Met pursuant for the Illinois Commerce Commission Gas Pipeline Safety Policy Session held at 160 North LaSalle Street, Suite 800, Chicago, Illinois, on May 6, 2014, commencing at the hour of 10:33 a.m.

PRESENT:

MR. DOUGLAS P. SCOTT, Chairman
MR. JOHN T. COLGAN, Commissioner
MS. ANN McCABE, Commissioner
MR. MIGUEL DEL VALLE, Commissioner
MS. SHERINA E. MAYE, Commissioner

JENNIFER L. BERNIER, CSR, RPR, CLR
On behalf of Midwest Litigation
APPEARANCES:

Mr. Darin Burk (Via Teleconference)
Mr. Torrence Hinton
Mr. Tom Kallay
Mr. Tom Webb
Ms. Jackie Voiles
Mr. Scott Glaeser
Ms. Natalie Hemmer
Ms. Gina Meehan-Taylor
Assistant Fire Chief Rick Ward
Mr. Craig Whyte
Ms. Jennifer Block
Commissioner Thomas H. Powers

ALSO PRESENT:

Various members of the public
CHAIRMAN SCOTT: Pursuant to the provisions of the Open Meetings Act, I now convene this policy session of the Illinois Commerce Commission to address gas pipeline safety in Illinois. The issue, as all of us know, has become particularly prevalent of late first following on the heels of a large explosion in East Harlem, New York, this past March and now following a recent explosion much closer to home in Long Grove, Illinois. And the last couple of years we've been working through the legislature on replacement, pipe replacement programs, with the General Assembly that we think will be very successful and something that is needed in the state. So there is a lot for us to talk about today.

So today the Commission will hear from our gas utilities here in Illinois on a number of related topics. First, we will hear from our own ICC pipeline Safety Program Manager, Darin Burk, on the current state of investigation into the New York natural gas incident. Mr. Burk will -- maybe he's too modest, but he should tell you that he is a national figure on pipeline safety and he can explain how he's gotten involved with that particular incident and then relate it back to what's going on here in Illinois. Second, we'll hear from Peoples Gas as to the challenges associated with the
Legacy infrastructure replacement in an urban environment. Next, Nicor, Peoples, and Ameren on the utilities public awareness campaigns and general public outreach on the topics of safety. Fourth, we will hear about utility communication with emergency responders and public officials before and after incidents occur. And, last, we will hold a roundtable discussion to talk about public awareness partnerships and the path forward.

We all look forward to all of the presentations and discussions today. I'll turn this over to my colleague, Commissioner Colgan, for his remarks on the subject. Commissioner.

COMMISSIONER COLGAN: Thank you, Chairman. And good morning to everybody. And I want to, first of all, thank everyone for being here today and for the time and effort that you've put forward to make presentations to us and to the utilities who have advanced materials to us about your pipeline safety information projects that you have in your own shops. Thanks for advancing those to us so we could get a little peek at what we're going to expect here today.

We're here today for several reasons. First, to hear presentations from stakeholders on the status of
where we stand in the State of Illinois as it is with
the pipeline safety issues around the state. And we
want to remind all parties that the Commission is very
interested in pipeline safety issues and to bring this
issue to a more higher level in terms of public
awareness of the importance of pipeline safety and,
hopefully, to get some word out to the general public in
terms of what they can do in helping us maintain a safe
and thriving natural gas transmission and distribution
network in the state.

While we have no reason to suspect that any of
the utilities in this state are not in compliance with
all of the requirements that they have to work on
pipeline safety, I think that, at the same time, there
is no way that anyone can prepare for all of the
possibilities of things that can happen. And that's
been brought to our attention very recently with the
disaster that we had in New York City, the issue that
happened in Long Grove, and then a couple of years ago
we had a couple of really big incidents in San Bruno,
California, and Allentown, Pennsylvania. And I think
there was even something that happened just last week or
just a few days ago in Florida in a prison that blew up.
They suspect it was due to some of the really bad
weather, the weather that they had, disrupting some of the distribution system there. So the ICC does have a lot of responsibility to oversee pipeline safety in the State of Illinois, and with that responsibility comes the commensurate authority to make sure that everything is happening appropriately as it relates to that pipeline safety.

Through the Pipeline Safety Act, we are responsible for establishing minimum safety standards for the transportation of gas in pipeline facilities in Illinois, and we have, by reference -- we've incorporated by reference the applicable Federal Rules into these as the state rules for pipeline safety. The Commission is required to adopt rules establishing minimum safety standards for the transportation of gas and pipeline facilities. Such rules shall be, at least, as inclusive, as stringent, and compatible with the minimum safety standards adopted by the Secretary of Transportation under the federal act.

So with that, I think that I'm looking -- well, I know that I'm looking forward to your presentations. And I, again, before we start, want to thank you for being here and being prepared to discuss this important issue with us.
CHAIRMAN SCOTT: Thank you, Commissioner Colgan.
Commissioner McCabe.

COMMISSIONER MCCABE: Yes, I want to thank everyone for being here today, also, and all of the materials you've provided us. And I also want to say thank you to our city colleagues who are here, including Commissioner Powers.

CHAIRMAN SCOTT: All right. And, with that, let's start off with Darin Burk, the pipeline safety program manager from the ICC. Darin, as you can tell, is in Springfield.

I don't know if it's possible if those drapes that are behind Darin, if that's possible to shut those. Maybe that's just Darin's glow. I'm not sure. If that's possible, that might help out a little bit. Otherwise, go ahead, Darin, whenever you're ready.

MR. BURK: Okay. Thank you, Mr. Chairman. As everyone is aware, we did have a serious incident in East Harlem and, you know, there were eight fatalities, 48 injuries. As required, the operator filed the 107100.1 incident report, but there's very little information in that report at this time.

I looked it up yesterday on the DataMart and read through it, and they estimate the damage is at 2.8
1 million, which is very low, I'm sure. That's probably
2 just the value of the buildings that were lost, and
3 there are a lot of lawsuits going on. I've been in
4 contact with the New York program manager, and we've had
5 some discussions. Although he cannot reveal any
6 information about the incident, itself, or the
7 investigation, he did have several questions for me as
8 to how we deal with certain issues in Illinois and,
9 particularly, in the Chicago area since it's very
10 similar to New York. So I've been helping him with
11 that.
12
13 And, as you mentioned, I am sitting as the
14 chairman of NAPSR this year, and I handled several press
15 inquiries regarding the New York incident on behalf of
16 NAPSR and tried to educate the reporters as to what we
17 would be doing in such an investigation and the efforts
18 that are being made by NAPSR, PHMSA, and state
19 commissions to improve pipeline safety.
20
21 The pipe, under investigation in New York, was
22 8-inch cast iron, but there was also 8-inch
23 polyethylene. And it operated at low pressure, less
24 than one pound. There were reports that there were --
25 there was a water main break in the area, and that may
26 have had some effect on the integrity of that pipe. The
gas system, where the location of the building was, there was a segment of polyethylene, and that's usually joined via a transition fitting and mechanical couplings back to the cast iron. And polyethylene of that 8-inch diameter usually comes in 20- to 40-foot segments. So the pipe was most likely joined together by heat fusion. Heat fusion is a very reliable joining method if it's done under an approved procedure by qualified individuals.

So it's very difficult to speculate what may have gone wrong because you could have joint failure on a mechanical fitting, you could have joint failure on polyethylene, you could have cast iron breakage, you could have internal piping and so on. And the piping in the structure is always a potential source of a leak. And no statements have been made indicating of that, but it's always something that's investigated. One report did state that some of the piping inside that building was replaced about six months prior to the incident. So I'm sure the investigators were looking at that as well. Obviously, it's reignited the discussion regarding replacement of vintage pipelines in our systems. And I caution everyone that, because the incident has not been released and the investigation
will be ongoing for quite some time, it was immediately
assumed by the media that the old cast iron piping had
contributed to this incident. But that's not been
publicly verified by the parties of the investigation.
And even though much of the cast iron piping currently
in service was very old, it's not necessarily hazardous.
The smaller diameter pipelines, under 8 inch in
diameter, are more susceptible to failure by cracking
because they lack beam strength, but the larger diameter
piping have greater wall thicknesses and the beam
strength is improved because of that. It is far more
resistant to cracking than the smaller diameter pipe.

Peoples Gas and Nicor Gas have both been
engaged in a cast iron replacement program for many
years. Ameren had cast iron piping in their systems,
but it's all been replaced. The operators are required
to rank the risks associated with all of the
distribution piping and then determine which piping
should be replaced first. This is a requirement under
distribution integrity management and we verify that the
operators are risk ranking their pipe and taking the
corrective actions as needed.

Peoples, today, has been invited to discuss
some of the challenges associated with replacing vintage
pipeline infrastructure in urban areas. I believe it's important for everyone to understand that the vintage pipeline or vintage piping is not going to disappear overnight. There are many factors that we must address, and customers play a significant role in threat mitigation. They are the eyes and, for lack of a better word, noses out there that will detect the leaks and report them to the utilities in between the leak survey intervals. That's why we requested that the operators present their public awareness efforts that they are undergoing at this time.

Several of the witnesses reported smelling gas in East Harlem prior to the incident, but only reported it. The operators of natural gas systems have been engaged in educating the public regarding the risks associated with pipeline systems and what to do in the event of an emergency over many years now. It's very important that these customers and the general public understand their role in mitigating the risk when even a potential leak is detected. The operators are required to engage in a public awareness effort and evaluate their effectiveness of their programs by June of 2010. The evaluation must be conducted over a maximum of fours years; so, therefore, the second round of evaluations is...
due this year by June of 2014. I believe Nicor is one
year ahead of that schedule because they implemented
their plan prior to the due date.

Public awareness works hand in hand with
emergency planning. The operator is required to
maintain liaison with emergency responders to identify
the roles and responsibility during the pipeline
emergency. It's essential to have clear communication
of who will do what in the emergency.

Last week I attended the NAPSR southern region
meeting held in Florida -- otherwise known as the
monsoon area -- and was made aware of a program to
enhance training of firefighters regarding pipeline
emergencies. The program is going to be kicked off
May 16th, I believe, in Georgia. The program was
developed by the natural gas pipeline operators, the
Pipeline Hazardous Material Safety Administration, or
PHMSA, the Florida Public Service Commission, and the
Georgia Fire Academy. The course will be included as
optional curriculum to the Georgia Fire Academy. The
one good thing about firefighters, they are always eager
to learn and they will take as many optional courses as
they can to improve their careers and improve safety.

AGL Resources, the parent company of Nicor,
has open discussions with me regarding initiating a
similar program in Illinois. I plan to pursue that
discussion in the near future, but we are waiting to see
how the initial rollout goes. In Illinois, we have a
fire school at the University of Illinois, and I think
they would be interested in this program as well. In
Georgia, all of the financing for this program was
provided by the utilities, but they considered it part
of their liaison with public officials and public
awareness training. So it is an acceptable expense
under the code requirements. I'm looking forward to
hearing how that works out and seeing if we can get
something going here in our state.

Thankfully, pipeline incidents are rare
occurrences and hopefully the discussions today will
contribute to even further reduction in incidences and
allow a more effective response to pipeline emergencies
if they occur. And with that, I think I will turn it
back to Chicago so we can hear from the operators.

CHAIRMAN SCOTT: Thank you, Darin. Questions for
Darin?

COMMISSIONER MAYE: I have a quick question.

CHAIRMAN SCOTT: Sure.

COMMISSIONER MAYE: Thank you so much, Darin.
Based on what you have seen and heard about the responsiveness of the utilities in New York City after that explosion, what types of emergency preparedness action should we be seeking from our utilities, and, at this point, are you confident that those procedures are in place?

MR. BURK: I believe that they are with the emergency responders. A few years ago we really started pushing for liaison; in other words, direct communication with the firefighters. Obviously, the Chicago Fire Department is one of the best in the country and I know they take it seriously. And, as you'll hear today, Peoples Gas is engaged with them. Ameren is engaged with the fire departments Downstate, and Nicor within their territory. And they all have extensive programs.

I believe there is more that can be done and I believe part of that needs to be done on our part. We do encounter, when we go out to incidents, that firefighters don't know who the Illinois Commerce Commission Pipeline Safety Program is. And that's why I'm very interested in this program they're kicking off in Georgia. One of the suggestions I made is that they include that type of training in that program. And even
though it's not in the initial program, they are going
to look at adding it to the Georgia program as time goes
on, and I would like to see that done here. But,
overall, I believe that our major utilities have good
communication with the fire departments. And, on a
municipal level, most of the fire departments are
volunteers and many of the gas system operators are on
the fire department, so that does help with the
communication in those smaller areas. But we do audit
the programs every year to make sure they're conducting
the meetings. And if somebody is slacking, we will
write that up and make sure that they get that
corrected.

COMMISSIONER MAYE: Thank you.

CHAIRMAN SCOTT: Commissioner del Valle.

COMMISSIONER DEL VALLE: Yes. I'm just looking for
some clarification here just so that I understand. The
Georgia program you said is funded by the utilities, but
that it is a recoverable expense for the utilities; is
that correct?

