

CITY OF WESTLAKE
PUBLIC AWARENESS PROGRAM

STAKEHOLDER QUESTIONNAIRE

Area Residents, Businesses and Gas Customers:

Your natural gas supplier has been directed by Pipeline Safety Regulation 49 CFR 192.616 to inform its natural gas customers and those non-customers living along the path of our buried pipelines what to do in the event of an emergency (leak or fire) associated with our pipelines. This information is sent out annually to everyone living near our pipeline facilities. We are also required to follow-up to determine if the effectiveness of the information provided.

To accomplish this and to comply with these Federal Regulations, we are sending out a questionnaire to customers, business owners and persons living along our pipelines requesting feedback from you. We would appreciate you taking a little of your valuable time to answer the following questions. If you wish to make comments please do so in the space provided.

Thank you,

Gas Superintendent

Which of the following best describes you: _____ Customer _____ Non-Customer _____ Public Official _____ Excavator

- | | |
|---|--|
| 1 Do you have natural gas service in your home? <input type="checkbox"/> YES <input type="checkbox"/> NO | 10 If you smelled natural gas inside your home would you call the gas company or 911 from your home or from a neighbor's phone?
My Home <input type="checkbox"/> Neighbors <input type="checkbox"/> |
| 2 Do you know the name of your local gas company? <input type="checkbox"/> YES <input type="checkbox"/> NO | 11 Do you believe you have adequate information about natural gas safety such as how to recognize a gas leak and what to do should you smell a gas leak?
<input type="checkbox"/> YES <input type="checkbox"/> NO |
| 3 Have you heard or seen a message or notice regarding pipeline safety in the last 12 months? <input type="checkbox"/> YES <input type="checkbox"/> NO | 12 Do you believe you would recognize a natural gas leak by the hissing sound?
<input type="checkbox"/> YES <input type="checkbox"/> NO |
| 4 Before today, have you ever been contacted by someone from the local gas company concerning pipelines in the area? <input type="checkbox"/> YES <input type="checkbox"/> NO | 13 Do you know if your local gas company has a plan to deal with emergencies?
YES <input type="checkbox"/> NO |
| 5 Do you have the telephone number of the local gas company to call if there is an incident or emergency or if you need information? <input type="checkbox"/> YES <input type="checkbox"/> NO | 14 Have you read about natural gas safety in the newspaper or seen information about natural gas safety on TV.? <input type="checkbox"/> YES <input type="checkbox"/> NO |
| 6 Do you know what precautions you and others should take prior to digging near a buried gas pipeline? <input type="checkbox"/> YES <input type="checkbox"/> NO | 15 Overall, do you think the local gas company has provided you with adequate information regarding natural gas safety? <input type="checkbox"/> YES <input type="checkbox"/> NO |
| 7 Do you believe you would recognize a natural gas leak by smell? <input type="checkbox"/> YES <input type="checkbox"/> NO | 16 Overall do you think the local gas company has an adequate public awareness program?
<input type="checkbox"/> YES <input type="checkbox"/> NO |
| 8 Would you light a match if you smelled natural gas inside your home?
<input type="checkbox"/> YES <input type="checkbox"/> NO | |
| 9 Are you familiar with the La. One-Call Hotline number and would you contact it prior to digging? <input type="checkbox"/> YES <input type="checkbox"/> NO | |

COMMENTS:
