

**CITY OF SOCORRO**



**SOCORRO NATURAL GAS CO.**

**EMERGENCY PLAN**

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# Procedural Manual for Operations, Maintenance and Emergencies

Emergencies 615	Approval Date: 01/20/17
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## Emergency Plan

### SCOPE AND PURPOSE

This procedure is to ensure that appropriate standards are followed by Socorro Natural Gas Co. to provide safety when emergency conditions occur including receiving, identifying, and classifying notices of potential or actual emergency events, effective communication with fire, police and other public officials, prompt and effective response to all emergency notifications, making available all necessary personnel equipment and materials, protecting human life first then property, controlling and minimizing the hazardous release of gas, loss of gas service, assessing hazardous areas, minimizing public exposure and accidental ignition, establishing and maintaining a liaison with fire and police and conducting post-accident/incident review(s). These items are required under 49 CFR § 192.615 (a) through (c).

### RESPONSIBILITY

The Gas Superintendent and other personnel assigned to Emergency Response are responsible for compliance with the provisions of this procedure.

### PERSONNEL SAFETY

All personnel are to utilize proper protective clothing/equipment when performing Emergency Response functions.

### EQUIPMENT AND MATERIALS

Emergency equipment and materials available for use in an emergency are listed in EMERGENCY RESPONSE EQUIPMENT LIST (Appendix E).

All applicable Supervisors will be given a current copy of the Emergency Plan.

### INSTRUCTIONS

#### Operator Qualification

These activities are not covered tasks under the Operator Qualification Plan.

However, emergency response activities may entail one or more covered tasks. Refer to the OQ Plan for specific covered tasks and associated qualification requirements.

#### Receiving, identifying and classifying emergency notices

Potential or actual emergency conditions may be reported to the operator by the public, employees or other individuals, as follows:

1. Public/customer telephonic report
2. Employee verbal/written notification as a result of a routine system patrol
3. Direct field observation
4. Leakage Survey Consultants
5. Fire or Police Officials
6. Civil Defense Officials
7. Contractors
8. Other Utility Companies
9. Report by a saboteur or prankster

#### Receiving Emergency Notices

Any employee may be required to receive information regarding a potential or actual emergency event. Therefore, all gas personnel must be capable of obtaining and recording required information from an individual making an emergency report using the DISPATCH EMERGENCY NOTIFICATION RECORD (Appendix A).

#### Identifying and classifying emergency notices

Socorro Natural Gas Co. recognizes that the most typical type of gas emergency reported is a gas leak and will treat all reports of gas leakage as emergencies until an on-site determination can be made by Socorro Natural Gas Co. personnel.



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Additionally, it is recognized that civil disturbances, national emergencies, natural disasters and gas facility damage will prompt emergency calls from the public at large.

There are two basic emergency event categories for a reported emergency:

1. *Potential* emergency
2. *Actual* emergency

A **potential** emergency is an event that is:

1. Reported by an individual and cannot be immediately confirmed regarding the information obtained and recorded.
2. Indicated by a deviation in pressure or flow rate but cannot be confirmed.
3. Reported directly by an operator employee.

An **actual** emergency is an event that is:

1. Reported by an individual but is confirmed through another reliable source or another person or agency, including, but not limited to, deviation of pressure and flow, large amounts of escaping gas, fire or explosion directly involving or near a pipeline facility, a leak classified as hazardous, danger to a major pipeline segment.
2. Reported directly by an operator employee.
3. Located in an area where human lives and/or property may be threatened if immediate response is not exercised. In an area of little or no human population, the event may be classified as "**potential**" until confirmation is made.
4. Natural disasters such as unforeseen floods, wildfires, earthquakes and/or national emergencies and civil disturbances may constitute the necessity to implement the Emergency Plan.

An emergency condition exists whenever it is determined that extraordinary procedures, equipment, manpower, and/or supplies must be used to protect the public from existing or potential hazards.

Socorro Natural Gas Co. shall maintain a copy of current system plats in this manual that include the locations of all gas mains, service lines, emergency valves, and regulator stations (with normal operating pressures).

Emergency valves are only to be operated by Socorro Natural Gas Co. Socorro Natural Gas Co. personnel. Fire and Police Department personnel are only authorized to operate meter shut-off valves at meter sets.

### Instructions to Callers

Employees receiving emergency notification must utilize all information obtained in order to react to each situation. All gas leak calls will be treated as emergencies until an on-site assessment is made. All inside gas leak calls will receive first priority. Employees shall obtain the following information from emergency callers:

1. Full Name
2. Address
3. Phone Number
4. Number of building inhabitants
5. If gas can be smelled?
6. If gas odor is strong, moderate or weak?
7. If gas leak can be heard?
8. If gas leak sound is loud?
9. Does gas smell/sound inside or outside?
10. If building inhabitants feel ill?
11. If caller is a Socorro Natural Gas Co. Customer?
12. DO NOT CALL THE CUSTOMER BACK OR HAVE EMPLOYEES CALL THE CUSTOMER BACK



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If it is determined that the caller is not a Socorro Natural Gas Co. customer, the caller will be directed to call their natural gas or propane supplier and report the emergency. Socorro Natural Gas Co. shall alert Fire and Police of the situation.

Whenever an emergency report includes the possibility of gas inside a building, direct the caller to have all persons leave the building cautioning them to:

1. Lay the phone down.
2. Do not operate any electrical devices (lights, switches, garage door openers, door bells, wall phones, cell phones, etc.).
3. Not to use smoking materials or open flames.
4. Wait at the street for the Socorro Natural Gas Co./Fire Department/Police Department to arrive.
5. DO NOT RE-ENTER THE BUILDING.

### Prompt and effective response

All pertinent information received and actions taken shall be recorded on a DISPATCH EMERGENCY NOTIFICATION RECORD (Appendix A). Some of this information should be transferred to a MAJOR EMERGENCY ACTIVITY LOG, (Appendix B), for use by Management Personnel at the emergency scene and for development of reporting to regulatory agencies.

Immediately after receiving notification of a potential or actual emergency, the employee receiving such notice will transfer all pertinent information to all appropriate company officials.

Communication with all other emergency response agencies that may be involved must be maintained during the entire emergency period.

Appropriate gas emergency response personnel must be dispatched to the emergency site at the earliest opportunity.

These personnel shall be advised of all necessary information and equipment/materials required for control and/or mitigation of the emergency event.

Gas personnel will investigate all emergency gas leak reports.

Gas personnel will report all findings to Gas management at the earliest opportunity. Should Gas personnel require assistance, a request will be communicated to the Gas Superintendent of a need for assistance.

The first employee at the scene shall take every corrective action necessary to protect human life and property from danger, in that order.

### GENERAL EMERGENCY DUTIES

#### City Personnel

The following listed City personnel and associated gas emergency duties will serve as a materials and responsibility guideline for individuals not ordinarily associated with gas operations.

#### Mayor and City Council

The City of Socorro Mayor and City Council shall jointly exercise overall responsibility and general supervision associated with gas emergencies where such efforts are required. The Mayor shall also direct and assign additional City personnel to assist in a gas emergency, as deemed necessary.



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### Gas Division Director

The Gas Division Director shall be responsible for the general guidance and coordination of all activities during execution of all identified gas emergency **EMERGENCY WORK PLANS**.

