

From: [Ventura, Maria M](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: IMPORTANT: Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department
Date: Wednesday, June 1, 2022 12:03:34 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[First Responders Program Materials \(2022\).pdf](#)
[Relayed IMPORTANT Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department .msg](#)
[Read -EXT- IMPORTANT Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department .msg](#)

Hi- Please enter into the system so we receive credit. Here is the completed response for Ventura City Fire (email send, related receipt and read receipt). Thanks Maria

From: Ventura, Maria M
Sent: Wednesday, June 1, 2022 10:41 AM
To: Kris McDonald <kmcdonald@cityofventura.ca.gov>; Brock, Matthew <mbrock@cityofventura.ca.gov>
Cc: [REDACTED] <[\[REDACTED\]@socialgas.com](mailto:[REDACTED]@socialgas.com)>; [REDACTED] <[\[REDACTED\]@socialgas.com](mailto:[REDACTED]@socialgas.com)>; [REDACTED] <[\[REDACTED\]@socialgas.com](mailto:[REDACTED]@socialgas.com)>
Subject: IMPORTANT: Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department

Hello Assistant Chief Kris McDonald and Fire Battalion Chief Matt Brock with Ventura City Fire Department,

As we continue to work through the challenges of COVID-19 and move towards an endemic, our goal is to work towards a return to in-person communication and relationship building with our First Responders.

In order to continue to provide your team with natural gas safety education, we developed the attached materials. The materials cover how to safely respond to natural gas incidents and work collaboratively with SoCalGas during emergencies. Included in the First Responders Program Materials is [SoCalGas Emergency Response Video](#) that has a link to a video that was developed by SoCalGas and the Los Angeles Fire Department that highlights our incident response to a damaged buried natural gas line. Please share the materials and the video with your team as they provide relevant natural gas safety information to be used during emergencies.

In addition to the attached materials, I'm extending an offer for SoCalGas to provide in-person natural gas safety education. If you would like to discuss scheduling an in-person meeting, please contact me and we can start the planning process.

Below are the SoCalGas department contacts that cover your area:

1. Customer Service [REDACTED], Area Manager, [\[REDACTED\]@socialgas.com](mailto:[REDACTED]@socialgas.com)
2. Gas Operations: [REDACTED], Area Manager, [\[REDACTED\]@socialgas.com](mailto:[REDACTED]@socialgas.com)
3. Transmission: [REDACTED], Area Manager, [\[REDACTED\]@socialgas.com](mailto:[REDACTED]@socialgas.com)

Thank you for your time,

Maria

Maria Ventura
Senior Public Affairs Manager
Regional Public Affairs

T [REDACTED]
M [REDACTED]

[\[REDACTED\]@socialgas.com](mailto:[REDACTED]@socialgas.com)

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- **PIPELINE SAFETY BROCHURE**
- **LEAK SIMULATION AND RESPONSE VIDEO**
- **PIPELINE MAPPING**
- **EMERGENCY RESPONSE QUICK SHEET**
- **INCIDENT RESPONSE CHECKLIST**

PIPELINE SAFETY

Important Information for First Responders





MAINTAINING SAFE RELIABLE NATURAL GAS SERVICE

SoCalGas® remains focused on performing essential infrastructure work to maintain the reliability of our natural gas system to safely deliver natural gas to approximately 22 million customers across central and southern California.

SoCalGas field personnel will continue to respond to emergency incidents and essential customer appointments,

including third party damages, suspected natural gas leaks, carbon monoxide checks, and natural gas meter turn-ons. Disconnections have been suspended until further notice, which means no residential or small business customer will have their natural gas turned off due to non-payment.

Customer service representatives continue to be available 24-hours a day, 7 days a week to answer customer questions, help customers select a payment option, or determine whether customers are calling about a service issue that needs our immediate attention.

WORKING WITH FIRST RESPONDERS

We ask that you call SoCalGas on the dedicated First Responder number at [REDACTED] when responding to emergencies that involve SoCalGas facilities or when responding to an emergency where natural gas is suspected to be involved.



Mobile Command Trailers

Three traveling communication emergency response trailers provide the flexibility to our first responders to stay connected throughout the duration of an emergency in our service territory.



