ul style="list-style-type: none"><li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li></ul>	Baseline Activity: <ul style="list-style-type: none"><li>• Public service announcements, or</li><li>• Paid advertising, or</li><li>• Contact mail outs for non-customers, or</li></ul> Supplemental Activity: <ul style="list-style-type: none"><li>• Targeted distribution of print materials</li><li>• Community Events</li><li>• Notices posted on City social media.</li></ul>



<b>Residents along the distribution system - Gas Distribution Customers</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability.</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage prevention awareness.</li> <li>• Leak recognition and response.</li> <li>• How to get additional information</li> <li>• Safety near gas facilities</li> </ul>	<b>Baseline Frequency:</b> <ul style="list-style-type: none"> <li>• Twice Annually</li> </ul> <b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment.</li> </ul>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Public service announcements, or</li> <li>• Paid advertisements, or</li> <li>• Contact mail outs for</li> <li>• Flyers (bill stuffers)</li> </ul> <b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Targeted distribution of printed materials</li> <li>• Community events</li> <li>• Notices posted on City social media</li> </ul>
<b>6.2</b>			
<b>Emergency Officials</b>	<b>Baseline Messages:</b> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability.</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency preparedness communications</li> <li>• How to get additional information</li> <li>• What to do</li> <li>• Who to contact.</li> </ul> <b>Supplemental Messages:</b> <ul style="list-style-type: none"> <li>• One-call system performances</li> <li>• Accurate line location information</li> <li>• One-Call</li> </ul>	<b>Baseline Frequency:</b> <ul style="list-style-type: none"> <li>• Annually</li> </ul> <b>Supplemental Frequency:</b> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment.</li> <li>• As changes in pipeline route or contact information occur or as required by State requirements</li> </ul>	<b>Baseline Activity:</b> <ul style="list-style-type: none"> <li>• Print materials, or</li> <li>• Group meetings.</li> </ul> <b>Supplemental Activity:</b> <ul style="list-style-type: none"> <li>• Telephone calls, or</li> <li>• Personal contact, or</li> <li>• Emails, or</li> <li>• Targeted distribution of print materials, or</li> <li>• Personal contact</li> <li>• Telephone calls, or</li> <li>• Maps</li> <li>• Notices posted on City social media</li> </ul>



6.3			
<b>Public Officials</b>	Baseline Messages: <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability.</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency preparedness communications</li> <li>• How to get additional information</li> <li>• What to do</li> <li>• Who to contact.</li> <li>• LA One-Call performance</li> <li>• Accurate line location information</li> </ul>	Baseline Frequency: <ul style="list-style-type: none"> <li>• 3 years</li> </ul> Supplemental Frequency: <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	Baseline Activity: <ul style="list-style-type: none"> <li>• Print materials, or</li> <li>• Group meetings.</li> </ul> Supplemental Activity: <ul style="list-style-type: none"> <li>• Telephone calls, or</li> <li>• Personal contact, or</li> <li>• Group meetings.</li> <li>• Notices posted on City social media</li> </ul>

6.4			
<b>Excavators &amp; Contractors</b>	Baseline Messages: <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability.</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Leak recognition and response.</li> <li>• LA One-Call requirements</li> <li>• How to get information</li> </ul>	Baseline Frequency: <ul style="list-style-type: none"> <li>• Annually</li> </ul> Supplemental Frequency: <ul style="list-style-type: none"> <li>• As determined by specifics of an incident</li> </ul>	Baseline Activity: <ul style="list-style-type: none"> <li>• Print materials.</li> </ul> Supplemental Activity: <ul style="list-style-type: none"> <li>• Personal contact</li> <li>• Videos &amp; CDs</li> <li>• Open Houses</li> <li>• Notices posted on City social media</li> </ul>

6.5			
<b>One-Call Center</b>	Baseline Messages: <ul style="list-style-type: none"> <li>• Provide pipeline location information, boundaries for polygon.</li> <li>• Submit other requirements to the One-Call center.</li> </ul> Supplemental Messages: <ul style="list-style-type: none"> <li>• One-Call System performance</li> </ul>	Baseline Frequency: <ul style="list-style-type: none"> <li>• Annually</li> </ul> Supplemental Frequency: <p>As needed</p>	Baseline Activity: <ul style="list-style-type: none"> <li>• Membership in appropriate One-Call center</li> <li>• Requirements of the applicable One-Call center</li> <li>• Review Maps</li> </ul> Supplemental Activity:



	<ul style="list-style-type: none"><li>• Accurate line location information</li><li>• One-Call System Improvements</li></ul>		<ul style="list-style-type: none"><li>• Whenever changes occur to polygon or contact information occur or as required by state requirements.</li></ul>
6.6			
<b>School Districts</b>	<p>Baseline Messages:</p> <ul style="list-style-type: none"><li>• Pipeline purpose and reliability.</li><li>• Awareness of hazards and prevention measures undertaken</li><li>• Leak recognition and response.</li><li>• LA One-Call requirements</li></ul> <p>How to get information</p> <p>Supplemental Messages:</p> <ul style="list-style-type: none"><li>• Seasonal messages around Spring &amp; Fall</li></ul>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"><li>• Annually</li></ul> <p>Supplemental Frequency:</p> <ul style="list-style-type: none"><li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment.</li><li>• As changes in pipeline route or contact information occur or as required by State requirements</li></ul>	<p>Baseline Activity:</p> <ul style="list-style-type: none"><li>• Public service announcements, or</li><li>• Paid advertising, or</li><li>• Contact mail outs for non-customers.</li></ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"><li>• Targeted distribution of print materials, or</li><li>• Community Events, or</li><li>• Notices posted on City social media.</li></ul>



## Section 7: Development of Plan Materials

The Plan Administrator is responsible for ensuring that appropriate materials are developed and/or acquired for each communications activity listed above. Materials should be pretested for clarity, understandability, and retain ability before they are widely used. The pretest should be performed using a small representative audience; for example, a small group of City of Thibodaux employees and/or families that are not involved in developing the public awareness plan, a small sample section of the intended stakeholder audience or others.

The Public Awareness Plan will be conducted in English only since there are no concentrations of non-English speaking population in our service area. The City of Thibodaux's population has residents who routinely speak English on so it will be used to inform residents as required.

## Section 8: Plan Implementation

The Plan Administrator is responsible for ensuring that each target audience identified above receives the appropriate materials via the specified media (i.e., mass mailing, emergency official meetings) at the frequency specified in the preceding table. The Plan Administrator should prepare as annual estimate of the resources needed to implement the Plan and request that the appropriate budget and human resources are available.

## Section 9: Management of Input/Feedback/Comments Received

It is anticipated that the implementation of this public awareness plan will generate requests for further information from those in the stakeholder audience contacted. All inquiries should be directed to the Plan Administrator.

