Emergency Response for Energy Emergencies

The Incident Command

"Street Smart Command for Pipeline and Utilities"

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Why do Utilities Need Emergency Response Training?

Is this a Hazardous Material?

DOT HAZMAT Placard for Natural Gas, Compressed

Adopting a more formal emergency response structure provides ...

- Opportunities to better coordinate and interface with Emergency Responders on site
- An ability to set strategic goals to manage emergencies & improve documentation
- Methods to continuously improve the most important thing we do - Employee & Public Safety!

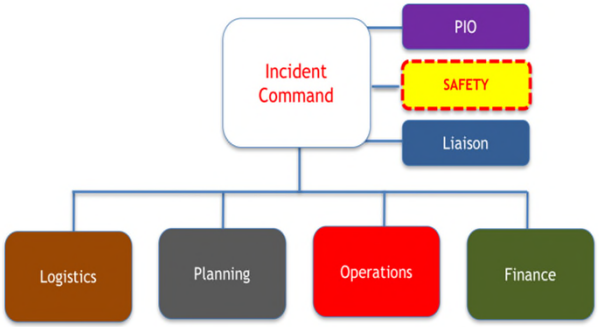
Overview of the Incident Command System (ICS) - How Did We Get Here?

- When Rome burns... Nero forms a fire brigade
- Bel Air, CA starts ICS
  - Major Fire – 1700 ER's under 1 Boss
- 1996 NIMS - National Incident Management System introduced
- 9/11/2001 World Trade Center Attack
  - HLS Directive 5
  - Nationally Instituting NIMS
  - Many Utilities have been adopting since 2010
  - RP 1162 started in 2006

NATIONAL INCIDENT MANAGEMENT SYSTEM

Why Incident Command Systems?

- Control and Command
  - "In the absence of command, someone will take charge!"
- OSHA 1910.120 HAZWOPER Section (q)(3)
  - OSHA defines Incident Commander as a Senior Emergency Response Official Responding to an Emergency shall become the person in charge
  - In the absence the of a designated official the "senior person" at scene
- ICS provides checklists, guidelines & forms
  - Organization and Structure
  - TIP Card/Visor Cards & Checklists



The Real Reason for Incident Command...
One Person Can't Do It All!

Emergency Response for Energy Infrastructure Emergencies

Compliance vs. **Competency**

"You have an Incident Command System in your plan"

"...is knowing when and what to do ..."

Great Job!! You Get It!

- OSHA
- NFPA
- Local or State Utility Regulators
- DOT
- PHMSA

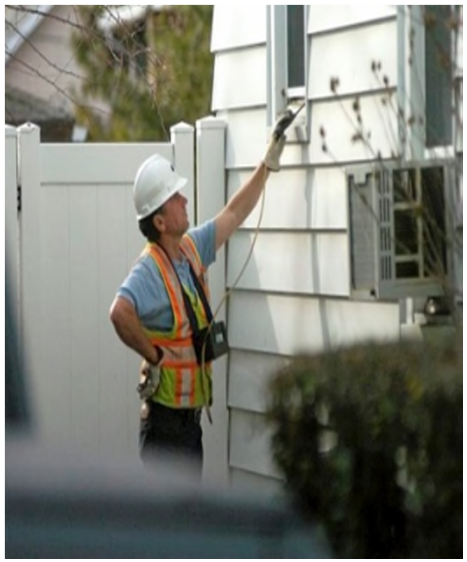
Levels of Emergencies

- **Event (trouble Call)**

  "Something is not right"

  - Negative
    - No action required
  - Positive
    - Non hazardous
    - Hazardous
- **Emergency**
- **Crisis**
- **Incident**

  Incident of Significance (I.O.S.)



Four Stages of Emergencies

PHMSA

Negative | Positive

Non EVENT

Event → **Emergency** → **Crisis** → **Incident**

Usually a minor event or condition that is subordinate to another.

A serious situation or occurrence that happens unexpectedly and demands immediate action.

A crucial or decisive point or situation; a turning point.

Death, $50,000 Damages, Or Large Loss of Product

DISASTER

A calamitous event, occurring suddenly causing loss of life, damage or hardship

An event that interrupts normal procedure

A condition of urgent need for action or assistance

An emotionally stressful event or traumatic change in an emergency

And there's still one more!

Incident Of Significance – I.O.S.