Specific duties include, but are not limited to, the following:

1. Establishment of the gas emergency "Control Center" at the City Hall of Socorro to be used for all public contact, news and information media, and general coordination of all associated City Departments with Socorro Natural Gas Co. in obtaining assistance from outside utility companies as well as counties, cities, and towns.
2. Maintaining information flow to the Mayor and City Council regarding all aspects of gas emergencies including public relations information intended for release.
3. Implementing contact with PHMSA and the NMPRC-Pipeline Safety Bureau at the earliest practicable opportunity following "discovery" of a reportable gas emergency which meets the definition of "incident" under 49 CFR §191.3, as applicable. Refer to REPORTING REQUIREMENTS within this Plan for written reporting requirements after telephonic alert is made. Additionally, gas outages affecting Master Meter Gas Operators shall also be reported to the NMPRC-Pipeline Safety Bureau.  
**NOTE:** "Discovery" means the learning of a major gas leak, ignition, explosion, is a factor contributing to a gas emergency. This does not mean that the City of Socorro may delay official notification until a precise location, cause and existence of the scenario is determined. Prompt notification can ensure preservation of evidence that is critical to efficient investigation.

4. Responsible for obtaining outside assistance (personnel, materials, supplies and equipment) from other counties, cities, towns and utility companies, as necessary.
5. Responsible for requesting/securing assistance from State Police, Civil Defense, National Guard, Red Cross and/or U.S. Military in the event of a civil disturbance, national emergency and/or natural disaster affecting the gas system.
6. Notify and direct the City of Socorro Police/Fire Departments, and request assistance from the County Sheriff Department for assistance, as necessary.
7. Coordinate non-City personnel emergency activities with Gas Department efforts.
8. Provide responsibility for all public relations efforts including release of gas emergency progress to the news media, public at large, customer base, in conjunction with Mayoral coordination.

### City Clerk

The City Clerk shall be responsible for the following gas emergency activities:

1. Furnish qualified clerical, accounting/purchasing, and communications personnel to staff the Control Center.
2. Ensure maintenance of critical gas emergency communications.
3. Provide available pool vehicles.
4. Expedite actions for reports of accidents/claims resulting in association with a gas emergency.

### Office Staff

Office staff includes technical, accounting and switchboard personnel regularly conducting gas activities in addition to other City Department office personnel assigned by the Mayor and/or outside individuals during a gas emergency.



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These personnel will compromise the Control Center staff reporting to the Gas Division Director providing the following services:

1. Provide preassigned crew route assignments to the Gas Superintendent.
2. Classify and route service orders for the Gas Division Director and the Gas Superintendent.
3. Prepare customer call list and instruct telephone operators (call list for commercial customers shall be first cleared by the Gas Division Director).
4. Arrange for meals, identification badges, housing, fuel, lighting, tire repair, vehicle repair, and other emergency crew needs.
5. Purchase and procure materials, supplies and other equipment, as necessary.
6. Record work time of emergency crews, expenditures, materials, supplies and equipment secured from the City warehouse and additional supplies and materials secured through outside agencies.
7. Complete service orders.
8. Attempt to contact customers that have been issued a NOT HOME NOTICE, (Appendix C), during a gas emergency.
9. Sign-in crews and equipment.
10. Document public relations information on behalf of the Mayor.
11. Register private vehicles including verifications of associated insurance.

### Gas Superintendent

The Gas Superintendent shall be second in command in the event of an emergency, and shall assume the duties of the Gas Division Director in his/her absence. Under the general direction of the Gas Division Director, the Gas Superintendent shall have the following responsibilities:

1. General direction of all gas department emergency work (repair, construction, gas turn-off / turn-on).
2. Estimate type and extent of assistance (personnel, materials, supplies and equipment) to be requested from other utility companies, cities and counties.
3. Direct the gas department personnel planning and operations.
4. Set up the work schedules for the principal gas system emergency functions, such as, closing main-line valves, valve off districts, turning off customers, purging gas pipelines, turning gas back on, relighting customer appliances, etc.  
**NOTE:** Relighting orders are to be given only by the Division Director.
5. Organize and instruct all emergency crews, ( new and recruited ), briefing crew Foremen regarding work assignments, duties and responsibilities while securing materials, equipment, supplies and transportation for use by crews.
6. Field direction of all Gas Department emergency activities.
7. Maintain advisement to the Gas Division Director with data/information regarding gas emergency extent and mitigation progress.

The Gas Superintendent will also be dispatched, as necessary, to the scene in order to assess the situation and take control of all emergency response activities including:

1. Setting up field communications.
2. Coordinate emergency response operations.
3. Make all pertinent decisions to mitigate the emergency.
4. Implement the CHECKLIST – MAJOR EMERGENCIES.



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The Gas Superintendent shall designate one, (1), Gas employee at the emergency scene as the Repair Crew Foreman directly overseeing all emergency response fieldwork.

### Repair Crew Foreman

Under the general direction of the Gas Division Director and the Gas Superintendent, the Repair Crew Foreman shall perform the following responsibilities:

1. General direction of gas operations and maintenance crews, and special-service repair crews assembled to assist in gas emergencies, through liaison with the Gas Division Director and the Gas Superintendent.
2. Maintain required records of crew assignments including, work locations, arrival and work time parameters, corrective action required and estimates of repair duration.

### Special-Service Crew Foreman

The Special-Service Crew Foreman responsibilities include the following:

1. Direct field supervision of special-service repair crews assembled to assist in gas emergencies, through liaison with the Gas Superintendent.
2. Protection of human life first (including special-service repair crews) and property.
3. Check and respond to incoming emergency gas calls requiring immediate attention.
4. Perform emergency valve operations at district regulator stations and pressure districts as needed.
5. Perform gas turn-off and turn-on activities for large commercial and public institution customers.

6. Record work time of special-service crews, expenditures, materials, supplies and equipment secured from the City warehouse and additional supplies and materials secured through outside agencies.
7. Ensure compliance, by the special-service crews, of the Socorro Natural Gas Co. Emergency Plan provisions.

### EMERGENCY WORK PLANS

#### Minor Outside Gas Leak – Minimum Field Response

The first Socorro Natural Gas Co. employee(s) at an emergency scene shall take the following actions, as appropriate:

1. Request Fire/Police assistance, as necessary.
2. Maintain open communications with the Gas Superintendent, and other emergency responders.
3. Determine the extent of the emergency regarding the concentration of escaping and migrating gas using only a CGI checking other surrounding buildings.
4. Evacuation of affected persons from buildings and the emergency area.
5. Eliminate all sources of ignition including smoking materials and open flames.
6. Eliminate gas source when a gas meter set or associated service line piping is suspected or known as the source (take precautions not to breathe oxygen deficient air and always utilize proper protective clothing in a gaseous atmosphere).
7. Eliminate gas source when a gas main is suspected or known as the source (this may require assistance and operation of plugs, squeeze tools and/or valves).
8. Barricade street(s), as necessary.





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9. Recheck the affected area including surrounding buildings (inside and outside) using a CGI, after gas flow has been controlled or eliminated (additional leakage may be present).
10. Use barhole leakage survey technique, as necessary.
11. Implement the CHECKLIST – MAJOR EMERGENCIES, as necessary.
12. Leaks that are classified as *Grade 1* must be repaired immediately.
13. *Grade 2* and *Grade 3* leaks may be scheduled according the requirements in 723 Leakage Surveys.
14. Return evacuees to buildings only after leak repair has been accomplished and the emergency nature of the situation has been mitigated.