Inquiries about the location of pipelines should be directed to the Louisiana One-Call system. Louisiana One-Call utility locating system in service rendered to help utility companies protect their underground facilities from damage caused by excavation activities, whether that excavation activity is a contractor digging a large trench to install a new underground utility or a local resident wanting to install landscaping or a fence around their property. By contacting the Louisiana One-Call system, their operators will notify any utility company with lines in that area about the intentions by someone to dig near buried utilities. This affords those utility companies an opportunity to mark the location of their utility lines before any digging begins. Louisiana One-Call system is not only an asset to the protection of buried utilities – IT'S THE LAW.



## Section 10: Measuring the Effectiveness of the Plan

The Plan Administrator is responsible to measure effectiveness of plan to determine:

- Whether the information is reaching the intended stakeholder audiences.
- If the recipient audiences understand the message delivered.
- Whether the recipients are motivated to act in accordance with the information provided.
- If the implementation of the Public Awareness Plan is impacting bottom line results (such as a reduction in the number of incidents caused by third-party damage).
- Tracking the number of calls received in response to Public Awareness materials.
- Reviewing the incidence of third party damage to City of Thibodaux facilities.
- Reviewing evaluations performed by the Louisiana One-Call system.
- Reviews following group meetings.

The Plan Administrator shall also schedule the following Audits:

- Annual Audit completed by Plan Administrator or third party to conduct a review to determine and document that Public Awareness program activities outlined in the Plan were executed according to the Plan. Refer to section 14.7, Annual Audit Form.
- At no longer than 4 year intervals the City of Thibodaux shall perform an effectiveness survey by contacting a random sample of each stakeholder audience, confirming their receipt of the materials, and assessing their understanding of the target message(s) through direct mail and/or telephone surveys. Effectiveness Surveys can be completed by third party or conducted in-house. Surveys must meet the requirements of API 1162, Section 8.2.

## Section 11: Records

The Plan Administrator shall maintain a binder for each calendar year of the program to keep the following records:

1. Lists, records, or other documentation of stakeholder audiences with whom the City of Thibodaux has communicated.
2. Copies of all materials provided to each stakeholder audience, and
3. Results of any annual Audits or Effectiveness Surveys and Assessments, including any follow-up actions.
4. Annual activity log to track program progress.

These records will be kept for a minimum of 5 years.

CITY OF THIBODAUX  
NATURAL GAS SYSTEM  
PUBLIC AWARENESS PLAN





## Section 12: Message Delivery Methods

This section describes delivery methods to use for intended stakeholder audiences described in Section 5 of this plan. The intent is to provide Plan Administrator options for delivering messages as not all methods are effective in all situations. (Source, API1162, 2003 & 2023 Edition.

### **Targeted Distribution of Print Materials**

The use of print materials is an effective means of communicating with intended audiences. Because of the wide variety of print materials, operators should carefully select the type, language and formatting based on the audience and message to be delivered. Generally, an operator will use more than one form of print materials in its Public Awareness Program. While not all inclusive, several types are discussed below.

**Brochures, Flyers, Pamphlets, and Leaflets** are the most common message delivery methods currently used by the pipeline industry. These print materials can convey essential information about the company, the industry, pipeline safety, or a proposed project or maintenance activity and should provide contact information where the recipient can obtain further information. These print materials also afford an effective opportunity to communicate content in a graphical or pictorial way.

**Letters** are an effective tool to communicate specific information, such as how to recognize and what to do in the event of a leak, how to identify and report suspicious activity, and notification of planned operator activities.

**Response Cards** are often referred to as either bounce back cards or business reply cards, these preprinted, preaddressed, postage paid response cards are often mailed to the affected public as an integral part of, or as an attachment to, other items. The inclusion of a response card can be used in a variety of ways.

**Bill Stuffers** are printed brochures frequently used by local distribution companies (LDCs) in conjunction with customer invoices. LDCs using bill stuffers can easily reach their customers with appropriate messages and can increase their effectiveness by using bill stuffers repeatedly. For those LDCs that are combined with other energy utilities such as electric or water systems, bill stuffers regarding pipeline safety and underground damage prevention can be delivered to virtually all surrounding residents, even those that may not be natural gas customers.



## **Personal Contacts**

Personal contact can provide the opportunity for engagement with stakeholder audiences and can be a highly effective communication method. This may be done on an individual basis or in a group setting. Face-to-face contact between the operator and the intended stakeholder audience is usually a highly effective form of communication and allows for two-way discussion. Examples of personal contact communications include.

- Face to Face
- Telephone calls
- Group meetings
- Open house events
- Public meetings
- Community events
- Telephone calls
- Emergency drills and exercises

## **Electronic Communication Methods**

**Videos and CDs.** There are a variety of approaches operators may use to supplement their public awareness efforts with videos and CDs. While considered a supplement to the baseline components of an effective Public Awareness Program, videos and CDs may be quite useful with some stakeholders or audiences in some situations. These media can show activities such as construction, natural gas or petroleum consumers, pipeline routes, preventive maintenance activities, simulated or actual spills and emergency response exercises or actual responses in ways that printed materials cannot.

**E-mail Electronic mail ("e-mail")** can be a means of sending public awareness information to a variety of stakeholder audiences. The content and approach are similar to letters or brochures, but the information is sent electronically rather than delivered by postal mail or personal contact.



## Mass Media Communications

Mass media is any means of communication that can reach a broad audience. Examples can include.

- **Public Service Announcements (PSAs)** can be an effective means for reaching a large sector of the public. Radio and television stations occasionally make airtime available for PSAs. They are no longer required by law to donate free airtime and as a result, there is great competition from various public interest causes for the small amount of time made available. If the operator is an advertiser with the radio or television station, this might be leveraged to gain advantage in acquiring PSA time.
- **Social Media** post can increase visibility, thereby increase your reach, and engage your customer base to learn more about your message. This can also provide opportunities to link your messages to other marketing and PSA content material. Measuring results of your social media post can provide you information such as the number of impressions, click through rates and reach. Tracking these metrics can help you determine the effectiveness of your message and a baseline to make future enhancements to your messaging strategies.
- **Newspapers and Magazines** articles do not have to be limited to the reactive coverage following an emergency or controversy. Pipeline companies can submit or encourage reporters to write constructive and informative articles about pipeline issues, such as local projects, excavation safety, or the presence of pipelines as part of the energy infrastructure.
- **Paid Advertising.** The use of paid advertising media such as television ads, radio spots, newspapers ads, and billboards can be an effective means of communication with an entire community.
- **Community and Neighborhood Newsletters.** Posting of pipeline safety or other information to community and neighborhood newsletters can be done in conjunction with other outreach to those communities and or neighborhoods. This method can be particularly effective in reaching audiences near the pipeline, namely neighborhoods and subdivisions through which the pipeline traverses.
- **Special TV Advertising Materials** Specialty TV advertising can be a unique and effective method to introduce a company or maintain an existing presence in a community. This method can also provide ways of delivering pipeline safety messages, project information, important phone numbers, and other contact



information. Local advertising involves targeting specific geographic regions or markets with customized TV commercials. Ad spots can be purchased on local television channels or during programming that appeals to local audiences. Local advertising will reach consumers in your immediate vicinity and tailor your messages to local preferences and interests.

