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1.0 PURPOSE

The purpose of the Colorado Springs Utilities (Springs Utilities) Natural Gas Emergency Response Plan is to identify and outline procedures for employees to follow in the event of an emergency involving a natural gas facility, suspected gas leaks, suspected carbon monoxide presence, and employee injuries.

The primary use of this manual will be for training personnel prior to emergencies. During an actual emergency, responding personnel will be required to exercise their individual judgement to take appropriate action considering their training and experience. Such actions may not include the specific items described in the text of this manual or may include additional measures in order to protect lives first and property second.

This plan is required pursuant to pipeline safety regulations provided in Title 49 Code of Federal Regulations, Part 192, Subpart L, Operations, (49 CFR §192.615). These regulations specify that an operator of a natural gas system establish procedures to minimize the hazard resulting from a gas pipeline emergency to ensure safety for the public and for employees responding to and resolving any emergency involving natural gas or natural gas facilities.

2.0 SCOPE

Springs Utilities personnel expected to participate in gas-related emergencies, and all Safety and Health Coordinators expected to review and participate in gas emergencies are subject to the requirements of this plan.

Springs Utilities personnel from Dispatch, Construction Maintenance, Field Service, Gas Control, and Operations are routinely involved with gas-related emergencies and are trained annually on these emergency response procedures.

The Natural Gas Emergency Response Plan shall be used in conjunction with the City Disaster Emergency Operations Plan when an incident requires the integration of other City/County Departments or Agencies.

3.0 TERMS AND ABBREVIATIONS

CGI – Combustible Gas Indicator: An instrument that measures the amount of combustible gas in air.

CO – Carbon Monoxide

CO Detector – An instrument used for detecting the presence of CO and displaying measured concentrations in units of parts per million (ppm).

Customer Fuel Piping – All piping, facilities, end use appliances and associated equipment downstream from the gas meter. Customer fuel piping is installed, maintained, and operated at the expense of the owner of the premises in accordance with the provisions of the Pikes Peak Regional Building Code.

Dispatcher – The employee(s) on duty who receives and records incoming notification of conditions which require response, and who dispatches personnel to meet those requirements.

DOT – Department of Transportation

Emergency – A hazardous natural gas leak, system outage, over-pressure condition, fire, explosion, carbon monoxide exposure, serious employee injury, or other conditions involving natural gas facilities which require immediate response.

Emergency Coordinator – The person in command of Springs Utilities personnel and equipment during an emergency.

LEL – Lower Explosive Limit (equal to 5% gas in air; the explosive range is 5%-15% gas in air).

PIO - Public Information Officer

PUC – Public Utilities Commission

Qualifying Personnel – Springs Utilities personnel routinely involved in responding to natural gas emergencies. Includes Construction Maintenance (Gas specific), Dispatch, Field Service, Gas Control, and Operations (Gas specific) personnel.

Red Tag – A Red Tag is a form filled out by a USS if he/she has determined an unsafe condition exists on customer fuel piping. The appliance that is found unsafe will have the gas shut off to it, yellow warning tape wrapped around the appliance valve and a Red Tag

attached to the gas piping or appliance. The equipment that has been Red Tagged can not be put back into service until the unsafe condition has been repaired in accordance with the Colorado Springs Natural Gas Rules and Regulations by a person authorized by the Regional Building Department using any permits required. Persons authorized to repair unsafe conditions are limited to, the owner occupying the residence, Regional Building - Licensed Mechanic IV Repair and Diagnostic Professionals (MECH IV) and a mechanical contractor (appliance replacement only).

Reportable Incident – A natural gas incident involving a human fatality or an injury requiring inpatient hospitalization¹, or damage exceeding \$50,000¹, closure of a public street², or evacuation of 50 or more people from a public building².

¹Requires telephonic notices to Department of Transportation (DOT) and Public Utilities Commission (PUC) within two hours.

²Requires telephonic notice to PUC only within two hours.

UEL – Upper Explosive Limit (equal to 15% gas in air; the explosive range is 5%-15% gas in air).

USS Personnel – A Utility Service Specialist or a Utility Service Specialist Senior.

Yellow Tag – A Yellow Tag is a warning notice that is filled out by a USS if he/she identifies code violations or when a condition is found that is not an immediate hazard to life, health or property, but needs to be scheduled for repair. Yellow tags are often used to identify components that were once approved for use but have since been disapproved. A USS fills out a hard copy of the Yellow Tag and attaches it to the component of concern. The property owner is encouraged to comply with the recommendations relating to the Yellow Tag but is not required to do so.