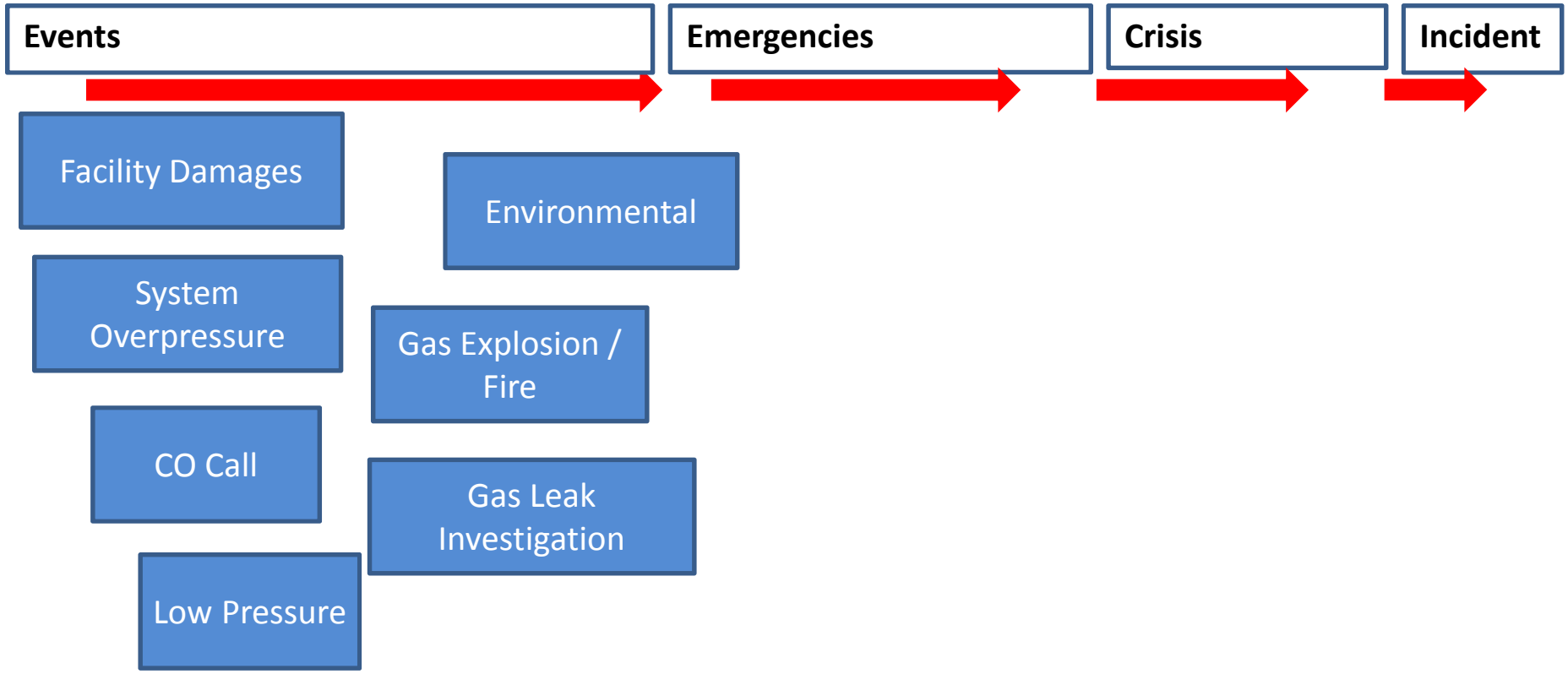
- "They name it after your company or your city"
- 2010 San Bruno – Industry Changing Event
- 2011 Philadelphia & Allentown
  - Pennsylvania & National impacts