MR. BURK: I believe that it would be a recoverable
expense because they have to maintain the liaison under
the rules and regulation.

COMMISSIONER DEL VALLE: Okay. Thank you.
CHAIRMAN SCOTT: Commissioner Colgan.

COMMISSIONER COLGAN: Yeah. The responsibility for maintaining the safety program has a really large chain of command all the way from the transportation companies to the distribution companies to the local first responders to the customers who actually are the endusers of the natural gas.

And you mentioned just a little while ago that in New York there were several people who had smelled the gas, but no one had reported that -- only one person reported that they had smelled the gas. And I'm just wondering if you have any ideas or if you have any examples of best practices in terms of how to make sure that the general public is well informed about the potential dangers of gas leaks.

MR. BURK: Well, historically, we've always left that up to the utilities to do the public awareness program, and there are specific guidelines under API RP 1162 that they must follow. And it's difficult to gauge the effectiveness because, obviously, the response to any inquiries from the operators is voluntary on the part of the customer, and getting good response takes a lot of work. They really have to encourage the customers to fill out the surveys or reply when it's
done via robocalling.

You know, I know the operators are implementing different measures constantly. One of the things that we have identified as a problem is, if you get in a neighborhood where there is criminal activity going on or where people are just not in tuned with the services that the operators will provide for free, many people have expressed that they were concerned to call the utility because they didn't want to pay for the call. I think that's one thing that needs to be pointed out that, if the customers or the general public smell gas and they do call the operator, they're not going to charge them to come out there and investigate that gas odor. They're going to do everything they can to make sure the system is safe. And how to get that message through to people, I'm just not sure; but I think that's one of the focuses that we need to be concentrating on in the future.

CHAIRMAN SCOTT: Darin, I'm wondering, just briefly, if you could, to go back to some of your original comments, you talked about the risk ranking that goes into the pipeline identification for replacement. Obviously, age is one of those factors and material that's used there. What are some of the other
factors that go into that risk ranking?

MR. BURK: Under the Distribution Integrity Management Program, or DIMP, as we call it, the operators are required to identify specific threats to their pipeline. There are eight -- well, seven specific threats that they must address, such as corrosion control, third-party damage, outside force damage, and so on, and then they can put in sub threats. And each of the operators are responsible for doing that. You know, obviously, risk is likelihood times consequence. Then they have to determine the consequence factor associated with all of those threats.

Most of them use an algorithm where they put in a points-based calculation. For example, cast iron, there are several tests you can make on cast iron to determine whether it is starting to graphitize. Graphitization is a form of corrosion and it's when the pipe, itself, starts returning to its natural state and the pipe will become lighter. It will become softer. There's tests that the operators do when they cut into the pipe. They'll coupon test it. You can weigh the coupon. They test for its hardness when they excavate. They examine the pipe. And all of the results of these are points-based and it's entered into the program.
Then the program comes up with a risk ranking, and there's several mitigation measures. If you have, for example, a high risk of corrosion, you take actions to mitigate that corrosion. But if third-party damage seems to be threatening the pipe, you can take actions to reduce that, protect the pipelines and so on. And I think that's one of the big factors with cast iron is one third-party damage prevention operators have to take extensive measures to protect that pipe. A good leak monitoring program and leak management program is also necessary.

Cast iron pipe, in the old days, was joined via bell and spigot, and it was packed with a material called jute, and that's what kept the gas in the pipe. Over time the gas will dry out the jute. When we first started putting in gas systems, there was a lot of manufactured gas, which had more moisture content. But we try to keep the gas as dry as possible now so that we don't have freeze up of meters.

So there have been many innovative measures to rejuvenate that jute. Certain chemicals can be injected into it. And then there's also clamping that can be done. And many of the operators have extended the life of the cast iron pipeline by implementing these measures.
and, therefore, you know, it's been a cost savings to the consumer. But some of the pipe has just reached its life expectancy. And as the different factors, such as frequency of leaks, the graphitization information or corrosion information, they will also throw in their outside force -- potential for outside force damages, such as sewer line replacements and things like that, and that will move the segments of pipe up in the rankings so that they can implement the corrective -- correct mitigative measure and, in many cases, it is actually replacing the line.

If you're going to disturb the soil near a cast iron line via a water or sewer project, in many cases, the operators will elect to go ahead and replace that pipe even though it may not be their highest risk pipe. But it just makes sense because the risk could increase, plus they can get in there while the road is removed and the recovery costs are lower and you don't have to worry about them digging into that new road a year later, so on and so forth. And I'm sure that Mr. Hinton will talk about that a little bit during his presentation. But, overall, we look at the general ranking and what measures that they're implementing to reduce the threats.
CHAIRMAN SCOTT: Thank you. One last one from Commissioner Colgan.

COMMISSIONER COLGAN: Darin, you talked quite a bit about the physical nature of the pipelines and the aging infrastructure that we have around the state and in the country in general; and, you know, as entropy would set in on that physical nature of the pipeline, you have natural sort of breakdowns.

But I wonder if you can comment a little bit on the problems that we have with third parties that are doing excavation and the issues of JULIE and for the City of Chicago, DIGGER. How are those efforts, in your opinion, how are they working out?

MR. BURK: Well, obviously, public awareness and calling before you dig is very important. We just went through April, which was damage prevention month or 811 month, as some of us call it. And, fortunately, right after April ended, the Kentucky Derby winner jockey had 811 all over the side of his pants and on his hat. So we had some real nice advertising out of that thanks to some efforts by the utilities on the East Coast and West Coast.

But educating the public and excavators is essential. Every time they dig in the ground they must
call and ask for a locate. Obviously, we have enforcement through our agency for everything outside the city of Chicago. The concerns that we are dealing with now and we're working with the City of Chicago on are enforcing the Damage Prevention Act within the city. We are basically exempted from enforcing it in the city, and that's a great concern because excavators know that and they know that, you know, even though they may be required to pay for the repairs of the facilities that they damage, there is no, you know, punitive measure that can be taken. And that's a big concern for us and it's a big concern for PHMSA as well. They would like to see more enforcement in the city.

I know that DIGGER does require permitting for any digging in the city, and often excavators are penalized for failure to obtain the permit, and that's good because, you know, notification that the dig will occur is the first step. And we just have to keep working to educate the excavators that they must first call and, second, they have to dig carefully around this aging infrastructure. I've seen photographs, in the city of Chicago, where you open up the ground and there is no more than 8 to 10 inches in between each of the various underground facilities, the wires, pipes,
conduits, so on and so forth. So hand digging is essential. Supporting the facilities that are going under is essential so they don't sag or droop and put the stresses on the pipeline. But, in general, just continuing to pound away and educate the public, educate the excavators, and let them know when failures occur that do cause incidents and the real risks that are associated.

Third-party damage still is the number one cause of pipeline incidents on distribution systems. Last year over 36 percent of the incidents that resulted in injuries and fatalities were caused or a result of third-party damage.

CHAIRMAN SCOTT: Thank you very much, Mr. Burk. We appreciate it. And we would call next on Mr. Torrence Hinton, who is the general manager of field operations for Peoples Gas Light and Coke Company. Good morning.

MR. HINTON: Good morning.

CHAIRMAN SCOTT: Whenever you're ready.

MR. HINTON: Good morning, Commissioners. It's a pleasure being here. I have my colleague Tom Webb, manager of compliance, supporting me in this presentation. It's a pleasure being here, to have an opportunity to speak about the Peoples Gas and our
Legacy Infrastructure Project Replacement, as well as maybe speak to some of the challenges that we face working in an urban environment that is a little bit more unique to that environment.

So this slide really just gives some history about the Peoples Gas Light and Coke Company. As you can see, we've been in business almost since the City, itself, was incorporated back in 1837. So we have a long history and honor in serving the residents of the city of Chicago. We have over 4,000 miles of distribution gas main within our system; approximately, 40 percent of that remains cast or ductile iron main at this time. Working in an urban environment, one of the things that you typically see is that a lot of our meters are located on the inside, which presents some challenges. So of our active meter count, we have, approximately, 70 percent of our meters, gas meters, are still located inside of customers' premises.

So, really, the infrastructure upgrade project is a great opportunity for us to obviously replace some of the vintage system and reduce overall lower costs as we engage in that activity. And so with the current program we have in place, it is intended to eliminate all of the remaining cast and ductile iron main from our
system. Doing so will certainly lower costs. It also
gives us an opportunity, as we engage in this
construction activity, to do our best to place most of
those existing inside meters on the outside, minimizing
customer inconvenience when we have to perform certain
surveys, as well as emergency situations, providing us
better access to the meter to shut it down in case we
need to take that action.

This next graph basically provides for you
some indication of the progress we've made, so prior to
2011. So from 2009 to 2011, we've seen about a
2-and-a-half percent reduction in remaining inventory of
our cast and ductile iron main facilities. Since the
inception of our accelerated project from 2013 to 2011,
this graph represents about a 10 percent reduction in
that material.

So our next slide, you know, one of the things
we want to mention is that, as we engage in this
opportunity, it doesn't always represent one mile of
retirement for one mile of installation. So there are
areas, especially in the residential areas, where we try
to perform what's known as a double deck. So instead of
replacing a leg or segment of gas main down the middle
of the street, we try to place two mains in the parkway
because it eliminates potential future damage regarding long-sized services.

So if you might imagine, a lot of our existing infrastructure is one main down the street. And so sometimes, depending on the placement of that main, there are services that run long distances. And whenever you have other infrastructure projects, namely, sewer upgrades or water main upgrades, it tends to cause some additional risk to the system. And so, by putting our new mains on both sides of the parkway, we kind of eliminate that potential future risk out of the system.

As was previously discussed, our Legacy system is mostly operated on low pressure, so less than one pound. The cast iron sizes, typically, on a residential block, are 6 inch in diameter or 8 inch in diameter. The newer facilities we are installing operate at a higher pressure, and those facilities are typically plastic with a size of 2 or 4 inch in pipe diameter.

Darin discussed a little bit about the DIMP program. But even prior to the existence of DIMP, Peoples Gas Light and Coke Company was engaged in an effort to prioritize the replacement of our existing facilities. And what you see up here is kind of a representation of a system we refer to as our MRI
system, or main ranking index. This has been in
existence since about '95, '96. And, really, it's an
algorithm that we utilize to kind of rank some of our
higher risk pipe. And there you see some of our
criteria that go into that ranking, so breaks, cracks
that we have actually experienced, physical
observations, or the amount of repairs that we have had
to engage in as a result of failures or leaks.

So, you know, obviously, we take this data
into account when we are looking at prioritizing some of
our main facilities. So to the extent it meets a
certain threshold, we will expedite the replacement of
those main segments. The other criteria we utilize,
obviously, with the advanced replacement project is we
are now engaged in the neighborhood approach. So we're
trying to concentrate our resources to gain some
efficiencies. So this year we are operating in three
neighborhoods -- one on the north side, one on the west
side, and one on the south side -- accelerating the
replacement of some of those older facilities.

Another method in our prioritization is
coordinating with city agencies. You know, obviously,
the City of Chicago is also engaged in some
infrastructure improvement projects. And so where it
makes sense, we want to coordinate those efforts with them. One, it minimizes disruption to the city residents, but also we can gain certain efficiencies as you also look at restoration costs. And so where city, sewer, or water, or they are making excavations to streets and repairs to streets, we take a look at those projects and see if it makes sense to also replace the facilities that might be located in those areas as well.

This next slide is really a picture to kind of give you some indication of what some of the intersections look like. And this really shows you, as you operate in some of the older urban areas, there is a lot of underground facilities. And as was previously mentioned, we noticed that damage prevention continues to be one of the higher risks to our facilities. And so both ourselves and other excavators must take great care when excavating the city streets. Fortunately, not every intersection is like this, but there are enough where, again, coordination is key, making sure people follow the proper protocols so that facilities are properly excavated and we avoid any potential damages.

Another thing that certainly has come on our radar in recent years is this phenomenon called cross bore, which is basically one utility cutting through
their facility into an existing facility, especially when you have potentially gas lines inside of other facilities, such as a sewer. You might not know right away that that damage has occurred, and that could lead to some catastrophic events. And so because of things that have occurred locally and nationally, Peoples Gas has updated its procedures and now, as we are engaged in our replacement project, we require 100 percent cameraing for all mains and services to ensure that we are avoiding any damages to other facilities, certainly avoiding this cross-bore situation. This is something that, Commissioner Maye, and, Chairman Scott, you might recall, on a recent visit, that we tried to point the actions that were taken to avoid these damages.

Other challenges, some of them unique to the environment we work in. You know, we have a lot of key stakeholders. That includes the fifty aldermen that work in the city of Chicago. And so, as we engaged in these construction projects, we want to take great care to ensure that we have a high level of communication and engagement. Obviously, as was previously mentioned, where you're talking about DIGGER or the permitting agencies for the city, we want to work through those processes to assure that we obtain the necessary permits
to complete the work that's required.

We have challenges sometimes in the length of time securing IDOT permits, and we're seeing more and more of that as we move forward. And then, as we have facilities near railroads, you know, that's a separate set of protocols we have to go through to seek the right level of approvals or easements to get facilities replaced in those areas.