4.0 RESPONSIBILITIES

It is the responsibility of all qualifying personnel to follow the provisions of this plan when responding to natural gas emergencies.

All employees must constantly watch and be aware of conditions, which may constitute an emergency. Any employee observing an emergency condition shall take immediate action, within their established capabilities, to make safe any actual or potential hazard, protecting human life first and property second.

4.1. General

All Colorado Springs Utilities employees are responsible for:

- Obtaining cursory information related to the emergency, e.g.: Name, address and phone number of the caller.

- Advising the caller the correct Gas Emergency telephone number is 448-4800.
- Transferring all gas emergency calls to Dispatch (668-8800, this is an internal telephone number). When transferring the call to Dispatch, stay on the line until the customer is connected to the appropriate personnel.

All Colorado Springs Utilities personnel responding to an emergency are responsible for:

- Reporting to Dispatch when they are in service and responding to the emergency.

All Customer Operations and Customer Care personnel responding to an emergency situation are responsible for:

- Completing appropriate emergency response forms and logs, as necessary.

4.2. Dispatch

The Dispatcher is responsible for:

- Receiving and recording either electronic or hardcopy notifications of conditions and events which may require emergency response. Refer to attachments F01-09935 and F02-09935.
- Classifying notifications as to their nature and seriousness and determining the severity of the emergency.
- Notifying appropriate personnel to respond. Depending on the situation, additional personnel will be dispatched to assist with emergency response. Refer to attachment F01-09935.
- Notifying appropriate personnel to respond when evacuations have been conducted.
- Establishing alternate communications to coordinate emergency notification and response in the event of telephone or radio failure.
- Forwarding all non-gas emergency notifications to appropriate agencies as necessary.

4.3. Gas Control

The Gas Controller is responsible for:

- Obtaining cursory information related to the emergency and forwarding the call to Dispatch. Refer to attachments F01-09935 and F02-09935. When forwarding the call to Dispatch, stay on the line until the customer is connected to the appropriate personnel.

- Establishing alternate communications to coordinate emergency notification and response in the event of telephone or radio failure.
- Maintaining open communications with all emergency response personnel.
- Maintaining a complete log of actions taken by Operations personnel during emergencies and recording their location and any actions taken when changing regulator pressures, opening or closing of valves, operating pressure control fittings, and monitoring pressures.
- Securing work areas and responding to emergencies involving system control equipment.
- Notifying any affected “interruptible supply” customer of imminent gas supply interruption. A complete listing of interruptible supply customers including customer contact information is located in the Volume Control Guide in the Control Room.
- Forwarding all non-gas emergency notifications to appropriate agencies as necessary.

4.4. Emergency Coordinator

The Emergency Coordinator is the Construction Maintenance Department General Manager, Manager, or Construction Supervisor (Gas specific) or Field Service Department Manager, Superintendent or Supervisor. The Coordinator will have particular expertise related to natural gas emergencies and is responsible for assuming command of Springs Utilities employees responding to or facilitating resolution of a severe natural gas emergency.

The Emergency Coordinator is typically the highest ranking knowledgeable person representing the Department most affected by the emergency. For example, if an emergency involves a damaged gas main, a Manager, or Construction Supervisor (Gas specific) from the Construction Maintenance Department would be the Emergency Coordinator.

The Emergency Coordinator is responsible for:

- Assuming command of Customer Operations and Customer Care Division personnel and equipment in order to direct field response to natural gas emergencies.
- Coordinating the Customer Operations and Customer Care Division responses with other agencies (Fire and Police) as necessary, providing information to news media personnel, and coordinating post-emergency investigations.

- Informing the Construction Maintenance Department General Manager, or in that person's absence, the North or South Work Center Manager, whenever a reportable incident/accident occurs, such that the PUC and DOT may be notified.
- Ensuring administration of a post-accident drug/alcohol test in accordance with 49 CFR Part 199.
- Ensuring affected customers are kept informed regarding actions taken to address the emergency. In addition, affected customers should be provided information on how to contact the Emergency Coordinator to answer questions that may arise after the emergency is resolved.
- Notifying the Chief Executive Officer during the course of a severe emergency.
- Coordinating with the Springs Utilities Corporate Communications Department representative in order to release information to the media.
- Assisting with formal press releases and scheduled news conferences.
- Reviewing post-accident investigation reports.