### Major Outside Gas Leak – Minimum Field Response

In response to gas leaks determined to be major, including main breaks, the first Socorro Natural Gas Co. employee(s) at the emergency scene shall take the following actions, as appropriate:

1. Establish and maintain open communications with mutual emergency response agencies on the scene (request and offer assistance, as necessary).
2. Maintain open communications with the Gas Superintendent.
3. Establish the Control Center, (at City Hall), as deemed necessary.
4. Determine the extent of the emergency regarding the concentration of escaping and migrating gas using only a GMI.
5. Evacuation of affected persons from buildings and the emergency area.
6. Eliminate all sources of ignition including smoking materials and open flames.

7. Eliminate gas source when a gas meter set or associated service line piping is suspected or known as the source (take precautions not to breathe oxygen deficient air and always utilize proper protective clothing in a gaseous atmosphere).
8. Eliminate gas source when a gas main is suspected or known as the source (this may require assistance and operation of plugs, squeeze tools and/or valves).
9. Eliminate any ignited gas within capabilities.
10. Request Fire/Police to re-route traffic when a possibility of ignition is suspected.
11. Check storm drains and sanitary sewers for the concentration migrating gas using only a GMI.
12. Consider lowering the gas supply pressure, isolating a segment of main or taking a pipe segment out of service (all meter riser valves associated with a “dead main” must be shut off).
13. Begin all necessary repairs.
14. Place all affected mains back into service performing required purging procedures.
15. Recheck the affected area (inside and outside) using a GMI, after gas flow has been restored (additional leakage may be present).
16. Restore service at the earliest opportunity.
17. Announce to the Gas Superintendent and emergency response agencies when the emergency nature of the situation has been mitigated.

### Emergency Valve Operating Procedures

1. Consult with or advise the Gas Superintendent when emergency valve closure is necessary, (use radio or telephone, as necessary).



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2. Use system plats to elect the proper emergency valve(s) to shut down the affected area, (use radio or telephone, as necessary. Request a repeat of information to ensure accuracy).
3. Locate valve(s) and close completely.
4. Document exact valve(s) closed, date and time of closure.
5. Immediately begin procedures to vent line pack in affected area, as necessary.
6. Coordinate with all emergency response personnel in affected area until gas pressure is reduced adequately.
7. Begin repair procedures, as necessary.
8. Begin service restoration, as necessary.
9. Item 3. above may be executed immediately if Field Personnel are ABSOLUTELY CERTAIN of which valve(s) to operate.

### Leaks Inside Buildings

Leaks found to be inside buildings will require a thorough leak investigation, as follows:

1. Clear and zero the CGI in gas free ambient air, preferably at the curbside prior to accessing the subject property.
2. DO NOT RING THE DOORBELL, do not operate any electrical switches, cell phones, etc.
3. Perform a floor to ceiling leak survey just inside the door at the entrance threshold. Evacuate all building inhabitants whenever the gas-in-air percentage is at or in excess of **1.5%** (  $\geq$  **30% of LFL** ). Use the table below as a guide:

<u>CGI Gas-in-Air</u>	<u>% of LFL</u>
1/2 %	10
1%	20
<b>1.5%</b>	<b>30</b>
2%	40
3%	60
4%	80
5%	100

4. If multiple buildings are involved, contact Fire/Police Departments for evacuation assistance.
5. DO NOT ATTEMPT TO SELF VENTILATE ANY BUILDINGS. Call the Fire Department for ventilation.
6. Escort evacuees to the curb or another safe location.
7. Eliminate gas source when a gas main or meter set is suspected or known as the source (this may require assistance and operation of plugs, squeeze tools and/or valves).
8. If outside leakage survey is required, use the barhole technique around foundation and other openings.
9. Eliminate all ignition source(s) within capabilities.
10. Consider lowering the gas supply pressure, isolating a segment of main or taking a pipe segment out of service (all meter riser valves associated with a "dead main" must be shut off).
11. DO NOT ENTER BUILDINGS UNTIL PROPER VENTILATION HAS BEEN PERFORMED.
12. Maintain open communications with Fire/Police representatives as well as the Gas Superintendent.
13. If ground is free of gas, restore gas service through the meter and check all interior gas piping and appliances for leakage.
14. Check the meter index for unusual movement and conduct soap test where applicable.
15. Implement the Emergency Guideline, as necessary.
16. Complete all leak repairs. If leak cannot be repaired, turn meter off, lock and tag, (notify the customer or, leave a NOT HOME NOTICE, Appendix C).



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### LP Vessel Leaks

A leak discovered at a LP supply vessel shall be mitigated according to the following:

1. Approach the LP gas leak from the upwind direction and avoid entering the vapor cloud.
2. All persons in the probable path of the vapor cloud should be ordered out of the area immediately, **ON FOOT ONLY**.
3. Eliminate all ignition sources in the probable path of the vapor cloud including motorized machinery, vehicles, pilot lights, electrical lighting, telephones, cell phones, (do not use light switches, call the electric company to eliminate electric service at the pole or transformer, as needed).
4. Do not allow any person to enter the cloud with the exception of the Fire Department.
5. Request the Fire Department to speed the evaporation of liquid propane using a water fog nozzle.
6. Request that the Fire Department stand by in case of a flash.
7. After liquid evaporation is achieved, check all low places, pockets, basements, etc., downwind of the probable path of the vapor cloud for the presence of propane gas.
8. Do not restore sources of ignition until complete evaporation of liquid propane has been achieved and affected areas thoroughly checked.
9. After the Fire Department has cleared the area, ensure that the LP supply valve is closed eliminating LP fuel gas supply to all buildings and alert the associated LP Fuel Gas Supplier for safety inspection, restoration of power and re-light activities.
10. Complete a DISPATCH EMERGENCY NOTIFICATION RECORD (Appendix A).

### Fires/Explosions

1. Establish and maintain open communications with Fire/Police and mutual emergency response agencies on the scene (request and offer assistance, as necessary).
2. Maintain open communications with the Gas Superintendent.
3. Establish the Control Center, (at City Hall), as deemed necessary.
4. Determine the extent of the emergency regarding whether gas is involved and the concentration of escaping and migrating gas using only a CGI.
5. When gas is not involved, take action to protect nearby gas facilities.
6. When gas is involved, begin evacuation of affected persons from buildings and the emergency area.
7. Eliminate all sources of ignition.
8. Eliminate gas source when a gas meter set or associated service line piping is suspected or known as the source (take precautions not to breathe oxygen deficient air and always utilize proper protective clothing in a gaseous atmosphere).
9. Eliminate gas source when a gas main is suspected or known as the source (this may require assistance and operation of plugs, squeeze tools and/or valves).
10. Eliminate any ignited gas source(s) within capabilities.
11. Consider lowering the gas supply pressure, isolating a segment of main or taking a pipe segment out of service (all meter riser valves associated with a "dead main" must be shut off).
12. Preserve of all potential or actual physical and recorded evidence (Refer to 617 Investigation of Failures). Use photographic means as available.



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13. Restore service at the earliest opportunity.
14. Announce to management and emergency response agencies when the emergency nature of the situation has been mitigated.
15. Complete all pertinent Records Forms and submit to City Hall. (Refer to CHECKLIST – MAJOR EMERGENCIES, Form 615-2 REGULATORY NOTIFICATION RECORD, Appendix A and B, as appropriate).

### Outages/Restoration of Service

An outage or loss of gas pipeline service is typically caused by an excavation damage on the transmission and/or distribution facility. The transmission facility may also experience a flow disruption due to inability of gas supplier, (EPNG), equipment to provide sufficient gas supply.

