

# City of Thibodaux

Gas Department



## Public Awareness Plan





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## Section 1: Objectives and Goals

### 1.1 Objectives of Plan

The objectives of the Public Awareness Plan are:

- To educate our customers how to recognize the odor of natural gas and how to respond if they detect a possible gas leak. Early recognition of gas odor and proper response can save lives.
- To raise the awareness of the affected public and key stakeholders of the presence of buried natural gas pipelines in the area we serve and increase their understanding of the role of pipelines in transporting energy. A more informed public will also understand they have a significant role in helping to prevent third-party damage accidents.
- To help excavators understand the steps that they can take to prevent third-party damage and respond properly if they cause damage to our pipelines.
- To help emergency response agencies that may assist the City of Thibodaux Gas Division of Public Works in an emergency, understand the proper actions to take in response to a gas release or emergency.
- To educate the public about the protection of gas meters from damage by falling objects.

### 1.2 Goal of the Plan - Public Awareness Policy

Our goal is to provide safe reliable natural gas service to our customers and to ensure the safety of those living and/or working near our gas pipelines. Public awareness is a critical component of our overall safety program. Every employee of the City of Thibodaux Natural Gas Distribution Division is committed to fulfilling our public awareness responsibilities as described in this Public Awareness Plan.



## Section 2: DOT 192 Regulation

### §2716. Public Awareness [49 CFR 192.616]

A. ..., each pipeline operator must develop and implement a written continuing public education program that follows the guidance provided in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (Incorporated by Reference, see §507).

B. The operator's program must follow the general program recommendations of API RP 1162 and assess the unique attributes and characteristics of the operator's pipeline and facilities. Regulatory inspections are not an acceptable alternative to conducting an annual audit for measuring program implementation as mentioned in API RP 1162 section 8.3.

C. The operator must follow the general program recommendations, including baseline and supplemental requirements of API RP 1162, unless the operator provides justification in its program or procedural manual as to why compliance with all or certain provisions of the recommended practice is not practicable and not necessary for safety.

D. The operator's program must specifically include provisions to educate the public, appropriate government organizations, and persons engaged in excavation related activities on 1. use of a one-call notification system prior to excavation and other damage prevention activities; 2. possible hazards associated with unintended releases from a gas pipeline facility; 3. physical indications that such a release may have occurred; 4. steps that should be taken for public safety in the event of a gas pipeline release; and 5. procedures for reporting such an event.

E. The program must include activities to advise affected municipalities, school districts, businesses, and residents of pipeline facility locations.

F. The program and the media used must be as comprehensive as necessary to reach all areas in which the operator transports gas.

G. The program must be conducted in English and in other languages commonly understood by a significant number and concentration of the non-English speaking population in the operator's area.

H. Operators in existence on June 20, 2005, must have completed their written programs no later than June 20, 2006.

I. The operator's program documentation and evaluation results must be available for periodic review by appropriate regulatory agencies.



## Section 3: Plan Administration Oversight

### 3.1 *Executive*

- Mayor Kevin Clement is responsible for supporting and funding the program 100%.
- Josh Bourgeois, Public Works Director is responsible for the overall conduct of this Public Awareness Plan and appointment of the Plan Administrator.

### 3.2 *Operations (Plan Administrator)*

- Anthony Miller, Gas and Water Superintendent, or his designee, is responsible for implementation, delivery, and ongoing development of this plan.

### 3.3 *Administrative Support*

- Elizabeth Guidry, Executive Secretary of the Gas and Water Division, will assist with implementation, delivery, and ongoing development of the Public Awareness Plan as necessary and is responsible for maintaining current lists of licensed City mechanical contractors, plumbers, and electricians.
- Sarah Arceneaux is responsible for special reminders put on the City of Thibodaux's Facebook and Twitter accounts.
- Peggy Aucoin, Utility Billing Manager, is responsible for special reminder statements printed on utility bills and the printed labels that are put on Public Awareness brochures.