4.5. Construction Maintenance Department General Manager

The Construction Maintenance Department General Manager is responsible for:

- Monitoring the overall response of the Construction Maintenance Department personnel.
- Establishing and maintaining ongoing liaison with the Fire, Police, and other agencies to plan for response to natural gas emergencies.
- Assuring effective mutual assistance and training to minimize hazards to human life and property. The training program includes personnel from the Customer Operations and Customer Care Divisions.

4.6. North/South Work Center Manager

The North/South Work Center Manager is responsible for:

- Customer Operations Division, Construction Maintenance personnel and equipment as well as the gas mains, gas service lines, gas facilities at water crossings, and gas facilities on bridges.
- Serving as the Emergency Coordinator when the emergency is generally construction related.

- Notifying the PUC and DOT about reportable gas emergencies as required (Refer to the PUC/DOT Gas Incident Reporting Manual and the Springs Utilities Natural Gas Operations & Maintenance Manual Investigation of Failures Standard).

NOTE: In the absence of the North and/or South Work Center Manager, a Construction Supervisor (Gas specific) responding first to the scene can initiate telephonic notice to the DOT and PUC regarding the incident/accident.

4.7. Planning and Engineering Department General Manager

The Planning and Engineering Department General Manager is responsible for ensuring:

- Engineering Records personnel are available to provide engineering records information and assist with communications.
- Design Services and Distribution Planning personnel are prepared to provide support to Gas Control in order to analyze and oversee any emergency shutdown or pressure reduction deemed necessary to minimize hazards to life and property.
- Assistance for Customer Care personnel during shutoff and lightup activities for affected customers.

4.8. Operations Department General Manager

The Operations Department General Manager is responsible for:

- The Propane/Air (P/A) Plant, leak survey efforts, odorization facilities, district regulator stations, telemetry/pressure recording, city gate stations, gas system emergency valves, CNG fill stations, and post emergency odorant tests.
- Informing the Construction Maintenance Department General Manager, or in that person's absence, the North or South Work Center Manager, whenever a reportable incident/accident occurs such that the PUC and DOT may be notified.

4.9. Field Service Department Manager

The Field Service Department Manager is responsible for:

- USS Personnel evaluating inside and outside gas leaks and inside overpressure/outage conditions, restoring service, metering facilities, and assisting in post evacuation leak search efforts.
- Ensuring that the Customer Operations Management is notified at the earliest opportunity regarding any reported actual or potential gas emergency as well as directing

appropriate actions by the Customer Care personnel in a cooperative effort with the Customer Operations personnel when responding to gas emergencies.

- Informing the Construction Maintenance Department General Manager, or in that person's absence, the North or South Work Center Manager, whenever a reportable incident/accident occurs such that the PUC and DOT may be notified.

4.10. System Control Supervisor

The System Control Supervisor is responsible for:

- Providing assistance as needed and serving as a Gas Controller in the event the Controller on duty is unable to perform specified duties and no other Controllers are available during an emergency involving system operations or control.

4.11. Materials Manager

The Materials Manager is responsible for:

- Ensuring sufficient material inventory to respond to gas emergencies and providing 24-hour access to the Springs Utilities Warehouses.

4.12. Safety and Health Coordinator

The Safety and Health Coordinator is responsible for:

- Attending an emergency scene at the request of any Customer Operations or Customer Care personnel during any gas emergency.
- Assessing the events if an employee is injured or comes into contact with oil, odorant, or propane through inhalation, ingestion or absorption.
- Observing the use of safety equipment.
- Ensuring safe work practices.
- Photographing the scene.
- Acting as liaison with Fire, Police and other emergency agencies.
- Reporting to the Emergency Coordinator at the emergency scene.
- If medical attention is needed *only trained* personnel should attend to injured parties.

NOTE: This assistance shall continue at the emergency scene until the emergency nature of the situation has been mitigated and/or until the risk to the Customer Operations and/or Customer Care employee(s) has been eliminated. At this point, the Emergency Coordinator may release the Safety and Health Coordinator.