Philadelphia

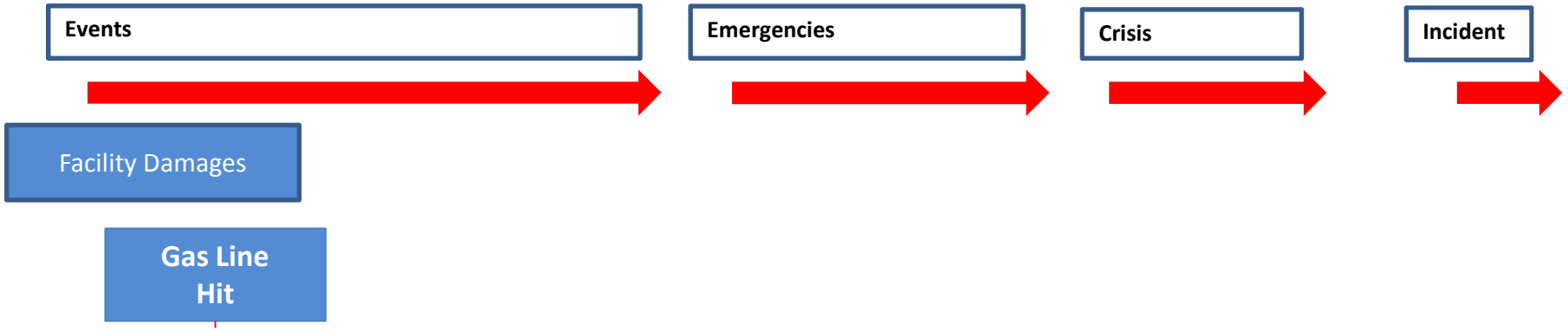
San Bruno, CA

Allentown

Event Magnitude Exercise



Event Magnitude Exercise



Negative

Abandoned Line

Positive

Service hit with EFV

Hazardous

Medium Pressure Service Gas Blowing Evacuations

Crisis

Main Hit Valve Closed 10 Degrees 1750 Customers Affected

Disaster

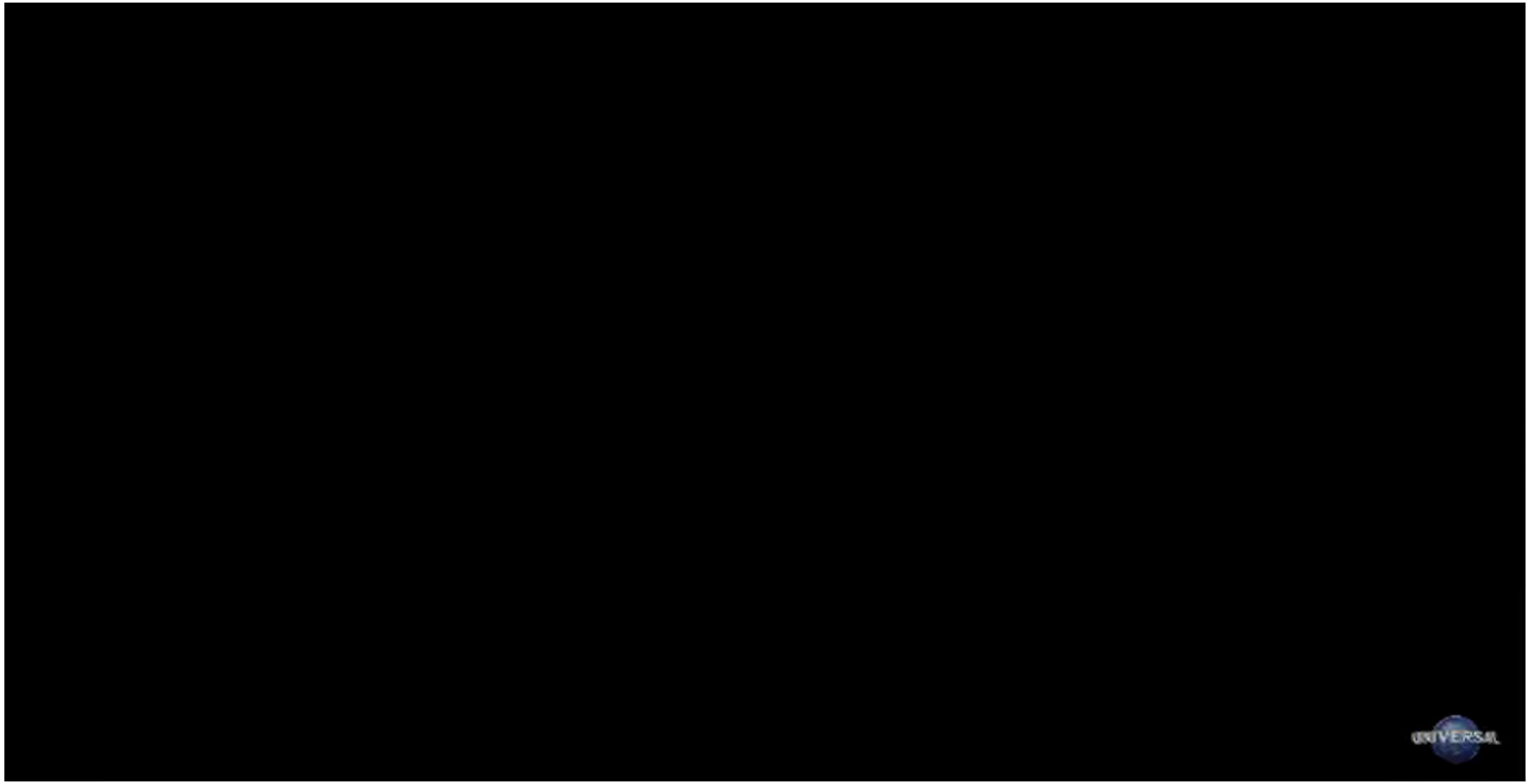
Main Hit No Valve Accessible Extensive Migration Multiple Explosions