Loss of transmission pipeline service cases may typically prompt the following steps to be taken:

1. The Gas Superintendent will dispatch designated Gas personnel to the ENPG metering station.
2. The Gas Superintendent will telephone EPNG to determine as to the supplier awareness of any problem.
3. A Gas employee will be dispatched to the City Gate station in order to determine whether a transmission line break has occurred or if City Gate station facilities have failed.
4. Gas personnel dispatched to each end of the transmission facility will travel along the pipeline to ascertain any location of breakage/leakage. Block valves will be operated in order to isolate such an area when located. In this case, line pack pressure will be used to sustain distribution service until an appropriate repair can be accomplished.

5. The Gas Superintendent will be responsible to initiate procedures for curtailment and interruption of service to certain customers, as deemed necessary.
6. *Dig Underground* company will be contracted for repair of the transmission pipeline facility, as needed. (Refer to Form 615-1).

Loss of distribution system service cases may typically prompt the following steps to be taken:

1. Dispatched Gas personnel will assume responsibility for on-site investigation of the condition, for determining what actions are required to correct the situation, and for taking the necessary corrective action.
2. District regulator station inlet and outlet pressures will be communicated to the Gas Superintendent.
3. Gas field personnel shall make spot checks of the affected area by checking system pressures at service risers.
4. Emergency valve closure may be required.
5. Loss of service may require meter shut off, system purging and appliance re-lighting.
6. Follow individual steps in 605-B5 Startup-Shutdown-Purging. Gas field personnel shall perform leakage surveys, as necessary.
7. Meter shut off may be accomplished by making a single black marker slash across the front of the meter body after service shut off. After Gas field personnel complete service line purging and appliance re-lighting, another black marker slash across the front of the meter body, forming a completed “X”, is to be made.
8. This practice will eliminate redundant loss of service and duplicate appliance re-lighting. Gas maps must be marked accordingly.



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9. Meters that have been shut-off where the customer is not at home shall require a NOT HOME NOTICE to be left at the building, (Appendix C).
10. Where all connected appliances in a building cannot be accessed for re-lighting, the meter will remain shut-off and locked and a NOT HOME NOTICE shall be left at the building, (Appendix C).
11. Preserve of all potential or actual physical and recorded evidence (Refer to 617 Investigation of Failures). Use photographic means as available.
12. Complete all pertinent Records Forms and submit to City Hall. (Refer to CHECKLIST – MAJOR EMERGENCIES, Form 615-2 MAJOR EMERGENCY ACTIVITY LOG, Appendix A and B, as appropriate).

### Civil Disturbances/National Emergencies

Civil Disturbances and National Emergencies may include threatened +/- or actual damage and destruction of the gas transmission and distribution segments of the Socorro Natural Gas Co. piping facilities. Civil Disturbances may include riots, bombing, fire while National Emergencies may include espionage, attack, invasion, and acts of war.

In the case of Civil Disturbance +/- or National Emergency, the Mayor shall contact the Chief of Police for an appraisal of the situation. When the scenario extends beyond the City or County, (State or National), the Mayor shall contact and coordinate with appropriate outside emergency response agencies.

The Division Director and Gas Department Superintendent shall establish the Control Center (City Hall) for:

1. Centralizing emergency communications and issuance of orders and requests.

2. Determine emergency manpower and equipment needs.

The Division Director shall:

1. Advise the Mayor of emergency manpower and equipment needs from the Gas Department and from other utility companies and neighboring communities and agencies.
2. Determine the limits of emergency response operation, establishing "Off-Limits" areas for Gas Department Personnel, access into which is strictly by permission of the Division Director only.
3. All Gas Department personnel entering "Off-Limits" areas shall be protected by Police +/- or Sheriff escort. Whenever State or Federal troops have been requested, protection from these entities may be required.
4. Critical Gas Department facilities that are accessible above ground, (District Regulator Stations, valves, piping segments, warehouse stores, etc.), serving critical public institutions and industrial entities shall also be protected through agencies listed under items 2. and 3. above, as deemed necessary.

The Gas Superintendent shall:

1. Provide leadership for Gas Department crew personnel through ID badging at check-in, instruction and emergency work assignment.

All non-essential personnel at emergency locations shall be sent home or otherwise removed, as deemed appropriate.

The procedural sequence herein may require modification as deemed necessary by City officials.



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Damage to Gas Department facilities resulting in partial or total interruption of gas supply will result in action required under Outages/Restoration of Service.

### NATURAL DISASTERS

During and after the occurrence of natural disasters, *as identified hereafter*, the Gas Superintendent will be responsible for maintaining open communication with both gas operations personnel and outside emergency response agencies.

Form 615-1 contains a current phone list of emergency response agencies that may be contacted for mutual assistance. System plats/maps should also be available.

Natural disasters may pose unique scenarios for gas personnel therefore, many of the guidelines described for particular emergencies may apply to similar circumstances associated with Natural Disasters.

### Earthquake

After a major earthquake in the gas service area, all available gas personnel will be contacted to report for emergency response duty.

System patrolling will be performed with particular attention to the district regulator station with regard to potential damage and subsequent leakage.

All areas where abnormal movement could affect the serviceability of gas facilities, including creek and bridge crossings, will receive next patrolling priority.

Emergency shutdown of facilities will be performed where such activity is deemed necessary and as described in this Emergency Plan.

### Flash Flooding

Flash flooding will necessitate the protection of human life and property, including gas personnel.

Gas personnel will not risk entering floodwaters for any reason without the aid of emergency personnel and equipment.

The Gas Superintendent will determine which segments of the gas distribution system will be shut down due to inundation by floodwaters.

After floodwaters have receded, the district regulator station will be checked for intake of water. All meters will be removed.

Previously inundated areas will be patrolled for signs of facility damage and movement of large amounts of soil that may have caused washouts of gas facilities.

Restoration of service will be performed as described earlier in this Emergency Plan.

Mains and service lines exhibiting evidence of water intake will be thoroughly purged according to 605-B5 Startup-Shutdown-Purging.

A follow-up leakage detection survey will be performed after all required and purging has been completed but prior to placing any meter sets into service.



# Procedural Manual for Operations, Maintenance and Emergencies

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### Wildfires

Whenever a wildfire has the potential to impinge upon Socorro Natural Gas Co. facilities, the Gas Superintendent will dispatch field personnel to patrol all areas of the gas system where wildfire may become a danger to gas facilities.

Such facilities will be considered for shutdown and isolation until all danger has been mitigated.

All decisions for facility shutdown and isolation will be performed in close conjunction with Fire/Police officials.

System shutdown and startup will be performed according to 605-B5 Startup-Shutdown-Purging.

### MEDIA COMMUNICATIONS

During an emergency, all media requests for information shall be referred to the Gas Superintendent.

Suggested actions and comments to the media may include the following:

1. Calm the situation.
2. Do not make reckless comments.
3. Tell precisely what the public can do to help.
4. Tell precisely what Socorro Natural Gas Co. is doing to mitigate the emergency.
5. Give only the facts to prevent baseless rumors.
6. Repeat the most encouraging view of the situation that facts will permit.
7. Do not speculate regarding the situation in the absence of facts.
8. Explain what to do and what not to do when there is a strong gas odor.

9. Provide Socorro Natural Gas Co. emergency telephone number(s) to customers for reporting gas leaks/odors or other information during both business and after business hours.

Samples of pre-developed emergency news releases to be disseminated to radio and television stations are contained in SAMPLE EMERGENCY NEWS RELEASES (Appendix F).