### 3.4 *Plan Administrator Responsibilities*

The Plan Administration or his designee is responsible to ensure that:

- Target audiences are identified.
- Message(s) appropriate to each audience are identified.
- Appropriate media are selected to transmit each message to each audience.
- Appropriate message delivery frequencies are identified for each message and audience.
- Messages are delivered as specified in the plan.
- The effectiveness of the plan is periodically evaluated.
- The plan is modified to reflect the findings of the effectiveness evaluation.
- Periodically review the performance of the plan and the individuals responsible for its implementation.
- Assure that funding and resources allocation requests for the Plan will be established at the level necessary to implement the plan.
- Preparing public education materials and placing ads in appropriate news media.
- Coordinating the Public Awareness Plan efforts with those of the Louisiana One-Call System.



## Section 4: Affected Facilities

All of the City of Thibodaux natural gas system's gas pipeline facilities are included in this Public Awareness Plan. This includes regulator stations, gas piping, gas valves, and meters.

## Section 5: Stakeholder Audience

The following stakeholder audiences have been identified:

### 5.1 *Affected Public*

Those that live or work within 100 yards on either side of pipeline including City of Thibodaux gas customers and non-gas customers (other individuals) living and/or working near our pipelines.

### 5.2 *Emergency Officials*

Emergency Officials/Departments that operate or respond within our service area include:

Thibodaux Volunteer Fire Department  
800 Parish Road  
Thibodaux, LA 70301  
Tony Boudreaux, Fire Chief  
Ph Number: (985) 258-6205 cell  
Email [fd1@thibfiredept.org](mailto:fd1@thibfiredept.org)

Thibodaux Police Department  
1309 Canal Blvd.  
Thibodaux, LA 70301  
Bryan Zeringue, Police Chief  
Ph Number: (985) 446-7288  
Email [bzeringue@ci.thibodaux.la.us](mailto:bzeringue@ci.thibodaux.la.us)





Acadian Ambulance Service

*248 W Main St*

*Thibodaux, LA 70301*

*Ph Numbers: (800) 259-3333 / (337) 291-3333*

*Website: [Contact Us | Acadian Ambulance Service](#)*

City of Thibodaux Emergency Preparedness Office

*310 W 2<sup>nd</sup> St*

*Thibodaux, LA 70301*

*Ph Number: (985) 446-7242*

*Jacques Thibodeaux*

*Email: [jacquest@ci.thibodaux.la.us](mailto:jacquest@ci.thibodaux.la.us)*

Lafourche Parish Sheriff's Office

*200 Canal Blvd.*

*Thibodaux, LA 70301*

*Craig Webre, Sheriff*

*Ph Number: (985) 448-2111*

*Website: [Contact Us – Lafourche Parish Sheriff's Office \(lpsso.net\)](#)*

Lafourche Parish Emergency Preparedness Office

*402 Green St.*

*Thibodaux, LA 70301*

*Chris Boudreaux, Director*

*Ph Number: (985) 446-8427*

*Website: <https://www.lafourchegov.org/emergency-preparednes>*



## 5.3 *Public Officials*

Public officials in areas where we operate:

Mayor Kevin Clement

310 W 2<sup>nd</sup> Street

Thibodaux, LA 70301

(985) 446-7218

Email: [kcllement@ci.thibodaux.la.us](mailto:kcllement@ci.thibodaux.la.us)

City Council Administrator: Jenny Morvant

310 W 2<sup>nd</sup> Street

Thibodaux, LA 70301

(985) 446-7201

Email: [jmorvant@ci.thibodaux.la.us](mailto:jmorvant@ci.thibodaux.la.us)

City Council

District A: Monique Crochet

(985) 859-0560

Email: [citycouncil.monique@gmail.com](mailto:citycouncil.monique@gmail.com)

District B: Gene Richard

(985) 446-1831

Email: [ejrich001@msn.com](mailto:ejrich001@msn.com)

District C: Varick Taylor, Sr.

(985) 387-0461

Email: [vbed642@charter.net](mailto:vbed642@charter.net)

District D: Mike Naquin

(985) 637-7190

Email: [mpnaquin@charter.net](mailto:mpnaquin@charter.net)

District E: Chad Mire

(985) 637-1659

Email: [councilmane@hotmail.com](mailto:councilmane@hotmail.com)



## 5.4 *Excavators*

Excavators in area where we operate:

- Construction companies.
- Excavation equipment rental companies.
- Public Works officials.
- Fence building companies.
- Landscapers.
- Home builders.
- Land developers.
- Plumbers.
- Engineers.
- Other utility companies.
- One-Call Center (Louisiana One-Call).

