Emergency Response Plan

Bishopville LNG Storage Facility

Prepared for
Eastern Shore Natural Gas

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1.0 General Information

1.1 Introduction

The Bishopville LNG Storage Facility ("Facility") is owned and operated by Eastern Shore Natural Gas Company ("Eastern Shore"), and is located on a 135-acre parcel in Bishopville, Maryland; site location shown in Figure 1.

LNG will be delivered via truck to the Facility using LNG tanker trucks and unloaded into the five (5) storage tanks, each with a capacity of 100,000 gallons. During vaporization season, LNG is pumped to the vaporizers at a peak capacity of 14,000 Dth/day to supplement Eastern Shore's pipeline system.

The Facility will be continuously monitored 24/7 by Eastern Shore's existing Gas Control department located in Dover, Delaware. The response time for company personnel to be on site during an emergency event is less than 30 minutes. At least two (2) trained personnel will be present during any truck unloading, truck loading, or vaporization activities. For the initial fill of the LNG storage tanks, Eastern Shore expects approximately forty four (44) truckloads of between 9,000 – 11,000 gallons each. Following this one-time initial fill, Eastern Shore expects approximately one (1) truck refill per month. The refill frequency is subject to change if there is a prolonged winter weather event requiring additional LNG supplies.

Facility GPS Location:

- 38°25'5.24"N, 75°13'32.05"W

Facility Physical Address:

- 9801 Kepler Lane, Bishopville, Maryland

Closest Responding Fire Station:

- Showell Volunteer Fire Department - Approximately 2.5 miles from the site
  - 11620 Worcester Hwy, Showell, MD 21862
  - Phone Number (Non-Emergency) # 410-352-5916
- Bishopville Volunteer Fire Department - Approximately 2.5 miles from the site
  - 10709 Bishopville Rd, Bishopville, MD 21813
  - Phone Number (Non-Emergency) # 410-352-5778
- Selbyville Volunteer Fire Department - Approximately 4 miles from the site
  - 30 N Main St, Selbyville, DE 19975
  - Phone Number (Non-Emergency) # 302-436-8802

Closest Medical Facility:

- TidalHealth Atlantic - Approximately 7 miles from the site
  - 9733 Healthway Dr, Berlin, MD 21811
  - Phone Number # (410) 641 1100

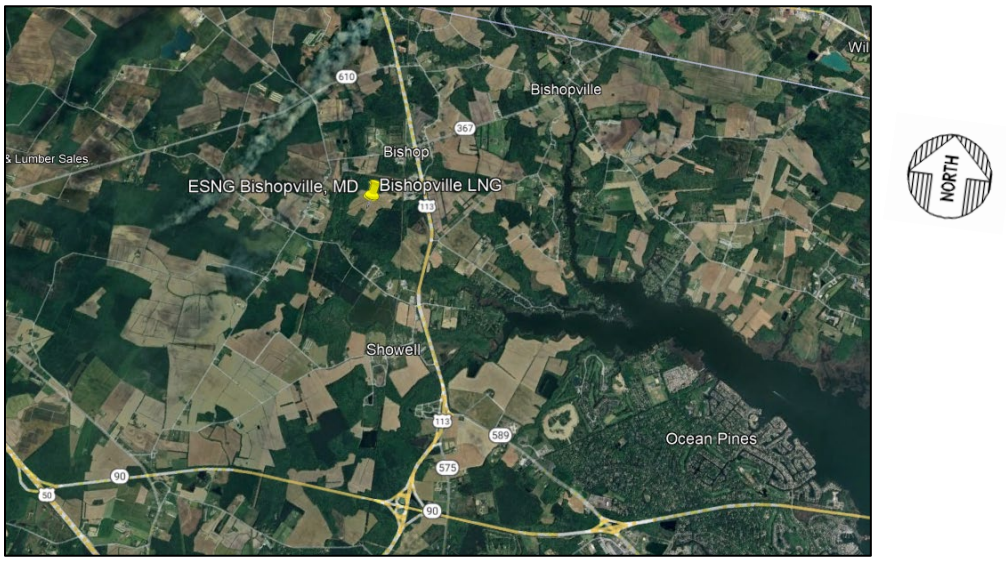


Figure 1 - Site Location

1.2 Objectives and Scope

The Emergency Response Plan (ERP) defines the actions to be taken by the LNG Facility personnel during an emergency to protect the public, personnel, and property from any Facility emergencies. The ERP is intended to satisfy the requirements of the FERC Order and 49 CFR Part 193. The ERP includes protocols and procedures to ensure close coordination with local area emergency response organizations, agencies, and existing state and local emergency preparedness programs. The ERP also addresses reporting requirements to ensure compliance with applicable provisions of local, state, and federal laws and regulations.

The primary objectives of the ERP are to:

- Identify and classify emergencies scenarios;
- Outline emergency response actions to be taken by LNG Facility personnel;
- Outline roles and responsibilities within the Facility's Incident Command Organization;
- Provide emergency communication protocols and related contact information;
- Identify evacuation procedures for Facility emergencies, including: Plant Evacuations, Shelter In Place Orders, and Local Area Evacuations;
- Outline Facility training and security and emergency response exercises;
- Identify active and passive emergency response equipment within the Facility; and

- Provide a framework for regulatory agency reporting requirements.

All homeland security and state emergency preparedness functions in Maryland follow the principles outlined in the National Incident Management System (NIMS). This ERP is the Incident Action Plan (IAP), as defined by NIMS.

The ERP creates a proactive system to assist those responding to incidents at the Facility. This ERP focuses on five key areas, which do not stand alone, but work together in a flexible, systematic manner. These components are as follows:

- Command and Management
- Preparedness
- Communications and Information Management
- Resource Management
- Ongoing Management and Maintenance

An integral part of the ERP is the consideration of a cost-sharing plan that describes the mechanisms for funding costs relating to security, safety/emergency management and emergency response that may affect federal, state, and local agencies if an emergency requires the assistance of external organizations. Eastern Shore Natural Gas will meet with its cost-sharing partners at least annually to review the plans to confirm the sufficiency of resources and assets or discuss if additional funding is needed.

In accordance with the requirements issued by the U.S. Federal Energy Regulatory Commission (FERC), this ERP has been prepared to establish the minimum procedures for responding to specific emergencies that may occur at the Facility. Because emergency situations may require the involvement of federal, state and other local emergency organizations and agencies, the ERP has been prepared following consultation with the appropriate agencies, including:

- Federal Energy Regulatory Commission (FERC);
- Local Office of Homeland Security, Emergency Preparedness (OHSEP);
- Maryland State Fire Marshal;
- Department of Transportation (DOT), Pipeline and Hazardous Materials Safety Administration (PHMSA), Office of Pipeline Safety (OPS);
- Community Liaison Services (OPS Northeast Region) DOT;
- Worcester County Local Emergency Planning Commission
- Maryland State Police;
- Worcester County Sheriff's Office;
- Showell, Selbyville and Bishopville Volunteer Fire Departments;
- TidalHealth Atlantic Medical Center

This ERP has been developed to comply with the applicable guidelines, standards and regulations produced by the regulatory bodies mentioned above. The regulations and standards that have been considered in developing this ERP are:

- FERC Staff Guidance on Environmental Report Preparation (Volume II, Section 13.39) (February 2017)
- **29 CFR 1910.38** – Occupational Safety and Health Administration (OSHA) Emergency Action Plans
- **29 CFR 1910.120(q)** – OSHA Hazardous waste operations and emergency response (HAZWOPER)
- **29 CFR 1910.165** – OSHA Emergency Alarm Systems
- **49 CFR 172** – DOT Hazardous Materials Table, Special Provisions, Hazardous Materials Communications, Emergency Response Information, Training Requirements, and Security Plans
- **49 CFR 193** – DOT LNG Facilities: Federal Safety Standards
- **49 CFR 1520** – DOT Protection of Sensitive Security Information
- **NFPA 59A** – Standard for the Production, Storage, and Handling of Liquefied Natural Gas (LNG)
- **NFPA 1561** – Standard on Emergency Services Incident Management System and Command Safety
- **NFPA 1660 -** Standard for Emergency, Continuity, and Crisis Management: Preparedness, Response, and Recovery.