Emergencies are based on your point of view...

- Customers? — Everything's always important... It's their home!
- Regulators ? — The power of "Hindsight"
- Emergency Responders? — They can recognize a hazardous condition… But can't fix it.
- Utility Responders? — Have the ability based on their Training, Skills and Experience to recognize the hazards and reduce the risks of an emergency
  - Experience
  - Knowledge

EXPERIENCE + KNOWLEDGE = Commonsense

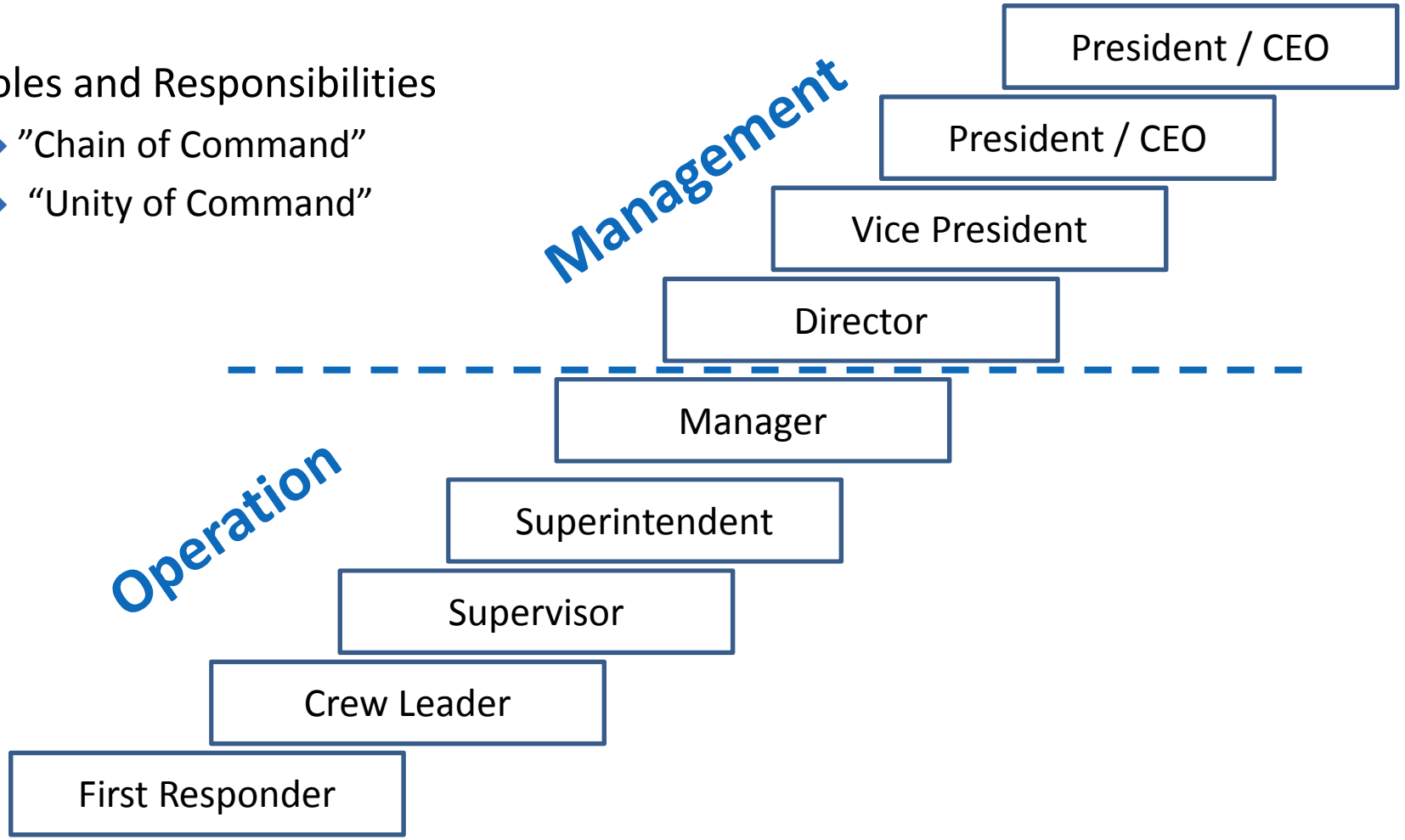
Emergency Response for Energy Infrastructure Emergencies