Restoration, as some of you may be aware, simply with recent changes to CDOT protocols, you know, that has caused us to make some changes in our protocols in terms of not only how we replace our facilities, but certainly how we restore those streets and other areas that we are excavating as a result of that project work.

And this last slide really is just, again, to try to give you some idea of the environment we're working in. You know, safety and reliability are two things that is of utmost importance. And that includes the safety of our employees, but, certainly, our customers and the public at large. And so, in working in urban environment streets that are typically busy, we want to make sure we take extra care to avoid any potential incidences as we engage in this activity.

CHAIRMAN SCOTT: Thank you, Mr. Hinton. We've got
time, probably, for a couple of questions here, if you'd like. Commissioner del Valle.

COMMISSIONER DEL VALLE: On the prioritization of the replacement, we have a list here. We look at breaks, cracks, visual observation. And then you list coordination with the City -- with the City. The City is aggressively replacing water mains at this time. Is the prioritization, your prioritization, synced with what the city's water main replacement schedule is?

MR. HINTON: So I would say it might not always be in sync; but to the extent we recognize there are certain segments of raw pipe at the higher risk, we will go ahead and engage in replacement activity not waiting for coordinations based on those risk rankings. But, again, as we coordinate -- and it's typically our gas engineering department -- with the City on projects that they have ongoing, we try to get those projects in sync.

And, certainly, over the last couple of years, there has been a lot more discussion between our company and those city agencies to try and do that.

But make no mistake. If there is a situation where we determine there is a certain segment of our facility that needs to be replaced, we will replace it no matter whether that falls into some other coordinated
COMMISSIONER DEL VALLE: And I appreciate that, certainly. But people get frustrated when they see the street torn up, it's restored, and then months later you come in and you do the parkways, right?

MR. HINTON: Yeah. We do the parkways. In some instances, we're also restoring the street.

COMMISSIONER DEL VALLE: And you're also restoring the street. So that coordination, especially given the city's time frames, is extremely important. And it's also important, as you indicated, because you're reducing costs if you're there.

My second question is, you have contractors doing this work. And I've noticed that there isn't a whole lot of Peoples Gas signage on these trucks. So people don't know necessarily that it's your company doing this. And so if they have complaints about the length of time it's taking to do the job, they're not always sure who to call.

MR. HINTON: Yeah. I've been -- we've been made recently aware of that issue. And I know this year we are placing signs on all of our jobs to clearly indicate this is work being done on behalf of the gas company. And, as I recall, I will confirm, Commissioner, our
number is there such that, if there are complaints,
folks can call that number and you can get those
complaints resolved as quickly as possible.

COMMISSIONER DEL VALLE: So you're aware of the
issue and you're addressing it?

MR. HINTON: Yes.

COMMISSIONER DEL VALLE: Okay. Thank you.

COMMISSIONER COLGAN: Yeah. I can certainly
appreciate the complexity that you have to face in terms
of this getting out there to do the work. You know, a
lot of clearances have to be made. I'm just wondering
how the coordination efforts go between the water,
streets, and sewer, if that could be done more
effectively?

I know, in any organization, and bureaucracies
are, really, probably, a good example of how the
directives have to come from the top down before you
actually get the kind of progress that you need. Do you
feel like you're having that kind of cooperation? Do
you feel like you could use more of that kind of
cooperation? Are there things that you think the
Commerce Commission could do to help in that effort?

MR. HINTON: You know, I never want to decline
assistance or help, but I will say that, you know, as
you indicated, there is always opportunities for improvement. But I think both our company, and certainly the City, are committed to making these coordination efforts work. You know, for example, I know the City is engaged in an effort right here in the central business district on the BRT, the Bus Rapid Transit Program, and we are engaged in that discussion in how we can assure that our facilities are coordinated in terms of replacement right along with what the City wants to do.

So I would say that communication is good. It's ongoing. You know, certainly, could it always improve? Yes. But I think all parties are committed to make sure that we're all on the same page in making those efforts work, again, to minimize disruption to the public and then operate more efficiently within the city.

COMMISSIONER MCCABE: As I alluded to earlier, Water Commissioner Powers is here and I think some of the CDOT folks. And I apologize for my colleagues if we haven't kept you in sufficient communication with regard to the City. But the City is having weekly meetings to coordinate between all of the utilities and departments on what's going on, and there's actually penalties if
you have to go back into a street that's already been
rehabbed and opened up within the next three years, is
it? Five, five years. And, Commissioner, if you want
to add anything to this, but there is a lot of
coordination going on.

COMMISSIONER POWERS: Good afternoon.

CHAIRMAN SCOTT: Come on up to the mic.

COMMISSIONER POWERS: Good afternoon. Good
morning. It's all running together these days. Thank
you for the opportunity to have a few words. I
appreciate it. We work -- the City has, basically, a
clearinghouse for projects in the permit office, and the
City has, at its own expense, put together an office
within the permit office where all of the utilities in
all of the agencies have to send in their projects, and
those projects -- the limits of those projects and the
work that those projects are being -- that are doing are
sent to all of the utility companies. So everyone knows
what everybody is doing.

Furthermore, we also look at ways to become
more efficient because, just as Commissioner del Valle
said, there is nothing worse in the city of Chicago, and
I've been at the front line of this for a very long
time, is having a street paved and literally the minute
it's done somebody coming in and digging up the street. It's a waste of money. It's a waste of taxpayer resources. It's a waste of our customers' resources.

To that end, as I've said, we've put together, the City has put together, a clearinghouse for all of these projects. And at our weekly meetings that we've had with all of the utility companies and all of the agencies, we talk about restoration requirements. We talk about restoration responsibilities, who is going first, who is going second, and what are their responsibilities and so forth.

On top of that, the Department of Transportation has also augmented their rules and regulations for openings in a public way. A couple of the points you made today. Signage, one of the things that they changed this year is any work being done is required to have a sign to let people know who is responsible for that work. They also have an enforcement arm in the Department of Transportation of, roughly, 25 inspectors who are out seven days a week checking to make sure that people are working safely and within the limits of their permit.

Now, in the Department of Water Management, I have -- we've undertaken, under the Mayor's Building a
New Chicago Program, one of the largest capital programs, I think, in the country. Over the next ten years, we're going to be replacing 880 miles of water main across the city of Chicago. We'll be replacing 250 miles of sewer across the city of Chicago and we'll be lining almost 500 miles of mains across the city of Chicago, on top of our standard number of repairs, meter installs, and so forth.

And all of this is all coordinated, again, through CDOT's permit office and through it's program management office. That's the group that looks at who is working and what the schedules are.

COMMISSIONER DEL VALLE: I thank you for that information. And I realize that there is a lot of coordination going on and in the past that was not the case. So I commend you for that. Now, if you could only deal with the length of time it takes to complete. I mean, the folks on the 1600 block of north Avers have had it.

COMMISSIONER POWERS: Understood.

COMMISSIONER DEL VALLE: Okay?

COMMISSIONER POWERS: Understood. And one thing, when we do a water main replacement, what people don't understand, when we replace a water main, we put a new
main next to the existing main. When we do so, we don't
disrupt service. There are very extrinsic requirements
set forth by the Illinois EPA. So we lay the new water
main next to the old one and we tie it into the grid
system.

Torrence talked a little bit about the grid
system for Peoples Gas. For the Department of Water
Management, just on the potable water side, we have
about 4400 miles of water main across the city of
Chicago. We have about 4600 miles of sewer main across
the city of Chicago. On the water side, about a
thousand miles of that pipe is older than 100 years old.
So it was put in at the turn of the last century. About
1500 miles of sewer are the original sewers put in over
100 years ago. So that's the work that we have embarked
on under Mayor Emanuel's Building a New Chicago Program.

So once we lay the new water main in and we
tie it in, we have to pressure test it to make sure that
there's no leaks. It's chlorinated to make sure that
it's safe to drink. And then, at this time, it's still
you come back and backfill all of it so that nobody
walking down the street is unsafe. And then we actually
go and expose all of the services and tie them into the
new water main.
So people see us out there. It's an arduous process, but it's a process built around making sure that we don't have open holes out across the city of Chicago. So safety is one of the big things that we're working towards. But I will get after Avers.

CHAIRMAN SCOTT: Thank you very much. I appreciate your stepping up there.

COMMISSIONER POWERS: My pleasure.

CHAIRMAN SCOTT: Gentlemen, thank you. We'll move next to Tom Kallay. And they're going to talk about the public awareness campaigns now and the public outreach. Mr. Webb will be back up in a moment. But, first, we have Tom Kallay, who is the director of regional community relations/economic development with Nicor.

Good morning.

MR. KALLAY: Good morning. It's a little bit off the screen, but I hope it will be visible.

Mr. Chairman, Commissioners, thank you very much for having me here today. Good morning. I'm very pleased here to review our safety communications and our public outreach program at Nicor Gas. A key component of our commitment to operational safety and excellence is a robust safety communications and outreach program that targets key audiences and focuses on the safe use
of our product. And what this slide does is gives you a
snapshot of our key target audiences, obviously, our
employees, first responders, public officials,
excavators and contractors -- Mr. Burk spoke of those
constituents earlier today -- the general public, which
includes customers or people who are not Nicor Gas
customers, and then, naturally, our customers.
The topics that are covered include,
obviously, safety messaging, leak recognition, pipeline
safety, and damage prevention initiatives that they can
do, as well as sewer lateral safety information. We've
talked about that a couple of times this morning
already. Breaking our program down to external and
internal stakeholders, we use a myriad of vehicles to
communicate; bill inserts, our Web site, certainly, the
media is very effective, community events, mailers,
printouts, print ads in newspapers, as well as handouts.
And from an internal standpoint, we have a very robust
intranet system, as well as we hold employee meetings
and internal safety campaigns where we have regional
safety meetings with our employees. And we try to have
a little bit of fun as well where we have our employee
safety awareness contest, which we can talk about in a
little bit.
So the above is an example of some of the communications that our customers receive throughout the year. The example above focuses on the routine maintenance we conduct on our system, information regarding avoiding carbon monoxide poisoning, how to recognize a leak, what to do in the event of a leak, and, lastly, again, important information about the sewer line blockages.

When customers join us as Nicor gas customers, we include the following attachment, which welcomes our customers to Nicor Gas, and then it also talks about safe digging, again, leak recognition, understanding about their gas bill and how customers are responsible for the piping beyond their meter. It's an important aspect for them to understand. This particular piece of communication is in the process of being reformatted and should be rolled out later on this year.

During the months of October through December, certainly, messaging with regard to winter heating tips is a primary focus. So winter safety tips, energy assistance, what's out there to help people manage their bills, as well as energy efficiency information is provided. As with this, as well as all of our materials are available both in Spanish and English by the way. I
did not mention that. So if language is an issue, we do
make that accommodation for our customers.

CHAIRMAN SCOTT: Any other languages other than
English and Spanish?

MR. KALLAY: Spanish and English are the primary at
this point.

To inform the general public -- again, general
public being those that are not Nicor Gas customers --
about natural gas pipeline safety, we mailed this notice
out and take out print ads in all of the major
newspapers within our service territory. So the public
within 650 feet of our pipes receive this from us, and
then, again, it is in the newspaper, which still,
despite a lot of electronic media out there right now,
there are many people that rely on newspapers, so that's
why we continue to put these ads in the paper.

To reach our public officials, our fire
departments, police departments, as well as emergency
medical personnel, we send out this particular annual
brochure, which reinforces the messaging about leak
recognition, damage prevention, and also talks about the
role of those emergency personnel in the event of an
incident. This would be the front of that particular
brochure and then the back. (Indicating.)
On the topic of damage prevention, we send this particular flier to excavators who -- excavators who have made contact with the one-call center, so the 811 or JULIE in the prior year. The letter and flier explain the importance of calling and having underground utility lines marked to avoid an incident. And, again, Mr. Burk mentioned the third-party hits earlier in his presentation.

Contractors and plumbers are certainly an important constituency. And, again, I mentioned sewer lateral safety. We have prepared this specific piece for them, which explains in detail about directional boring and the potential for cross bores. We also include this information within our messaging to our customers encouraging them to speak with their plumber about any potential cross bores before any type of sewer clearing project might be taken on by that particular customer.

In this electronic age, it is important to have a robust Web site. We have one. It will be redone later on this next year. In 2015, it will be redesigned, but Nicor Gas's Web site is a great source for safety information for the general public and customers. Each month we highlight different safety
messages on our home page. This, for example, was from April, and it talks about the safe digging month. And then you can click on it and then get additional information with regard to safe digging and the importance of calling ahead to identify where the underground infrastructure might be.

Our Web site also features a kids area because it's important to teach children at a younger age about natural gas safety. So here is the screenshot where we have kid-friendly natural gas safety tips, a coloring page, an activity page with our safety mascot, Sniffy the Skunk, and also some science experiments to better understand the properties of natural gas. Everyone needs to know Sniffy.