Equipped with technology to provide high-speed internet access, enabling mobile communications, and enhancing situational awareness

- 39-foot self-contained towable office trailer (5 workstations and an office)
- Independent power capabilities (12,500-watt generator)
- Satellite internet, Mobile hotspot ready, and voice radio
- A/V system includes monitor, video in/out, Dish Network TV, and PA system
- On-demand printer and plotter
- Restroom and kitchenette with microwave and coffee-maker



EMERGENCY PREPAREDNESS

In an emergency, SoCalGas® focuses on the safety of our customers and employees by getting the natural gas under control. Police and Fire First Responders can assist us in our efforts by protecting the public and isolating or removing ignition sources, if it is safe to do so.

Advance knowledge of where pipelines are located in your community, the products transported in them, and how to contact and work together with the pipeline operator in the event of an incident are key factors to an effective and safe response.

When responding to a natural gas pipeline emergency, make sure your dispatch calls SoCalGas' emergency number at





BURIED PIPELINE EMERGENCIES

Many types of emergency situations can affect buried pipelines. These include train derailments, floods, earthquakes, forest fires, structure collapses, and other similar events where earth has been disturbed or will be moved as part of the response efforts. In these situations, pipeline companies should be notified as soon as possible so they can monitor and verify the integrity of nearby pipelines. First responders may be able to notify pipeline operators of the emergency by calling **811** and informing the One-Call Center of the situation. If the call center procedures allow these types of notifications, all operators with buried pipelines in the area will be notified and will respond. Coordination with pipeline operators during these types of emergency situations will help protect the safety of the response team and also the surrounding community.

– Pipeline Association for Public Awareness
Emergency Response Guidelines

INCIDENT RESPONSE CHECKLIST

1. ASSESS THE SITUATION

- **DO NOT** use any device that could cause a spark
- **DO NOT** attempt to control the leak or repair a damaged pipe or meter because natural gas leaking from a plastic pipe can create static electricity that can ignite

2. PROTECT THE PUBLIC Isolate and secure the area

3. CONTACT THE PIPELINE OPERATOR For SoCalGas call [REDACTED]

4. WORK TOGETHER WITH PIPELINE OPERATOR

KEY STEPS FOR EMERGENCY RESPONDERS

911 OPERATOR

- Obtain as much information from the calling party
 - What type of incident is taking place (inside natural gas odor, outside natural gas odor, natural gas line damaged by a contractor)
- Provide the incident information to the first responder agencies
- Contact SoCalGas as soon as possible and provide all applicable incident information
- Ask to speak to or request a call back from the responding SoCalGas supervisor if needed

FIRE AGENCY

- Approach the incident cautiously and stay upwind
- Only attempt to control ignition sources if it's safe to do so
- **DO NOT** operate main line natural gas valves
- **DO NOT** attempt to control blowing gas
- Lightly foam the damaged natural gas leak area to prevent static electricity

LAW ENFORCEMENT

- Create a safety perimeter
- Work with SoCalGas personnel on evacuating surrounding buildings
- Evacuate the public 150–300 feet or more if necessary
- Assist with road closures and traffic detours

EMERGENCY MEDICAL SERVICES

- Verify the safety of the building prior to entering
- Provide medical assistance as needed

EMERGENCY MANAGEMENT

- Activate the Emergency Operations Center (EOC) if needed
- Coordinate with local, state and federal agencies
- Contact SoCalGas if needed
- Request SoCalGas fill the liaison position in county EOC if needed

PIPELINE OPERATORS

- Respond to the incident as soon as notification has been made
- Report to the fire and law enforcement command post and become part of unified command
- Monitor the area for indications of natural gas
- Isolate the pipeline if requested
- Mitigate all pipeline damage



NATURAL GAS POTENTIAL HAZARDS

- Highly flammable and may form an explosive mixture with air
- Easily ignited by heat, sparks, or flames
- Lighter than air and can migrate into enclosed spaces
- At high concentrations, can cause dizziness or asphyxiation
- Fire can cause irritating and/or toxic gases

RECOGNIZE A NATURAL GAS LEAK

Be alert to any of the signs you may see, hear or smell when there is a leak.