4.13. Corporate Communications Representative

Corporate Communications Representative is responsible for:

- Responding to all reportable incidents and any other emergencies that may or will attract media attention. (Notified by Utilities Dispatch)
- Reporting to the Springs Utilities Emergency Coordinator upon arrival at the incident.
- Coordination with the Incident Commander and other responding PIOs to establish media processes.
- Following the guidelines in QBD Document 00057, Crisis Communications Plans.

5.0 EQUIPMENT AND TOOLS

All electronic devices used in a hazardous atmosphere by Customer Operations and Customer Care personnel must be rated “intrinsically safe”, meaning that the device will not cause a spark or otherwise serve as a source of ignition in hazardous atmospheres.

A variety of specialized gas and carbon monoxide detection tools are necessary to accurately assess the nature of gas or carbon monoxide emergencies. Only employees who are certified in gas and carbon monoxide detection instruments shall employ their use to characterize the nature and extent of potential hazards.

5.1. Emergency Response Center Trailer

The Colorado Springs Utilities Emergency Response Center Trailer is a mobile command center designed to be used on scene in the event of a severe emergency or when field response may last more than approximately six hours. The trailer is equipped with an electric generator, interior and exterior lighting, heating and air conditioning, sink and sewer water system, and basic kitchen appliances. Two separate work areas are each equipped with 12 and 120-volt electric outlets, phone jacks, and an 800MHz Springs Utilities radio. The trailer is also stocked with basic office supplies.

If use of the Emergency Response Center Trailer is necessary, contact the following in the order listed:

Name	Work Telephone	Cellular Telephone
Doug Clark	668-7640	641-3062

Chris Lindquist	668-5539	641-1032
Wayne Griffin	668-4979	331-4723

6.0 PROCESS

All Utilities personnel affected by this emergency plan are expected to be able to assist in responding to a gas-related emergency. General guidelines are discussed below for evacuations, communications with Fire and Police Departments, investigation procedures, and interactions with news media.

Step-by-step response guidance is provided in Attachments I01-09935 through I20-09935 for other emergency activities involving the possible presence of natural gas and carbon monoxide, employee injuries, emergency access, restoration of service, and natural disasters. In all cases, employees will take appropriate action to preserve life first, then property.

6.1. Decision to Evacuate

The decision to evacuate personnel shall be based on an immediate danger to the public and shall be at the discretion of the first Customer Operations or Customer Care Division employee(s) arriving at the scene of any emergency. A decision to evacuate personnel shall be reported to Dispatch or Gas Control as soon as practical.

Evacuation of a building shall take place if the gas concentration in the building is equal to or in excess of 15,000 ppm (³ 1.5% gas in air).

When Customer Operations or Customer Care Division personnel arrive at an emergency scene after the Fire or Police Department has already responded, the employee(s) arriving first will assist those coordinating the emergency in determining when an evacuation is necessary.

The Customer Operations or Customer Care Division personnel may perform evacuations as deemed necessary. Evacuees should be relocated to the nearest safe area. Temporary shelters may be used as an alternative when permanent locations are not readily available.

Whenever necessary, the Customer Operations or Customer Care Division employee(s) shall request coordination of evacuations of multiple buildings with the Police or Sheriff Department. This request shall be made through the Dispatcher or Gas Controller. The Health and Safety Specialist shall also be notified and dispatched to the scene. Police or Sheriff Department representatives shall be responsible for securing shelter for the evacuees when the emergency is within the Colorado Springs city limits.

The Sheriff's Department or other local law enforcement agencies shall be responsible for large evacuations and securing shelter for evacuees when the emergency occurs outside the Colorado Springs city limits.

The Customer Operations or Customer Care Division personnel shall take necessary actions to ensure the security of any evacuated premises prior to departure from the scene, including appropriate service shut-off procedures.

The Fire Department may be used to assist the Customer Operations or Customer Care personnel during shut-off procedures; however, individuals performing this task shall concisely document all shut-off procedures. Additionally, no evacuees shall be returned to their dwellings until qualified Construction Maintenance, Operations, or Field Service personnel have conducted a thorough leak search of each evacuated premise and associated structures. The Construction Maintenance, Operations, or Field Service personnel may elect to obtain assistance from law enforcement agencies for controlling crowds and/or onlookers while conducting the required leak search.

All evacuations that involve a public building shall be immediately reported to the Construction Maintenance Department General Manager and/or Field Service Department Manager, or in these person's absence, the North or South Work Center Manager.

