

Iberville Parish Utility Department Stakeholder Survey

Your natural gas supplier has been directed by Pipeline Safety Regulation 49 CFR 192.616 to inform it's natural gas customers and non-customers living along the path of our buried pipelines on what to do in the event of an emergency (leak or fire) associated with our pipelines. This information is sent out annually to everyone living near our pipeline facilities. We are also required to follow-up to determine if the effectiveness of the information provided.

To accomplish this and to comply with these Federal Regulations, we are sending out a questionnaire requesting feedback from you. We would appreciate you taking a little of your valuable time to answer the following questions and return the questionnaire when paying your monthly bill by mail or at the Iberville Parish Utility Department office, located at 59705 Bayou Road, Plaquemine, LA. If you wish to make comments, please do so in the space provided.

- | | | |
|--|--------------|----------------|
| 1. Do you have natural gas service in your home? | Yes ____ | No ____ |
| 2. Do you know the name of you local gas company? | Yes ____ | No ____ |
| 3. Have you heard or seen a message or notice regarding pipeline safety in the last (12) months? | Yes ____ | No ____ |
| 4. Before today, have you ever been contacted by someone from the local gas company concerning pipelines in your area? | Yes ____ | No ____ |
| 5. Do you have the telephone number of the local gas company to call if there is an incident or emergency or if you need information? | Yes ____ | No ____ |
| 6. Do you know what precautions you and others should take prior to digging near a buried gas pipeline? | Yes ____ | No ____ |
| 7. Do you believe you would recognize a natural gas leak by smell? | Yes ____ | No ____ |
| 8. Would you light a match if you smelled natural gas inside you home? | Yes ____ | No ____ |
| 9. Are you familiar with the LA One Call telephone number and would you contact it prior to digging? | Yes ____ | No ____ |
| 10. If you smelled natural gas inside your home, would you call the gas company or 911 from your home or a neighbors phone? | My Home ____ | Neighbors ____ |
| 11. Do you believe you have adequate information about natural gas safety such as how to recognize a leak and what to do should you smell gas? | Yes ____ | No ____ |
| 12. Do you believe you would recognize a natural gas leak by the hissing sound? | Yes ____ | No ____ |
| 13. Do you know if your local gas company has a plan to deal with emergencies? | Yes ____ | No ____ |
| 14. Have you read about natural gas safety in the newspaper or seen information on television? | Yes ____ | No ____ |
| 15. Overall, do you think the local gas company has provided you with adequate information regarding natural gas safety? | Yes ____ | No ____ |
| 16. Overall, do you think the local gas company has an adequate public awareness program? | Yes ____ | No ____ |

Comments: _____

Iberville Parish Utility Department / P.O. Box 99 / Plaquemine, LA 70764 / (225) 687-5152
(After Hours) 1-800-273-2484 Louisiana One Call 1-800-272-3020 or 811