## **Informational or Educational Items**

Companies can develop informational and educational materials to heighten pipeline awareness. The cost-effectiveness of producing such materials can be increased through partnering with an industry association or group of other operators.

## **Pipeline Marker Signs (192.707)**

The primary purposes of aboveground pipeline marker signs are to:

- Mark the approximate location of a pipeline
- Provide public awareness that a buried pipeline or facility exists nearby
- Provide a warning message to excavators about the presence of a pipeline
- Provide pipeline operator contact information in the event of a pipeline emergency
- Facilitate aerial or ground surveillance of the pipeline ROW by providing aboveground reference points.



## **One Call Center Outreach**

Most state One-Call Centers provide community outreach or conduct public awareness activities about one-call requirements and damage prevention awareness. Pipeline operators should encourage One-Call Centers to provide those public awareness communications and can account for such communication as a part of their own Public Awareness Programs. Many One-Call Centers host awareness meetings with excavators to further promote damage prevention and one-call messages. It is the operator's responsibility to request documentation for these outreach activities. To enhance Dig Safely and one-call public awareness outreach by One-Call Centers, operators are required by 49 CFR Parts 192 to become one-call members in localities where they operate pipelines. Since all One-Call Center members share the center's public awareness outreach costs, the costs to an individual operator are usually comparatively low.

### **Louisiana 811**

[www.louisiana811.com](http://www.louisiana811.com)

8550 United Plaza Blvd.  
Suite 420  
Baton Rouge, LA. 70809  
225-275-3700



**Page Reserved**



## Section 13: Message Samples

The following message samples can be used in their entirety or selective parts to meet your message need. City of Thibodaux graphics should be included to help communicate to the public the source of the message for future Public Awareness Effectiveness Surveys.

### Suggested message scheduling:

Below is a suggested time of year and frequency for posting each message sample on social media or making brochures available to each Stakeholder Category listed in Section 6 of this plan. Messages can be posted anytime to Social Media or brochures made available at various community events based on Operators' discretion. The suggested schedule below meets or exceeds the minimal requirements found in Section 6. Stakeholder categories include:

- 6.1 - Affected Public (Customers and Non- Customers)
- 6.2 - Emergency Officials
- 6.3 - Public Officials
- 6.4 - Excavators & Contractors
- 6.5 - One Call Centers
- 6.6 - School Districts

Item #	Topic	Type	Season	Stakeholder	Suggested Mth	Frequency
13.1	Call Before You Dig Messages	Social Media	Spring/Summer	6.1, 6.3, 6.4, 6.6	Apr/Aug	2x Yr
13.2	If You Smell a Gas Leak	Social Media	Fall/Spring	6.1, 6.3, 6.6	Oct/Apr	2x Yr
13.3	How to Detect a Leak	Social Media	Fall/Spring	6.1, 6.3, 6.6	Nov/May	2x Yr
13.4	How Can You Prevent Gas Emergencies	Social Media	Fall	6.1, 6.3	Oct	1x Yr
13.5	Smell Gas? Act Fast	Social Media	Fall/Spring	6.1, 6.3, 6.6	Oct/Apr	2x Yr
13.6	Natural Gas is Odorless in its Natural State	Social Media	Summer	6.1, 6.3	Jul	1x Yr
13.7	Natural Gas Safety at Home	Handouts	Any Time	6.1, 6.3	Any Time	Make Available
13.8	Scratch & Sniff Natural Gas Safety Card	Handouts	Any Time	6.1, 6.3, 6.6	Any Time	Make Available
13.9	Winter Safety Tips	Social Media	Fall/Winter	6.1, 6.2, 6.3	Nov-Feb	Pre Winter Storms
13.10	Energy Savings/Safety Tips	Social Media	Winter	6.1, 6.3	Nov-Feb	Pre Winter Storm
13.11	Protect Yourself Against CO	Social Media	Winter	6.1, 6.3	Nov-Feb	2x Yr
13.12	Safeguarding Your Home	Handouts	Any Time	6.1, 6.3	Any Time	Make Available
13.13	Rebuilding Post Storm	Social Media	Any Time	6.1, 6.3	Any Time	Post Storms
13.14	House Damaged by (Storm)	Social Media	Any Time	6.1, 6.3	Any Time	Post Storms
13.15	How to Prevent CO Poisoning – Generators	Social Media	Any Time	6.1, 6.2, 6.3	Any Time	Post Storms
13.18	Natural Gas Facts	Any	Any Time	6.1, 6.2, 6.3	Any Time	1x Yr
13.19	Emergency Responder Talking Points	Handouts	Any Time	6.2, 6.3	Any Time	1x Yr
13.20	Emergency Responders Guidelines	Hand Outs	Any Time	6.2, 6.3	Any Time	1x Yr
13.21	First Responder Beware Brochure	Hand Outs	Any Time	6.2	Any Time	1x Yr



## 13.1 - Call Before You Dig Messages

Various Dig Safely messages can be found at the following link. These messages are available to all LA One Call members. These include video links you can use on your social media pages.

Other messages are seasonal or various event driven type messages. See samples below.

Samples of Damage Prevention Messages:

<https://www.louisiana811.com/resource-center>







## 13.2 - Gas Leak Safety Message #1

Logo

### **If You Smell a Gas Leak**

If you smell a “rotten egg” odor (which could potentially indicate a natural gas leak), clear the location immediately and call The City of Thibodaux at **(add phone number)** 7a.m-4 p.m. M-F or **(add phone number)** after hours your local utility once you are safely away. Or dial 911, if needed.

#### **DO NOT:**

- Do not attempt to locate the gas leak.
- Do not use any type of phone until safely outside the location.
- Do not smoke, light a match, or do anything that may cause a spark.
- Do not touch, operate, or unplug any electric switches or equipment, including light switches, doorbells, garage doors, household appliances, etc.
- Do not use elevators or operate any sort of power equipment



## 13.3 - Gas Leak Safety Message #2

### Logo

#### **How To Detect a Leak**

A gas leak is often recognized by smell, sight, or sound.

A “rotten egg” odorant is added to natural gas, making it quick and easy to detect a potential leak. Remember your “nose, eyes and ears” can help you detect the presence of a natural gas safety hazard.