LOOK

If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, a dry patch of grass, fire or an explosion near a pipeline



LISTEN

If you hear unusual sounds like hissing or whistling



SMELL

If you smell the distinctive odor* of natural gas

* Some persons may not be able to smell the odor because they have a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it) or because the odor is being masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors. In addition, certain pipeline and soil conditions can cause odor fade—the loss of odorant so that it is not detectable by smell.

LOCATE MAJOR PIPELINES NEAR YOU





Most pipelines are buried underground. Pipeline markers identify the approximate locations of major pipelines and include our emergency number. Markers do not indicate the depth or number of pipelines in the area.

You can view the approximate locations of major natural gas pipelines at socalgas.com/Map or on the National Pipeline Mapping System (NPMS) website at npms.phmsa.dot.gov.

These maps only indicate the general location of pipelines and should never be used as a substitute for contacting 811 at least two working days before digging.

PIPELINE MARKINGS & WHAT THEY MEAN



	Red: Electric
	Yellow: Natural Gas, oil, steam
	Orange: Communications
	Blue: Water
	Purple: Reclaimed water
	Green: Sewer
	Pink: Temporary markings
	White: Proposed excavation

High-visibility markers, like this one, identify the general location of major pipeline routes. Contact 811 if you need accurate pipeline locations marked.



PROVIDE CLEAR ACCESS TO PIPELINES

To keep our communities safe, we must be able to access our pipeline right-of-way to perform important safety inspections and respond to pipeline emergencies. Our pipeline right-of-way must be clear of obstructions such as shrubs, trees, fences and other structures.

PIPELINE PURPOSE & RELIABILITY

SoCalGas® pipelines deliver natural gas to approximately 22 million residential and business customers. We routinely patrol, test, repair and replace our natural gas pipelines. Our employees also undergo ongoing technical training and testing. We monitor natural gas for quality and add a distinctive odor to aid in the detection of leaks. We also maintain an ongoing relationship with emergency response officials in order to prepare for and respond to any pipeline emergency.

For more information on our integrity management plan outline, visit socialgas.com/pipelinesafety.



SOCALGAS EMERGENCY CONTACT



SoCalGas Emergency Response Video

2022

Vimeo Video – SoCalGas Field Operations Incident Response with First Responders

In 2020, SoCalGas worked in collaboration with the Los Angeles City Fire Department to develop a video that highlights how the agencies respond to an emergency natural gas incident.

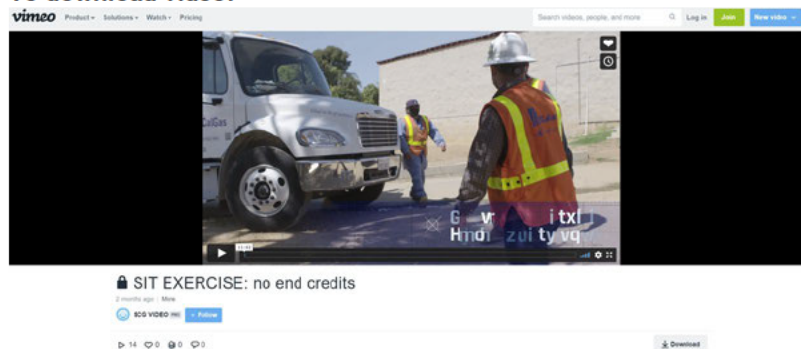
The 12-minute video illustrates how a contractor can damage an underground natural gas pipeline. In doing so, the employee is hand digging with a shovel and fails to contact 811 Dig Alert. Also exhibited, is the actions of First Responders, their ability to make the scene safe, and how SoCalGas contains the release of natural gas as well as the needed repairs to the damaged pipeline.

The video link located below will take you to the Vimeo video where you can play the video, or you can download it by selecting the download option located at the bottom right side of the video page.

Link to Vimeo video:

[SoCalGas: Situational Exercise Video -Notes Included on Vimeo](#)

To download video:



If you choose to download the video, you can pick the quality level and size of the video you wish to download.