6.2. Springs Utilities / Fire Department Liaison

When the Customer Operations or Customer Care employee(s) arrives at the scene of a Gas Emergency, and the Fire Department is already at the location, that employee shall report to the Fire Department Incident Commander and establish communications in order to assist in mitigation of the emergency.

This activity may include, but not be limited to, the following:

- Fire/Explosion Response,
- Hit Facility Response,
- Gas Leak Investigation,
- Evacuation,
- CO Investigation,
- Emergency Excavation,
- Hazardous Materials Response,
- Confined Space Emergencies,
- Flooding, and
- Emergency Premises Access.

The Fire Department shall assist the Customer Operations and Customer Care personnel in accessing the premises in order to perform gas operations that have been deemed necessary by the Customer Operations Division.

Whenever the Emergency Coordinator arrives at a gas emergency, and the Fire Department is at the location, that individual should also establish communications with the Fire Department Incident Commander in order to assist jointly in mitigation of the emergency.

When a Customer Operations or Customer Care employee(s) arrives at the scene of a Gas Emergency and the Fire Department has not arrived or has not been dispatched, the employee(s) shall take the necessary action to mitigate the emergency nature of the situation. The employee(s) actions shall protect human life first and then property.

Should Customer Operations or Customer Care employee(s) require Fire Department assistance, the employee(s) shall contact Dispatch or Gas Control. The Dispatcher or Controller shall contact the Fire Department. If the Dispatcher and Controller cannot be contacted, the employee(s) shall contact the Fire Department through 911 service.

The Fire Department shall assist the Customer Operations or Customer Care Division in accessing the premises as soon as possible to perform gas operations that have been deemed necessary.

Generally, whenever there is leaking gas, even when the gas has ignited but is not threatening structures, the Customer Operations or Customer Care Division will assume the lead role and the Fire Department will provide assistance. In such instances, the use of proper Personal Protective Equipment (PPE) and execution of safe work practices shall be the responsibility of Customer Operations and the Customer Care personnel.

When there is a structure fire or it has been determined that leaking gas is posing an immediate threat to life and property, the Fire Department will take the lead and the Customer Operations or Customer Care Division will provide assistance to the extent possible.

When responding to a suspected or actual carbon monoxide emergency reported either by a customer or the Fire Department, the involved Customer Operations or Customer Care employee(s) shall question the customer. The questioning shall determine whether the customer has experienced any illness or medical emergency that may be related to CO exposure. All medical emergencies shall be immediately reported to the Fire Department. Additionally, the Customer Operations or Customer Care Divisions shall provide investigation assistance to the Fire Department where CO may be involved.

6.3. Springs Utilities / Police or Sheriff Department Liaison

During emergencies, whether inside or outside the city limits of Colorado Springs, the Customer Operations or Customer Care personnel shall coordinate with Police or Sheriff Department personnel according to the following operational guide:

- Should a Customer Operations or Customer Care employee(s) require Police or Sheriff Department assistance, that employee(s) shall request that the Police or Sheriff Department be dispatched through communication with the Dispatcher or Gas Controller on duty.
- Police or Sheriff Department personnel may be called upon in order to provide temporary shelter for evacuated persons or crowd control such that Customer Operations and Customer Care personnel may efficiently perform necessary job functions.

6.4. Post Incident Investigation

After each emergency that requires a written report, the Emergency Coordinator shall initiate a detailed written account of the events and actions occurring during the emergency. The written report shall include the following as needed:

- Date and time of the emergency.
- Location and description of Springs Utilities facilities involved.
- Address of any structures involved.
- Weather conditions (e.g., wind, rain, and temperature).
- People involved, and extent of any injuries.
- Utilities employees.
- Private citizens.
- An outline of the emergency based on available information and relevant circumstances, and estimated property damage and losses, including the cost of lost gas.
- Gas odorant level, and/or recent odorant survey record.
- Soil gas analysis results.
- Pressure/flow records.

The Emergency Coordinator shall:

- Contact the Emergency Response Agencies involved verifying all information and circumstances detailed in the report are accurate and consistent.

- Coordinate post-emergency drug testing in accordance with the Springs Utilities Drug/Alcohol Testing Policies, as applicable.

- Complete and file the required PUC/DOT Reports, as necessary (refer to the PUC/DOT Reporting Manual and the Natural Gas Operations & Maintenance Investigation of Failures Standard).

The Customer Operations Management shall conduct a post-emergency review with other appropriate emergency response agencies to discuss the incident in detail.