Emergency Response for Energy Infrastructure Emergencies

Utility Hierarchy – "From 1st Responder to President"

- Roles and Responsibilities
  - "Chain of Command"
  - "Unity of Command"



Command Structure - Conditions Drives Command and Control

Whose in charge

Whose in charge

Whose in charge

Whose in charge

EVENT GROWS

Incident Management

- The "Big One"
- Multiple Operations
- Emergency Operations Center opens

Incident Commander

- Recognized Supervisor
- Utility Incident Commander on Scene
- Usually the "Super…Something" in the Utility incident Command System

Operational "incident" Command

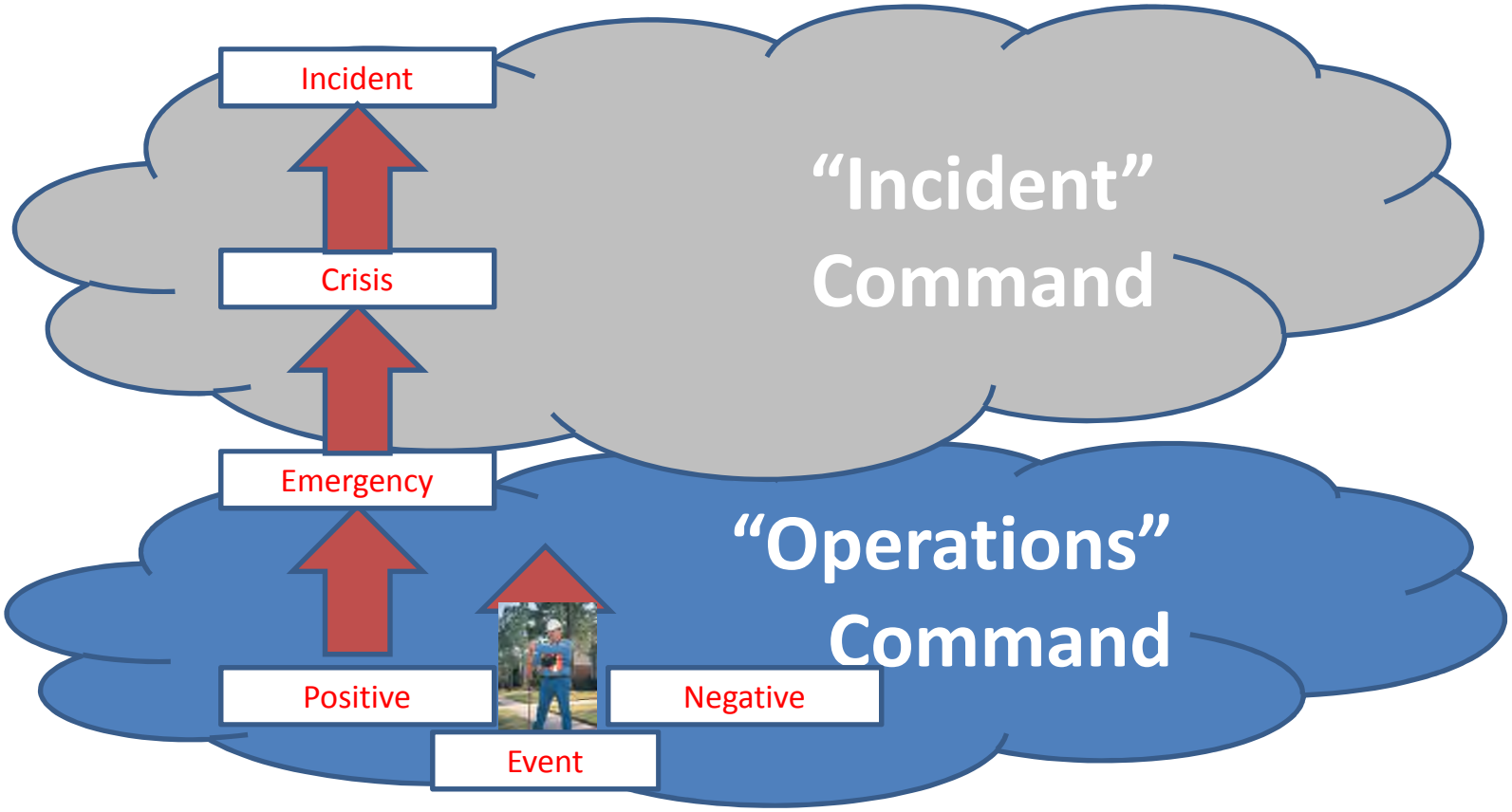
- "Hazardous" condition exists
- Communicate and request support
- Assistance needed
- Possible Protective Actions