The cornerstone of our kids section is our video and video game. Kids watch the video with Sniffy and then there are questions and a game that reinforces the messages that are provided to children in the video game. We do take the video and the game from our Web site on the road as it were. We participate in fire department open houses throughout our territory, and I'll touch on those in a moment.

I don't have to remind anyone about the brutal winter that we just got through. But we took advantage
of the situation to remind customers about the
importance of winter safety tips, particularly, their
meters, that they need to be free of snow and ice, that
the vent pipes in their home need to be free and clear
as well. So we very often send out media advisories to
make sure that our customers are educated on the safety
tips.

I mentioned the fire department open houses a
moment ago. For the last eight years, we've
participated in about 400 fire department open houses
throughout our service territory, about 50 a year.
These open houses enable Nicor Gas employees to interact
with our customers and their children, and we share
important safety information with them, including giving
children an opportunity to play the video game that I
referred to a moment ago. We are currently working on
our Season 9 for these open houses. In addition, we
recently participated in careers in energy at the Museum
of Science and Industry. And in addition to promoting
the benefits of working in our industry, we, again, took
this opportunity to educate children about natural gas
safety.

Among the handouts provided to customers at
these community events is the scratch-and-sniff
information cards. While adults are pretty aware of what natural gas smells like after mercaptan is added into the natural gas, we want to make sure that the children know as well and that they know that, if they smell gas, they act fast, which is our little tagline, and they go out and get an adult for help.

Lastly, internal communications is very important. I want to take just a couple of minutes about that. Our employees, we realize, are the most valued ambassadors of our company and of our product. In addition to providing general natural gas information to our employees, we spend a considerable amount of time throughout the year reminding and refreshing all employees about natural gas safety. The concept is quite simple. If we arm our employees with this important information, they will perform their duties much more safely. In addition, as they go to baseball games and they go to the grocery store and friends of theirs come and approach them and ask them questions about natural gas, they will know how to respond or, at least, they'll know how to get the answer to make sure that that person has the information.

In addition, we provide them with printed materials highlighting our messages and reminding
them -- them being the employees -- of the role that they play in safety. Quite simply, we live the commitment of the three Ps, which means people, pipeline, and public. This is our commitment to these three sectors, and we are also in the stages of rolling out our Zero is Possible Campaign internally, which also focuses on safety. Everyone -- safety is everyone's business at Nicor Gas and it is totally embedded in our culture.

I mentioned the intranet a moment ago. It is a section that our employees can get information. The mascot there is the pipe guy. So we have Sniffy the Skunk and the pipe guy. He is used as a reminder of our commitment to safety and provides a resource to our employees should they have any questions.

I mentioned fun a little while ago, and what we do is we have a photo bomb contest promoting 811. April was national safe digging month, and for the second year in a row we ran a photo bomb contest. We challenged employees to take unique, imaginative photos by either using their 811 photo bomb fan, which is a cardboard cutout, or by creating the numbers 811 in a unique way. The employees have uploaded their photos on the intranet where fellow employees then vote for their
favorite. Employees really enjoyed this contest, and it's a great way to remind employees to spread the word about calling before you dig. And, additionally, it's a great way to get our families engaged in the whole concept of safety as well.

With that, I would like to thank you all, again, very much for having us. I hope you all have a better understanding of our commitment to educating our customers and our employees about the importance of natural gas safety. Thank you.

COMMISSIONER MCCABE: Did I also see in the materials that were circulated to us that you recognize excavators who have improved in terms of damages?

MR. KALLAY: Yes, we do that. And the whole thing is to encourage attention to calling ahead and being cautious and watching out for the infrastructure. So, yes, we do recognize them with awards and certificates, yes.

CHAIRMAN SCOTT: Commissioner del Valle.

COMMISSIONER DEL VALLE: I know the focus today is on pipeline safety. But, after the meter, how many accidents or what percentage of the accidents that your company deals with occur?

MR. KALLAY: Beyond the meter?
COMMISSIONER DEL VALLE: Beyond the meter.

MR. KALLAY: That's a number I don't have right off the bat, sir. I can find out for you.

COMMISSIONER DEL VALLE: Would it be the majority? I don't mean to put you on the spot.

MR. KALLAY: Honestly, I don't know. I don't know if I would be comfortable saying the majority of the incidents are beyond the gas meter. I would say that certainly third party might be the leader. I don't know. Mr. Burk might know the answer. I don't know.

COMMISSIONER DEL VALLE: Because, at our last meeting, Mr. Burk indicated that the figure was around 70 percent. Can Mr. Burk respond?

MR. BURK: Yes. I can comfortably say that, what we define as a natural gas incident, a reportable incident, Nicor would report many incidents that turn out being the customer's piping rather than Nicor's piping. They're very good about reporting everything to us that we need to know about, and I would stand by that 70 percent figure. It's probably very close to that. Each year the incidents that are reported where there are injuries or fatalities or extensive property damage the root cause results in being the customer piping rather than the gas operator piping.
MR. KALLAY: My colleague just confirmed that in
the audience.

COMMISSIONER DEL VALLE: So 70 percent, which is
quite high.

MR. KALLAY: Quite high.

COMMISSIONER DEL VALLE: And so my question is,
well, I think Mr. Burk earlier indicated that in New
York only one person called in, and he indicated that
some folks don't call in or didn't call in because they
thought they would be charged; is that correct,
Mr. Burk?

MR. BURK: I'm not sure if that's the case in New
York. But I know that discussions in Illinois, when
we've been on incident sites, that's one of the things
that people pointed out to us, that they were concerned
that they would be charged if they called about the
leak.

COMMISSIONER DEL VALLE: Yes. Yes. And I've heard
that many, many times over the years. So as people move
from apartment to apartment and they have their
appliances or stove installed, they do it themselves and
they smell gas. Many times they just try to figure it
out themselves because they're thinking, "If I call the
gas company, they're going to charge me," or they'll
say, "If I call the gas company, it's going to take them forever to get here." So I'm wondering what is the procedure in Nicor for responding to that kind of situation.

MR. KALLAY: In all of our material, we always point out to our customers that, if they smell gas, call us. We will be there. Smell gas, act fast. We even target the children. And the response you mentioned, we're typically there over 90 percent of the time within one hour of getting a phone call.

COMMISSIONER DEL VALLE: Any day?

MR. KALLAY: Any day.

COMMISSIONER DEL VALLE: Any time?

MR. KALLAY: Correct. We are very proud of our response time.

COMMISSIONER DEL VALLE: Now, is the customer charged if it's a faulty connection with a stove, for example.

MR. KALLAY: Well, if it's something that's beyond the meter and they smell gas, we will be promptly there. We will turn the appliance off and ensure life, property. But then because it's beyond the meter, it will be the customer's responsibility to get a plumber or someone certified to make a repair, and then we're
happy to come back out and turn your service back on.

COMMISSIONER DEL VALLE: But are you charging the
customer for making the call?

MR. KALLAY: Absolutely not.

CHAIRMAN SCOTT: And you mentioned this about your
materials talking about the customer that plays -- the
parts the customer is responsible for in your materials.
Is there something different that you're talking to the
customers about there, or is it just the same message
throughout, which is, if you smell something, just call
us?

MR. KALLAY: The message is very consistent. If
you smell gas, call us. We'll be there to make the
repair or turn off the service and then the customers
would be the one charged with getting the repair taken
care of.

CHAIRMAN SCOTT: Is that part of the materials? I
should know this because I get them and I read them as a
customer. But is that part of the materials that people
receive, because I'm wondering if there is some, going
back to this --

MR. KALLAY: Sure.

CHAIRMAN SCOTT: -- discussion that we've all been
having if there is some kind of confusion there based on
what may be in printed materials where people are picking up this idea that they would be charged?

MR. KALLAY: I'm not quite sure what would lead them to believe that they're being charged. But the messaging is very consistent, in all of the materials, if you smell gas, call us. We'll respond. And, again, life and property, that's our goal, to ensure safety.

CHAIRMAN SCOTT: It may be worthwhile, just as you're looking at redoing the materials, to go on to think about that particular message.

MR. KALLAY: Be more explicit in that.

CHAIRMAN SCOTT: Yeah.

MR. KALLAY: I kind of picked that up already in the conversation this morning. Note to self. It's been noted.

CHAIRMAN SCOTT: Thank you. Mr. Kallay.

MR. KALLAY: Thank you.

CHAIRMAN SCOTT: I'd ask Mr. Webb to come back up and talk on behalf of the same issue on behalf of Peoples. I'm not going to rely on my scorecard anymore. Tell us who is doing what.

MS. BLOCK: Jennifer Block, Director of Media Relations. Thank you for having me back. I was here previously on the preparedness. And one thing that
we've learned as an industry is that we do a lot of the same things. We do a lot of the same types of outreach to customers. So we did try to coordinate before coming in, and I'm going to try to touch on slightly different aspects of our communications, otherwise you would be hearing the same presentation three times.

So the reason for mentioning that is, just because I don't talk about it, doesn't mean that we don't do it as well. I just wanted to give you an opportunity to see some of the different materials, and there is a few that are going to be similar as well as we go through. So please don't hesitate to ask if you're wondering if we do some similar things.

I'm actually going to start out by saying, in response to Commissioner del Valle's recommendation, I was shuffling through some of my papers. I brought a lot of copies with me, and we don't particularly point out to our customers that there's no charge to call us in certain circumstances. We did go to great lengths with regards to sewer lateral calls, which we're trying to encourage customers to contact us before they clear their sewer mains because of potential cross-bore issues. We went to great lengths to make sure that they knew that there was no cost for that service. And so I
think it is absolutely something that we could do in reviewing our materials. We don't take an annual approach to reviewing our materials. We review our materials as and when needed. You actually made a very good point and my colleague has already indicated, in the audience, for us to go ahead and review that and to look at adding that language to make it clearer.

So you're going to -- some of the things are going to be similar. When we talk about our safety messages and who our audience is, a lot of these names are going to be exactly the same. Obviously, we're looking to reach our customers, but it's very important to also make sure that we're reaching the general public. There are areas that, obviously, our service territory meets; and, in fact, when we talk about the North Shore Gas territory and where there was a recent incident, the neighborhood is split in half. Half is supplied by North Shore Gas and half of it is supplied by Nicor. So it's very important that, as we communicate with our customers, that we're constantly communicating with each other.

I think we've gotten very good at that. I think these policy meetings have really made an opportunity for us to regularly discuss the
communications that we're sending out. I can actually say that I'm a Nicor customer. And very much like Peoples Gas this month, we will be communicating with our customers on pipeline safety. I received my electronic bill the other day, because I don't get a mail bill from Nicor. And in the electronic communication, there was pipeline safety information as well. So it's very important that, as an industry, we work together to make sure that we learn from each other and pick up best practice and utilize it when we can.

So although a lot of our audiences are going to be the same and the safety messages are going to be the same, we can always look at different ways and different opportunities in getting those messages out there. And I'm going to touch on some of the most recent communication tools that we've been using at Peoples Gas and at North Shore Gas. We use customer newsletters, bill inserts, public announcements, especially very closely with the City of Chicago.

We leave behind our Web site and very detailed are safety messages in every category of our Web site. We direct mail to consumers outside of their bill to encourage them to open every piece of mail that we send them, because there is probably something very important
in there about either the safety aspect of us needing to inspect their meter or the safety aspect if they live near a pipeline. So they may not be our customer, but they may live near some of our pipeline.

Again, we use advertising as well. We try to focus on cost-efficient advertising. We do use community meetings, especially here in the city of Chicago, as an opportunity to talk to community representatives and citizens because where they may not be interested in what's going on in the wire sense of it, the city may be very interested in what pipe we're laying down their street. And we do also use sponsorships where it's effective to communicate with our customers.

So the leave behind that we ensure that our technicians carry with them. So, when they go on service calls and they're face-to-face with our customers, they're one of the most important ambassadors for our company. And leaving a safety leave behind like this, after we visit a customer, helps to point out all of the different types of safety issues that a customer can experience. And so it could be that they smell gas outside or inside and they need to contact us. And the brochure comes in English and in Spanish.
And, as I mentioned, any time our technician visits for a service call, they leave this behind to ensure that the customers understand that there are many different ways they stay safe indoors and outdoors. It also details all of the issues which I talked about before. If they need to clear their sewer line and it's locked, they should contact us. We will do that for free to make sure that there is no interception with their gas service.

We need to get inside -- obviously, we have over 700,000 residents here in the city -- to inspect our meters. So we make sure that customers understand the needs for the inside safety inspection in this brochure, as well as the other communications we send out. And then, obviously, we use this as an opportunity to talk to customers about why we're moving meters from the inside to the outside, why it's very important that they call in when they dig, especially because of all of the close proximity of different services here in the urban environment and why it's very important as well in the wintertime to keep the gas meters clear.

So this is a very important document for our customers. And, like I said, it's something that we can actually hand them. It's a rare time where we can
actually hand them something other than just getting it in the mail or in their bill.

You may recall earlier this year I talked about our advertising campaign, and this is a campaign that we have that we rolled out in 2013 that we're going to continue in 2014. You met the nose earlier this autumn. This is the protector, and it's one of our employees actually. And it's specifically an opportunity to explain, again, to customers what the smell of natural gas is like and why you should call us and we'll come out and investigate and make it safe.