Documentation of the consultations with the above agencies is included in Appendix K.

1.3 Emergency Response Plan Overview (193.2509 (a))

The intent of the ERP is to protect Facility personnel, the surrounding community, the environment, and property from fires, explosions, or any unplanned sudden or non-sudden accidental release of hazardous or flammable products at the Facility, and other natural disasters such as floods, hurricanes, as well as security incidents such as intruders or bomb threats.

In the event that one (1) or more of the following emergencies occur, this plan will be implemented immediately:

- Fire & Explosion: Any fire that involves a commodity that has the potential to spread; any explosion that occurs on or near the LNG Facility.
- Hazardous Materials Incident: Any release or potential release of hazardous material, or other material that may cause environmental damage.
- Vapor Release: Any release of vapors, which may be hazardous to the personnel working within the LNG Facility or to the surrounding community.

- Severe Weather: Any incidents related to weather or acts of God (i.e., hurricanes, flooding/flash floods, earthquakes, etc.) which may cause an abnormal operating condition or emergency situation;
- Wildfires: Any wildland fire occurring in the vicinity of the LNG Facility; and
- Security Incidents: Including facility break-ins, and terrorist or bomb threats.
- Earthquakes: any seismic activity impacting the Facility.

Specific procedures depend on the nature of the emergency event and the proximity to the LNG Facility but are likely to include evacuation or shelter-in-place in coordination with local emergency response planners. Eastern Shore has developed this ERP in consultation with the Worcester County Hazard Mitigation & Resilience Plan and will meet regularly with County officials to update procedures to align with County protocols. Worcester County's Department of Emergency Services utilizes an 800 MHz radio system to link police, fire, and EMS responders and has identified special populations (hospital patients, nursing home residents, prison inmates, etc.) for evacuation or shelter in place emergencies. In addition, the County has executed mutual aid agreements with neighboring jurisdictions and participates in the Delmarva Emergency Task Force with other jurisdictions on the Delmarva Peninsula. Eastern Shore will continue to coordinate its emergency response plans with these organizations.

The LNG Facility's ERP is to be reviewed on a continuing basis. The review and update of the plans shall meet the requirements and timeline specified by CFR Title 49 Part 193.2017. Each operator must review and update the plans and procedures when a component is changed significantly or a new component is installed; and at intervals not exceeding 27 months, but at least every two (2) calendar years.

1.4 LNG Physical Properties

LNG is natural gas in a liquid form. Natural gas is cooled to negative 260˚F, where it then becomes a cryogenic, clear, colorless, odorless liquid. LNG is neither corrosive nor toxic and is made up of mostly methane, with low concentrations of other compounds such as heavier hydrocarbons and nitrogen. In the event of a gas release, the cold vapors will warm, due to exposure to atmospheric conditions, and become buoyant.

LNG vapor outside of containment may condense water vapor in the air, creating a visible white cloud. The visible cloud is useful for determining wind direction and product dispersion; however, flammable vapors may exist outside of the visible cloud and vapors may not be visible. In the event that gas collects in a contained area, it may produce an oxygen deficient atmosphere. LNG product Safety Data Sheet (SDS) is provided in Appendix C. Typical composition of the LNG to be at the facility is shown in Table 1.

Table 1 - LNG Composition

Component Name	Mole Percent (%)
Methane (C1)	96.25
Ethane (C2)	2.70
Propane (C3)	0.33
i-Butane (i-C4)	0.07
n-Butane (n-C4)	0.07
i-Pentane (i-C5)	0.02
n-Pentane (n-C5)	0.03
Hexane and heavier components (C6+)	0.06
Nitrogen (N2)	0.46
Carbon dioxide (CO2)	0.00
Water (H2O)	0.00

Natural Gas Odorant Information

Mercaptan odorant is stored onsite and is injected into Natural Gas send out pipeline. The primary objective of the mercaptan odorant is safety. The odorant allows for natural gas in the air to be detected before it reaches combustible levels and therefore acts as a warning of a potential pipeline leak or rupture. On-site odorant is stored in a 60-gallon vessel. Odorant product Safety Data Sheet (SDS) provided in Appendix C.

1.5 Hazards within the Facility (193.2509(b)(4)(ii))

LNG poses the following risks to personnel working onsite and emergency responders during a response to a catastrophic release or spill involving LNG:

- Cryogenic Hazards
- Physical Hazards
- Fire Hazards
- Vapor Cloud Deflagrations/Explosion(s)
- Boiling Liquid Expanding Vapor Explosion (BLEVE)
- Rapid Phase Transition

Cryogenic Hazards

Direct contact with LNG will cause freezing of objects it comes into contact with. Short-term exposure to bare skin can cause frostbite and permanent damage. Long-term exposure can cause degradation of PPE resulting in injury and death. In addition, structural steel members that come into contact with LNG may become brittle and fail.

Physical Hazards

During spills, vapor releases, or fire related emergencies within the LNG Facility, there are specific physical hazards that could pose a threat to emergency response and facility personnel assisting in a support capacity for emergency response personnel. Examples of the physical hazards are as follows:

- Burns to exposed skin and soft tissue areas (i.e. eyes)
- Asphyxiation due to displacement of oxygen by LNG vapor or from a leak of liquid nitrogen storage

The minimum protective measures to be utilized during emergency response activities and support of emergency response activities should include at a minimum:

- Eye/Face Protection: The use of eye protection (such as splash goggles) that meets or exceeds ANSI Z.87.1 should be worn when there is a potential for liquid to contact the eye. A face shield may also be necessary depending on the possible conditions of use;
- Skin/Hand Protection: Wear thermal insulating gloves and a face shield when working with materials that present thermal hazards. Ensure that the protective equipment is rated for the temperature of the material to be handled. Flame retardant clothing is recommended in any situation where LNG vapors may ignite accidentally; and
- Respiratory Protection: SCBA should be used in situations of oxygen deficiency, oxygen content less than 19.5%, unknown exposure concentrations, or situations that are immediately dangerous to life or health (IDLH).

