

Peoples Natural Gas Company LLC and
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2020 Winter Readiness

Peoples Natural Gas Company LLC and Peoples Gas Company LLC (collectively, Peoples), prepare for each winter to ensure that there is adequate gas supply coming into their systems to meet the needs of all customers, that our systems will perform under peak conditions, and, in the unlikely event that we encounter a gas emergency or outage, that we are prepared to respond and restore service as quickly as possible.

Gas Supply and Planning

Supply Planning Cycle

Peoples Gas Supply Department prepares a natural gas supply plan prior to each summer and winter operating season. Development of the current 2020-21 winter plan began during the 2020 summer season. The summer planning session, typically held in April, begins with a “look back” to the previous winter for issues that may need to be addressed or changed for the upcoming winter. In particular, the Company’s focus was on the weather experienced during last winter and the impacts that it had on the Company’s gas supply. The final current winter plan was developed and presented in October to Company management. Year-to-year modifications to the plan may be made based on planned events such as the upcoming construction and maintenance schedules under the direction of the Operations Department. As part of the development of the winter plan, the company also examines other important factors such as the need for natural gas supply delivered to isolated systems, service requirements for new customers, timing of storage inventory verification tests, changes to Maximum Allowable Operating Pressures (MAOP) on our pipelines, and the availability of new gas supply sources. Peoples also examined how it can maximize the benefit of local gas and storage contracts with the ultimate goals of meeting peak day deliverability and maximizing storage inventory turn.

Contracting Gas Supply and Capacity

Implementation of the final winter plan requires Peoples’ Gas Supply Department to execute various gas supply commodity and capacity arrangements. In terms of capacity, each year within the company’s 1307(f) filing, Peoples calculates a design day demand for the following winter season. This demand is then compared to the available capacity within the company’s existing portfolio. To the extent that the demand exceeds the capacity, Peoples will seek to acquire incremental capacity to meet those needs. Peoples’ winter purchasing strategy is to build a robust gas supply portfolio consisting of a combination of purchases based on monthly contract prices and daily pricing markets. This approach, which was developed through the annual 1307(f) process, is used to minimize customer price exposure to any one market condition. In

addition to normal supply purchasing, Peoples also evaluates the need for supply at isolated points on the system. The need for gas supply at these points does not change significantly from year to year. Typically, Peoples will issue Requests for Proposals for firm delivered supply along with evaluating capacity release and direct pipeline capacity purchase options for these portions of the distribution system. For the upcoming winter of 2020-21, the continued suppression of northeast gas prices, and the increased market liquidity and transparency as a result of the Marcellus and Utica Shale production, continue to make gas supply and capacity within our service territory highly accessible at very favorable costs.

Storage Planning

The use of a combination of on-system and upstream natural gas storage is an important part of the winter supply plan. Storage is used primarily to manage the variability in supply needs or deliverability resulting from changing temperatures and customer usage. Typically, the quantity of gas available from storage at any one time, also known as deliverability, is a function of inventory levels. Early in the winter season, Peoples will manage storage inventory to retain deliverability as required to meet design day demand and for reliable service throughout the winter season.

Emergency Curtailment Plans

Peoples has developed and has in place a detailed Natural Gas Emergency Plan that addresses all of the critical issues set forth at 52 Pa. Code § 59.72(c). Moreover, when developing the upcoming winter plan, Peoples also takes into consideration the Rules and Regulations governing service to Natural Gas Suppliers (“NGS”) and Critical Day Planning events that could lead to system emergencies or threaten system integrity. These rules, which are set forth in the Company’s tariffs, provide Peoples with the authority to request and/or require NGSs or customers to take certain actions to protect, maintain, or reestablish safe operation of the system. The Company has also developed and has ready communication procedures with NGSs to be used during a Critical Day Planning event. These communication procedures are set forth in more detail in the Company’s Communications Protocol section of its Natural Gas Emergency Plan.