Again, it doesn't point out that it's a free service we offer, but it certainly is meant to encourage people to call us and experts to come out and keep them safe by investigating any smell of natural gas.

What's that smell? I've actually brought some with. I'm going to ask you not to scratch these until after the meeting, because the room will smell like mercaptan. But, just so you can see, this is a brochure that we use as a bill insert. But we also use it to educate youngsters as we go out and talk to the schools. And it does have quite a potent smell, so try not to also touch it to your nose or else you'll be smelling natural gas for the rest of the day.
COMMISSIONER MAYE:  Oops.

MS. BLOCK:  But it can be very effective. The scratch-and-sniff can be very effective, especially when we're educating youngsters and trying to explain the uniqueness of the smell and, if they smell it, what they should do.

So moving back to some of the issues that Torrence Hinton was discussing earlier, we have a really unique opportunity, in the Peoples Gas territory, to talk about safety on two different levels actually. And, that is, one on our accelerated main replacement program. And as we're going in neighborhood-by-neighborhood, we try to take a layered approach to communicating with our customers.

So usually the first thing that we do, as a company, is we reach out to our stakeholders. So we'll reach out to the aldermen in the neighborhood, and sometimes we do that in conjunction with the water department if we have a coordinated project that we're working on. And we try to let the Alderman know what they should anticipate. So we do this late -- usually late winter, as the projects are starting to solidify, and that way we can make sure that the local elected officials know what is likely to take place in their
constituency in the coming months.

We then start writing letters to our customers, because part of the main replacement program, obviously, is to move the meters from the indoors to the outside. So we start to write letters to customers to let them know what we'll be doing, why we're doing it, and that we will need an appointment so that we can meet with them to talk about the meter move from the inside to the outside.

The third thing that we normally do, and that is usually very close to our project setting up or even after the first signage goes up or after the no-parking signs go up, is we work with the newspaper to get the message out about what we're doing in the neighborhood and why. And here is a recent example from two weeks ago. As Torrence mentioned, we were up in the Portage Park area. We did Albany Park last summer. So some of the people who read the same newspapers may have seen what is going on in a neighboring community and now they can find out that it's coming to theirs as well.

And usually I take the journalists out. We walk the street. I show them where openings will be. I talk about what's below the street. I talk about what type of system is there. I try to give them a really
good picture to paint so they can help educate the
community about what we're doing and why. As you can
see here, the article that appeared two weeks ago now,
it started. You know, the focus was really on replacing
that older cast and ductile iron and higher risk
materials with plastic.

And usually journalists are quite receptive.
They're obviously a much more educated way of helping
them understand. As the commissioner from the water
department explained, there are a lot of steps that you
have to take. And once you open the street, you try to
do that in a very organized way. And, you know, what we
have to sometimes do is go back to the newspaper and
explain.

They might say, "Why is your project delayed.
You said you were going to be done in the middle of
July." And we'll have to explain that to them, "We
opened the street. But what everyone thought was below
that street is slightly different," and we may have to
redesign our plan to go around a sewer pipe, or we may
have to re-enter for a permit because we need to widen
the area in which we're working. So there are several
things.

Trees, obviously, we try to save as many trees
as possible. But if we see that roots have grown into areas, we may have to remove a tree. And, obviously, we're looking at factors that can mitigate that type of environmental removal. But sometimes, you know, we have to go back and explain to journalists why we're still in the area. A couple of years ago we didn't have sod in the middle of the summer here in Chicago. It was very hot. The sod farms were burned out. There was not sod, so we couldn't restore lawns right away. And we had to go back and explain to residents, go back and explain to our stakeholders and sometimes explain to the media.

Again, we can sometimes hit a -- get a double bang for our buck and, when we're out at community meetings, we often have the media there. So here is an example of where we were with ComEd coordinating and approaching the Garfield Ridge neighborhood where we were going to be updating our system and ComEd was going in at the same time. So we took that opportunity and went in a coordinated fashion to speak to the Garfield Ridge Neighborhood Watch meeting, and then the media also reported on that.

This is an example of where we actually get to talk to our customers, again, more frequently in the Peoples Gas territory because our meters are inside of
buildings. Now, I put this in the presentation deliberately because it was a very contentious posting. In fact, it was just recently rewritten with the support of staff, from the consumer area and from the pipeline area, to help us get the customers' attention.

This is the final notice of seven letters and notices that our customers get if we can't get inside to inspect their meter for an inside safety inspection. We have a very lengthy process. I have taken, I think, a couple of commissioners through that process. But people often don't want to let you into their home for many different reasons. In fact, I'll share with you that this morning, right before coming here, I had to get in touch with the Secret Service because we could not get on President Obama's block to inspect meters. We had to make an appointment with the Secret Service first to get into a neighboring property. So that's just a very extreme example of what we face.

So this posting is, like I said, the final of seven safety notices that we would write to customers starting with the beginning, explaining what the challenge is, and why we need to inspect the meter. And what that also allows us to do is to define what is our responsibility and what the customer needs to make sure
that they're responsible for as well.

We talk about a coordinated approach earlier here, and I have a very strong relationship with the City of Chicago's Emergency Management Communications Office. We worked all winter long to make sure that we could coordinate with the community in the extremely cold winter we had. And this is an example of where the flooding of the Chicago River, in the Albany Park neighborhood, required us to have a coordinated approach.

Peoples Gas had to shut off the natural gas service for 300 residents in the Albany Park neighborhood. We had to have technicians in trucks standing by the entire weekend until the floodwaters receded. Because although customers were saying, "There's no flooding in my basement. I'm ready for you to come back in," there might be damage to appliances where a technician would have to go in, inspect appliances, decide whether or not it was safe to turn the gas back on and, if not, they would have to ask the customer to get in touch with a qualified repairman or contractor to make sure that it was safe before we did turn the gas on.

It's an example of where we worked with the
city to do robocalls, with the Alderman's office, to get the message out where we had a very visible presence in the city that weekend to make sure that customers -- they didn't even have to call the call center at that point. They just needed to put their head out the door and look for the closest Peoples Gas van who were waiting, ready to inspect and restore service.

Sometimes sponsorships can be cost effective in a very encouraging way for us to work with third parties. This is an example of where one of our engineers is talking to excavators. So we sponsor the annual DIGGER breakfast in the city of Chicago, which brings contractors and excavators in and allows us to explain to them the importance of calling before you dig, the importance of hand digging when you get close to some of our more important pipelines.

And that actually we -- this year we talked a lot with excavators and contractors about how we were increasing our watch and protect, which is where we actually have experts from our company standing by our pipelines where a construction company or excavator may be digging to make sure that they are using all of the proper procedures. So sometimes we can use sponsorships in a way that we can get our customers or our excavators
or our other audiences to listen because we send letters, we sent brochures, we do training. We do all of those things. So sometimes bringing them in and explaining to them at a breakfast where they can network and also do other business can be very, very helpful.

We talk a lot about direct letters, and we do a lot of letters, some of which are required under regulatory requirements and others which we do because it's the right thing to do. And this is an example of letters that were sent out last week after the incident in the North Shore Gas territory in the Royale Melbourne neighborhood. We actually have been working with the village manager and with a number of presidents of the homeowner's association in the area, in the vicinity of the incident.

It's really an opportunity. We have people with a heightened awareness. They have a heightened awareness of the smell of natural gas. They are contacting us, which is great. We go out any time someone contacts us. But it's an opportunity for us to actually clarify, again, to customers what they should be doing with regards to annual inspections to their own home and their own use of natural gas appliances versus what we do in our surveys. And so, in these particular
neighborhoods, we have larger homes. We have customers who like to use their outdoor space, outdoor kitchens, swimming pools, heated swimming pools, just a much higher, more increased use of natural gas for other areas where they may have their own buried piping as well as their own inside housing piping.

So it's an opportunity. We have a number of different vehicles in which we do talk to our customers about that. And because there's a heightened awareness there, we're using the opportunity to make sure customers understand that they should be bringing in service companies to inspect these sites. And, in fact, one of the neighborhoods had gas lamps that the homeowner's association wasn't aware they should be doing leak surveys on. So it's given us an opportunity to express to the homeowner's association presidents that they need to be surveying those annually.

And, on that topic, I thought, you know, I could outline to you some of the -- and this addresses some of the questions you asked before, on the importance of making sure that our customers know what they are responsible for versus what the gas company is there to keep safe. And this is an example of all of the different materials that we use to explain that. So
our Web site has clear information for customers on it in regards to customer-owned piping. We send a welcome mailing. Every time we have a new customer, they get information. Annually we also send out Q and A regarding natural gas piping for customer-owned piping. As I mentioned, that's going out, I believe, in May for us, as well as our pipeline information.

We use our customers' newsletters, which are sent out monthly in our bill and which we are starting to send out for Peoples Gas customers electronically this month for the first time. We've been sending electronic North Shore for the last few months. We also have a natural gas pipeline safety brochure. As Nicor mentioned, we send that to all customers who live along any of our pipelines, whether they're our customers or outside of our customer area.

As I mentioned, our inside safety inspection frequently asked question, because we have so many inside safety -- or inside meters, we send that out to, approximately, 250,000 customers a year, and that is to -- they're within a three- to five-year cycle. So every year we send out, at least, 250,000 of those, in addition to it being posted on our Web site and the safety brochure, which I mentioned earlier, which we
leave behind at all of our service calls.

I'll just pause for any questions and show you one of our other adverts, which is about DIGGER. I guess he had an interesting look on his face, but that's certainly outside of the DIGGER territory here in Chicago. We advertised with regards to calling 811 in the North Shore territory.

CHAIRMAN SCOTT: Thank you, Ms. Block. I appreciate it. Let's call Ameren now to come forward. And, in the interest of time, rather than have people come back up and leave and come back, why don't you go ahead and discuss both the public awareness and general public campaigns and then communication with emergency responders and public officials, and we can finish off one section and lead off the other.

Thanks very much for being here. Whenever you're ready, go right ahead.

MS. VOILES: Good afternoon, Chairman and Commissioners. Ameren Illinois is very pleased to be before you today to talk about our public awareness campaign as well as our communication with emergency responders and public officials. We take natural gas safety very seriously. We're going to -- I have several people with me here today: Scott Glaeser, Vice
President of Gas Operations and Development; Natalie Hemmer, Manager of Communication and Public Relations; Gina Meehan, Supervisor, Public Awareness; and Rick Ward, East Peoria Assistant Fire Chief and Training Officer.

I'm going to turn it over to Scott Glaeser to kick this off for us.

MR. GLAESER: Good afternoon, Chairman and Commissioners. I just want to give some brief remarks that kind of pull together all of our pipeline safety programs that we do, in addition to first responder training and public awareness, to show how kind of this is the bigger picture.

Pipeline safety is more than just public awareness. It's part of an overall bigger program in Ameren Illinois. I want to give a high-level overview of that; and the core is that pipeline safety and safety, in general, really start at the top of the company. Both our CEO, our officer group, management, and all of our frontline coworkers are all fully committed to pipeline safety for our system and for our customers. As a matter of fact, we actually consider it kind of our core mission as a gas utility. It actually comes before a liability.
So if we get in a situation where there's a decision to be made between keeping customers on or safely responding to a gas situation or emergency, we will take customers offline to promote safety first before a liability. So that is a core message I wanted to give to the Commission.

We're also focused on continuously improving our gas safety and working with the ICC pipeline safety staff to do so. Darin Burk and his staff play a critical role in promoting pipeline safety and setting the expectations for gas utilities throughout the state of Illinois. And you can rest assured that Darin and his group are a very diligent group indeed.

High-level view of our pipeline safety programs. The cornerstone of our programs are really around the DIMP and TIMP programs, and that's integrity management programs from both the transmission and distribution systems. On the transmission side, we do basically direct assessment of our transmission pipelines in high-consequence areas. On the distribution side, we do the risk-based modeling and analytics that really point to our greater areas of threats so we can focus on our maintenance programs and our capital replacement programs on these greater threat
Both of those programs then lead into the QIP infrastructure rider. The QIP legislation just passed last year. It's actually given us another regulatory mechanism to accelerate a replacement of some of these higher risk facilities and really making our system much safer for the future and also modernizing our system for long term as well. So the QIP is a very important mechanism and we appreciate that.

This is just a sampling of some of our pipeline safety programs on the operations side. I'm just going to zoom in on one just to give you a flavor for what is going on, and that is our watch and protect program. This basically protects our transmission system and our high-pressure distribution systems when we've got third-party excavators excavating within about 15 feet of our pipeline facilities.

In that situation, we'll have one of our Ameren Illinois representatives on site, while the excavation is taking place, to make sure that those excavators don't get too close or damage our facilities. This has been a very successful program, and, in the couple of years it's been in effect, we've seen more than a 10 percent reduction in third-party damage to our
entire system. So this is one example of our pipeline safety programs that we have in effect.