Fire Hazards

During the initial period of vaporization of LNG when a leak or catastrophic release occurs, a flash fire may occur. Although there are a number of safety features and processes in place to prevent catastrophic events from occurring, there are a number of fire risks surrounding normal operations within the LNG facility resulting from a catastrophic release of LNG:

- Exposure to a flash fire following release, dispersion in the air, an ignition of a flammable liquid and/or gas;
- Exposure to, or thermal radiation from, a torch or jet fire following a release and ignition of a flammable gas or flashing liquid forward; and
- Exposure to or thermal radiation from a pool fire following a release.

Vapor Cloud Hazards

As uncontained LNG warms it will disperse rapidly, mixing with air thus creating a fuel/air mixture that will reach a point at which it can sustain combustion. The major hazards associated with an LNG vapor cloud are as follows:

- Asphyxiation due to LNG displacing the oxygen;
- Deflagration (flash fire) possibly spanning a large area; and
- Explosion due to the LNG vapors collecting in a confined area and are ignited.

When the fuel/air mixture has reached its range of flammability (5 % - 15% in air), a vapor cloud deflagration or explosion can occur. The Facility is designed to avoid confining any gas; however, small amount may collect in congested and/or low-lying areas. An overpressure situation caused by an explosion resulting from the ignition of a confined vapor cloud can not only cause physical harm to anyone located within the blast area but can also cause:

- Severe structural damage and/or instability of critical structures such as pipe racks, towers/vessels, and/or multi-level structures; and

Send fragments of metal and other flying debris over long distances and at extreme velocities.

Boiling Liquid Expanding Vapor Explosion (BLEVE)

A BLEVE is a rare but potentially severe event that can occur if a pressurized LNG vessel is exposed to intense external fire, causing the vessel contents to heat, pressure to increase, and the vessel to fail catastrophically. The facility design incorporates multiple independent layers of protection to prevent conditions that could lead to a BLEVE and to mitigate consequences should a fire occur. LNG storage tanks and LNG transport trailers are constructed with double-wall containment systems and are equipped with pressure relief valves (PSVs) designed to safely relieve excess pressure. The facility layout, equipment selection, and system design comply with applicable regulations, including 49 CFR 193 and NFPA 59A, and incorporate robust emergency shutdown (ESD) systems, gas detection systems, firewater hydrants and monitors, dry chemical fire suppression systems, spill containment and drainage features, and fireproofing of critical equipment. In addition, operating procedures, inspection, maintenance programs, and personnel training are implemented to reduce the likelihood of equipment failure and fire escalation. Collectively, these engineered and administrative safeguards are designed to prevent cascading fire damage to adjacent equipment and significantly reduce the potential for a BLEVE.

Rapid Phase Transition

A Rapid Phase Transition (RPT) occurs when the temperature difference between a hot liquid and a cold liquid is sufficient enough to drive the cold liquid rapidly to its superheat limit, resulting in spontaneous and explosive boiling of the cold liquid. With water, violent boiling of the LNG can occur, resulting in localized overpressure release. For this reason, most of the water base agents are not only ineffective, but their application on an LNG spill can worsen the fire. It is not recommended to use water or water-based mixtures to extinguish an LNG fire.

1.6 External Hazards

The following are external hazards that pose risk to the personnel working onsite and emergency responders during a response:

- Power Outages
- Severe Weather: Any incidents related to weather or acts of God (i.e. hurricanes, flooding/flash floods, wildfires, etc.) which may cause an abnormal operating condition or an emergency situation

Power Outages

The Facility may experience a power outage with or without severe weather in the area. The Facility is equipped with an uninterruptible power supply (UPS) system and a natural gas driven emergency generator. Whenever a loss of power occurs, the Facility lighting is powered by the stand-by generator. The emergency generator can power the Facility so that no impact to site availability occurs during a loss of utility power.

Hurricanes, Tornadoes, and Tropical Storms

Due to its geographical location, there is the potential of the Facility being impacted by a hurricane, tornado, or tropical storm. A tropical storm is defined as being a closed, low-pressure circulation at the surface with wind speeds ranging from 39 to 73 miles per hour (mph). A hurricane is defined as being a violent, tropical, cyclonic storm having wind speeds of or in excess of 74 mph. Hurricanes have been given a scale of Category 1 – Category 5, ranging from lowest to greatest of risk and hazard. A tornado is defined as a violently rotating column of air that touches the ground and extends from a thunderstorm. Tornadoes are classified on a scale of EF0 (3-second gusts of 65 to 85 mph) to EF5 (3-sceond gusts of over 200 mph).

Flooding

The LNG Facility is constructed in accordance with the requirements of NFPA 59A regarding the minimum requirements of drainage for surface water and industry best practices. Stormwater is collected on-site and sent to a stormwater basin.

Wildfires

The LNG Facility is within a forested buffer area, which has the potential for wildfire. Eastern Shore will adhere to all applicable local and state wildfire prevention and response procedures.

Earthquakes

There is a potential for earthquakes and seismic activities. Eastern Shore will adhere to all applicable local and state earthquake response procedures and commits to implementing seismic monitoring for the LNG Facility. The Seismic response procedures will be incorporated within the facility operation and maintenance procedures manual.

1.7 Facility Fire Protection (193.2509(b)(4)(i)) and (193.2509(b)(4)(iii))

The LNG Facility fire protection design is completed in accordance with NFPA 59A and several other applicable NFPA codes. The final fire protection designs and layouts are incorporated into this ERP. The following fire protection documents are included in the listed appendices:

- Fire and Gas Detector Layouts - Appendix D
- Fire Water Layout - Appendix E
- Fire Extinguisher Layout - Appendix F
- Emergency Shutdown Pull Button Locations - Appendix G

2.0 Emergency Classification (193.2509 (b)(1) and (2))

An emergency is a condition or event that causes actual or a threatened escape of LNG from the system in such a quantity and under such circumstances that the liquid or gas could reasonably be

expected to become a hazard to people or property or there is an actual or threatened interruption of service to customers, other than planned interruptions.

Plant personnel are trained to use a portable extinguisher for non-process/non-hydrocarbon fires. For other emergencies, plant personnel are trained to hit local ESD buttons, evacuate the immediate area, call 911, call gas control to explain the situation, and remain a safe distance away.

Controllable Emergency

A Controllable Emergency is any emergency where personnel can prevent harm to other personnel, customers, vendors or equipment by following standard operating procedures such as shutting down equipment, isolating systems or initiating emergency shutdown. Controllable Emergencies include:

- LNG spills that are contained and do not result in fire
- Incipient fires (non-hydrocarbon/non-process only)
- Unexpected transfer disconnection
- Odorant Spill
- Fires that do not involve flammable gases
- Electrical fires
- Loss of electrical power
- Minor vehicle accidents on-site
- Securing the site prior to severe weather conditions
- Security breaches that do not result in damage to the facility

Uncontrollable Emergency

An Uncontrollable Emergency is any emergency where LNG Facility personnel cannot prevent harm to personnel or equipment by taking reasonable actions such as shutting down equipment, isolating system or initiating the emergency shutdown. Uncontrollable Emergencies include:

- LNG spills not contained by spill containment and do not result in a fire
- LNG spills not contained by the spill containments and result in an unconfined fire
- Flammable gas leaks from significant failure of a pipeline or equipment
- Equipment fires that contain or can contain flammable gases
- Structural failure of an LNG storage tank
- Overpressure of piping
- Severe weather that caused damage to equipment or systems
- Severe weather conditions that cause loss of containment of LNG or flammable gases
- An act of sabotage that may result in structural failure of an LNG storage tank and rupture of an LNG tank or major pipeline

3.0 Incident Management

Emergency response operations at every incident scene shall be organized based on the Incident Command System (ICS) concept. The ICS defines lines of authority, ensures centralized command at the incident scene, and provides a standard means of coordinating the activities of all personnel contributing to the on-scene response. The ICS is used extensively by public emergency services and has been adapted for use by many utilities.