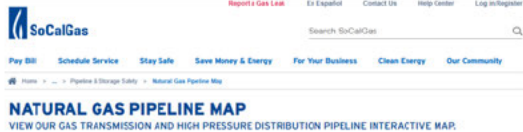
Download		X
SD 240p	426 x 240 / 31.389MB	Download
SD 360p	640 x 360 / 53.668MB	Download
SD 540p	960 x 540 / 138.253MB	Download
HD 720p	1280 x 720 / 227.268MB	Download
HD 1080p	1920 x 1080 / 452.115MB	Download

SoCalGas Natural Gas Pipeline Mapping

2021

Link to SoCalGas Pipeline Mapping Site:

<https://www.socalgas.com/stay-safe/pipeline-and-storage-safety/natural-gas-pipeline-map>



Instructions on how to open the county pipeline mapping website:

1. The pipeline mapping can be viewed on all browsers except for Chrome. You will need to select the County you wish to view.

Select County

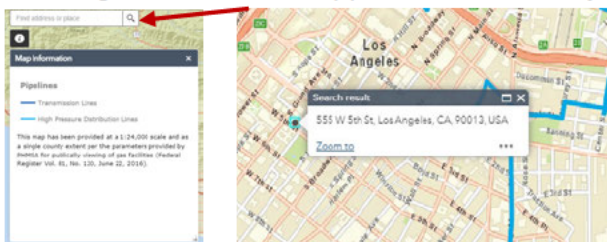
- Fresno
- Imperial
- Kern
- Kings
- Los Angeles
- Orange
- Riverside
- San Bernardino
- San Luis Obispo
- Santa Barbara
- Tulare
- Ventura

Maps can be viewed on all browsers except for Chrome.

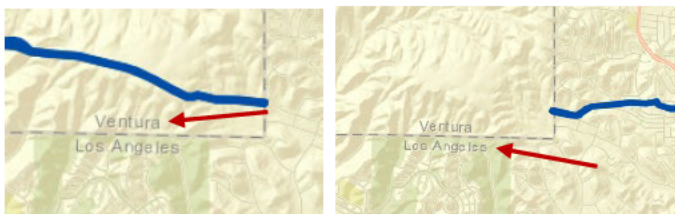
2. A statement will appear informing you that you're leaving the SoCalGas website. Please select continue to be directed to the third-party website which is not a part of SoCalGas.



3. You can enter an address in the 'Find Address or Place' section to have the map show you the nearest Transmission or High-Pressure Distribution pipelines near the location you're searching for.



4. If the pipeline continues outside your county service area and you wish to continue viewing the pipeline, you will need to open the pipeline mapping for your neighboring county. The images below show the same pipeline that runs through the Los Angeles County/Ventura County border.





Emergency Responder Topics

In an emergency, SoCalGas® focuses on the safety of our customers and employees by getting the gas under control. *Police and Fire First Responders can assist us in our efforts by protecting the public and isolating or removing ignition sources.*

1. Pipeline purpose and reliability
2. Hazard awareness and prevention
 - Properties of natural gas
 - Potential Hazard of gas transportation
 - Potential hazards
 - Preventative measures
3. Leak recognition and response
 - How to recognize a pipeline leak
 - First Response to a Pipeline Leak – Police and Fire Hotline: 1-800-325-4070
 - Methods for controlling escaping gas
 - If necessary, evacuate the public to a safe distance, DOT ERG states 150-300 feet initially
 - Control ignition sources
 - Do not operate electrical switches, sparks could cause ignition
 - Be cognizant of “static electricity” potential as a possible ignition source
 - Attempt to control gas flow at an appliance or meter only. Never at the damaged pipe, a street curb valve or other main metering valve
 - NEVER enter a suspected gas filled atmosphere
 - without full structural firefighter protective clothing
 - without monitoring the atmosphere, using multiple monitors
 - when the atmosphere contains more than 10 percent of the Lower Explosive Limit (LEL) or 0.45 percent for natural gas
 - Closed valves should remain so until opened by utility personnel
 - Use exposure protection tactics, extinguish surrounding fire, but not the gas fire itself until utility can control the gas flow

Police/Fire Direct line (24/7)
1-800-325-4070

Media Hotline (24/7)
1-877-643-2331

SoCalGas recommends that you use the following terminology when describing a natural gas related incident:

1. Damaged or hit line: The preferred term when describing damage to a pipeline caused by external forces, events or impact.