The next slide. Also, a key part of our pipeline safety is collaboration with the American Gas Association. Ameren Illinois, many of our management employees or technical folks are deeply involved with the AGA, as I am as well. We participate on many of the key pipeline safety committees. We do this to share information and learn the best practices from throughout the country, from utilities all across the United States, and bring that type of experience back to Ameren Illinois and deploy that as part of our safety programs.

That gives you kind of a high-level flavor for some of our overall pipeline safety programs. I'm going to turn it over to Natalie now, so she can drill into our public awareness programs, and then to Gina for our first responder training. Thank you.

MS. HEMMER: Thank you, Scott. And thank you for allowing us to be here today. I would like to first start by saying that we really take a team approach in terms of our staff's communication safety messaging, and we have a diverse team. It consists of people from our gas compliance, our damage prevention, integrity management, quality assurance, and our communications
and public relations. And we meet quarterly. And I think what's really important about those quarterly meetings is we get a chance to evaluate quickly materials that we currently put out there and then also look at things that we need to change. And we are continually changing our communications.

Our gas safety communications actually stems from a variety of sources of which you know the Code of Federal Regulations. There are some very specific guidelines that are established by RP 1162. And RP 1162 allows us to address various elements of the programs, including the intended audiences, the kinds of communication to be communicated, and the frequency, methodologies, and the information and the evaluation of the programs.

In addition to the code, we also receive several safety advisory bulletins throughout the years, and these are the result of different conditions that have been created that have required some more specific messaging. As a result of some of this safety advisory topic, such as gas flex connectors and weakened flair copper fittings, it can result in gas leaks as well as warning customers about the dangers and locating their own underground buried pipeline.
With our communications department, we break our stakeholders down into two primary categories. One is public awareness, which includes the affected public and customers; and, as you've heard earlier today, the affected public are even those who are not customers of ours and, also, our own customers -- residential, commercial, and industrial. And then the other component of our stakeholders is really targeted awareness, and that's where we have more specific messaging as well as the channels that we use to communicate with them. And Gina Meehan will talk a little bit more specifically about our targeted awareness campaigns. And so I'll talk primarily about the affected public and our customers.

And we break this down because the messaging is for the affected public and our customers is very similar in terms of recognizing gas leaks, the purpose of pipelines, potential hazards, pipeline markers. So much of the messaging within those two categories is very similar. But when we get to the targeted campaigns, then we have more actions and activities that they need to do.

So within our public awareness campaign, we had the communications to the customers and the affected
public and then we also create a separate campaign for children and schools. And, primarily, I'll talk about some of these other items, but they're very similar to what the other utilities are also doing. But we do have an annual mailing that goes to all of the affected public that live within the corridor of the pipelines, and that mailing went out in 2013 and it goes out in every odd year for us.

In addition to that, we also have a natural gas safety customer newsletter that is totally focused on gas safety messaging only. That goes out every other year. And then we also have a customer newsletter that's called Facts on Energy, and it is sent to customers on a monthly basis. And usually almost every article or every edition will contain one to three articles on gas safety. Some of which is a repeat of the information that is sent out every other year, but it still reinforces those messages. And last year we did send to the affected public 62,000 mailers that went out to those living along our pipelines.

At Ameren Illinois, we have a variety of channels to communicate to our customers and stakeholders. Some of the more traditional methods do include the bill inserts, the bill messages, specific
topic, topic-specific bill inserts. One of the things that we did differently over the last two years is we create quarterly gas safety messages that goes on the outside of our envelopes, and it's ranged from "Smell Gas, Leave Fast," to "Call 811 Before Digging," those kinds of things. So it's a pretty large, colorful communication that we include on the outside of the envelope. And we're also using social media much more than in the past, and I'll talk about that in just a moment.

As Scott mentioned earlier, we do do extensive work on our pipelines, but the piping, on the customer side of the meter, is also something that we take very seriously. Our communications regularly covers the specific topics to educate our customers that they need to be aware that they have equipment that they need to maintain. And these messages, these advisories, consist of the flexible gas connectors keeping gas meters and vents clear, plugging open gas lines, customer-owned buried lines and gas lines through sewers.

I mentioned the social media previously. We do schedule at least two to three posts per week on natural gas safety messaging. And if you're a follower or if you're on Twitter or Facebook, we welcome you to
join us. We currently have been involved with Twitter since 2011 and we have about 3,000 followers. Our Facebook actually just began in January of this year, and currently we have been liked by 5,000 people. So that is a channel that we are going to make some extensive effort in growing our followers for both Twitter and Facebook because it is such a popular vehicle.

In this particular Facebook post, we have an example of a gas flex connector. We try to use pictures, and a variety of pictures as much as possible, so that customers know what to look for. And when our servicemen are out on a call, if they recognize that there is a brass flex connector or a brass connector in place, then we will replace it free of charge for that customer if we find that, that particular type of fitting.

This next page is an example of some of the safety announcements that we have to customers particularly when it comes to gas leaks. And while prevention we recognize is the ultimate solution, we all know that we're always going to have to communicate about the importance of natural gas safety or smelling gas and knowing what to do. We do emphasize, in our
materials, that we respond quickly, 24-7, and that there
is no charges for these services.

And I would like to add that, while we request
people to call us, we, too, recognize that people have
made the comments that they smell gas leaks, but no one
made that effort to make the call. So some of our
messaging has even recently changed to "Don't Stall.
Make the Call. Don't Wait. It Might Be Too Late," that
sort of thing. So we are trying to get some kind of
clever ways out there to let people know that, if you
smell it, then you need to call it in.

This is an example of our monthly newsletter,
Effects on Energy, and it regularly contains the gas
safety messaging. We regularly use pictures and we
compliment the news articles with a printed bill message
that's right there on their bill. And every issue
includes "Call JULIE" and "Call 811 Before You Dig."

And this particular picture is difficult to
see, but it is an example of a variety of outreach that
we do, particularly throughout our communities. We have
800 communities that we serve, and we really look for
ways to reach children and young adults. Sniffy
Sniffasaurus -- he's not a skunk. He is a dinosaur --
he is very popular. He's about 6 feet tall, and the
kids really love seeing him. And we bring to the events scratch-and-sniffs, which are very popular. The kids do scratch them and then run around and wave them in the air. But before they do that, we do give them the messaging and give them the verbal quizzes and so forth.

Last year we had about 80 presentations in which we reached 15,000 youngsters, and that demand continues to grow. This year, year-to-date, we have 76 presentations that have already been completed. So we're doing even more community outreach and community presentations.

I did mention a little bit earlier we have a Kids Act on Energy Program, and this program is really the name and umbrella name for our outreach to children, whether it's gas safety, electric safety, or energy efficiencies. But as a part of our fall -- a part of our safety campaign, we wanted to -- even though we can reach a lot of children through presentations, we wanted to do something on a more regular, routine basis. And so we send a mailer out to all of the teachers, K through 8, in Downstate Illinois, and offer them to get free materials on activity books that talk about electric and gas safety. And last year we reached 52,000 students, and that program continues to grow and
is very much appreciated by our teachers.

And one last type of outreach that I wanted to note, in particular, that's kind of worthy of special mention, is a huge three-day agricultural event that's held in Decatur every year. It's called the Farm Progress Show -- or it's held every other year, excuse me, during odd years. And that particular exhibit gets over 200,000 visitors every other year, and most of those are from the Midwest. Given that the event is held in Decatur, Central Illinois, many of those are from Downstate Illinois and are farmers and are customers of ours and are families of ours.

And one particular item that we did in our 40-by-60 tent was create a Wheel of Misfortune, and this was something that was designed by our gas department. And rather than having prizes of cars, we would have message reminders of calling JULIE and dig before -- or "Call Before You Dig," that sort of thing. But the wheel is spun and then it would land on different accidents that can happen out there if a farmer is fielding or if someone doesn't call, and also prizes for when people do make the call. And that particular event or exhibit really received a lot of attention throughout the Farm Progress Show, and we had people lined up
outside waiting to come in to spin the wheel. And Gina
Meehan was our Vanna White for the event, so making sure
that everyone got the safety messages.

And so, in the beginning, I mentioned that we
have a team approach when it comes to gas safety
communications. We have a wide range of representatives
that are on our team to help develop our communications
and help make sure that it's purposeful and meaningful.
And even though we're in different departments, each
member brings a much needed perspective to do the most
that we can to educate all of our stakeholders about the
importance of natural gas safety. So I thank you for
giving us this opportunity.

MS. MEEHAN-TAYLOR: Okay. And I'm going to talk
about a couple of our other targeted awareness
campaigns. The first one is excavators and contractors.
Scott mentioned the Watch and Protect Program that we
have out there, and that has grown to ten employees.

And, basically, what that is, is that, if a
contractor calls in a JULIE ticket, we've sent our maps
to our one-call center and that is flagged, and so our
employees, those ten employees, know when someone is
going to be digging around critical facilities. And,
like Scott mentioned, not only the transmission lines
that are a requirement, but we've also included high-pressure mains over 100 pounds or any steel mains over 8 inches, and then, on the electric side, anything over 34 KB. So that has drastically reduced our damages over the past few years.

We also give face-to-face presentations to contractors. We get requests every year for us to come in and speak at annual safety meetings for different contractors. Illinois American Water has had us at all of their facilities except for the one up here in Chicago. The Worker Beware Program that we have, we have mailings that we send out to over 18,000 contractors. And not only does that provide them a lot of safety information, but they have the opportunity to request more materials. And to date, since the one we sent out in January, we've had over 275 contractors request over 5,000 pieces of material. So that's been pretty good for us, too.

We also have breakfast in the wintertime for contractors in January and February, and we have 15 of those in Central and Northern Illinois and five of those in Southern Illinois. And at those we have the JULIE one-call damage prevention manager give the presentation. We would have an informational booth with
one of our watch-and-protect people to talk to the contractors as they come in. And then, after the presentation, he'll go up and talk about our watch-and-protect program and give more information and be there for questions.

We have also decided to target our field drainage tiling contractors. We know that farmers do regular field cultivating and planting and plowing and discing. So when they have somebody come in to do the field tiling, they don't realize that maybe there could be a transmission line or a high-pressure main underneath their fields because now they're going 3-and-a-half to 4-and-a-half feet deep of this field tile.

So we've targeted them. We're sending them out a letter every year. We also have our field guys driving around. If they see somebody tiling, they're going to stop and talk to them. We've joined with the Land Improvement Contractors Association of Illinois, which a lot of those tilers belong to. So we speak at their annual conference every year and we put a lot of our information in their magazine, also.

And it's been mentioned several times about the sewer contractors and plumbers, that we do similar
things as Nicor and Peoples do. Another thing we'll do, if we have an extensive project in an area, we want to remind those people that we are doing that in the unlikely event there would be a cross bore. So we will actually hang door hangers on the residence of the area that we're doing the boring in, extensive boring, and the businesses and send out an additional letter to the sewer and plumber contractors in that area just as a heads-up.

Okay. Then our mailings. We do an annual mailing to the fire and police every year. Public officials is every three years. We attend several conferences related to emergency responders and public officials. I'll talk about the emergency responder conferences in a second.

But the Township Officials Conference is an annual conference that we've attended now for probably ten years. There is over a thousand people that attend that conference, and there is also rogue commissioners that attend that conference. So, from that conference, we've then got into the different rogue commissioners and talked to the people that actually do some of the digging and stuff. So that's been a win-win for us.

At various intervals, we hand emergency
responders critical materials, contact materials. So not only does this contact materials have the letter that we send them annually, it also contains supervisor information, contact information, cell phone information, pictures of regulator stations, gas meters, transmission maps, different things that they might find very useful if they have to respond to any sort of gas smell.

We also provide first-responder training. We include that in the letter that we send out. So we go to a lot of fire departments. Some of them are volunteer. Some of them are full-time. So we go in the evenings, weekends, several days in a row if they happen to be full-time fire departments. We actually go to them. We found that it's more -- we get a better audience if we go to them, especially for the volunteer people that actually have a meeting every month anyway. So we try to attend those meetings.

We also belong to the Northern, Central, and Southern Illinois Pipeline Associations. And in the fall of the year, we have 19 meetings in Central and Northern Illinois and four meetings in Southern Illinois. And the people we invite to those are not only emergency responders. We invite public officials.
We invite people that drive ambulances. We just invite a lot of people to these meetings, and then a lot of them also end up bringing their wives and kids, too. So we've got a pretty good audience for those meetings.

The next slide, this is just a snapshot of some of those meetings. Over on the right-hand side of that, which is kind of blocked off there, but we have an explosion box that we use at all of our meetings. And, basically, for emergency responders, what we're going to do with this is, we fill that full of natural gas above the explosive levels. And we like to demonstrate, if a house has 15, 20, 30 percent gas in it and, as an emergency responder, you rush in there and start opening windows thinking you're doing the right the thing, we show how that can come down through that explosive level. And then if they haven't eliminated the ignition sources, how they can be right in the middle of that explosion. So we think that's a really good way to demonstrate that to them.

We also provide a number specifically for fire and police. And so, when they call that number, they'll get, "Hello, this is the Ameren police and fire emergency line," and then, boom, they're going to get an operator right away. So they're not waiting to get
someone to answer that phone.