Weather and Forecasting

Weather and Forecasting are an important component to managing the natural gas supply needs during the winter period. Peoples has developed a daily process for managing the short-term (next day) and longer-term (next 3 days) supply requirements for the system. The quantitative methods and temperature data used in our forecasting processes are continually reviewed and modified in order to provide effective and accurate forecasts. During periods of extreme temperatures, Gas Supply personnel are in nearly constant contact with Peoples’ Gas Control department personnel in order to monitor distribution system performance and maintain adequate supply.

Natural Gas Demand from Electric Utility Generators

Peoples does not anticipate any issues with supply availability due to the increased use of natural gas for electric generation. There are adequate supplies and capacity available within our service territory and to help ensure uninterrupted supply for our customers. Peoples’ Gas Supply personnel continue to work with

the operators of natural gas generators on our system to facilitate timely communication of generator schedules in order to ensure optimum system operations.

Field Operations Winter Preparedness

In the fall, a winter operations preparedness meeting is conducted with Field Operations, Engineering, Gas Supply and System Modeling personnel to review system performance during the prior winter period and address:

- Distribution pipelines that had deliverability issues and systems with low pressures are reviewed to make sure these deficiencies were corrected during the year.
- Maintenance checklists are reviewed for all critical regulating station facilities, compressor stations and storage facilities to ensure proper operation for winter deliverability.
- Odorization equipment is inspected regularly throughout the winter season. Remote monitoring and alarms are installed at several locations.
- Significant construction projects occurring on the transmission system or compressor stations that may interfere with system gas supply throughout the distribution system
- And to ensure that Field Operations had sufficient material to address facility issues during the winter period.

In addition, Emergency Simulations are conducted prior to the winter to assure that all personnel are ready to perform should an actual emergency situation arise.

Interstate Meters and Regulators

Peoples witnesses the inspections of Interstate meters and regulators owned by our upstream pipeline suppliers to ensure the connections are working properly and meters are registering accurately.

Storage Facilities

Peoples conducts the following checks at all storage facilities in preparation for injections and withdrawals:

- Check and Change Filters at all Filter Separators
- Inspect Dehydration Equipment operation and effectiveness
- Inspect Heaters operation and effectiveness
- Modify wells and yard pipelines for Injections and Withdrawals
- Check Methanol supply for deicing drips
- Place rock catchers in-line if required for Withdrawals
- Monitor well pressures to not exceed MAOP and provide adequate pressure that results in deliverability necessary for seasonal service

Gathering Systems and Compressors

Peoples performs ongoing checks of gathering systems and compressors for the following items:

- Compressor cooling systems are winterized prior to heating season
- Inspect Dehydration Equipment operation and effectiveness.
- Inspect Heaters operation and effectiveness.
- Check Methanol supply for deicing drips.
- Monitor compressor suction pressures and gathering pipeline pressures to ensure adequate pressure to provide safe and reliable service.

Frost Patrols

Most of Peoples' facilities are located underground. In order to ensure that the lines are operating safely, Peoples performs routine patrols of the pipelines looking for any signs of leakage. In addition to these patrols, during cold winter months, Peoples expects to patrol business districts at more frequent intervals to ensure that no new issues are present.

Emergency Dispatch/Gas Control

Peoples' Operations Center and Gas Control operations are staffed 24X7 to respond to any gas related emergency or gas supply management needs. These operators also have contact with local police and fire departments for quick response to any issue.

Employee Safety/Readiness

Peoples' Technical Training Department provides training services to employees and contractors. Included in the array of training offerings are multi-week courses at the time of initial hire and whenever an employee moves into a new job classification. Peoples also conducts initial and refresher Operator Qualification training and evaluation for covered tasks performed by each field classification. Imbedded in every technical training course are the applicable requirements for accident and injury prevention and OSHA compliance. Peoples provides required Personal Protective Equipment including flame-resistant clothing designed for cold temperatures.