The first employee arriving at an incident scene automatically becomes the Incident Commander (IC). If more than one (1) employee arrives simultaneously, the highest-ranking employee designates who assumes IC responsibility based on the following hierarchy:

- Non-LNG Operations Technicians
- LNG Operations Technician
- Non-LNG Supervisor / Manager
- LNG Supervisor / Manager
- Regional Manager, Operations Director

If the nature and potential consequences of the incident require the presence of more senior personnel, assumption of IC is discretionary for the senior level employee and IC responsibility is designated by the senior level employee at the site.

The IC determines what actions need to be taken and has total control of all response resources that are sent to the incident scene, regardless of where in the company they come from. The IC also coordinates and maintains communication directly with local law enforcement, fire, rescue services, or other utilities that may also respond if appropriate by radio, cellular phone, public phone, or other appropriate means.

For many natural gas emergencies, the local fire department will have overall control of the incident scene and will designate an overall IC. When overall control is exercised by public authorities, the IC continues to direct the response but will coordinate with and support the designated IC or senior fire service officer present.

3.1 Receiving and Responding to Emergency Calls (193.2509(b)(4)(iii)

The Facility has a 24/7 emergency contact number 1-877-650-1257. Calls concerning emergencies should be directed to this number. Calls to the Company's 24-hour emergency number will be received at the Company's Gas Control and processed. Fire alarm activation will automatically notify the Gas Control Center which will contact Emergency Services.

Gas Control is equipped with the ability to communicate via phone in the event of a power outage. Should disruption of normal communication occur, cell phones, radios and/or text messaging, technician tablets, etc. may be used to maintain communication. In addition, Gas Control may relocate to the back-up control room in Bridgeville, DE if necessary.

Natural gas or LNG emergencies reported by employees, contractors, customers, or the general public require prompt investigation and response. Company personnel or designated contractors shall be promptly dispatched when calls reporting possible emergencies are received. When receiving such calls or approached by an individual in the field, it is essential that employees secure complete and accurate information in order that the seriousness of each emergency can be properly evaluated.

Any employee receiving a report concerning an explosion or fire, or any other emergency situation involving natural gas or LNG should immediately notify his/her supervisor by radio, cellular phone, public phone, or other appropriate means.

In responding to an emergency call, the first responder must always ensure that the call is answered promptly, and that basic precautions and emergency investigation procedures are carried out immediately. Unless already present at the incident scene, the first responder will determine whether or not local emergency response agencies should be contacted.

Upon arrival at the site, the first responder shall assess the nature of the complaint and determine if it is LNG related. This assessment should include the status of the emergency, an estimation of how the indecent might progress, and an evaluation of whether or not additional manpower, equipment, and materials are needed to adequately address the situation.

3.2 Responsibilities

The LNG Facility will not be constantly manned but will be monitored 24/7 remotely by Gas Control. The Compliance Department is responsible for initiating required notifications if the nature and consequences of the incident meets Federal and/or State reporting criteria, based on reports received from the on-scene IC.

The senior Operations manager involved in the management of the incident may either make required notifications directly or delegate the actual placing of calls to another member of the management team. Management should also be notified whenever an incident is reported to Federal authorities.

Fire Department

Fire Department responsibilities include:

- The Incident Commander is to make contact with the senior fire officer upon his arrival.
- The senior fire officer commands the firefighting and rescue operation. A representative should remain with the senior fire officer to provide guidance and advice about the LNG station.

Police Department

Police Department responsibilities include:

- Responsible for controlling the movement of traffic.
- Evacuation of people when necessary.
- Control of sightseers.
- Protection of operating personnel during civil disturbances.
- If an incident was a result of a deliberate act amounting to criminal conduct, the police department should perform a thorough and detailed investigation.

3.3 Emergency Contact Information

Fire Department

- 911
- Bishopville Volunteer Fire Department - 410-352-5778
- Showell Volunteer Fire Department - 410-352-5916
- Selbyville Volunteer Fire Department - 302-436-8802

Police Department

- 911
- Maryland State Police
- Worcester County Sheriffs Office-

Medical / Hospital / Ambulance Department

- 911
- TidalHealth Atlantic - 410-641-1100

Key Personnel for Facility

The following chain of command will be used in the event of an emergency depending on location of incident:

Regional Manager / Incident Commander: Rick Wunsch
Cell: (302) 363-3180

LNG Manager/Supervisor: Rick Wunsch
Cell: (302)-363-3180

LNG Technician: James Yost
Cell: (302)-484-6405)

LNG Technician: TBD
Cell:

Control Room: 24/7
Main Number: 302-734-6700

Key Company Officials to be Contacted in an Emergency

Executive #1: Chris Redd
Cell: (302)-382-0110)

Executive #2 Will Haffecke
Cell: (904)-426-3807

Call List for Regulatory Authorities

Federal Energy Regulatory Commission (FERC)
LNG Division Branch Chief phone:
Ghanshyam Patel: 202-502-6431
Hugh Thomas: 202-502-8980
Jonathan Turquette: 713-651-4601
LNG.staff@FERC.gov

Community Liaison Services (OPS Eastern Region) DOT
Karen Gentile – 609-433-6650
Nita Raju – 609-771-7806
https://primis.phmsa.dot.gov/comm/CATS.htm

DOT PHMSA
Duty Personnel – 202-366-4595
PHMSA.pipelinesafety@dot.gov

National Response Center (Washington, D.C.):
1-800-424-8802- Open 24 hours

Public Relations

Contact Facility public relations personnel listed below prior to notification of any Public Official.

Strategic Communications
302-217-7050

Contractors that may Provide Assistance in an Emergency

< To be determined and verified by Facility >

Mutual Aid

< To be determined and verified by Facility >

3.4 Incident Notification

Prompt telephonic notifications must be made to Federal and State regulatory agencies in the aftermath of any incident involving operating facilities.

DOT PHMSA

Immediate notification of incidents shall meet the requirements of 49 CFR Part 191.

An incident for an LNG facility is defined as the following by 49 CFR Part 191.3:

- An event that involves a release of gas from a pipeline, gas from an underground natural gas storage facility (UNGSF), liquefied natural gas, liquefied petroleum gas, refrigerant gas, or gas from an LNG facility, and that results in one or more of the following consequences:
  - A death, or personal injury necessitating in-patient hospitalization
  - Estimated property damage of $122,000 or more, including loss to the operator and others, or both, but excluding the cost of gas lost. For adjustments for inflation observed in calendar year 2021 onwards, changes to the reporting threshold will be posted on PHMSA's website. These changes will be determined in accordance with the procedures in appendix A to part 191.
  - Unintentional estimated gas loss of three million cubic feet or more.
- An event that results in an emergency shutdown of an LNG facility or a UNGSF. Activation of an emergency shutdown system for reasons other than an actual emergency within the facility does not constitute an incident.
- An event that is significant in the judgment of the operator.