- **Smell** – “Rotten egg” odor
- **See** – Blowing dirt, bubbling creeks/ponds, or dead vegetation in an otherwise green area.
- **Hear** – Hissing sounds near a natural gas appliance or pipeline.

If a leak is detected clear the location immediately, warn others and once you are safely away call the City of Thibodaux at (**add phone number**) 7a.m-4 p.m. M-F or (**add phone number**) after hours or dial **911**, if needed.



## 13.4 - Gas Leak Safety Message #3

Logo

### **How Can You Prevent Gas Emergencies**

1. Keep all appliances clean, properly vented, and serviced regularly.
2. Make sure everyone in your family knows how to operate gas appliances and shut-off valves.
3. Do not use an open gas oven for heating your home or drying clothes.
4. Do not use or store gasoline, aerosols, or other products with flammable vapors near gas appliances.
5. Whenever changing your furnace filter be sure to replace the compartment door.
6. Never cover fresh air vents that supply air to your gas appliances.
7. Have all gas line alterations and appliance repairs performed by a licensed professional.
8. Before digging in your yard, be sure you know the location of underground gas lines by calling LA811.

If a leak is detected clear the location immediately, warn others and once you are safely away call the City of Thibodaux at (**add phone number**) 7a.m-4 p.m. M-F or (**add phone number**) after hours or dial **911**, if needed.



## 13.5 - Gas Leak Safety Message #4

Logo

### **Smell Gas? Act Fast!**

Customers are the first line of defense when it comes to leak detection. Utilities odorize natural gas with Mercaptan — which smells like rotten eggs — so that it is easy to smell if there is a gas leak. If you detect a gas leak, take action immediately.

1. **Leave the building immediately and take others with you. If you are outside when you smell the gas, leave the area immediately.**
2. **Avoid causing a spark**, which might cause the gas to explode:
  1. Do not light a match or smoke.
  2. Do not turn appliances or lights on or off.
  3. Do not use a flashlight.
  4. Do not start a car.
  5. Do not use a telephone.
3. **Find a phone away from the area and call 911 or your natural gas utility.** You can report leaks anonymously. Always call to report the problem. Do not assume someone else will do it.
4. **Follow directions from utility employees or emergency responders** who are on site.

If a leak is detected clear the location immediately, warn others and once you are safely away call the City of Thibodaux at (**add phone number**) 7a.m-4 p.m. M-F or (**add phone number**) after hours or dial **911**, if needed.



## 13.6 - Gas Leak Safety Message #5

Logo

### **Natural Gas is Odorless in its Natural State**

An odorant is added to natural gas to let you know if any gas is escaping. Gas leakage may occur from faulty appliances, loose connections, service lines inside or outside your home, or from gas mains. Leaks can be dangerous and should be dealt with promptly by experts. IF YOU EVER SMELL GAS -- even if you do not use it in in your home -- take these precautions promptly:

1. Leave the area immediately and warn others!
2. If the odor is strong and you are indoors, go outside.
3. Do not turn any electrical switches on or off.
4. Do not light matches, smoke, or create any other source of combustion.
5. Do not use a flashlight, start a car, or use a telephone until you clear the area.

If a leak is detected clear the location immediately, warn others and once you are safely away call the City of Thibodaux at (**add phone number**) 7a.m-4 p.m. M-F or (**add phone number**) after hours or dial **911**, if needed.

**At the first sniff of gas, play it safe. Call us!**



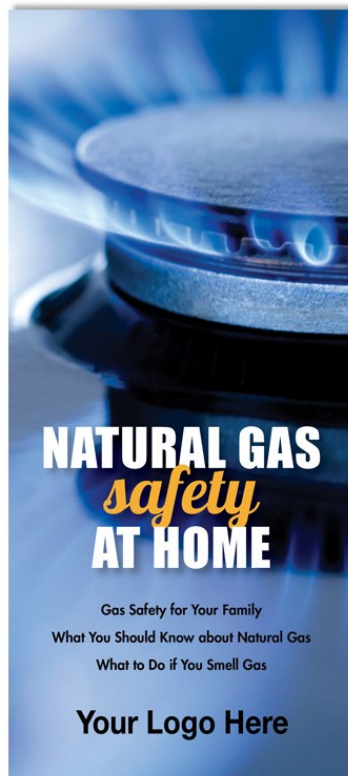
## 13.7 - Gas Leak Safety Message #6

### Natural Gas Safety at Home Brochure

Source – Culver Company

Order information: [Natural Gas Safety At Home Brochure – Culver Company](#)

Add City of Thibodaux logo





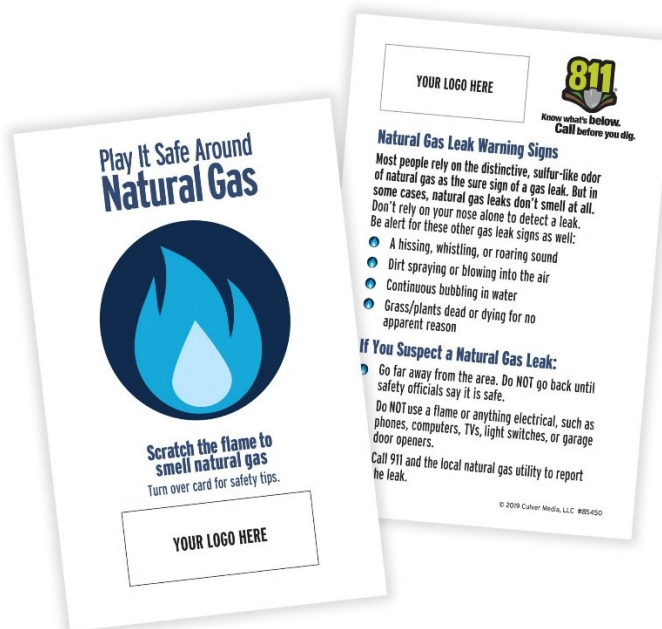
## 13. 8 - Gas Leak Safety Message #7

### **Scratch & Sniff Natural Gas Safety Card**

Source – Culver Company

Order information: [Scratch and Sniff Natural Gas Safety Card – Large – Culver Company](#)

Add City of Thibodaux logo





## 13.9 - Winter Message #1

### Logo

#### **Winter Safety Tips**

As temperatures fall, the City of Thibodaux is working around the clock to ensure the safety of customers, employees, and the public. You can help by following these tips to stay safe and warm this winter season:

#### **Keep your home warm – safely!**

- Never use natural gas appliances, such as a stove, oven, or grill to heat homes or businesses.
- Make sure that outdoor vent openings and air intake are not obstructed by snow or ice. Your natural gas appliances, including your furnace, fireplace, water heater, and clothes dryer, require good ventilation to operate properly.
- Natural gas is odorized to smell like rotten eggs. If you smell it, be sure to leave your house immediately and from a safe location call City of Thibodaux at (add phone number) 7 a.m.to 4 p.m. M-F or (add phone number) after hours or dial 911 if needed.