## 5.5 *Detailed List of Stakeholders*

The Plan Administrator is responsible to develop and maintain a list of each of these stakeholder audiences.

Customers & Non-Gas Customers (Residents) - List of our utility customers will be generated by Utility Billing Office. The list of Non-Gas Customers living or working near our pipelines will be obtained from the Utility Billing Office since the City of Thibodaux provides water and sewer service to the affected areas. The only exception is on LA Hwy 20. The route will be surveyed just prior to sending mail-outs to identify any changes to the previous listing. (Section 6.1)

Governmental (Public) & Emergency Response Officials - List of government and emergency response officials will be maintained at Public Works. Emergency Response officials are listed in the Procedure Manual for Operations, Maintenance, and Emergency Response for the City of Thibodaux. The Public Awareness Plan Administrator shall maintain a current list of Emergency Response Agencies including 1) law enforcement, 2) fire service and 3) ambulance companies. (Sections 6.2 & 6.3)

Excavators & Contractors - List of all City of Thibodaux licensed excavators & contractors is provided via the City of Thibodaux Licensed Mechanical Contractor List, the City of Thibodaux Licensed Electrician List, and the City of Thibodaux Licensed Plumber List. These list will be generated by the Permit Office and maintained by the Gas Division of Public Works. The names, addresses, and telephone numbers of excavators and/or contractors will also be listed. The Plan administrator will periodically review the LA811 locate list for tickets received by the City to identify excavators that may not be on the City's list of licensed contractors. (Section 6.4)



One Call Centers – Plan Administrator will maintain the City’s membership with LA One Call and periodically review the gas service area and make any required updates to One Call polygon to ensure receipt of any locate tickets within the service area. (Section 6.5)

School Districts - List of all schools within the City’s service area will be maintained by the Plan Administrator. Targeted material will delivered to each school with similar messaging for Customer and Non-Customers. (Section 6.6)



## Section 6: Message Type, Content and Frequency

The following message types and content will be sent to each stakeholder audience via the media listed at the frequency indicated.

STAKEHOLDER AUDIENCE	MESSAGE TYPE	FREQUENCY	SUGGESTED DELIVERY METHOD AND/OR MEDIA
6.1			
<p><b>Residents along the distribution system – Non Gas Customers</b></p> <p>All non-gas customers receive other services from the City</p>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage prevention awareness</li> <li>• Leak recognition and response</li> <li>• How to get additional information</li> <li>• Safety near gas facilities</li> </ul>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"> <li>• Annually</li> </ul> <p>Supplemental Frequency:</p> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> <li>• Public service announcements, or</li> <li>• Paid advertising, or</li> <li>• Contact mail outs for non-customers, or</li> </ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials</li> <li>• Community Events</li> <li>• Notices posted on City social media</li> </ul>
<p><b>Residents along the distribution system - Gas Distribution Customers</b></p>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Damage prevention awareness</li> <li>• Leak recognition and response</li> <li>• How to get additional information</li> <li>• Safety near gas facilities</li> </ul>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"> <li>• Twice Annually</li> </ul> <p>Supplemental Frequency:</p> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> <li>• Public service announcements, or</li> <li>• Paid advertisements, or</li> <li>• Contact mail outs for</li> <li>• Flyers (bill stuffers)</li> </ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"> <li>• Targeted distribution of printed materials</li> <li>• Community events</li> <li>• Notices posted on City social media</li> </ul>