First Responder -"Operations"

- First on the scene
- Assess the situation
- Utility Representative
- OSHA defined "Senior Employee"

COMMAND GROWS

Utility ICS


Incident
Crisis
Emergency
Positive
Event
Negative
"Incident" Command
"Operations" Command

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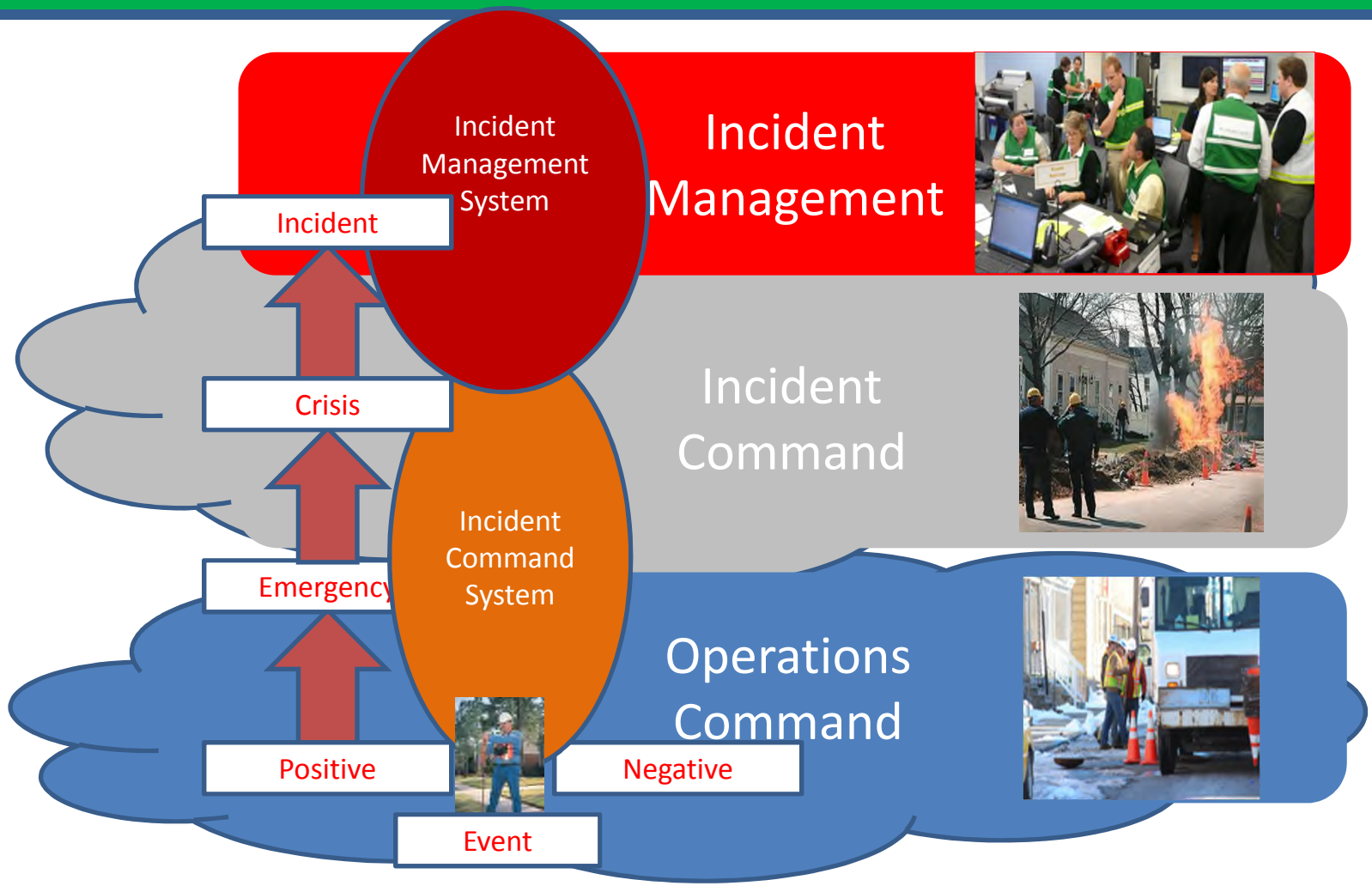