### Public Announcements

1. Announcements to the public and customers may be conveyed by Socorro Natural Gas Co., (in both English and Spanish), through the following means:
  - Radio/television (if applicable)
  - Newspapers
  - Meetings
  - Bill stuffers
  - Hand-outs
  - Bulletin Board postings
2. If trailer court, housing authority, and/or apartment owners are master meter operators, they must convey announcement information, (in both English and Spanish), to their tenants.

### Data Gathering of Emergency

After each major gas leak, fire or explosion, appropriate Socorro Natural Gas Co. officials, in conjunction with other mutual emergency response agencies, shall conduct an investigation in order to gather all facts, data and evidence associated with the emergency and to evaluate this data.

This gathering effort will include, but not be limited to, the following:

1. Requesting a record of all mutual response agency communications, activities and generated reports, during and related to, the emergency.



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2. A record of all Socorro Natural Gas Co. information, communications and activities transpiring during the emergency.
3. A request to have all officials and employees involved in the emergency present to assist or provide input.
4. Preservation of all potential or actual physical and recorded evidence (Refer to 617 Investigation of Failures).
5. Consider pressure testing piping segments, regulators, and conducting meter clocking for evidence of leaking pipes.
6. Review construction, system maintenance activities and leakage survey results in the affected area (Refer to 723 Leakage Surveys).
7. Determine whether recent construction activity has taken place in the affected area.
8. Review cathodic protection records for the affected area (Refer to 465-A External Corrosion Control – Monitoring).
9. Review odorization records in the affected area (Refer to 625 Odorization).

### Post-Emergency Review

1. After each emergency event has been mitigated and any required notifications/reports have been filed, operator officials shall conduct a review of all facts and response activities associated with the emergency.
2. This review shall determine the effectiveness of emergency response in order to eliminate any recurrence and to establish any areas of response that could be improved.
3. Activities identified for improvement shall be scheduled for implementation at the earliest opportunity.
4. Any Socorro Natural Gas Co. post-accident drug/alcohol testing deemed to be required shall be conducted.

5. The results of this post-emergency review shall be documented and maintained at City Hall.

### EMERGENCY LIAISON PROGRAM

Socorro Natural Gas Co. will offer an annual program to Fire, Police, City Council and other mutual emergency response agencies in order to remain in compliance with 49 CFR 192.615 (a) (2) and (8), as well as 192.615 (c) (1-4).

This program will include discussion of Socorro Natural Gas Co. intentions and employee training provisions for adhering with these requirements, as well as a detailed presentation of natural gas characteristics compared to other pure gases and hydrocarbon vapors.

A record of persons attending, their respective agencies and a synopsis of the program contents shall be maintained at City Hall. (Refer to EMERGENCY LIAISON ATTENDANCE LIST, Appendix E).

### EMERGENCY SITE CLEANUP AND RESTORATION

Each emergency site/area shall be cleaned and restored to a condition that is as near normal to that preceding the emergency, as is possible.

### EMPLOYEE TRAINING

All Socorro Natural Gas Co. Supervisory and emergency response personnel will be trained regarding the provisions of the Emergency Plan on an annual basis. This training will include the following:

1. Emergency Plan issuance and updates.
2. Responsibilities review.
3. Location and use of emergency equipment.
4. Properties of natural gas.





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5. Location and review of gas system maps.
6. Location and review of gas main records.
7. Location and review of gas service line records.
8. Location and review of gas emergency valve records.
9. Review of hypothetical gas emergencies for reinforcement of steps to be taken.
10. Review of records requirements.
11. Telephonic and written report requirements.

All Socorro Natural Gas Co. Supervisory and emergency response personnel trained regarding the provisions of the Emergency Plan must sign an EMERGENCY PLAN EMPLOYEE TRAINING ACKNOWLEDGEMENT (Appendix G). This document shall be maintained at City Hall.

Notifying Fire, Police and other public officials Personnel at City Hall, or other designated operator personnel, shall contact appropriate police, fire and other public officials in an effort to have additional public safety measures near and around the emergency scene.

The Emergency Telephone Contact List, Form 615-1 contains a current list of all emergency responders and shall be used whenever mutual assistance is required.

Open and effective communications with these officials must be maintained throughout the emergency period.

Actions by these officials may include, but not be limited to, crowd control, traffic control, evacuation, providing temporary shelter, road/highway closure and emergency medical response.

In cases that constitute a reportable accident/incident, refer to Regulatory Notification Record, Form 615-2 in this procedure for Federal and State reporting requirements.

PHMSA requires that any release of gas be reported under 49 CFR §191.3 when the following involves;

1. Human death or inpatient hospitalization;
2. Estimated property damage of **\$50,000** or more, including loss to the operator and others, or both, but excluding cost of gas lost;
3. Unintentional estimated gas loss of three million cubic feet or more;
4. An event that is significant, in the judgment of the operator, even though it did not meet the criteria of items 1., 2. or 3., be reported under the provisions of 49 CFR §191.5, §191.9 and/or §191.15 (transmission).
5. The New Mexico Public Regulation Commission, Pipeline Safety Bureau, under 18.60.2.8 B. NMAC, requires gas release reporting under 49 CFR §191.3 is required whenever a minimum estimated property damage of **\$5,000** or more, including loss to the operator and others, or both, but excluding cost of gas lost, has been experienced.

The Division Director, or his/her designee, will submit the following incident notifications/reports:

Emergency scenarios that meet the definition of "incident" under 49 CFR §191.3 (1) (ii) will be telephonically reported to PHMSA under the requirements of 49 CFR §192.5, and §191.9.



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The following information will be required for telephonically reporting an incident to the Federal authorities and the NMPRC:

1. Name and telephone number of the individual reporting the incident or the identity of the master meter operator, housing authority, mobile home park, etc.
2. The location of the incident (street address, city, county, state).
3. Date of the incident.
4. Estimated or actual time of the incident.
5. The number of injured persons and/or fatalities involved, as applicable.
6. Type and extent of property damage, as applicable.
7. Description of the incident.

### RELATED PROCEDURES

- 465-A External Corrosion Control – Monitoring
- 605-B1 General Pipeline Repair
- 605 B5-7 Startup-Shutdown-Purging
- 605-D Safety Related Conditions
- 617 Investigation of Failures
- 625 Odorization
- 709 Record Keeping
- 723 Leakage Surveys
- 751 Prevention of Accidental Ignition

Telephonic reports of incident must be made at the earliest practicable moment after discovery but generally within two hours, (2 Hrs.), after discovery including report.

Written distribution and transmission system incident reports will be submitted as needed using PHMSA Form F 7100.1 and F 7100.2, respectively, as soon as practicable but not more than thirty, (30), days after detection of an *incident* required to be reported telephonically, as stated above.

Should additional relevant information pertaining to a distribution system *incident*, as described above, become available after submittal of the required written report, Socorro Natural Gas Co. will submit a supplemental report, as deemed necessary, clearly referencing the original written report by date and subject.

Appendix A and/or B can be used to facilitate written reports described above.