The primary focus of the post-emergency review is to evaluate Springs Utilities and other agency response and coordination procedures and fully analyze the emergency.

6.5. News Media

When news media coverage appears probable, the involved personnel should notify the Springs Utilities Corporate Communications Department and follow the guidelines in Springs Utilities’s Crisis Communication Plan (QBD 00057), as well as the Media Interview Process (QBD 09973). The Corporate Communications Department representative shall be the official spokesperson and will assist in the orderly dissemination of information to media personnel.

The Emergency Coordinator is responsible for providing information regarding natural gas emergencies to the Springs Utilities Corporate Communications Department representative, the Police or Fire Incident Commander, and other agencies, as appropriate. All information to be released shall be approved by the Emergency Coordinator.

The Emergency Coordinator may provide on-site information directly to media personnel when a Springs Utilities Corporate Communications Department spokesperson is not available at the scene.

Employees who are approached by the media before the Emergency Coordinator and/or Corporate Communications Department representative arrives at the scene shall indicate Springs Utilities has Media Relations Policies and Procedures (QBD 09970), as well as a Media Relations Process (QBD 10120) and refer the media to the Corporate Communications Department.

NOTE: All contact with the news media shall be reported to the Corporate Communications Department.

7.0 RECORDS MANAGEMENT

Record Number*	Record Title	Record Owner	Retention Location	Type of Record	Retention Time
N/A	Dispatch	Dispatch	Field Service	Paper	7 years

Record Number*	Record Title	Record Owner	Retention Location	Type of Record	Retention Time
	Emergency Form		Department, Dispatch		
N/A	Dispatch Emergency Radio/Telephone Log	Dispatch	Field Service Department, Dispatch	Paper	7 years

**Hardcopy records are required only if electronic event logs are not available.*

8.0 CONTINGENCY PLAN

In the event of an emergency situation that is beyond the control of employees on site, contact local emergency response authorities immediately and initiate emergency shutdown or evacuation procedures. Contact Gas Control if a situation develops that requires facility expertise that is not available through employees or authorities on site.

9.0 REFERENCE DOCUMENTS

Source/Standard	Document #	Title/Description	QBD Status
QBD	00057	Crisis Communications Plans	A
QBD	00830	Gas, Inside Leaks	A
QBD	00831	Gas, Outside Leaks	A
QBD	00832	Gas, Carbon Monoxide Investigation	A
QBD	09970	Media Relations Polices & Procedures	A
QBD	09973	Media Interview Process	A
QBD	10039	Gas Trouble Calls	A
QBD	10120	Media Relations Process	A

Title 49, Part 192, §192.615 – Emergency Plans

Title 49, Part 199 – Drug and Alcohol Testing

Colorado Springs Utilities Drug/Alcohol Testing Policy

Colorado Springs Utilities PUC/DOT Reporting Manual

Colorado Springs Utilities Natural Gas Operations & Maintenance Manual

City of Colorado Springs Disaster Emergency Operations

Pikes Peak Regional Building Code

Uniform Mechanical Code

10.0 ATTACHMENTS

Attachment Number	Title
F01-09935	Utilities Dispatcher Emergency Form
F02-09935	Utilities Dispatcher Emergency Radio/Telephone Log
I01-09935	Emergency Response Telephone List
I02-09935	Incident Reporting
I03-09935	Gas Leak – Dispatch Procedure
I04-09935	Inside Gas Leak – Field Procedure
I05-09935	Outside Gas Leak – Field Procedure
I06-09935	Hit Line – Dispatch Procedure
I07-09935	Hit Line – Field Procedure
I08-09935	Fire/Explosion – Dispatch Procedure
I09-09935	Fire/Explosion – Field Procedure
I10-09935	Carbon Monoxide – Dispatch Procedure
I11-09935	Carbon Monoxide – Field Procedure
I12-09935	Overpressure/Outage – Dispatch Procedure
I13-09935	Employee Injury – Dispatch Procedure
I14-09935	Employee Injury – Field Procedure
I15-09935	Emergency Access to Premises – Dispatch/Field Procedure
I16-09935	Emergency Access to Warehouse Procedure
I17-09935	Propane/Air Plant Procedure
I18-09935	Restoration of Service Procedure
I19-09935	Natural Disaster Procedure
I20-09935	Vehicle Accident Procedure