Peoples' Employee Safety Program is multi-dimensional and includes numerous activities focused on accident prevention and compliance with applicable safety regulations. Supervisors conduct weekly safety meetings with their work teams. The materials for these meetings are prepared and distributed by the Safety Department to provide a consistent weekly message to all work groups. Weekly safety meeting topics are timed to reflect the seasonal weather and working conditions that employees will face. Safe appliance light up procedures, winter driving, avoiding hypothermia, working at night and other topics related to cold-weather work are some of the topics that are included in our winter preparation. In addition, the Safety Department conducts monthly safety meetings at each location on specific and more complex safety and training topics. These include such topics as excavation training, respiratory protection, safe driving and others.

Field work teams conduct Pre-Job Safety Briefings prior to beginning work at each jobsite. This activity is designed to identify and mitigate site-specific safety hazards. Supervisors frequently conduct Job Site Safety Observations to identify and correct any deviations from desired practices.

Injuries, motor vehicle accidents and near misses are thoroughly investigated and the results shared throughout the company. A safety conference call, with over 125 participants, is held each week to review OSHA Recordable Accidents and Preventable Motor Vehicle Accidents and other significant occurrences. Supervisors bring back the lessons learned from these calls each week to their respective work groups.

The Safety Department issues special alerts prior to forecasted winter storm or periods of extreme cold. The alerts provide information specific to the approaching weather event and reinforces the use of accident prevention and safe driving measures to avoid injury and overexposure to extreme conditions.

Communications and Outreach

As Peoples winds down the summer construction season, it diverts manpower to emergency response for no-heat and other related service calls.

Peoples' management staff regularly participates in emergency response meetings with local volunteer groups to maintain an active dialogue and communication channel during gas related issues, flood preparations, and all other emergency crisis planning. Peoples also works with our local emergency responders and the general public to offer training at offsite locations and at our training facility in McKeesport. We offer volunteer fire departments the opportunity to attend gas fire training. They are instructed on how to handle the initial response to a gas line fire and the methods best used to extinguish it, as well as communications to the utility. In new line extension areas, not familiar with natural gas, we educate the potential customers of the dangers, odor, and how to react if they smell natural gas. Peoples conducted a natural gas emergency response training program for the Pittsburgh Fire Department cadets. We also attend one call regional meetings and safety days to encourage and educate contractors on the rules and safe excavation practices to be followed while working around our pipelines.

Peoples continues to develop additional ways to inform our customers when they are involved in a service interruption and keep them updated during the incident. We have developed the Outage Tracker that lists all of the accounts involved and maintains a status on restoration efforts to ensure we effectively deal with every affected residence. We use outbound call messaging to inform the customers involved and direct them to additional information resources. We also post timely updates on our website and on all forms of our social media platform.

To ensure our internal and external communications before, during, and after any type of event, Peoples continues to use its Incident Management Plan. This plan integrates Emergency Response, Business Continuity, Physical Security, and Cyber Security plans into a single, cohesive incident response plan that ensures Peoples' effectiveness in handling crisis situations.

Covid-19 Actions

Peoples proactively engaged the Pandemic Plan of the Business Continuity Plan on February 27. As the pandemic progressed, Peoples implemented several protocols for all employees regarding proper wearing of masks, social distancing, and other protocols as recommended by the CDC and PA Department of Health. All required meetings (safety tailgates, project reviews, PUC inspections, etc.) were relegated to virtual meetings to avoid large gatherings of employee. On March 13, all office workers were assigned to work remotely from home. The only employees who continued to report to work were essential field operating crews, and 24 hour emergency operations in the Gas Control and Emergency Operations & Dispatch areas. All non-emergency orders which would require employees to enter customer premises were suspended, and only inside emergency odor investigations and gas service orders were continued. In October, office employees returned to the office on a 1/3 rotational basis, which is in effect until at least January 2021.