And then another thing that we have developed
is what we call the emergency responder airplane card.
Based on one of the meetings that we had in Washington
with the fire chief from San Bruno, one of the things
that they mentioned, in our breakout sessions, was, "Why
do you make it so hard? Pipeline emergencies don't
happen very often. By the time you dig through all of
the words that you send us in these letters, we don't
know what to do. So why don't you make it easy as
getting on an airplane, you open the card, you have four
or five steps, you know exactly what to do."

So we developed our own little airplane card
for emergency responders and we made it out of material
that they can get wet or bend. So we wanted them to be
able to have this at their fingertips, and that's been
very well received.

Some of the other critical materials that
we're going to place that we send out at different
intervals, like I said, besides the letter that we send
out that's included in this, we have pictures of break
stations, pipeline facilities, and MSDS sheets. In case
they have to respond to an incident at one of our
storage fills or gate stations, if they've got to deal
with liquid odorant and different things, this is going
to give them the materials that they need to respond to
that, also.

Then we have them fill out an emergency
response capabilities report. We send that in the
letter annually. We also take it to all of our
meetings. We include it in this folder. And what that
is is a sheet of paper that has questions on there of
how they can help us respond to a major incident. So
it's going to have their name, their address, their
nonemergency phone number, how they can help us, and
what we'll do after we get these back from them. We
file them in separate folders, based on division, on a
SharePoint site so our supervisors can get to their
division and either download those on their hard drives
or print them off and have them in a file so they can
readily use them when they need them.

And this is just a snapshot of some of the
presentations that we do and the different audiences,
and we keep track of all of these. I've been to the
kitchen of the mayor talking to two city workers, down
to a garage for a plumber talking to six of his
employees, in the backyards of neighborhood watch
programs giving them presentations, to large fire
departments, small fire departments. So there is no
audience too large or small, and we never turn anybody
down. They call us. We go.

The conferences that I told you I'd talk
about, for emergency responders last year, we were asked
to speak as a pipeline group at the MABAS conference,
the annual MABAS conference, which that stands for
Mutual Aid Box Alarm Systems, in Springfield. And we
spoke at 9:00 o'clock in the morning.

There were a lot of people in that session,
and some of the facilitators for the whole event were
there. At 11:00 o'clock, they came back to us and said,
"We've got 911 operators down the way here and we'd like
to bring them in for a lunch session. Could you do your
presentation again?" So we did it at lunch. And after
that presentation, one of the ladies from the 911
association came to us and asked if we'd do a
presentation at their conference. After that one, one
of the managers from St. Clair County wanted us to come
down and do a presentation for them. Now, we've been
added to their 80-hour training three times a year and
we get a three-hour block for that.

Also, out of that MABAS conference, we were
asked to speak at the Illinois Association For Fire
Protection Districts conference. They gave us a
two-page article in the Fire Call Magazine and we had a
speaking event and an informational booth there. So
that was pretty exciting, and that all happened in one
year based off of one conference that we spoke at.

We also -- well, being in Downstate Illinois,
we don't have any big areas that have people that speak
a different language. We have identified, though, a
couple of areas where there are several. One is in
Beardstown, Illinois, at Cargill Meat Processing, where
they actually have French- and Spanish-speaking people
there. So we went into their annual safety fair and
they actually printed all of our gas safety stuff for us
in French and Spanish by one of their translators. So
that was exciting, to do that and get that information
out to them.

Fairmont City, in East St. Louis, they have a
small population of Spanish-speaking people. So the
fire department there had us come in and do a meeting
for the public, and they were passing out carbon
monoxide detectors. And I was able to get up there and
do a presentation with an interpreter. So I would say
something and he would repeat it. So that was exciting,
too.
As we leave, we like to leave them with something they can take home. So we make sure we have really good safety message reminders on them. Not only, "Smell Gas. Leave Fast," we have the pipeline masking system on some of our ink pens, the scratch-and-sniff cards, bookmarks. And, also, at community fairs, we're going to pass out these little thermometers to parents and caregivers to show them, you know, they need to dip this in the bathtub before they put their child in there. And there's lots of other safety tips on the back, but also check with your elbow. So we like to spread the word as much as we can. Thank you.

MS. VOILES: Again, thank you for the opportunity to present information to you on the gas pipeline safety and what we're doing as a utility company. We're glad to answer any questions; or, if you want to wait until the roundtable, that's okay.

CHAIRMAN SCOTT: Chief, would you like to add anything?

ASSISTANT FIRE CHIEF WARD: I would just like to say that we appreciate Ameren's cooperation in coming in and training our guys. To tell a little story, years ago, when we'd get a gas leak, the fire truck would pull up outside. The guys would walk up. If they didn't
smell any gas, they'd wait until Ameren got there, because, really, there wasn't nothing for them to do. And, now, since even with the last three years that Gina has been coming and talking to us, we have bought detectors, the same as Ameren has, that detect gas. And they go around the house -- residential, commercial, whatever -- and check it with those. They go to the meter.

This winter -- of course, we all know what kind of winter we had -- we wrote in our SOPs that they make sure that the vent on the gas meter was clear, it wasn't frozen over, the gas dials are turning at the appropriate rate. And they've been doing a lot just more extensive until an Ameren representative got there. And we even go as far as check neighbors on each side of the house to see if they're having a problem.

So it's been, you know, a valuable service. I've seen the guys, in their reports, when they fill out their firemen report that I read, how all of the steps they took to, you know, to resolve the issue, and I think it's really been important and a good value to the fire service.

CHAIRMAN SCOTT: Are you on the department full-time?
ASSISTANT FIRE CHIEF WARD: Yes.

CHAIRMAN SCOTT: Okay. Do you have interaction with other departments then and compare notes?

ASSISTANT FIRE CHIEF WARD: Yeah. We train a lot of the Peoria Fire Department across the river, and they were basically doing the same thing as us, I mean. And you learn that from, you know, when you start out as a new fireman as what you're shown by your captains and lieutenants and everything. So, you know, you never really did do anything, I mean, because you were told not to, don't touch anything.

So these new steps and things we've been learning has, you know, probably helped a lot, good communication with Ameren, of course, and I think it's, hopefully, going to save property, lives, what we're in the business for.

COMMISSIONER COLGAN: There's something that I thought of. You know, I was just trying to imagine what it would be like to be in the midst of a tragedy like what happened in New York City. Are there standard procedures that you have in place to check and double check who is going to do what because you have police, fire, you have the utility, you have all of these different people that are trying to respond to the
incident? And, you know, I just -- you know, just in my
own mind, was walking through, like, what would you have
to do to make that a coordinated effort so that people
or everybody -- somebody has got to go in first and, you
know, that whole thing? Can you talk a little bit about
that?

ASSISTANT FIRE CHIEF WARD: Sure. Usually -- and
every fire department is going to do it differently. I
mean, their SOPs are going to vary, but they all have
the same goal as to go home. But, typically, in those
situations, we get the call from the resident or
somebody in the area that's reported the gas leak and
then respond. And then sometimes the police officer
arrives, sometimes they don't.

But, you know, it's important to, you know,
find the source. If there is a leak or whatever, get it
reported. In some cases, very few, do we actually, you
know, stop a leak. Only -- or if we have a gas leak
that we actually find, you know, our guys know what
their limits are. They're not doing Ameren's job. But
if we do find a leak, start evacuating houses. And the
perimeter and everything, we use the police to help do
that. And then, also, in our 911 dispatch, which pretty
much any 911 dispatch, you can contact dispatch and then
you can isolate an area with 911. And they do what they call a recall, and they actually back call any house in that area. When they pick up the phone, they give recordings saying the fire department and the police department is asking you to evacuate the area for a gas leak. So that option is out there.

And, like I say, we just try to mitigate the situation until Ameren gets there. And that's pretty much with all fire departments. There's only a certain line you can go point to where it's somebody else's job to do.

CHAIRMAN SCOTT: For a really major incident, I mean, you have incident demand protocols --

ASSISTANT FIRE CHIEF WARD: Absolutely. Yes.

CHAIRMAN SCOTT: -- if you have something that goes larger than one house.

ASSISTANT FIRE CHIEF WARD: Yeah. When we had the tornado go through Washington, Illinois, that was the situation there. Everywhere you walked you could smell gas. You know, and some of those meters were ripped out of the ground. So it was, you know -- and those are, I guess, were turned off at transmission lines, those things.

CHAIRMAN SCOTT: Do you -- from the utility
standpoint, do you get involved in the incident command training that different areas go through? Do they ask you to take part in those as well?

MS. MEEHAN-TAYLOR: Well, I've never been involved in any of the incident command training sessions. I have watched a few videos and stuff to kind of know how that goes. I actually used to work out on a gas truck, so that kind of helped us do our presentations. We've kind of been there in certain situations.

CHAIRMAN SCOTT: Okay.

COMMISSIONER COLGAN: So when Ameren would show up at the scene of a full-blown incident that's happening -- let's say, the tornado in Washington -- I'm assuming that you have, like, maps of where all of the different shutoffs are at and how it goes upstream so you can keep walking through that until you get to the point where you actually shut down an entire neighborhood?

MR. GLAESER: That is correct. We basically have maps of our systems. We have maps with where the emergency shutoff valves are located and how we isolate certain circuits in the system. And also the employees that reach the operating centers that work with certain areas, they are very, very familiar and know their
pipeline system. They've worked on the system for many years. They know by memory where all of those key valves are at, the transmission line. They can isolate the system pretty quickly, even without the maps, but we do have that backup as well.

CHAIRMAN SCOTT: Good. Well, thank you very much. We really appreciate it. And one question.

COMMISSIONER DEL VALLE: For the Chief, your firefighters are volunteers?

ASSISTANT FIRE CHIEF WARD: They're full-time.

COMMISSIONER DEL VALLE: Full-time. And you have fire departments that have a heavy reliance on volunteers, correct?

ASSISTANT FIRE CHIEF WARD: Yes. The surrounding communities are volunteers, yeah.

COMMISSIONER DEL VALLE: They're volunteers. I was a little surprised to hear that the training, the type of training that you referred to, has really helped quite a bit. It's not a requirement. And are the requirements different for full-time versus volunteer firefighters in terms of training?

ASSISTANT FIRE CHIEF WARD: Yeah, they are. The state, you know, wants you to have all of this training, but, financially, a lot of the volunteers can't afford
COMMISSIONER DEL VALLE: And that's why the comment Mr. Burk made earlier about the utilities covering the cost of the training --

ASSISTANT FIRE CHIEF WARD: Yes. Mm-hmm.

COMMISSIONER DEL VALLE: -- makes a difference, right?

ASSISTANT FIRE CHIEF WARD: Oh, yes. Tremendously.

COMMISSIONER DEL VALLE: You couldn't do it without the utilities coming in and doing the work that needs to be done.

ASSISTANT FIRE CHIEF WARD: Well, and just, like I say, the full-time departments usually have, you know, training budgets for that kind of thing. But for the volunteers, which make up about 80 percent of the fire departments in the state, a lot of them don't. You know, so coming out and talking and everything is pretty important to them, so...

COMMISSIONER DEL VALLE: But, again, there is no requirement there for the volunteers?

ASSISTANT FIRE CHIEF WARD: No.

COMMISSIONER DEL VALLE: Okay. Thank you.

CHAIRMAN SCOTT: Thank you very much. We appreciate all of you being here. Thank you.
MS. VOILES: Thank you, Chairman. I do want to express our thanks for having Rick Ward with us today. He took a full day out of his schedule and we really appreciate that.

CHAIRMAN SCOTT: If we could ask Peoples and Nicor to come back up and, in the interest of time, come back up together. And we have pretty much a hard stop right about at 1:00 or maybe five after. So if you could each take, maybe, seven or eight minutes, instead of the 15, and try to go through.

I apologize for that. But, obviously, we had a lot of interesting information today. And since you got a chance to present once before or twice before, in one case, we'll ask you to be a little bit briefer, and I apologize for that.

MR. WEBB: I can be brief. Peoples Gas's review of communications with our emergency responders is a vital part of our success and safety. At Peoples Gas, we have opportunity. We interface with the City of Chicago Fire Department, which is one of the largest fire departments in the nation, and then also many smaller communities. So our approach is one size doesn't fit all. We need to customize our approach based on who we're approaching.

So with the City of Chicago, annually we meet
with the City of Chicago Fire Department trainer and go
through and update our procedures and other things
relevant to his -- to ensure the safety in Chicago, so
the location of transmission lines, potential impacts of
any gas explosion or any gas incident, and he then takes
that back to incorporate into his training so that he,
on an ongoing basis, when he's training his
firefighters, they have that information.

When we meet with the City of Chicago training
chief, we also then invite him to invite any battalion
chiefs to come to our training of our emergency
preparedness. So every year we have multiple sessions
where we sit down and we go through tabletop exercises
of events that lasted -- or events from the previous
year or previous years, and this now includes the City
of Chicago battalion chief.