**At the first sniff of gas, play it safe. Call us!**





## 13.10 - Winter Message #2

### Logo

### **Energy Savings / Safety Tips**

As temperatures fall, the City of Thibodaux is working around the clock to ensure the safety of customers, employees, and the public. You can help by following these tips to stay safe and warm this winter season:

#### **Falling temperatures...how to save on your natural gas bill:**

- Keep doors and windows closed during cold weather.
- Open shades during the day when the sun is shining to take advantage of the sun's warmth.
- Bundle up! Put on an extra sweater and lower the thermostat.
- If you are struggling, know there is help. If you are unable to afford your heating costs, weatherization or energy-related home repairs, contact your utility or [contact the Low Income Home Energy Assistance Program \(LIHEAP\) for help.](#)
- Finally, check your home's insulation to make sure it is properly insulated and make any updates before cold weather hits.
- Natural gas is odorized to smell like rotten eggs. If you smell it, be sure to leave your house immediately and from a safe location call City of Thibodaux at (add phone number) 7 a.m.to 4 p.m. M-F or (add phone number) after hours or dial 911 if needed.

**At the first sniff of gas, play it safe. Call us!**



## 13.11 - Winter Message #3

### Logo

### **Protect Yourself Against Carbon Monoxide (CO)**

Every home that has fuel-burning appliances that can produce CO if they are not working properly.

- CO is a colorless, odorless, poisonous gas that can cause serious illness or death if inhaled in large concentrations for even a brief period of time. Symptoms of CO poisoning include headaches, shortness of breath, dizziness, nausea, and fatigue.

Install CO detectors in your home and be sure to inspect them regularly and change the batteries when needed.

- If the CO alarm sounds, but no one is showing symptoms of CO poisoning, open windows, turn off all potential CO sources, and leave.
- Have a qualified technician investigate the source of the CO and inspect your appliances, detector, and chimneys to make sure they are operating correctly.
- All heating systems, vents, chimneys, and flues should be inspected and cleaned annually by a qualified technician.

Be sure appliances, including portable generators, are properly adjusted, and working to manufacturer's specifications and local building codes.

- Keep your furnace or boiler's air intake supply clear of obstructions. If your equipment is in a separate room, leave the door open or make sure it is louvered or has adequately sized ventilating grills.
- Inspect burner flames on gas appliances. The flame should be a clear blue color. A yellow flame may indicate a problem.
- Always make sure gas appliances are vented to the outside of the building.
- Never use your gas range or oven to heat your home.
- Do not use kerosene or propane auxiliary heaters indoors or in any enclosed space.

If you suspect CO poisoning, immediately evacuate the premises, and call 911.



## 13.12 - Winter Message Brochure

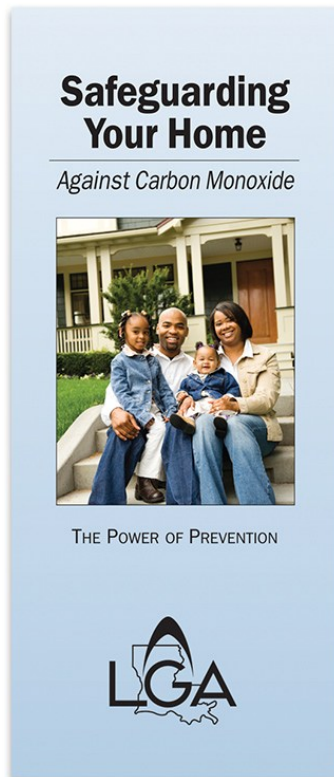
### Logo

### **Safeguarding Your Home Brochure**

Source – Culver Company

Order information: [Safeguarding Your Home Brochure – Culver Company](#)

Add City of Thibodaux logo in place of LGA





## 13.13 - Post Storm Message Sample #1

### REBUILDING POST STORM



*As we make progress with storm cleanup and repairs The City of Thibodaux would like to remind you to call 811 prior to any excavation. Be sure to respect any utility markings and dig with care in the vicinity of any marks.*

*Safety is a shared responsibility and calling 811 before digging during clean-up efforts from (name storm), such as replacing downed trees or fencing that may be placed near underground utilities, is essential. Doing so protects the people who dig and the entire community by preventing damage to infrastructure.*

Logo




## 13.14 - Post Storm Message Sample #2

### HOMEOWNER RECOVERY MESSAGES

<b>House Damaged by (Name Storm)?</b>	<p><i>The City of Thibodaux reminds you that if your natural gas service was cut off due to storm damage, a request for inspection must be made by the respective building contractor, electrician, mechanical contractor, and plumber performing the work at the job site. Phone number to call for Gas Inspections: (add phone number). NOTE: All work done on gas piping in the City of Thibodaux must be done by a licensed and approved plumber, inspected, and documented before the gas service is activated.</i></p> <p><u>Logo</u></p>
---	---



## 13.15 – Pre & Post Storm Message Sample #3

<b>How to Prevent Carbon Monoxide (CO) Poisoning When Using a Generator</b>	<b>Natural Gas Generator Safety Tips</b> <p>Never use a generator inside a home, garage, basement, crawlspace, or any partially enclosed area.</p> <p>Keep generators outdoors, away from doors, windows and vents that could allow carbon monoxide to come indoors.</p> <p>Opening doors and windows or using fans will not prevent CO buildup in the home. Although CO cannot be seen or smelled, it can rapidly lead to full incapacitation and death.</p> <p>Even if you cannot smell exhaust fumes, you may still be exposed to CO.</p> <p>If you start to feel sick, dizzy, or weak while using a generator, get to fresh air RIGHT AWAY - DO NOT DELAY.</p> <p>Install CO alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.</p> <p>Test the batteries frequently and replace them when needed.</p> <p>If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.</p> <p>Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.</p> <p></p>
---	---



## 13.16 - Post Storm Message Sample #4 Reserved



## 13.17 - Executive Commitment Letter Sample

City of Thibodaux Letterhead

Date:

Attn: (name), Director of Gas Services

(name), Manager of Gas Services

Ref: City of Thibodaux's Gas System Public Awareness Program for (year)

Safely supplying natural gas to the residents of Thibodaux and surrounding areas in [redacted] Parish is a priority for me. Keeping our gas customers informed and educated about natural gas is the key to providing a safe and reliable natural gas service. For this reason and per Federal DOT Gas Regulations 192.616, I fully support the Public Awareness Programs and agree to continue funding its efforts for this program year.

Mayors Signature





## 13.18 - Natural Gas Facts

### **What is Natural Gas?**

Natural gas is a non-toxic, colorless fuel, about one-third lighter than air. Gas burns, but only when mixed with air in the right proportion (4% to 15% gas to air) and ignited by a spark or flame. In its purified state, gas has no smell. For your protection, gas companies add a harmless, distinctive odor (mercaptan) so you can detect and report the slightest gas leak.