6.2			
<p><b>Emergency Officials</b></p>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency preparedness communications</li> <li>• How to get additional information</li> <li>• What to do</li> <li>• Who to contact</li> </ul> <p>Supplemental Messages:</p> <ul style="list-style-type: none"> <li>• One-call system performances</li> <li>• Accurate line location information</li> <li>• One-Call</li> </ul>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"> <li>• Annually</li> </ul> <p>Supplemental Frequency:</p> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> <li>• As changes in pipeline route or contact information occur or as required by State requirements</li> </ul>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> <li>• Print materials, or</li> <li>• Group meetings</li> </ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"> <li>• Telephone calls, or</li> <li>• Personal contact, or</li> <li>• Emails, or</li> <li>• Targeted distribution of print materials, or</li> <li>• Personal contact</li> <li>• Telephone calls, or</li> <li>• Maps</li> <li>• Notices posted on City social media</li> </ul>
6.3			
<p><b>Public Officials</b></p>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Emergency preparedness communications</li> <li>• How to get additional information</li> <li>• What to do</li> <li>• Who to contact</li> <li>• LA One-Call performance</li> <li>• Accurate line location information</li> </ul>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"> <li>• 3 years</li> </ul> <p>Supplemental Frequency:</p> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the pipeline segment or environment</li> </ul>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> <li>• Print materials, or</li> <li>• Group meetings</li> </ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"> <li>• Telephone calls, or</li> <li>• Personal contact, or</li> <li>• Group meetings</li> <li>• Notices posted on City social media</li> </ul>



6.4			
<b>Excavators &amp; Contractors</b>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Leak recognition and response</li> <li>• LA One-Call requirements</li> <li>• How to get information</li> </ul>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"> <li>• Annually</li> </ul> <p>Supplemental Frequency:</p> <ul style="list-style-type: none"> <li>• As determined by specifics of an incident</li> </ul>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> <li>• Print materials</li> </ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"> <li>• Personal contact</li> <li>• Videos &amp; CDs</li> <li>• Open Houses</li> <li>• Notices posted on City social media</li> </ul>
6.5			
<b>One-Call Center</b>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> <li>• Provide pipeline location information, boundaries for polygon.</li> <li>• Submit other requirements to the One-Call center</li> </ul> <p>Supplemental Messages:</p> <ul style="list-style-type: none"> <li>• One-Call System performance</li> <li>• Accurate line location information</li> <li>• One-Call System Improvements</li> </ul>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"> <li>• Annually</li> </ul> <p>Supplemental Frequency:</p> <p>As needed</p>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> <li>• Membership in appropriate One-Call center</li> <li>• Requirements of the applicable One-Call center</li> <li>• Review Maps</li> </ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"> <li>• Whenever changes occur to polygon or contact information occur or as required by state requirements.</li> </ul>
6.6			
<b>School Districts</b>	<p>Baseline Messages:</p> <ul style="list-style-type: none"> <li>• Pipeline purpose and reliability</li> <li>• Awareness of hazards and prevention measures undertaken</li> <li>• Leak recognition and response</li> <li>• LA One-Call requirements</li> <li>• How to get information</li> </ul> <p>Supplemental Messages:</p>	<p>Baseline Frequency:</p> <ul style="list-style-type: none"> <li>• Annually</li> </ul> <p>Supplemental Frequency:</p> <ul style="list-style-type: none"> <li>• Additional frequency and supplemental efforts as determined by specifics of the</li> </ul>	<p>Baseline Activity:</p> <ul style="list-style-type: none"> <li>• Public service announcements, or</li> <li>• Paid advertising, or</li> <li>• Contact mail outs for non-customers</li> </ul> <p>Supplemental Activity:</p> <ul style="list-style-type: none"> <li>• Targeted distribution of print materials, or</li> <li>• Community Events, or</li> </ul>



	<ul style="list-style-type: none"> <li>• Seasonal messages around Spring &amp; Fall</li> </ul>	<p>pipeline segment or environment</p> <ul style="list-style-type: none"> <li>• As changes in pipeline route or contact information occur or as required by State requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Notices posted on City social media</li> </ul>
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## Section 7: Development of Plan Materials

The Plan Administrator is responsible for ensuring that appropriate materials are developed and/or acquired for each communications activity listed above. Materials should be pretested for clarity, understandability, and retain ability before they are widely used. The pretest should be performed using a small representative audience; for example, a small group of City of Thibodaux employees and/or families that are not involved in developing the public awareness plan, a small sample section of the intended stakeholder audience or others.

The Public Awareness Plan will be conducted in English only since there are no concentrations of non-English speaking population in our service area. The City of Thibodaux’s population has residents who routinely speak English on so it will be used to inform residents as required.