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## Emergency Plan

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### CHECKLIST – MAJOR EMERGENCIES

1.  Has the Fire Department been called?
2.  Has the Police/Sheriff Department(s) been called?
3.  Have persons been evacuated and area blocked?
4.  Has the Repair Crew been notified?
5.  Has the Gas Emergency phone list been executed?
6.  Has communication been established?
7.  Has outside help been requested?
8.  Have ambulances been called?
9.  Has the leak been shut off or brought under control?
10.  Have emergency valves and/or proper valves to shut down or reroute gas been identified and located?
11.  If an area has been cut off from a supply of gas, has the individual service for each customer been cut off?
12.  Is the situation under control and has the possibility of recurrence been eliminated?
13.  Has the surrounding area, including buildings adjacent to and across streets been probed for the possibility of further gas leakage?
14.  Has the proper mark been placed on meters after shut off and re-lighting?
15.  Has a telephonic report been made to the NMPRC?
16.  Has a telephonic report been made to PHMSA?
17.  Has the media been advised of the situation and given instructions (if necessary)?

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

By: \_\_\_\_\_



# **Procedural Manual for Operations, Maintenance and Emergencies**

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## **Emergency Forms**

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### **EMERGENCY FORMS**

**Form 615-1 – Emergency Telephone Contact List**

**Form 615-2 – Regulatory Notification Record**



# Procedural Manual for Operations, Maintenance and Emergencies

<b>Form 615-1</b>	Approval Date: 01/20/17
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## Emergency Telephone Contact List

### CITY OF SOCORRO

**ELECTED OFFICIALS:**

	<b><u>Address:</u></b>	<b><u>Phone:</u></b>
<b>Ravi Bhaskar, Mayor</b>	200 Nell (W) Socorro, NM 87801	<b>(575) 835-2940 (Office)</b> <b>(575) 835-3888 (Home)</b>
<b>Donald Monette, City Administrator</b>	1101 Lawndale, Dr. Socorro, NM 87801	<b>(575) 835-0240 (Office)</b>
	<b><u>Address:</u></b>	<b><u>Phone:</u></b>
<b>Peter D. Romero, City Council</b>	P.O. Box 633 Socorro, NM 87801	<b>(575) 418-8262 (Mobile)</b>
<b>Ernest Pargas, City Council</b>	1104 Judith Socorro, NM 87801	<b>(575) 835-2101 (Office)</b> <b>(575) 838-1599 (Home)</b>
<b>Michael Olguin, Jr., City Council</b>	701 Liles St. Socorro, NM 87801	<b>(575) 269-1072 (Home)</b>
<b>Gordon Hicks, City Council</b>	410 Memory Lane Socorro, NM 87801	<b>(575) 835-2973 (Home)</b>
<b>Toby Jaramillo, City Council</b>	815 Calvin St. Socorro, NM 87801	<b>(575) 835-0350 (Home)</b> <b>(575) 517-9680 (Mobile)</b>
<b>Nicholas Fleming, City Council</b>	1010 Cassity Socorro, NM 87801	<b>(575) 835-2744 (Office)</b>
<b>Mary Ann Chaves-Lopez, City Council</b>	P.O. Box 1281 Socorro, NM 87801	<b>(575) 418-1564 (Mobile)</b>

**CITY HALL OFFICE STAFF:**

	<b><u>Address:</u></b>	<b><u>Phone:</u></b>
<b>Mable Gonzales, City Clerk/Treasurer</b>	810 Texas Socorro, NM 87801	<b>(575) 835-0240 (Office)</b> <b>(575) 835-3702 (Home)</b>
<b>Cassandra Benjamin, Switchboard</b>	Magdalena, NM	<b>(575) 835-0240 (Office)</b>
<b>Polo Pineda, Purchasing Agent</b>		<b>(575) 835-0240 (Office)</b>



# Procedural Manual for Operations, Maintenance and Emergencies

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## Emergency Telephone Contact List

<b>Stephanie Saavedra, Deputy Clerk/Payroll</b>	507 Melody Lane Socorro, NM 87801	<b>(575) 835-0240 (Office) (575) 835-3462 (Home)</b>
<b>Janette Lukesh, Accounts Payable</b>	Socorro, NM 87801	<b>(575) 835-0240 (Office) (575) 835-8968 (Home)</b>
<b>Barbara Silva, Cashier</b>	Socorro, NM 87801	<b>(575) 835-0240 (Office) (575) 835-4092 (Home) (575) 517-9033 (Mobile)</b>
<b>Ruby Lopez, GL Clerk</b>	Luis Lopez, NM	<b>(575) 835-0240 (Office) (575) 517-0305 (Office)</b>

**GAS DEPARTMENT PERSONNEL:**

	<b><u>Address:</u></b>	<b><u>Phone:</u></b>
<b>Jay Santillanes, Gas Division Director</b>		<b>(575) 440-6119 (Mobile) (575) 835-370267 (Home)</b>
<b>Abie Baca, Jr., Gas Superintendent</b>	506 Center St. Socorro, NM 87801	<b>(575) 835-2490 (Office) (575) 835-1403 (Home)</b>
<b>Rick Trujillo, Gas Compliance Officer</b>	19 Mels Rd. Lemitar, NM	<b>(575) 418-0622 (Office)</b>
<b>Isacc Angel, Gas Foreman</b>	805 Sunset Socorro, NM	<b>(505) 507-2800 (Mobile) (575) 835-2748 (Home)</b>
<b>Joe Flores, Gas Foreman</b>	1107 Vermont	<b>(575) 838-7462 (Mobile)</b>
<b>Rene Perez, Gas Leak Surveyor</b>	Lemitar, NM	<b>(575) 418-0622 (Mobile) (505) 918-0855 (Mobile)</b>
<b>James Padilla, Gas &amp; Water Customer Service</b>	Socorro, NM	<b>(505) 459-2129 (Mobile)</b>



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## Emergency Telephone Contact List

**David Gutierrez, Gas Operator** Socorro, NM **(575) 418-7033 (Mobile)**

**Shaun Fernández, Gas Operator** Socorro, NM **(575) 835-2490 (Office)**

**Mike Jojola, Temporary Gas Employee** Socorro, NM **(575) 418-0388 (Mobile)**

**Deanna Saenz, Administrative Assistant** Socorro, NM **(575) 835-2490 (Office)**

**Gas Department** **(575) 363-4618 (Standby)**  
**(575) 835-2490 (Office)**

**Gas & Water Customer Service** **(575) 517-9821 (Mobile)**

**SOCORRO POLICE DEPARTMENT:** **911 (EMERGENCIAS)**  
**(575) 835-1883**

**WATER DEPARTMENT:**

**Water Department Superintendent** **(575) 650-0545 (Mobile)**

**Water Department Office** **(575) 838-1606 (Office)**

**Water Department Standby** **(505) 363-2983 (Mobile)**

**Water Department Customer Service** **(575) 517-9748 (Office)**

**GAS SUPPLY EMERGENCY CONTACT:**

**Kinder Morgan (El Paso Natural Gas Co. - Colorado)** **(719) 667-7702**

**Jerry Culwell (Gallup, NM)** **(505) 722-3633 (Office)**  
**(505) 401-0412 (Mobile)**

**AVAILABLE ASSISTANCE CONTACTS:**

**Jaramillo's Plumbing & Heating (302 Otero, Socorro, NM)** **(575) 835-1679**

**Bar J Plumbing, Inc.** **(575) 835-2708**



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## Emergency Telephone Contact List

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**RC Plumbing & Heating  
(Magdalena, NM) (575) 854-2556**