### **How Safe is Natural Gas?**

Natural gas has an excellent safety record, but like other forms of energy, it requires a certain amount of caution. Gas emergencies are rare, but they can happen.

- Whenever gas leaks from a pipe or pipe fitting, there is a possibility of fire or explosion.
- If leaking gas accumulates in a confined space, it can displace air and cause suffocation.
- If a gas appliance is not working properly, incomplete combustion can produce carbon monoxide and other toxic gases.
- A pilot light or gas burner can ignite combustible materials and flammable vapors, such as gasoline, paint thinner and aerosols.





## 13.19 - First Responder Talking Points

### **Emergency Responders Talking Points**

Meeting and discussing the following talking points with your local first responders are critical for their knowledge and working relationship during a gas leak emergency. Use the following questions to start discussion with your local first responders and to identify knowledge gaps for additional training scenarios and or informational meetings/materials.

Reference 'Pipeline Association for Public Awareness survey data found at the following link: [2018-emergency-responder-survey.pdf \(pipelineawareness.org\)](https://www.pipelineawareness.org/emergency-responder-survey.pdf)

1. When you hear the word 'pipeline' what kinds of facilities and type of products come to mind?
2. What is the smallest diameter pipe, in inches, that you would consider to be a pipeline?
3. If you wanted to know where hazardous liquids or natural gas pipelines were located in your area of responsibility, where do you think would be the best place to go for that information? Discuss National Pipeline Mapping System 'NPMS' operated by The US Department of Transportation.
4. If you needed to find out how to contact the companies that are operating pipelines in your area, how would you do that?
5. If your department received a report of a pipeline leak, do you know what number to call to alert the pipeline company or do you know where to get their number?
6. As you may know, the pipeline industry uses markers or signs to identify the location of buried pipelines. As best as you can recall, what information is contained on pipeline markers?
7. Should a natural gas incident occur in your community, how confident on the 0-to-10 scale (10 being totally confident) do you feel about your ability to respond to such an incident?
8. To the best of your knowledge, what things do pipeline companies do to minimize hazards or damage to their pipelines?
9. Are you aware of LA811 and what services it offers?
10. Are you aware of the 'LA UNDERGROUND UTILITIES AND FACILITIES DAMAGE PREVENTION LAW'?
11. Do you feel you need additional information from pipeline companies?
12. In the past 12 months, have you personally received any information regarding natural gas pipeline safety?



## 13.20 – Emergency Responder Guidelines

### **Emergency Responders Guidelines**

Meeting and sharing industry information with your local emergency responders is critical to public safety during gas leak emergencies. The following link will provide resources, tips, and guidance for emergency responders.

Consider purchasing and providing these manuals to each agency, firehouse, and training academy.

Provide SME as a resource during trainings sessions to answer questions about the gas distribution system and its operating plans.

[perg \(pipelineawareness.org\)](http://perg.pipelineawareness.org)

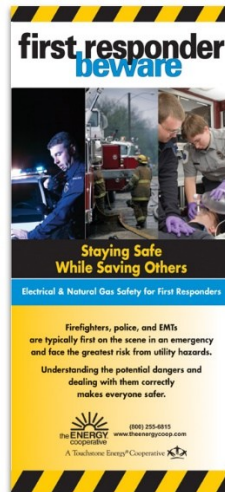


## 13.21 – First Responder Brochure

### **First Responder Beware Brochure**

Source – Culver Company

[First Responder Beware® Brochure: Elec. & Nat. Gas – Culver Company](#)





## Section 14: Survey / Activity Assessments

The following survey samples can be used in their entirety or selective parts to collect feedback from each stakeholder group to determine annual program effectiveness per Section 11 of the plan.

City of Thibodaux graphics shall be added as deemed appropriate. The Public Awareness Plan Administrator is responsible for determining when to use stakeholder surveys.

Data from these surveys should be analyzed annually to determine if there are any changes or improvements needed for future public awareness activities.

These survey samples do not replace the 4-year program effectiveness survey.



## 14.1 – Supplemental Activity Event Form

Logo

### Supplemental Activity/Event Form (Public Awareness Program)

Activity/Event: \_\_\_\_\_

Coordinator: \_\_\_\_\_ Activity Date: \_\_\_\_\_

Reason for Activity/Event (Why): \_\_\_\_\_

Stakeholder Audience (Who): \_\_\_\_\_

Activity Date (When): \_\_\_\_\_ Location (if applicable) \_\_\_\_\_

Key Message: \_\_\_\_\_

Frequency: \_\_\_\_\_

Delivery Method: \_\_\_\_\_

Materials Used to deliver method: \_\_\_\_\_

Results Measured: (yes or no) \_\_\_\_\_

Evaluation Method (Desired Behavior) Used: \_\_\_\_\_

Assessment Measure (Technique) Used: \_\_\_\_\_

Remarks:



## 14.2 – Meeting Evaluation Form

Logo

### Meeting Evaluation

Name \_\_\_\_\_

Company \_\_\_\_\_ Email: \_\_\_\_\_

Meeting location \_\_\_\_\_ Meeting type \_\_\_\_\_

Did this meeting meet your needs? \_\_\_\_\_ yes \_\_\_\_\_ no

Why or why not?

What topic would you like to receive more information about?



## 14.3 – Affected Public Survey Form

Logo

### Affected Public Survey Form

1. In the last year (or 2 years), have you seen or heard any information from Operator regarding pipeline safety?

\_\_\_\_\_yes \_\_\_\_\_no

If yes: What was the source of information?

	Written material		Newspaper ad or article
	Radio		Meeting
	TV		Telephone call
	Posted information on or near our pipelines		Other _____

About how many times did you see information on pipeline safety in the last year? \_\_\_\_\_

1. Has anyone in your household ever tried to get information about pipeline safety in the last 12 months? \_\_\_\_\_yes\_\_\_\_\_ no If yes, where did you try?

	Internet		Social media / Face Book		Visit
	Letter		Call		other:

2. Do you live close to a gas pipeline? \_\_\_\_\_yes; \_\_\_\_\_no; \_\_\_\_\_do not know

If yes, how close is the pipeline to your home? \_\_\_\_\_

3. What would you do in the event you were first to see damage to a pipeline or see someone intentionally trying to damage a pipeline?

\_\_\_\_\_Call 911 \_\_\_\_\_Call Pipeline Operator \_\_\_\_\_Leave area \_\_\_\_\_Nothing

\_\_\_\_\_Other please explain: \_\_\_\_\_





4. Have you ever called Operator, 911 or anyone else to report suspicious or worrisome activity near a pipeline? \_\_\_\_yes \_\_\_\_no If yes, what did you report?