ICS Grows into NIMS

Let's Practice … You make the call!

- ❑ Operations Command
- ❑ Incident Command
- ❑ Incident Management

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You Can’t Handle Everything!

ICS Terminology - Always Use Common Language

- A common complaint of public responders in an emergency ... Speak "emergency response"
- **"Incident Commander (IC)"** is responsible for all aspects of the response, including developing incident objectives and managing all incident operations
- **"Chain of Command"** - A series of management positions in order of authority
- **"Unity of Command"** - The concept by which each person within any organization reports to one and only one person This "one boss" concept ensures a singular response effort under one responsible person in charge for every goal in an event

ICS Terminology

- **"Transfer of command" -** The process of exchanging information from one person in charge to the next
- Transfer of command should include a briefing
- It can be verbal, written, or a combination of both

"Transfer of Command" occurs when:

- A more qualified Utility Supervisor or a Fire Department representative arrives and assumes command
- The incident escalates or changes over time, resulting in a change of command
- Normal turnover of personnel on extended incidents
- The incident response is concluded and responsibility is transferred to the authority having jurisdiction to wrap up

"Unified Command"

- A type of command used when there is more than one organization with responsibilities or when incidents cross-political jurisdictions.
- In these cases organizations work together through the designated members, often the senior person from agencies
- This is referred to as "Unified" command and is designed to establish a common set of strategies and tactics
- In other words, A single action plan

Goals of Command

1. Life Safety… The Number 1 Goal

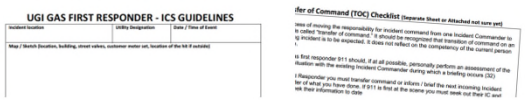
2. Stabilize the emergency

3. Protecting the environment and property

REMEMBER - Will your decisions favorably change the outcome?

The First Hour

- Approach the scene with caution and proper PPE
- Is there a Hazard Condition Present?
  - If Yes – Evacuate the premise
  - Eliminate ignition sources
- Notify Dispatch of conditions
- 911 on the scene?
  - If Yes, - Identify yourself to the Incident Commander
  - If No - Discuss what actions you have taken or will be taking
- Are additional Utility resources needed?
- Type _____
- Establish status update interval with Dispatch/EOC.


UGI GAS FIRST RESPONDER - ICS GUIDELINES

fer of Command (TOC) Checklist (Separate Sheet or Attached not sure yet)

GAS FIRST RESPONDER - ICS GUIDELINES

Incident location	Utility Designation	Date / Time of Event

Map / Sketch (location, building, street valves, customer meter set, location of the hit if outside)

Description of the event (odor of gas, leak, blowing gas, people inside the structure, ignition, CGI detecting product securing utilities for FD/PD) (TOC)

List what operations you have performed or planning to do (TOC)

1.
2.
3
4.

Identify to the extent possible safety issues. (flammable range above 2% LEL, Blowing gas, occupied buildings(TOC)

1.
2.
3
4.