At the earliest practicable moment following discovery, but no later than one hour after confirmed discovery, each operator must give notice in accordance with the following.

Notification must be made to the National Response Center either by telephone to 800-424-8802 (in Washington, DC, 202 267-2675) or electronically at *http://www.nrc.uscg.mil* and must include the following information:

- Names of operator and person making report and their telephone numbers.
- The location of the incident.
- The location of the incident.
- The number of fatalities and personal injuries, if any.
- All other significant facts that are known by the operator that are relevant to the cause of the incident or extent of the damages.

Within 48 hours after the confirmed discovery of an incident, to the extent practicable, an operator must revise or confirm its initial telephonic notice with an estimate of the amount of product released, an estimate of the number of fatalities and injuries, and all other significant facts that are known by the operator that are relevant to the cause of the incident or extent of the damages. If there are no changes or revisions to the initial report, the operator must confirm the estimates in its initial report.

Each operator of a liquefied natural gas plant or facility must submit DOT Form PHMSA F 7100.3 as soon as practicable but not more than 30 days after detection of an incident. DOT Form PHMSA F 7100.3 can be found from the link below:

https://www.phmsa.dot.gov/forms/liquefied-natural-gas-incident-report-form-f-71003

Federal Energy Regulatory Commission

Significant non-scheduled events, including safety-related incidents (e.g., LNG, condensate, refrigerant, or natural gas releases; fires; explosions; mechanical failures; unusual over pressurization; and major injuries) and security-related incidents (e.g., attempts to enter site; and suspicious activities) shall be reported to the FERC staff. In the event that an abnormality is of significant magnitude to threaten public or employee safety, cause significant property damage, or interrupt service, notification shall be made **immediately**, without unduly interfering with any necessary or appropriate emergency repair, alarm, or other emergency procedure. In all instances, notification shall be made to the FERC staff **within 24 hours**. This notification practice shall be incorporated into the LNG facility's emergency plan. Examples of reportable hazardous fluids-related incidents include:

a. fire;

b. explosion;

c. estimated property damage of $50,000 or more;

d. death or personal injury necessitating in-patient hospitalization;

e. release of hazardous fluids for 5 minutes or more;

f. unintended movement or abnormal loading by environmental causes, such as an earthquake, landslide, or flood, that impairs the serviceability, structural integrity, or reliability of a facility that contains, controls, or processes hazardous fluids;

g. any crack or other material defect that impairs the structural integrity or reliability of a facility that contains, controls, or processes hazardous fluids;

h. any malfunction or operating error that causes the pressure of a pipeline or LNG facility that contains or processes hazardous fluids to rise above its maximum allowable operating pressure (or working pressure for facilities) plus the build-up allowed for operation of pressure-limiting or control devices;

i. a leak in a facility that contains or processes hazardous fluids that constitutes an emergency;

j. inner tank leakage, ineffective insulation, or frost heave that impairs the structural integrity of an LNG storage tank;

k. any safety-related condition that could lead to an imminent hazard and cause (either directly or indirectly by remedial action of the operator), for purposes other than abandonment, a 20 percent reduction in operating pressure or shutdown of operation of a pipeline or a facility that contains or processes hazardous fluids;

l. safety-related incidents from hazardous fluids transportation occurring at or en route to and from the LNG facility; or

m. an event that is significant in the judgment of the operator and/or management even though it did not meet the above criteria or the guidelines set forth in an LNG terminal's incident management plan.

In the event of an incident, the Director of the Office of Energy Projects (OEP) has delegated authority to take whatever steps are necessary to ensure operational reliability and to protect human life, health, property, or the environment, including authority to direct the LNG facility to cease operations. Following the initial company notification, the FERC staff would determine the need for a separate follow-up report or follow up in the upcoming semi-annual operational report. All company follow-up reports shall include investigation results and recommendations to minimize a reoccurrence of the incident.

3.5 News/Media

It is the Company's objective to work with emergency personnel and the news media during an emergency to be helpful and cooperative in determining the cause of an emergency and to accurately report the cause to the general public. For that reason, news media inquiries regarding the incident should be directed to fire, police, or other public authorities at the scene. If no public authorities are present, the IC may acknowledge that "an incident has been reported and is being

investigated" and refer the inquiry to Public Relations. Any detailed statement from the Company will come from Public Relations.

3.6 Training and Drills

All employees will be trained in accordance with the requirements of 49 CFR Part 193.

Emergency Response Plan training and drills will occur annually through the life of the facility. The training includes personnel responsibilities in performing this Emergency Response Plan, PPE requirements, and emergency response procedures. Local responders will be invited to attend training sessions.

Drills will include table top exercises and on-site drills. The on-site drills will include hands-on experience. Drills may be rotated to cover various emergency response scenarios each year. Local responders will be invited to attend drill sessions. Upon completion of each drill, recommendations may be made to improve the response of all parties.

4.0 Emergency Response Strategy Checklist

The facility emergency response will follow the following philosophy:

Step 1:

If the emergency is identified during manned operations:
Plant personnel are trained to use a hand-held extinguisher and will only be responsible for addressing a very small non-hydrocarbon fire (i.e. a trash can). Plant personnel are not trained to combat hydrocarbon/process related fires. Plant personnel are trained to hit local ESD buttons, evacuate immediate area, and call 911. When they are at a safe distance, they are trained to call gas control to explain situation, remain a safe distance away and keep other personnel at safe distance.

If the emergency is identified during manned operations:
Gas Control continuously monitors the operation and observes the emergency from the control room. Gas Control can ESD the system, Gas Control calls LNG technician on site.

If the emergency is identified by a 3rd party:
That party will call 911 and 911 will then call Gas Control. Gas Control continuously monitors the operation and observes the emergency from the control room. Gas Control can ESD the LNG facility; Gas Control calls on-call LNG technician who heads to site.

Step 2:
The first employee on site is the IC until relieved. IC will coordinate with local responders when they arrive on site, brief them of the current situation, and assist with information of the facility, response capabilities, and development of a response. Local responders will lead the response and IC will be a support resource.

4.1 Notification and Immediate Actions (193.2509(b)(4)(iv))

Site and equipment are monitored electronically with data collected and transmitted to the control room. In the event of ESD activation, operations personnel may receive notification and subsequently be responsible for notification and activation of emergency response plans. The Fire Alarm System will alert Gas Control. Gas Control will call 911.