<input type="checkbox"/>	Break	<input type="checkbox"/>	Product release
<input type="checkbox"/>	Digging	<input type="checkbox"/>	Other:

5. Have you or has anyone in your household or business ever encountered a damaged pipeline or product release from a pipeline. \_\_\_\_yes \_\_\_\_no

If yes, what did you do? \_\_\_\_\_

7. Have you ever passed information about pipeline safety to anyone else?

\_\_\_\_yes \_\_\_\_no

If yes, what information and to whom? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

8. Have anyone of your neighbors or anyone in your household ever had an injury or damages associated with a pipeline break. \_\_\_\_yes \_\_\_\_no

If yes, describe the event. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

9. Do you agree or disagree that Operator is doing a good job of informing people about pipeline safety?

\_\_\_\_Strongly agree \_\_\_\_Agree \_\_\_\_Disagree \_\_\_\_Strongly disagree

If you disagree, let us know why:



## 14.4 – Excavator Survey Form

Logo

### Excavator Survey

1. In the last 12 months, have you been contacted or received written information from City of Thibodaux regarding pipeline safety? \_\_\_\_yes \_\_\_\_no If yes, what was the source:

<input type="checkbox"/>	Telephone call	<input type="checkbox"/>	E-mail
<input type="checkbox"/>	Mail	<input type="checkbox"/>	Sign or billboard
<input type="checkbox"/>	Visit or in-person meeting	<input type="checkbox"/>	Other >

2. Have you contacted City of Thibodaux in the past year to inquire about the location of pipelines? \_\_\_\_yes \_\_\_\_no If yes, about how many times? \_\_\_\_\_

How did you make contact?

<input type="checkbox"/>	Telephone call	<input type="checkbox"/>	E-mail
<input type="checkbox"/>	Mail	<input type="checkbox"/>	Sign or billboard
<input type="checkbox"/>	Visit or in-person	<input type="checkbox"/>	Other >

3. How often would you say you check whether a pipeline exists before digging in a new spot?

\_\_\_\_Always \_\_\_\_Usually \_\_\_\_Sometimes \_\_\_\_Rarely or Never \_\_\_\_Do not know

If not always, why not?

<input type="checkbox"/>	Do not know where to get information	<input type="checkbox"/>	Takes too much time
<input type="checkbox"/>	Not necessary	<input type="checkbox"/>	Think we can tell where pipeline is on our own
<input type="checkbox"/>	Did not think about it	<input type="checkbox"/>	Other >



4. How do you make sure that all the right people in your company get the information on whom to call before digging?

	Post it / bulletin boards		Calls
	Discuss in meetings		Company newsletter
	E-mail		Other >
	Company's written procedures		

5. About how many people in your company determine where to dig? \_\_\_\_\_

What jobs do they have?

	Excavator equipment operator
	Executive
	Supervisor
	Other >

6. How many of them have information on where to call before digging?  
\_\_\_\_\_All \_\_\_\_\_Most \_\_\_\_\_Some \_\_\_\_\_Few or None

7. Has your company ever unexpectedly encountered a pipeline while digging?  
\_\_\_\_\_yes \_\_\_\_\_no

If yes, how often has this occurred?

\_\_\_\_\_

Explain whether pipeline location was unknown and why:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How many resulted in damage:

\_\_\_\_\_





## 14.5 – Public Official Survey Form

Logo

### Public Officials Survey

- 1 Do you have natural gas pipelines running through your community? \_\_\_\_yes \_\_\_\_ no
- 2 Do you know the name of your local natural gas company? \_\_\_\_ yes \_\_\_\_ no  
If yes, who? \_\_\_\_\_
- 3 Have you heard or seen a message regarding natural gas safety in the last 12  
months? \_\_\_\_yes \_\_\_\_no If yes, about how many times? \_\_\_\_\_
- 4 Before today, about when was your last contact with someone from the natural gas industry  
related to pipeline safety? \_\_\_\_\_
- 5 Do you have the number to call for the natural gas company if there is an incident  
or you need more information? \_\_\_\_yes \_\_\_\_no
- 6 Do you know who regulates the natural gas company in this community?  
\_\_\_\_yes \_\_\_\_no
- 7 Do you know what precautions an excavator should take prior to digging to avoid accidentally  
hitting a natural gas pipeline? \_\_\_\_yes \_\_\_\_no  
If yes, what are they? \_\_\_\_\_
- 8 Are you familiar with the Louisiana One-Call line? \_\_\_\_yes \_\_\_\_no
- 9 How would you rate the adequacy of information you have about natural gas  
safety? \_\_\_\_About right \_\_\_\_Too much \_\_\_\_Not enough
- 10 Does your community have an emergency response plan to deal with a natural gas  
leak? \_\_\_\_yes \_\_\_\_no



11 Are you aware of any pipeline leaks that occurred in your community in the last two years? \_\_\_\_yes \_\_\_\_no

If yes, how many? \_\_\_\_\_

Where were they? \_\_\_\_\_

12 Have any of your local citizens or businesses expressed concern in the last twelve months about any issue regarding natural gas safety? \_\_\_\_yes \_\_\_\_no

If yes, what were they? \_\_\_\_\_

13 Overall, do you feel the natural gas industry has an adequate public safety awareness program?

\_\_\_\_ Definitely yes

\_\_\_\_ Pretty much so

\_\_\_\_ Not sure

\_\_\_\_ Do not know

\_\_\_\_ Probably not

\_\_\_\_ Definitely not



## 14.6 – First Responder/Emergency Official Survey Form

Logo

### **First Responder/Emergency Officials Survey**

1. Do you have natural gas pipelines running through your community? \_\_\_\_yes \_\_\_\_ no
2. Do you know the name of your local natural gas company? \_\_\_\_ yes \_\_\_\_ no  
If yes, who? \_\_\_\_\_
3. Do you know how to contact the City of Thibodaux if there is an incident, or if you need more information?  
\_\_\_\_yes no\_\_\_\_
4. Have you seen, heard or received any information regarding natural gas safety in any media form in the last year? \_\_\_\_yes \_\_\_\_no  
If yes, do you recall what? \_\_\_\_\_
5. Have you or anyone else in your department to your knowledge met with any representatives of the City of Thibodaux to discuss pipeline safety within the last 12 months, prior to today? \_\_\_\_yes \_\_\_\_ no  
If yes, when and with whom? \_\_\_\_\_
6. Do you have a response plan for responding to a natural gas incident such as a leak? \_\_\_\_yes \_\_\_\_ no
7. Have you completed any practical training to deal with a natural gas leak?  
\_\_\_\_ yes \_\_\_\_ no
8. Do you feel reasonably well prepared to deal with a natural gas leak, should one



occur in your community? \_\_\_\_ yes \_\_\_\_ no

If yes, how have you been prepared? Check all that apply:

\_\_\_\_ Training

\_\_\_\_ Special Equipment

\_\_\_\_ Knowledge about leaks

\_\_\_\_ Other: \_\_\_\_\_

9. If you heard a report of a natural gas leak right now, what actions would you or your department take?


10. Do you know if there were any natural gas leaks within the last two years in your community? \_\_\_\_ yes \_\_\_\_ no

Did your department respond? \_\_\_\_ yes \_\_\_\_ no

If yes, do you feel the department dealt with the incident in a satisfactory manner?