2. Rupture: Only use when an investigation determines a pipeline clearly ruptured (broke from the inside of the pipe and not caused by an external event).

3. Explosion: Only to be used if it is confirmed that an explosion occurred.

4. Emergency Preparedness Communications

SoCalGas has adopted Incident Command Structure (ICS)

When calling the hotline:

- Be prepared to provide us with:
 - call back number, contact name
 - detailed location, structure, surrounding area
 - type of emergency: fire, leak, vapor
 - when incident was reported
 - special conditions: weather, terrain
 - SoCalGas Supervisors are on-call 24/7
 - During business hours, SoCalGas will respond immediately.
 - During “off-hours” SoCalGas makes every effort to respond immediately

5. Damage Prevention

- 811 – Call Before You Dig
- Pipeline markers are used to denote general location of a High-Pressure pipeline.

6. Pipeline location information:

- Southern California Gas Company
socalgas.com/safety
- National Pipeline Mapping System (NPMS)
npms.phmsa.dot.gov
- National Association of State Fire Marshall’s
pipelineemergencies.com
- Pipeline Association for Public Awareness
pipelineawareness.org

7. Integrity Management and High-Consequence Areas (HCA)

- We regularly conduct leakage surveys and patrols of pipelines to identify potential leaks or problems. And, whenever we work on a line, we look for potential problems and often use ultrasound, x-ray and other technologies to inspect the pipe.
- HCAs generally are heavily populated areas or sites where 20 or more people gather 50 or more days a year.
 - SoCalGas has about 1,200 miles pipelines.

INCIDENT RESPONSE CHECKLIST

Pipeline operators will concentrate on shutting down pipeline facilities. Responders should focus on protecting the public and isolating or removing ignition sources.

1. ASSESS THE SITUATION

- Approach with caution from upwind/crosswind location
 - Do not walk or drive into a vapor cloud or puddle of liquid
 - Do not park over manhole or storm drain
 - Use air-monitoring equipment
 - Note conditions of hazard, weather, surrounding community and available resources
- Secure the scene, denying entry to unauthorized persons
- Employ NIMS and Incident Command System
- Identify hazards
 - Locate pipeline marker sign: product, operator, 24-hour emergency phone number
1-800-325-4070
 - Contact pipeline operator
 - Refer to DOT *Emergency Response Guidebook*

2. PROTECT PEOPLE, PROPERTY AND THE ENVIRONMENT

- Establish isolation zones and set up barricades
- Rescue and evacuate people
 - Evacuate or shelter-in-place
 - Administer first-aid
- Eliminate ignition sources
- Control fire, vapor and/or leak
 - Let primary fire burn
 - Cool surrounding structures
 - Beware hot spot re-ignition

3. CALL FOR ASSISTANCE OF TRAINED PERSONNEL

- Contact your organization
- Call the pipeline operator

4. WORK TOGETHER WITH THE PIPELINE OPERATOR

From: Microsoft Outlook
To: Kris McDonald; Brock, Matthew
Sent: Wednesday, June 1, 2022 10:41 AM
Subject: Relayed: IMPORTANT: Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

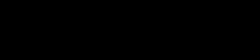
[Kris McDonald \(kmcdonald@cityofventura.ca.gov\)](mailto:kmcdonald@cityofventura.ca.gov)

[Brock, Matthew \(mbrock@cityofventura.ca.gov\)](mailto:mbrock@cityofventura.ca.gov)

Subject: IMPORTANT: Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department



IMPORTANT:
Annual SoCalGa...



From: Matthew Brock <mbrock@cityofventura.ca.gov>
To: Ventura, Maria M
Sent: Wednesday, June 1, 2022 11:28 AM
Subject: Read: -EXT- IMPORTANT: Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department

Your message

To:
Subject: -EXT- IMPORTANT: Annual SoCalGas Natural Gas Safety Information- Ventura City Fire Department
Sent: Wednesday, June 1, 2022 6:28:07 PM (UTC+00:00) Monrovia, Reykjavik

was read on Wednesday, June 1, 2022 6:27:59 PM (UTC+00:00) Monrovia, Reykjavik.