If any employee observes an emergency, they should perform the following steps:

Checklist:

- Make an initial determination if the emergency is controllable or uncontrollable.
- Alert on-site personnel as to the emergency and provide details of the emergency.
- Activate ESD and on-site alarms. Facility or equipment shutdowns may automatically activate based on electronic or fire and gas detection system on the site.
- After you have alerted others of the emergency and if the emergency is controllable, take basic actions to eliminate the hazard or reduce the potential for the hazard to escalate.
- Evacuate to designated safe area, report to muster point, and conduct a head count.
    - Log Book/Sign In sheet is located in on-site Control Room, access only when safe to do so.
- If the emergency requires external support, designate area for on-scene command post.
- Contact Gas Control via Telephone at 1-877-650-1257 and provide information related to the emergency. Gas Control will communicate information to the appropriate personnel which will review the information and determine the appropriate response. Information will include but not be limited to:
    - Your name, location and call back number.
    - The nature of the emergency.
    - Description of current observations, issues, concerns.
    - Report of any known injuries or missing personnel.
    - An assessment of situation is controllable or uncontrollable.
    - Actions that have been already undertaken.
    - Actions that are intended and/or required.
    - Resources and personnel that may be required on scene.

  - The location of the on-scene command post and the contact number of the IC.

- As required, call Emergency Services (police, fire, ambulance) - Call 911.
  - Fire Alarm conditions will notify Gas Control which will call Emergency Services.
- Ensure that contacts have a way of contacting or communicating with you on site. (leave a call back number and confirm that mode of communications remains operable).
- Ensure that no persons are permitted into the LNG Facility unless authorized.
- Continually monitor scene conditions and newly developing hazards.
  - Immediately report any changes to Gas Control or designated IC.
  - Report the status of the emergency to local responders.

4.2 Fire Emergency

During LNG fires and fires involving gas containing facilities, personnel will need to determine if the emergency is controllable or uncontrollable and take appropriate action.

Checklist:

- If the fire is in incipient stages, involving non-hydrocarbons and potentially can be extinguished easily and quickly, personnel may utilize a local fire extinguisher to extinguish the fire. Only those Employees who have been properly trained on how to fight an incipient stage fire should make any attempt to do so and remember the following steps:
  - Keep your back to a clear escape route.
  - Stand back 6 to 8 feet from the fire.
  - **P.A.S.S.** (**P**ull the pin, **A**im at the base of the fire, **S**queeze the handle, and **S**weep).
- Maintain communication with IC of any changes on the scene and intended actions that will be undertaken.
- Evacuate the immediate area as well as any adjacent facilities or buildings that may be endangered. If need be, wait for assistance to arrive to help with the evacuations.
- Keep to a safe distance. Secure the area.
- Allow no personnel into hazardous area.
- If the fire is due to escaping gas or some similar flammable material, eliminate the flammable fuel source, if possible and without compromising personal safety.
  - Automated sensing equipment should initiate facility or equipment shutdowns in the event of a fire. If not, manual activation of the ESD system should be initiated.

  - Other combustibles in the vicinity may catch fire due to the thermal radiation of heat.
  - Be aware of potential radiant heat impacts to equipment in the vicinity.
  - If it is possible to turn off the gas supply and if so, determine if it is safe to undertake.
  - Based on the situation, it may be better to let it burn until gas can be shut off.
  - Based on the situation, it may be better to let the fire department extinguish the fire and let the gas migrate into the atmosphere. Be conscious that you may have to deal with migration of an odorless flammable gas that can reignite and flashback if a source of ignition is found.
- If the fire is to be contained by the fire department, and the fire involves escaping gas or facilities, personnel should work closely with the fire department to mutually determine the best course of action.

4.3 Release of LNG or flammable gas

During a release of LNG or flammable gas, personnel will need to determine if the emergency is controllable or uncontrollable and take appropriate action.

Checklist:

- In the event of a liquid or gas leak, stop and avoid doing anything that may ignite the gas.
- Eliminate all possible sources of ignition such as vehicles, cell phones, two-way radios, cigarettes, etc.
- Be aware of weather conditions such as lightning storms and move upwind of the leak zone.
- Activate ESD and on-site alarms while evacuating the area. Automatic shutdowns may activate based on established monitoring criteria.
- Ensure that unauthorized persons are kept outside the hazard zone.
- Maintain communication with IC of any changes on the scene and intended actions that will be undertaken.
- Begin monitoring atmosphere outside of the hazard zone from a downwind position.
- Monitor oxygen and LELs while moving closer to the leak area. This will assist in determining a more accurate hazard zone. Adjust hazard zone as required.
- Continue monitoring area until such time oxygen levels are normal and LELs are non-existent.

4.4 Serious Injury

A serious injury is any work-related injury or illness that results in loss of consciousness, days away from work, restricted work, or transfer to another job. A serious injury is also any work-related injury or illness requiring medical treatment (hospitalization) beyond first aid.

When more than one person is on site, if an injury is observed, the non-injured person should call 911, call gas control, and make a determination to continue the process or activate the emergency shutdown system. Employees are trained for basic first aid. Employees are trained to apply situational awareness and prioritize human life. Injured personnel should only be attempted to be moved if there is a direct threat to their life.

When one person is on site, they must wear a lone worker device at all times in accordance to company policy.

Checklist:

- In event of an identified injury, ensure that the immediate area is safe and poses no hazard to first aid and external medical responders.
- Provide immediate basis first aid to the injury as per training protocols and experience.
- Contact medical responders directly as required.
- As soon as practical, notify Gas Control and/or Operations Management of the occurrence.
- Continue on with first aid protocols until such time relieved of responsibility by emergency medical responders.
- Support and cooperate with emergency medical responders.
- Maintain effective communication with Gas Control, Operations Management or designated IC.

4.5 Severe Weather

The National Weather Service is the primary source of information for monitoring the threat of tornadoes, hurricanes, severe windstorms, floods, and electrical storms. National Weather Service issues weather watches and warnings to advise of weather conditions that may affect personal safety and/or property.

Checklist:

- Evaluate the area and attempt to determine the arrival time of the storm to the site.
- Inform on site personnel of the pending storm.
- Remain current on storm developments and follow direction provided by National Weather Service.
- If time allows:

  - Secure all loose items and equipment. Where applicable, place loose items and equipment inside buildings for storage and close building doors/garage doors.
  - Shut down loading operations and ensure transfer hoses are securely stowed.
  - Ensure that all grounding cables and bonding clamps are in place.
  - Undertake other miscellaneous actions to secure the site.
  - Take shelter or evacuate the area.
- If time does not allow:
  - At Operator discretion, activate ESD to shutdown facility.
  - Follow direction provided by National Weather Service.
  - Immediately seek shelter and/or evacuate to a safe area if possible.
  - Once in a safe area, contact Gas Control and/or Operations Management and advise of situation.
- Do not return to the area until such time it is safe to do so and subsequently authorized by an IC or management.
- Actions in the event lightning is present:
  - Stop all work at heights.
  - Stop all lifts using cranes or other lifting devices. Lower booms if time permits.
  - Operators to leave machines and begin to monitor conditions.
  - Personnel seek shelter indoors.

4.6 Physical Security Incident

A security breach is a situation where evidence is discovered that the security of the facility or vehicle has been breached, and where the current situation is unclear. A primary concern of security breaches is that defenseless on-site personnel may encounter armed and/or dangerous intruders, this must be avoided if possible.