**Halo Services Inc.  
Bloomfield, NM 87413 (505) 632-7007**

**PROPANE FUEL GAS PROVIDERS:**

**Socorro LP Gas Co. (575) 835-0060**

**AG Country Propane (575) 854-2111**

**A-X Propane Inc. (575) 854-2219**

**SOCORRO COUNTY**

**COURTHOUSE: (575) 835-0050**

**EMERGENCY MANAGEMENT CENTER: (575) 835-0120**

**Fred Hollis, Emergency Management Coordinator (575) 835-2029**

**Jerry Wheeler, Emergency Operations Center (575) 835-0120**

**Mark Wheeler, Floodplain Manager (575) 835-2029, ext. 1202**

**SHERIFF: 911 (EMERGENCIES)  
SHERIFF William Armijo (575) 835-0714 (Office)  
(535) 835-0052 (Non-Emergency)**

**FIRE PROTECTION: 911 (EMERGENCIES)**

**Mark Mercer, Fire Marshall (575) 835-2029**

**Volunteer Fire Departments –  
Kelly Voris, Abeytas VFD Chief (575) 861-0233  
Mark Wheeler, Midway VFD Chief (575) 418-8330  
Fred Hollis, San Antonio VFD Chief (575) 861-0233**

**ROAD DEPARTMENT:  
Jacob Walsh (575) 835-2041**





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## Emergency Telephone Contact List

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### EMERGENCY SHELTERS:

San Miguel Church	(575) 835-0612
County Courthouse	(575) 835-0050
Socorro High School	(575) 835-0700
Sarracino Middle School	(575) 835-0283
Parkview Elementary School	(575) 835-1086
Finley Gym	(575) 835-0240
Youth Center (Cindy Rivera)	(575) 517-0141 (575) 340-1575 (Office)

### HOTELS:

Golden Manor Motel	(575) 835-0230
Holiday Inn Express	(575) 838-0556

### RESTAURANTS:

El Camino	(575) 835-1180
Sofia's Kitchen & Burrito Time	(575) 835-0022

### NURSING HOMES:

Good Samaritan Village	(575) 835-2724
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### AMBULANCE SERVICE:

Socorro Ambulance Service	911 (EMERGENCIES) (575) 835-3969
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### SCHOOLS:

N.M.I.M & T.	(575) 835-2724
Socorro High School	(575) 835-0700
Sarracino Middle School	(575) 835-0283
Parkview Elementary School	(575) 835-1086



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## Emergency Telephone Contact List

Zimmerly School

(575) 835-1436

### HOSPITALS:

Socorro General Hospital

(575) 835-1140

### STATE OF NEW MEXICO:

NEW MEXICO ONE-CALL: (nm811)

(800) 321-2537 or 811

NEW MEXICO STATE POLICE

911 (EMERGENCIES)  
(575) 835-0741 (Non-Emergency)

STATE TRANSPORTATION DEPARTMENT  
(NMDOT)

(575) 835-0526

### NATIONAL GUARD OFFICE:

21 General E Baca Rd.  
Belen, NM 87002-7285

(505) 864-7257

### RAILROAD OPERATORS:

**BNSF Railroad Socorro Depot**

Railroad Emergencies:  
**1-800-832-5452**

### MEDIA:

KYRN Radio

(575) 835-2382

Defensor Chieftan Newspaper

(575) 835-0520

TDS Cable

(575) 835-2424

KOAT 7 News

(505) 884-7777 (Main)  
(505) 884-6324 (News Room)

KRQE 13 News

(505) 243-2285 (Main)  
(505) 764-5240 (News Room)

KOB 4 News

(505) 764-2453 (News Room)



# Procedural Manual for Operations, Maintenance and Emergencies

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## Regulatory Notification Record

The telephonic incident report must be made to both the New Mexico Public Regulatory Commission and the Federal Pipeline and Hazardous Materials Safety Administration.

New Mexico Public Regulatory Commission (NMPRC)  
 Pipeline Safety Bureau  
 1120 Paseo De Peralta  
 Santa Fe, NM 87504-1269  
**911 - Emergencies**  
**(505) 476 – 0298**  
**(505) 490 – 2375 (Emergency After Hours)**

Department of Transportation  
 Pipeline and Hazardous Materials Safety Administration (PHMSA)  
 East Building, 2nd Floor  
 Mail Stop: E24-455  
 1200 New Jersey Ave., SE  
 Washington, DC 20590

**National Response Center (NRC) (800) 424-8802**  
**(202) 366-4569 (Non-Emergency)**  
**(202) 366-4566 (fax)**

An incident requiring telephonic notification must be followed by a written report within thirty (30) days of detection.

DATE: \_\_\_ / \_\_\_ / \_\_\_                      EMPLOYEE SIGNATURE: \_\_\_\_\_

TIME OF TELEPHONIC NOIFICATION: \_\_\_\_\_ AM [ ]      PM [ ]

NAME OF CALL RECIPIENT: \_\_\_\_\_

DESCRIPTION OF NOTIFICATION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# **Procedural Manual for Operations, Maintenance and Emergencies**

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## **Appendices**

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### **APPENDICES**

**(THE FOLLOWING DOCUMENTS ARE REPLICAS OF ACTUAL FORMS)**

**Appendix A – DISPATCH EMERGENCY NOTIFICATION RECORD**

**Appendix B – MAJOR EMERGENCY ACTIVITY LOG**

**Appendix C – NOT HOME NOTICE**

**Appendix D – EMERGENCY RESPONSE EQUIPMENT LIST**

**Appendix E – EMERGENCY LIAISON ATTENDANCE LIST**

**Appendix F – SAMPLE EMERGENCY NEWS RELEASES**

**Appendix G – EMERGENCY PLAN EMPLOYEE TRAINING ACKNOWLEDGMENT**

Appendix A

( FORM # )

CITY OF SOCORRO



DISPATCH EMERGENCY NOTIFICATION RECORD

CITY OF SOCORRO
GAS DEPARTMENT
PO BOX K
SOCORRO, NM 87801

CITY OF SOCORRO



CUSTOMER-PUBLIC NOTIFICATION INFORMATION

TIME CALL RECEIVED: \_\_\_\_\_ AM/PM DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

CALL RECEIVED BY: \_\_\_\_\_ NAME OF CUSTOMER: \_\_\_\_\_

NAME OF CALLER (If Not Customer): \_\_\_\_\_ PHONE #: \_\_\_\_\_

EMERGENCY ADDRESS: \_\_\_\_\_

TYPE OF TROUBLE: GAS ODOR [ ] BLOWING GAS [ ] APPLIANCE [ ] HEADACHE/FLU SYMPTOM [ ]

OTHER (Describe): \_\_\_\_\_

IS ODOR OR NOISE INSIDE BLDG. ? YES [ ] NO [ ] ( IF "YES", REQUEST CALLER TO EVACUATE !!! )

IS LOCATION OF ODOR OR NOISE KNOWN ? H2O HEATER [ ] FURNACE [ ] RANGE [ ] DRYER [ ]

OTHER: \_\_\_\_\_

IS ODOR OR NOISE IS OUTSIDE BLDG. ? YES [ ] NO [ ] IF "YES", IS THE LOCATION KNOWN ?