\_\_\_\_ yes \_\_\_\_ no

11. List any training/exercises you think would be beneficial in helping prepare your department for natural gas leaks.




## 14.7 – Annual Audit

The Annual Audit form is found on the excel file with the Public Awareness Activity List.

City of Thibodaux <b>ANNUAL AUDIT OF PUBLIC AWARENESS PROGRAM</b>			
Program Year - 2024			
#	Question	Yes, No, N/A	Remarks
1	Has the Public Awareness Plan objectives changed from previous plan year?		
2	Does the program have management support/commitment for current year?		
3	Does the program identify Plan Administration Oversight (Manager & Administrator) as required in Section 3.4?		
4	Are the Plan Administration roles and responsibilities clearly defined in Section 3.4?		
5	Has the list of Stakeholders in Section 5 been reviewed/revise from previous year?		
6	Did the program complete Baseline requirements for Affected Public, Non-Gas Customers, as required in Section 6.1 for Message Type, Content and Frequency for program year?		
7	Did the program conduct any Supplemental Activities for Affected Public, Non-Gas Customers, as described in Section 6.1 for Message Type, Content and Frequency for program year?		
8	Did the program complete Baseline requirements for Affected Public, Gas Customers, as required in Section 6.1 for Message Type, Content and Frequency for program year?		
9	Did the program conduct any Supplemental Activities for Affected Public, Gas Customers, as described in Section 6.1 for Message Type, Content and Frequency for program year?		
10	Did the program complete Baseline requirements for Emergency Officials, as required in Section 6.2 for Message Type, Content and Frequency for program year?		
11	Did the program conduct any Supplemental Activities for Emergency Officials, as described in Section 6.2 for Message Type, Content and Frequency for program year?		
12	Did the program complete Baseline requirements for Public Officials, as required in Section 6.3 for Message Type, Content and Frequency for program year?		
13	Did the program conduct any Supplemental Activities for Public Officials, as described in Section 6.3 for Message Type, Content and Frequency for program year?		
14	Did the program complete Baseline requirements for Excavators/Contractors, as required in Section 6.4 for Message Type, Content and Frequency for program year?		
15	Did the program conduct any Supplemental Activities for Excavators/Contractors, as described in Section 6.4 for Message Type, Content and Frequency for program year?		
16	Did the Plan Administrator renew membership status or review system improvements with LA One Call as described in Section 6.5 of the plan?		
17	Did the Plan Administrator request/receive one call reports to review quantity and types of one call tickets received during previous year?		
18	Did the Plan Administrator review their One Call polygon for any changes to service area as described in Section 6.2 of the plan?		
19	Did the program complete Baseline requirements for School Districts, as required in Section 6.6 for Message Type, Content and Frequency for program year?		
20	Did the program conduct any Supplemental Activities for School Districts, as described in Section 6.6 for Message Type, Content and Frequency for program year?		
21	Did the Plan Manager or Administrator review any new material and conduct a pre-test before use as required in Section 7?		
22	Did the Plan Manager or Plan Administrator review any available information to determine if there has been a change in concentration of non-English speaking population within the service area as required in Section 12?		
23	Has the Plan Administrator recorded all activities and maintained current and accurate records as required in Section 12?		
24	Did the Plan Administrator follow and complete the Annual Checklist to ensure the plan was implemented as required in Section 8?		
25	Has the Plan Administrator and Plan Manager conducted an annual review of the plan to update any organizational changes and to ensure list of Stakeholders is still current for plan year?		
26	Is the Plan Administrator and Plan Manager aware of their responsibilities and available budget and resources to conduct the program?		
27	Has the Plan Manager/Plan Administrator received any feedback to measure programs effectiveness through various feedback and surveys as required in Section 11?		
28	Are any Program Enhancements being made to program as a result of stakeholder surveys/feedback?		
<b>Suggested Program Enhancement:</b>			
<b>Signed</b>		<b>Date</b>	
Completed By Plan Administrator:			
Approved by Plan Manager:			





## Version 2026.2

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## Appendix A: Resources

Company	Contact	Contact Email	Purpose
SJB Group	Robert Borne 225-933-6071	Robert.Borne@SJBGroup.com	Plan Consulting Services
LA One Call	Charlene (225) 275-3700 ext. 475.	<a href="https://www.louisiana811.com">https://www.louisiana811.com</a>	Damage Prevention logos, print material and contacts
Common Ground Alliance	Website	<a href="https://commongroundalliance.com">https://commongroundalliance.com</a>	Damage prevention logos and print material
CulverCo	Lisa Tingle (978) 961-0018	<a href="#">Products – Culver Company</a>	Print material
APGA Goal Program	<b>Greg Kurtz</b> 469-287-8087 6136 Frisco Square Blvd., Suite 400 Frisco, TX 75034	<a href="#">APGA'S GAS OVERALL AWARENESS LEVEL (GOAL) TOOL - American Public Gas Association</a>	<b>Survey Services through APGA</b>
American Petroleum Institute (API)	202-682-8000	<a href="#">API   Contact</a>  <a href="http://www.api.org">www.api.org</a>	API 1162 Guidelines
American Public Gas Association (APGA),		<a href="http://www.apga.org/resources">www.apga.org/resources</a>	Program guidance
APGA Goal Program	Greg Kurtz 469-287-8087	<a href="#">APGA'S GAS OVERALL AWARENESS LEVEL (GOAL) TOOL - American Public Gas Association</a>	Survey Services through APGA
Paradigm	Jim Bob Simms (316)308-3301	<a href="https://www.pdigm.com">https://www.pdigm.com</a> <a href="mailto:JimbobS@pdigm.com">JimbobS@pdigm.com</a>	Public Awareness Program Services



American Gas Association (AGA)		<a href="http://www.aga.org">www.aga.org</a>	Industry resources
Consumer Products Safety Commission		<a href="http://www.cpsc.gov">www.cpsc.gov</a>	Consumer appliance recalls
Underwriters Laboratory		<a href="http://www.ul.com">www.ul.com</a>	
LA Gas Association		<a href="#">Louisiana Gas Association</a>	Industry resources
LA Department of Conservation & Energy		<a href="#">Department of Conservation and Energy   State of Louisiana</a>	State regulatory agency