Checklist:

- Personnel who see an intruder or discover evidence of a security breach at the facility are to:
  - Contact Gas Control
  - Call police and leave the area entirely or remain outside the building or facility until security and police arrive on the scene.
  - If an intruder is sighted, in the interim remain at a safe distance from the intruder.
  - If an intruder approaches, be very wary of his/her intentions. Attempt to remain at a distance or even flee if deemed necessary.
  - Take note of any information that can be gathered about the intruder and about the situation. For example:
    - Record the license numbers of vehicles parked in near proximity.
    - Take pictures of anything that might be relevant.
    - Record information that might help identify an intruder.

- When Police arrive on site, Gas Control or on-site technician will communicate with them about any potentially hazardous areas on site. Let them into the building or facility and accompany them to guide them if requested. But allow them to lead the way and to search the premises as necessary.
- Maintain effective communication with Gas Control or designated IC.

4.7 Cyber Security Incident

A cyber security breach is a situation where evidence is discovered that indicates the cyber security of the facility many be compromised. A primary concern of cyber security breaches is the ability for an outside 3rd party to obtain control of the facility.

Checklist:

- Personnel who observe potential cyber security breaches are to:
  - Contact Gas Control

4.8 Terrorist Threat or Bomb Threat

Early notification to law enforcement is paramount and they will advise and assist as deemed appropriate. The primary responsibility of law enforcement officials is to handle incidents involving bomb and or terrorism threats to their conclusion, which includes coordinating the protective and technical skills of related agencies and emergency responders.

Checklist:
Step 1:

- When a threat is received via phone:
  - Remain calm, keep the caller on the phone for as long as possible, DO NOT HANG UP, even if the caller does.
  - Listen carefully and be polite, try to keep the caller talking to learn as much information as possible.
    - Where is the bomb?
    - When will it go off?
    - What does it look like?
    - What kind of bomb is it?
    - What will make it explode?
    - Did they place the bomb?
    - What is their name?
    - What is their objective?
  - If possible, try to inform a colleague to call 911 while keeping the caller on the phone and communicate information to your colleague without raising suspicions.
  - If your phone has a display, write the number down associated with the call.

  - Notify Gas Control immediately following identification of the threat and provide the above information. Do not create panic by informing everyone in the office that you have received a threat.
- When a threat is received via email or a handwritten note:
  - Notify Gas Control immediately following identification of the threat and provide the information conveyed in the email or note. Do not create panic by informing everyone in the office that you have received a threat.
- When a suspicious package is observed:
  - Do not attempt to touch or move it, and do not use cellphones or radios. In all instances when a suspected object is located, the area in close proximity to the suspicious package is to be cleared of personnel and the public immediately.
  - Notify Gas Control immediately following identification of the threat and provide the information conveyed in the email or note. Do not create panic by informing everyone in the office that you have received a threat.

Step 2:

- After conveying the necessary information to Gas Control:
  - Call 911, provide all information known about the bomb.
  - The IC must decide if an immediate evacuation is in order. The decision to evacuate is based on either the assumption that a bomb has been placed in the facility, there is a credible threat of terrorism, or that an unknow device has been discovered in the facility.
  - To clear people from the Facility use phrases such as, “Please clear the Facility immediately; we have an emergency.” Repeat as often as necessary.
  - No one will be permitted to re-enter the Facility until the Incident Commander gives clearance.

4.9 Plant Evacuation

There are numerus scenarios that may require site evacuation. It is important for all employees to remain vigilant to the hazardous conditions that may exist in the facility. A plant evacuation will be determined by the Incident Commander.

Plant evacuation route drawing is included in Appendix H. Muster point location drawing is included in Appendix I.

Checklist:

- IC or appointee to activate site fire alarm and notification system.
- When on site personnel hear the fire alarm they shall:
  - Immediately carry out any special duties that they have been assigned to complete prior to evacuation.

  - Safely shut off or deactivate any tools or machinery that are currently operating,
  - Follow the designated evacuation route or by using the closest exit and proceed to the appropriate muster point by the safest route.
  - Report immediately to the muster point and cooperate with the IC that has been assigned to do the head count.
  - Stay at the muster point until being authorized to leave by the person in charge.
- Evacuation Routes: During orientation and occasionally at safety meetings, personnel are to be trained where the evacuation muster points are located and personnel are to be trained to not enter or pass through a gas or vapor cloud in order to evacuate. Personnel shall walk across-wind or up-wind to get to the nearest evacuation muster point.
- Verifying Complete Evacuation: Contractors and visitors to the site are expected to sign in. At the muster point the IC will conduct a head count to verify that all personnel who were on site at the time of the evacuation alarm are present or accounted for.
- Head Count: The IC shall take responsibility to conduct a head count, ensuring that personnel at the alternate muster point are included in the count and that all personnel on site are accounted for.
- Missing People: In a situation where people are unaccounted for when the head count is done no employee shall be allowed or be sent into the evacuated areas to search for people that are missing. However, the IC may attempt to contact missing personnel by phone and shall gather all available information to attempt to determine where the missing personnel are. When first responders (Fire department, police etc.) are called to the scene, they should be informed about the missing personnel.
- Support and cooperate with emergency medical responders.
- Maintain effective communication with 24/7 Gas Control, Operations Management or designated IC.

4.10 Shelter In Place

There are numerous scenarios that may require shelter in place action. It is important for all employees to remain vigilant to the hazardous conditions that may exist in the facility.

If the incident prevents employees from safely evacuating the Facility, a Shelter In Place may be implemented. The decision to Shelter In Place will be determined by the Incident Commander. A Shelter In Place order will be announced through the Facility PA systems if there are additional personnel at site.

If the employee is located in a building, the employee should remain inside the building if it is safe to do so (i.e. there is not an imminent hazard located within the building). If the employee is located outside, the employee should shelter in place in the nearest building.

Employees should Shelter In Place until the Shelter In Place Order is removed via announcement through the Facility PA system.

Off-site shelter-in-place decisions affecting the public are the responsibility of local emergency management agencies. Public shelter-in-place notifications may be communicated through direct notifications, route alerting, the Emergency Alert Systems (EAS), Crisis24 emergency notifications or other emergency notification systems utilized by Worcester County Emergency Services.

4.11 Local Area Evacuation (193.2509 (b)(3))

In the event an incident presents off-site hazard potential for the public, emergency responders will make the determination for a Local Area Evacuation and lead the efforts for a Local Area Evacuation.

To assist in the Local Area Evacuation planning, modeling was performed based on the largest possible releases at the facility from the LNG storage tanks and piping. Details of the modeling results are included in Appendix J.

In the event of a catastrophic rupture of the LNG storage tanks or piping, portable gas detectors will be used to monitor the extent of the hazardous conditions.

As documented in Appendix M, Eastern Shore has been in regular communication with local emergency response planners regarding planning scenarios, including catastrophic radiant heat, vapor dispersion, and projectile hazards, as well as the appropriate hazard zones relevant for the Facility. Eastern Shore has longstanding and valued partnerships with local emergency response planners that are carefully tailored to the specific needs and resources of the local communities. Eastern Shore coordinates with local emergency planners to ensure that offsite public who are in the hazard zones and have functional needs, such as due to hearing, vision, language, or transportation challenges, are identified and will be appropriately notified in the event of an emergency. Such notification is within the discretion of the local emergency responders, but may include pre-registration of identified individuals. Eastern Shore coordinates with local emergency planners regarding identification and notification of individuals with functional or access needs. Notification methods and assistance resources are determined by local emergency response agencies in accordance with their emergency response procedures.