So last year we trained about 42 members of
the battalion chiefs of the City of Chicago where they
came in and we went through actual events and talked
about what different aspects -- what they would do, what
we would do, as we walked through the event. And then
we held a post-exercise discussion of what could have
been done better. In talking about this with our
trainers, what has been the most important thing we've
It is, one, we've learned how to talk to firefighters. So firefighters don't like you to say, "I don't know." If they have a question, they don't like you to say, "I don't know." They want you to say, "This is what I can find out for you and this is how long it will get me." They're very action-oriented. We need to be sensitive to that. And, as a result, we've now trained our people different on how to communicate to firefighters.

The important thing that I think the fire department has taken away is, just because they see a valve in the vicinity of the incident, that doesn't mean that's the valve that will solve the problem. They had always assumed, if they can see a valve, "Oh, I just closed that. That's going to shut it down," and that's not necessarily the case. So that interface has really improved our communication with the City and has really improved our response.

Also, we have, outside of Chicago, we interface with over 50 local community fire departments. These are the smaller fire departments we talked about previously. This is a much more one-on-one, hands-on. Sometimes they're local fire departments or volunteer
fire departments. We're going out and talking to them personally, going through the basics of gas, review of the gas hazards, where the hazards are located in their vicinity, and talk about protocols, who does what -- "here is what you do, here is what we'll do" -- to make sure they understand that.

And there has been some reference to the Long Grove incident. I did talk to our representatives from North Shore Gas, "How did the interface go with the local fire department?" They said it went very well. Both teams were very pleased with the teamwork, but they've both decided that they want to get together in about a month or so to talk about lessons learned, how can they improve that. So we're climbing that. And as part of that, we'll look at, "Do we need to revise training? Do we need to revise procedures?"

So, in summary, this is an important part of our approach to safety and we work aggressively with our partners to do that.

CHAIRMAN SCOTT: Last, but not least.

MR. WHYTE: My name is Craig Whyte. I'm with Nicor Gas. I have a different perspective on this whole -- or a unique perspective on this whole emergency response and preparedness issue. I've done it with a company
that served in a capacity where we actually, in my media
and community relations role, I actually was the contact
person and went out and met with mayors, managers, fire
chiefs, elected officials, and helped educate them on
our issues. As well as my current position, I'm the
investigator now for Nicor Gas, and I do the
investigation of all of our natural-gas-related
incidents.

And then the last unique part is I've had the
privilege of serving on the Burlington Fire Department
for 20 years and I'm currently the Fire Chief and the
Fire Marshall for that area. So I can relate to the
fire side, as well as I will be in East Peoria next week
for the symposium and the Fire Chief of the Year
Presentation and so forth.

So having said all of that, I'm going to skip
through a lot of the information just because most of it
has already been covered. What we stress at Nicor Gas
is the time to build relationships with your emergency
officials, your mayors, your managers, your public works
directors is not on the scene of an incident. That's a
great time to develop that relationship, but certainly
not to create it. And we go to great lengths to see to
it that we meet face-to-face with each of these
individuals on an annual basis and go through just about anything and everything that's a concern to them as well as a concern to us. It puts a name to a face. We discuss our projects. We discuss their projects. We try to coordinate as much as possible. We have over 650 communities that we are in, and we try to coordinate our efforts with their efforts so we're not tearing up streets and roads and parkways more than once.

Additionally, what we try to do on those face-to-face conversations is, we try to establish expectations so, when we get there, they know what we're going to be doing, they know what we're capable of doing, and they know what they can expect from us when we show up on the scene. And the same thing the other way is, what we can expect from them as far as protection, and we let them know what we're going to need from them depending on the severity of the situation.

So starting those relationships early is key. And I have a handful of foundations, memberships that I wanted to go through. One of the biggest assets we have is our diversity out in the group. We have member employees of our organization that are members of a tremendous amount of associations out there. For
example, the Illinois Fire Chiefs Association Foundation Board, we have a member that sits, an employee that sits. The fire chief that happens to be here sits on that foundation board. And to have a utility sitting on the Illinois Association Fire Chiefs Foundation Board is tremendous. International Association of fire investigators we belong to. International Association of Arson Investigators, that's an international program. We have an employee that's an actual board of directors member on that program.

And the list goes on to task force. I'm listed on a number of task forces as a special service where any calls that happen within DuPage County or Kane County, they phone me out and I will go out as a special resource. If there's anything I can offer them or help them with, I will then go out. It doesn't have to be natural gas. Sometimes I'm the only investigator that shows up and helps them with their fire. But that's the purpose of us being there as a special resource.

Training, one of the biggest things we do in training is our -- in fact, this week we have an employee out in Emmitsburg, Maryland, who is participating in a regional disaster tabletop exercise in Emmitsburg, Maryland, at the National Fire Academy.
And this is a Rockford region project that we're flowing out there, and they're going to do a bunch of tabletop exercises on major disasters in their region and how we would all work together and how the gas company fits in our portion and how we would deal with those types of incidents.

The next largest thing we have is our natural gas fire school. This is a fire school that we do once a year down in the town of Troy Grove. And we invite up to 100 firefighters every year. It's a week-long training, but they come for one day at a time. Since its inception, we have put over 4,000 firefighters through this program. And it's a morning session, which is basic Natural Gas 101 in responding to fires, "What do you do when you get there, what's your responsibility, what's our responsibility?"

And then, in the afternoon, we have, approximately, 30 props out there where we'll light on fire their natural gas props, their propane props, their gasoline props. We'll light them and give them a hose and have them try to put them out and realize they can't. And then we give them a fire extinguisher, and then they realize just how quickly you put a natural gas fire out. But then we talk about the counter-effects of
putting a gas fire out is, once you put that fire out, you've now got gas being exposed and you need to know where that gas is going because it can create a whole another set of issues.

Now, that may be 4,000 firefighters, but we also can't accommodate every single firefighter out there that wants to go. So what we do is we have a portable trailer. And we will go to any of the 656 communities that we service. If they choose, we will go out and we will do the exact same training we do in Troy Grove just scaled out where we don't have the ten or 12 props we use out there. We have a couple of props in a trailer that we will bring out to their fire department and then we will perform the same type of classroom training and then we'll go into the actual hands-on props training for virtually any department that is interested.

Another aspect on the training part is the College of DuPage. We're working very heavily to try to get ourselves into alignment with the college. At the College of DuPage, we're going to do this exact kind of training next -- I believe it's in July. At the College of DuPage, we're going to do -- the whole county is invited. All of the firefighters in DuPage County have
been invited to come to the College of DuPage for a one-day training. That is exactly like what happens down in Troy Grove, but they just couldn't make it to it.

In addition, in order to become a certified fire investigator, the program that I actually went through, the College of DuPage offers this program. It's a three-week program. Nicor Gas has now been given, and I actually do the training, it's a four-hour block in this State-Fire-Marshall-certified training program where we teach Natural Gas 101 and then responding to emergencies, "What do you do when you get to the emergency? How do you interact with the investigators." And then we'll go into some investigation techniques that would benefit them for the natural gas industry. So it's a permanent part of that investigation certification program, which is phenomenal.

And one thing that was brought up earlier that we do, in fact, do is, we train our supervisors and managers and our employees that respond to these emergency situations with the incident command structure. As a fire chief, you need to go through a whole range of NIMS certifications. We actually take
the two basic training programs and we teach those to
our employees that are responding to situations so they
can interact more effectively with the people on the
scene and know what they're looking for and blend in
with different scenarios they may or may not have.

Responding to scenes, this will be the last
ting I'll touch on. I'll make this very brief. We
actually have three separate levels of deployment when
we respond to an emergency; Class A, B or C. C being
the least deployed. This could be a simple service
that's on fire that we deploy immediately and one of our
personnel is out there. And in over 90 percent of the
time, they can make that repair without calling in
additional support teams.

Now, the partial deployment, this is a little
bit more complicated when we have a main hit, where
someone, a third-party might hit a main on the street.
One person is not going to be able to fix that, but we
will get somebody out there immediately so the fire
department has someone to talk to, someone from the gas
company to say, "Hey, this is my issue. This is what
we've got, and we now need to deploy more resources to
make that happen."

And then the last one is the highest response
level or full deployment. Thank you for the slide. The highest level of deployment, this is where we will get our incident support team involved and get all the way from our officer level on down involved in an incident command. And we will take care of the problem at hand. This could be a tornado. This could be a flood. This could be a massive outage. Anything that's going to require a tremendous amount of support, that would be our Level A. That's when we would go to that particular level.

Other than that, that's a very abbreviated version of a whole lot of information. But I'd be happy to take questions if you have them or let you go to lunch.

CHAIRMAN SCOTT: If you had to say what the greatest need -- you're doing a tremendous amount of training, which is fantastic. But if you had to say what the greatest need is in fire departments or fire protection districts, throughout the state, what would it be? Is there anything that kind of jumps out?

MR. WHYTE: Well, a couple of things. Fire extinguisher training, you may think that's a relatively simple concept; but if you consider a fire truck going to an incident, you've got a large amount of water,
large hoses, large diameter hoses, a lot of water is going to be flowing. They train once a year on using fire extinguishers.

But a natural gas fire, the best way to put that out is with natural -- with a dry chemical. And they just don't get an opportunity to use that. And the Troy Grove school that we use gives them that opportunity to say, "Oh, yeah, that's dry chemical. Oh, yeah, that's how you operate it. Oh, yeah, you have to shake it because it sits on the bottom and settles. Oh, yeah, that's how you empty it."

Just using that type of training is something they don't do but once a year. And I don't know if it's any different in East Peoria, but most fire departments will train once a year on fire extinguishers, but they very seldom ever get a chance to use it. And this is a great opportunity to refresh and say natural gas really needs to be done with a dry chemical extinguisher, and this is a great avenue for them to use it or learn how to use it.

CHAIRMAN SCOTT: In some of the smaller departments, too, not just in training. But from a material standpoint, too, and dry chemicals, is there an issue with that being as readily available?
MR. WHYTE: Oh, that's -- that's not an issue at all. It's readily available. It's just the type of chemicals you choose to use. We have a couple of different types we use and what we recommend. One is more expensive than the other, but they certainly can choose whichever they prefer.

And we'll use both, put them side-to-side so they can see the difference between using a Purple K versus a 50/50 mix. They'll be able to see the difference in what -- the rapid -- the quickness on how a fire can be put out with the more expensive one versus the other.

CHAIRMAN SCOTT: In all of the training that you do, this issue has come up a couple of times. How is that -- within the company, how is that funded and, you know, what are you asking from the departments?

MR. WHYTE: Yeah. The nice thing about all of our training is it's free. We don't charge for any of our training. The Troy Grove facility is free. When we take our trailer out, we ask that, instead of doing a department with, maybe, 10, 15, 20 people, we'll ask that we put three or four departments together.

At the College of DuPage, we're doing a regional county thing. So we're going to have 50 people
there. What we just ask is that you try to use as many
people as you can. We'll teach as many as you have, but
there is no charge for any of that training.

COMMISSIONER DEL VALLE: With the College of
DuPage --

MR. WHYTE: Yes.

COMMISSIONER DEL VALLE: -- there is the
investigator certification?

MR. WHYTE: Correct.

COMMISSIONER DEL VALLE: There is a fee, right?

They pay tuition?

MR. WHYTE: They pay the college tuition, but I
donate my time when I speak.

COMMISSIONER DEL VALLE: But the individuals pay
the tuition?

MR. WHYTE: They have to pay the college for the
tuition, correct. It's part of a much larger program.

COMMISSIONER MAYE: I think the best part of the
policy forum is that it definitely allows the Commission
to get information from each of our respective
utilities. But, most importantly, it allows the public
to hear the information as well.

I'm curious to know, because I think one of
the main -- actually, these policy forums are the best
practices. So outside of this type of forum, how often are each of the utilities getting together to discuss best practices?

For example, I heard some great things that Nicor is doing that Peoples is not. I've heard some great things that Peoples is doing that Nicor and Ameren may not be. So how often are you getting together to talk about pipeline safety, and, more importantly, public awareness and how to go about distributing that information to our consumers?

MR. WEBB: So quarterly, or about three times a year, I should say, I get together with my peers and the pipeline safety branch and we share best practices of what's going on in the industry. Independent of me, our organization is reaching out, on a routine basis, to different utilities. So next week, for example, we have a couple of our people from damage prevention going out to New York to talk to them about how they do it, what does their one-call system look like, how are they preventing future damages. So we are reaching out and looking for that.

CHAIRMAN SCOTT: Thank you very much. We really appreciate your being here. And I apologize for the last bit and then we're lopping off the last roundtable
piece of this. Obviously, you've raised a lot of great
issues for us and answered a lot of questions and
provided some great information, and we'll probably be
revisiting this issue at some time in the future. So
thank you.

Is there anybody here or in Springfield from
the Fire Marshall's office?

MR. BURK: There is no one in Springfield.

CHAIRMAN SCOTT: I think Chief Ward was our
cooperating fire official. As it turns out, Craig Whyte
was, too. So thank you very much for that.

With nothing else coming before us today, the
meeting stands adjourned. Thanks again, everyone.

(Meeting adjourned.)
JENNIFER L. BERNIER, CSR, RPR, CLR

CSR No. 084-004190

SUBSCRIBED AND SWORN TO
before me this 16th day of
May, A.D., 2014.