## Section 8: Plan Implementation

The Plan Administrator is responsible to ensure that each target audience identified above receives the appropriate materials via the specified media (i.e. mass mailing, emergency official meetings) at the frequency specified in the preceding table. The Plan Administrator should prepare as annual estimate of the resources needed to implement the Plan and request that the appropriate budget and human resources are available.





## Section 9: Management of Input/Feedback/Comments Received

It is anticipated that the implementation of this public awareness plan will generate requests for further information from those in the stakeholder audience contacted. All inquiries should be directed to the Plan Administrator.

Inquiries about the location of pipelines should be directed to the Louisiana One-Call system. Louisiana One-Call utility locating system in service rendered to help utility companies protect their underground facilities from damage caused by excavation activities, whether that excavation activity is a contractor digging a large trench to install a new underground utility or a local resident wanting to install landscaping or a fence around their property. By contacting the Louisiana One-Call system, their operators will notify any utility company with lines in that area about the intentions by someone to dig near buried utilities. This affords those utility companies an opportunity to mark the location of their utility lines before any digging begins. Louisiana One-Call system is not only an asset to the protection of buried utilities – IT'S THE LAW.

## Section 10: Measuring the Effectiveness of the Plan

The Plan Administrator is responsible to measure effectiveness of plan to determine:

- Whether the information is reaching the intended stakeholder audiences.
- If the recipient audiences are understanding the message delivered.
- Whether the recipients are motivated to act in accordance with the information provided.
- If the implementation of the Public Awareness Plan is impacting bottom line results (such as a reduction in the number of incidents caused by third-party damage).

This shall include:

- Tracking the number of calls received in response to Public Awareness materials.
- Reviewing the incidence of third party damage to City of Thibodaux facilities.
- Reviewing evaluations performed by the Louisiana One-Call system.
- Reviews following group meetings.
- At no longer than 4 year intervals perform an effectiveness survey by contacting a random sample of each stakeholder audience, confirming their receipt of the materials and assessing their understanding of the target message(s) through direct mail and/or telephone surveys.



## Section 11: Records

The Plan Administrator shall maintain a binder for each calendar year of the program to keep the following records:

1. Lists, records, or other documentation of stakeholder audiences with whom the City of Thibodaux has communicated.
2. Copies of all materials provided to each stakeholder audience, and
3. Results of any Surveys and effectiveness assessments, including any follow-up actions.

These records will be kept for 5 years.

CITY OF THIBODAUX  
NATURAL GAS SYSTEM  
PUBLIC AWARENESS PLAN

## Section 12 Appendix

Appendix	Description
A	Public Awareness Plan Review/Revision Log
B	List of Resources Approved by Plan Administrator
C	
D	
E	
F	



## Appendix A: Public Awareness Plan Review/Revision Log

City of Thibodaux Plan Administrator or their designee will perform an annual review of this plan.

Revision #	Action	By	Date
1	Plan reviewed and revised	R A Borne	7/26/22
2	Plan reviewed and revised, Updated leadership	R A Borne	4/18/23
3	Plan reviewed and revised, mid- year activities	R A Borne	8/23/23



## Appendix B: List of Resources Approved By Plan Administrator

Company	Contact	Contact Email	Purpose
SJB Group	Robert Borne 225-933-6071	Robert.Borne@SJBGroup.com	Plan Consulting Services
LA One Call	Charlene (225) 275-3700 ext. 475.	<a href="https://www.louisiana811.com">https://www.louisiana811.com</a>	Damage Prevention logos, print material and contacts
Common Ground Alliance	Website	<a href="https://commongroundalliance.com">https://commongroundalliance.com</a>	Damage prevention logos and print material
<b>CulverCo</b>	Lisa Tingue (978) 961-0018	<a href="#">Products – Culver Company</a>	Print material
<b>APGA Goal Program</b>	<b>Greg Kurtz</b> 469-287-8087 6136 Frisco Square Blvd., Suite 400 Frisco, TX 75034	<a href="#">APGA’S GAS OVERALL AWARENESS LEVEL (GOAL) TOOL - American Public Gas Association</a>	<b>Survey Services through APGA</b>