Eastern Shore has developed an LNG education brochure that has been provided to local first responders and is attached hereto in Appendix N. Eastern Shore is coordinating LNG-specific emergency response training for the local emergency response planners and will provide regular updates to such training as personnel needs dictate. Section 3.6 of this ERP provides for the site-specific training needs with further communication with the local responders. As indicated in documentation provided in Appendix M, the local emergency response planners have stated that they are adequately trained to implement necessary evacuations or shelter-in-place of the public and are well-versed in local community needs, including the railway, industrial, and other local facilities.

Eastern Shore maintains public information resources describing facility emergency notifications, protective actions, and contact information. Eastern Shore will distribute this public education brochure via mail to identified landowners and residents and place copies of the brochure at local businesses and community gathering places within the emergency hazard zones shown in Appendix J. Eastern Shore will file a public version of this ERP containing information regarding facility contact information, public notifications, evacuations, and shelter-in-place, as applicable. Public information is made available through appropriate community outreach methods and the public version of this ERP. The brochure is found in appendix N.

Worcester County utilizes the Crisis24 Emergency Mass Notification System to provide emergency alerts and public notifications to residents, businesses, and visitors. Information regarding enrollment, notification methods, and emergency preparedness resources is available through the Worcester County website. The system is capable of distributing emergency notifications using multiple communication methods, including voice, text, and electronic messaging.

The Worcester County Department of Emergency Services is a multi-faceted agency that provides 9-1-1 services along with management of the countywide 800 MHz radio system providing communications to emergency responders as well as many county government departments through Emergency Communications. Disaster preparedness, response, mitigation, and recovery are handled through its Emergency Management Division. The Emergency Services department, through its three divisions, works hand in hand with all county and state law enforcement agencies, Worcester County Volunteer Fire and EMS departments, as well as all Local, State and Federal Government departments and agencies.

If an evacuation order is issued for a storm, the County Public Information Officer, at the direction of the Worcester County Chain of Command with information provided by the Director of Emergency Services, will issue media releases. These releases will include, but not be limited to, specific areas of the county that need to be evacuated, the location of general population shelters and locations of designated pick-up areas where those without transportation may go to be picked

up by designated buses. For evacuations due to Hazmat or fire incidents, notification may be made on a door-to-door basis by Fire or Police personnel or by the Department of Emergency Services activating the Emergency Alert System (EAS) with local broadcasters and/or Reverse 911.

Protective action notifications for the public, including evacuation and shelter-in-place orders, may be provided through direct door-to-door notification, route alerting, activation of the Emergency Alert System (EAS), Crisis24 emergency notifications or other emergency notification systems, depending upon the size, location, and nature of the affected area.

Worcester County Emergency Services may utilize geographically targeted emergency notification systems, including reverse 9-1-1 capabilities, to distribute alerts and emergency instructions to affected areas. Eastern Shore coordinates with Worcester County Emergency Services regarding facility-specific hazard information and emergency planning considerations.

Worcester County Emergency Services is responsible for a number of planning activities aimed at enhancing the County's preparedness for disasters and emergencies. Worcester County's Emergency Operations Plan, the comprehensive, all-hazard plan that coordinates the emergency management activities of Worcester County Government, addresses all phases of emergency management. Eastern Shore is in regular communication with Worcester County officials regarding best practices and emergency response coordination.

Eastern Shore reviews and updates this ERP in accordance with applicable regulatory requirements and coordination activities conducted with local emergency response agencies. Please see Appendix J for information regarding hazard zones and evacuation route map.

4.12 Incident Recovery Phase

Incident recovery from an emergency enables an organization to return to regular operational status with minimal effect. The recovery phase of response should commence as soon as the emergency has been downgraded or otherwise been resolved.

Checklist:

- Verify between IC and management that the emergency has been downgraded or no longer poses a threat.
- Follow company procedures for incident reporting
- Debrief response personnel and collect all applicable documentation generated during the response phase.
    - Demobilize emergency responders, support personnel, and equipment as required.
    - Commence post incident site assessment including property, equipment, environmental impacts.

- Participate in any required incident investigation.
- Participate in incident command debrief and follow-up meetings.
- Submit all applicable documentation to IC and/or management.
- Assist in establishing priorities and plans to restore site back to pre-incident operating condition.

4.13 Investigation Procedures

An investigation shall be conducted as soon as possible after the incident occurs and is safe to do so. A report shall be produced by the LNG facility operators detailing the incident.

Checklist:

- Establish liaison with the fire and police department.
- Ensure that only the company personnel associated with the incident investigation are on-site.
- Photograph all work.
- Preserve all relevant documents including leak surveillance and pressure test documentation.
- Develop incident log including and document the following:
  - Names and addresses of all witnesses.
  - Relevant information from witnesses.
  - All personnel and first responder observations.
  - What personnel were notified.
  - Response activities requested and implemented.
  - Fire protection equipment used.
  - Observations of damage.
  - Location of fires and flames if applicable.
  - Color of flames and smoke if applicable.
  - Unusual colors or odors.
  - Positions of process valving.

4.14 Restoration of Service

Upon closure of an emergency, service should be restored as soon as possible after the incident occurs and is safe to do so. The actual emergency will dictate the level of restoration (if any) and steps that are needed before safely resuming operations.

Checklist:

- Inspect the facility to determine if there was any damage
- If there is damage to the facility, develop a repair and testing plan to determine the repairs to be made and the testing requirements to confirm the repair has been performed correctly.

- Determine if any re-commissioning activities need to be performed to bring any repaired components into service.
- Review the start up procedures and determine if modifications need to be made to account for the repair.

Appendix A. Site Information Summary

Owner and Operator

- Eastern Shore Natural Gas Company

Facility GPS Location:

- 38°25'5.24"N, 75°13'32.05"W

Facility Physical Address:

- 9801 Kepler Lane Bishopville, MD 21813

Eastern Shore Natural Gas Control Room 24/7 Dispatch:

- (302) 734-6700

Closest Responding Fire Station:

- Showell Volunteer Fire Department - Approximately 2.5 miles from the site
  - 11620 Worcester Hwy, Showell, MD 21862
  - Phone Number (Non-Emergency) # 410-352-5916
- Bishopville Volunteer Fire Department - Approximately 2.5 miles from the site
  - 10709 Bishopville Rd, Bishopville, MD 21813
  - Phone Number (Non-Emergency) # 410-352-5778
- Selbyville Volunteer Fire Department - Approximately 4 miles from the site
  - 30 N Main St, Selbyville, DE 19975
  - Phone Number (Non-Emergency) # 302-436-8802

Closest Medical Facility:

- TidalHealth Atlantic - Approximately seven (7)-miles from the site
  - 9733 Healthway Dr, Berlin, MD 21811
  - Phone Number # (410) 641 1100

LNG Supplier:

- TBD

LNG Storage Summary:

- Five (5) storage Tanks, Gross volume 100,000 gallons each
- Total gross volume 500,000 gallons

Appendix N. Eastern Shore Brochure

- Eastern Shore LNG Safety Awareness
- Eastern Shore Pipeline Safety Public Awareness