Hazen Natural Gas System - Public Awareness Survey

Customer Questionnaire

Did you know that Hazen has pipeline buried throughout the area?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

In the last year have you seen or heard any information relating to pipeline safety?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If so, what was the source? (Check all that apply)

\_\_\_\_\_ Mail

\_\_\_\_\_ Email

\_\_\_\_\_ Internet

\_\_\_\_\_ Sign / Billboard

\_\_\_\_\_ Newspaper / Radio / TV

\_\_\_\_\_ Face to Face Meeting

\_\_\_\_\_ Other - Please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you ever tried to obtain information about pipeline safety?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If so, where did you try to get information?

\_\_\_\_\_ Internet

\_\_\_\_\_ Newspaper

\_\_\_\_\_ Call, letter, or visit to City of Hazen

\_\_\_\_\_ Asked a friend

\_\_\_\_\_ Other - Please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you ever called to report suspicious or worrisome activity near a pipeline?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If so, how would you rate the response?

\_\_\_\_\_ Excellent

\_\_\_\_\_ Good

\_\_\_\_\_ Fair

\_\_\_\_\_ Needs Improvement

Which of the following signs do you think may indicate a gas leak?

\_\_\_\_\_ Hissing sound

\_\_\_\_\_ Dirt blowing around the pipeline

\_\_\_\_\_ Bubbles in standing water

\_\_\_\_\_ Discolored or dead vegetation near the pipeline

\_\_\_\_\_ Odor of "rotten eggs"

\_\_\_\_\_ All of the above

If you suspect a gas leak, what should you do first?

\_\_\_\_\_ Attempt to locate the leak

\_\_\_\_\_ Leave the area on foot

\_\_\_\_\_ Start your car and drive away

\_\_\_\_\_ Nothing

Once you have left the area of a possible leak, what should you do next?

\_\_\_\_\_ Nothing

\_\_\_\_\_ Attempt to repair the leak

\_\_\_\_\_ Call City of Hazen and report it

There is a free system called "One Call" or 8-1-1 in place. Anyone who plans to do any digging is required to call before they dig. Someone then comes and marks the location of underground utilities (phone lines, gas lines, water lines, sewer lines, etc.) prior to the start of any digging. Did you know about the "One Call" system and the service provided?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Are you aware of prevention measures pipeline companies take to maintain safe operations?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Overall, how satisfied are you with your local pipeline operation?

\_\_\_\_\_ Very Satisfied

\_\_\_\_\_ Satisfied

\_\_\_\_\_ Neutral

\_\_\_\_\_ Unsatisfied

\_\_\_\_\_ Very Unsatisfied

Any suggestions how to improve communications with people about pipeline safety?

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Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_