STREET [ ] YARD [ ] METER [ ] AT BLDG. WALL [ ] OTHER: \_\_\_\_\_

HOW LONG HAS ODOR OR NOISE BEEN SMELLED/HEARD ? \_\_\_\_\_ MINUTES/HOURS

IS OR HAS THERE BEEN ANY CONSTRUCTION/EXCAVATION NEAR THE AREA ? YES [ ] NO [ ]

WILL SOMEONE BE ABLE TO MEET THE GAS DEPT. SERVICEMAN AT THE BLDG. ? YES [ ] NO [ ]

INVESTIGATION RESPONSE INFORMATION

INVESTIGATOR NAME: \_\_\_\_\_ WORK ORDER #: \_\_\_\_\_

ARRIVAL TIME: \_\_\_\_\_ AM/PM DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

DID CUSTOMER EVAUATE ? YES [ ] NO [ ] INVESTIGATOR COMPLETION TIME: \_\_\_\_\_ AM/PM

SEARCH INSTRUMENT USED: GMI [ ] DP-IR [ ] GAS READING: \_\_\_\_\_ % GAS [ ] % LFL [ ]

CARBON MONOXIDE DETECTED ? YES [ ] NO [ ] CO READING: \_\_\_\_\_ PPM

FOLLOW-UP NEEDED ? YES [ ] NO [ ] IF "YES", DESCRIBE: \_\_\_\_\_

APPARENT CAUSE OF EMERGENCY: \_\_\_\_\_

HIT-LINE [ ] MAIN [ ] SERVICE TAP/STUB [ ] METER [ ] CUST. SERVICE [ ] APPLIANCE [ ]

OTHER: \_\_\_\_\_

ACTION TAKEN: \_\_\_\_\_

ATTACH OIM FORM 605, INCLUDING ALL MATERIALS USED, WHEN GAS DEPT. FACILTY IS REPAIRED.

EMERGENCY ASSISTANCE REQUESED ? YES [ ] NO [ ] IF "YES", COMPLETE CONTACT INFO BELOW:

TIME:

DATE:

FIRE DEPARTMENT [ ] \_\_\_\_\_ AM/PM \_\_\_\_/\_\_\_\_/\_\_\_\_

POLOICE DEPARTMENT [ ] \_\_\_\_\_ AM/PM \_\_\_\_/\_\_\_\_/\_\_\_\_

GAS DEPARTMENT [ ] \_\_\_\_\_ AM/PM \_\_\_\_/\_\_\_\_/\_\_\_\_

INVESTIGATOR SIGNATURE: \_\_\_\_\_

**Appendix B**  
**MAJOR EMERGENCY ACTIVITY LOG**

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_ EMPLOYEE NAME (completing form): \_\_\_\_\_

TIME CALL RECEIVED: \_\_\_\_\_ AM/PM CALLER NAME: \_\_\_\_\_

CALLER ADDRESS: \_\_\_\_\_

CALLER TELEPHONE NUMBER: \_\_\_\_\_

GAS BLOWING: YES  NO  NOISE IS LOUD: YES  NO

GAS LEAK IS INSIDE/OUTSIDE INSIDE  OUTSIDE

ODOR OF GAS: YES  NO  STRONG ODOR: YES  NO

DURATION OF SITUATION: INCIDENT START TIME \_\_\_\_\_ [ ] AM [ ] PM

TYPE OF STRUCTURE(S) INVOLVED: SCHOOL  PUBLIC  HOSPITAL

MULTIFAMILY  OTHER (DESCRIBE): \_\_\_\_\_

OTHER DETAILS OF NOTIFICATION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ACTIVITY LOG:

ACTIONS TAKEN/INSTRUCTIONS GIVEN/TIME OF EACH: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

EMPLOYEE(S) DISPATCHED TO SCENE: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

EMPLOYEE TO ATTACH SUPPLEMENTAL SHEET(S), AS APPLICABLE, TO THIS RECORD ALONG WITH SIGNATURE

**Appendix C**  
**NOT HOME NOTICE**  
**(Door Hanger)**

**Socorro Natural Gas Co.**  
**Not Home Notice**

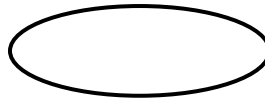
CUSTOMER NAME: \_\_\_\_\_

DATE OF NOTICE:            \_\_\_\_/\_\_\_\_/\_\_\_\_

ACCT. NO.: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

METER READING:



REMARKS:

\_\_\_\_\_  
\_\_\_\_\_

REASON FOR SERVICE CALL:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

METER SHUT OFF:    YES [ ]        NO [ ]

ENTRY MADE:        YES [ ]        NO [ ]

GAS DETECTED:     YES [ ]        NO [ ]

GMI READING: \_\_\_\_\_

FOLLOWUP VISIT NECESSARY: YES [ ]    NO [ ]

PLEASE CALL CITY HALL:        YES [ ]    NO [ ]

**(575) 835-2049**

NOTICE NO.            1 [ ]    2 [ ]    3 [ ]

EMPLOYEE NAME: \_\_\_\_\_

**Appendix D**  
**EMERGENCY RESPONSE EQUIPMENT LIST**

Emergency Response Plan Manual (current)  
Backhoe  
Compressor  
AC/DC Generator  
Plastic pipe squeeze tools  
Portable Fire Extinguishers  
Traffic cones and warning signs  
Ingress/egress ladder  
**Sensit Gold G2** Combustible Gas Indicator (CGI)  
**Detecto Pak-Infrared (DP-IR)** Flame Ionization Detector  
**HeathTech 5637** Odorator  
Mueller Valve Changer  $\frac{3}{4}$ "-1  $\frac{1}{4}$ "  
Emergency Valve Operating Keys  
Assorted Hands Tools

**MINIMUM INVENTORY OF EMERGENCY RESPONSE EQUIPMENT  
STORED AT DIVISION YARD, 3000 SOUTH HIGHWAY 85**

**Gas Service Turn-Off Crew  
Equipment List**

1 - Flashlight per crewmember  
1 - 10 inch or 14 inch Pipe Wrench per crewmember  
1 - Crescent or End Wrench per crewmember  
1 - Pencil per crewmember  
1 - Magic Marker (large, black)  
Transportation (assigned)  
Extra Batteries for flashlight  
Gas System Maps

**Gas Service Turn-On Crew  
Equipment List**

All items listed for Turn-Off, plus:  
1 - Screwdriver per crewmember  
Supply of Matches +/-or Butane Lighter (extended reach)





**Appendix F**  
**SAMPLE EMERGENCY NEWS RELEASES**

**GAS OUTAGE OVER ENTIRE GAS SYSTEM**

“The following is a special announcement by the Socorro Natural Gas Co. The City of Socorro is now without natural gas service because of a pipeline break. All gas customers, for their own safety, should turn off all gas appliances and pilot lights, at once. Customers are requested to stay tuned to this station for further instructions and reports on progress of work of restoring gas service. Do not try to light your appliances during this emergency.”

\_\_\_\_\_ Mayor

**PARTIAL GAS OUTAGE IN ONE OR MORE DISTRICTS**

“The following is a special announcement by the Socorro Natural Gas Co. The City of Socorro is now experiencing an acute shortage of natural gas supply due to an emergency. All gas customers must immediately conserve gas as much as possible. It is imperative that all customers use gas only for emergency purposes, such as sickness. Customers in the following areas --

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

are without gas service. In those areas all gas customers, for their own safety, should turn off all gas appliances and pilot lights at once. Customers are requested to stay tuned to this station for further instructions regarding restoration of normal gas service.”

\_\_\_\_\_ Mayor

Appendix G

EMERGENCY PLAN  
EMPLOYEE TRAINING ACKNOWLEDGMENT

**ACKNOWLEDGMENT**

I have received a copy of the Gas Department

**EMERGENCY PLAN**

**and have been trained & understand  
the contents of this document**

*Revised on February 20th, 2017*

\_\_\_\_/\_\_\_\_/\_\_\_\_

Date

\_\_\_\_\_

Employee's Signature

\_\_\_\_\_

Employee's Name (Printed)

*Please sign and return this card*