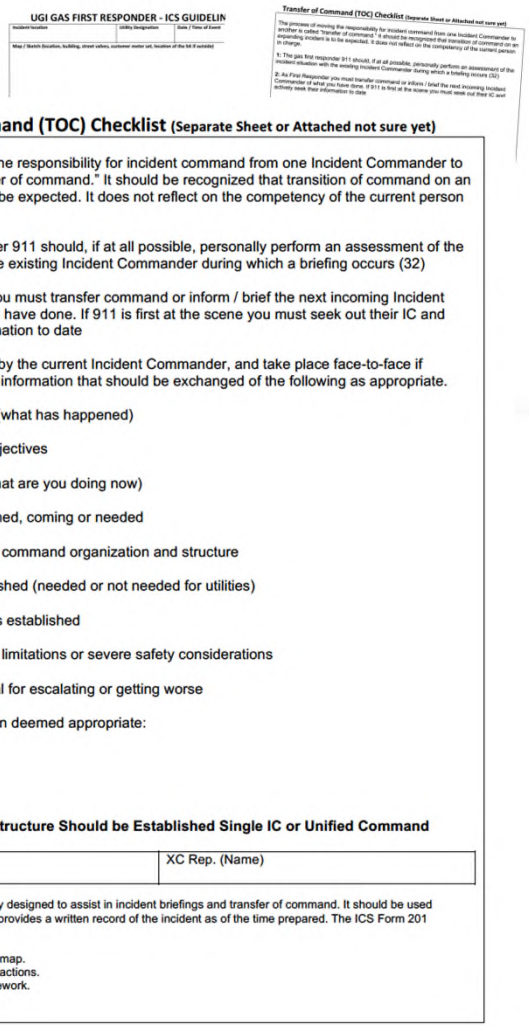
Name	Date / time	Signature

Transfer of Command (201)

The briefing should initially cover

Incident history (what has happened)

- ❑ Review of the scene
- ❑ Priorities and objectives (what you want to accomplish)
- ❑ Current plan (what you are doing to meet the objectives)
- ❑ Resource on scene, requested and arrival time
- ❑ Any important communications
- ❑ Any severe safety considerations or limitations
- ❑ Incident potential for escalating or getting worse
- ❑ If 911 is on the scene – Name, and to the extent possible their activities
- ❑ Any other Information deemed appropriate:



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The process of moving the responsibility for incident command from one Incident Commander to another is called "transfer of command." It should be recognized that transition of command on an expanding incident is to be expected. It does not reflect on the competency of the current person in charge.

1: The gas first responder 911 should, if at all possible, personally perform an assessment of the incident situation with the existing Incident Commander during which a briefing occurs (32)

2: As First Responder you must transfer command or inform / brief the next incoming Incident Commander of what you have done. If 911 is first at the scene you must seek out their IC and actively seek their information to date

3: This briefing must be by the current Incident Commander, and take place face-to-face if possible. The briefing or information that should be exchanged of the following as appropriate.

- ☐ Incident history (what has happened)
- ☐ Priorities and objectives
- ☐ Current plan (what are you doing now)
- ☐ Resource assigned, coming or needed
- ☐ Current Incident command organization and structure
- ☐ Facilities established (needed or not needed for utilities)
- ☐ Communications established
- ☐ Any constraints, limitations or severe safety considerations
- ☐ Incident potential for escalating or getting worse
- ☐ Other Information deemed appropriate:

4: Type of Command Structure Should be Established Single IC or Unified Command

911 Rep. (Name)	XC Rep. (Name)

The ICS Form 201 is especially designed to assist in incident briefings and transfer of command. It should be used whenever possible because it provides a written record of the incident as of the time prepared. The ICS Form 201 contains:
Incident objectives.
A place for a sketch map.
Summary of current actions.
Organizational framework.
Resources

Transfer of Command

Upon Arrival of the 911 Incident Commander employees should transfer command if requested. If 911 is on the scene already the first responder request the Information using the same

Upon Arrival of the Utility Supervisor a similar briefing must occur, face to face if at all possible exchanging transfer of command information

Transfer of Command – The First Hour (Simplified ICS 201)

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Thank You

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Equipment of Command

- **Emergency Response Plans**
  - Company - Procedures
  - Community - LEPCs
  - Regional
  - National
- **Communications**
  - Internal
  - External
    - Public Systems (TV & Radio)
    - Equipment of Command
- **Company Checklists**
- **Summary**