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July 17, 2013

Mr. David Barrett
Director, Central Region
Pipeline and Hazardous Materials Safety Administration
901 Locust Street, Suite 462
Kansas City, Missouri 64106-2641

RECEIVED JUL 18 2013

Re: CPF 3-2013-1008M (June 18, 2013 Notice of Amendment, DCP Midstream, LP Public Awareness Program)

Dear Mr. Barrett:

DCP Midstream, LP ("DCP") has received the above-referenced Notice of Amendment regarding certain apparent inadequacies in the procedures for DCP's Public Awareness Program (PAP), which was developed to comply with the requirements for a public education program set forth in 49 CFR 192.616. DCP does not contest the allegations in the Notice.

A detailed response to the specific allegations is attached to this letter. As described in the detailed response, DCP has revised its PAP procedures to correct the alleged inadequacies in its program. A copy of the revised PAP is also enclosed. DCP believes that the revised PAP procedures comply with the requirements of 49 CFR 192.616, as further described in the American Petroleum Institute ("API")'s Recommended Practice (RP) 1162, which is incorporated by reference in the regulation.

If you have any questions, or would like to discuss DCP's response or the revisions to the PAP procedures, please do not hesitate to contact me or David McAtee, DCP's Director of Pipeline Compliance and Integrity, at (303) 605-2214.

Sincerely yours,

DCP MIDSTREAM, LP

A handwritten signature in black ink, appearing to read "Alison E. Barry".

Alison E. Barry

**DCP MIDSTREAM PUBLIC AWARENESS PROGRAM
NOTICE OF AMENDMENT
CPF 3-2013-1008M**

1. §192.616 Public Awareness

- (a) Except for an operator of a master meter or petroleum gas system covered under paragraph (j) of this section, each pipeline operator must develop and implement a written continuing public education program that follow the guidance provided in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (incorporated by reference, see §192.7).**

DCP's written PAP is inadequate because it does not have communication procedures for Field and Corporate personnel. The plan does not have a procedure on how to keep track of communications and those resources involved in the PAP. As a result, sustaining PAP compliance and implementation throughout the pipeline system operations has not been adequately tracked, and measured.

Response:

DCP's written PAP has been revised to include responsibilities for both Corporate (Pipeline Compliance Specialists) and Field (Operations) in communicating information regarding the PAP. An internal tracking sheet has been developed for logging communications, such as when PAP updates have been rolled out, questions or comments from Operations, etc. so compliance and implementation can be adequately tracked and measured. Actual PAP activities, such as mailings, meetings, face-to-face contacts will be logged by the Pipeline Compliance Specialists in the PAM database. These revisions to the PAP can be found in Section III under Roles and Responsibilities.

2. §192.616 Public Awareness

- (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.**

DCP's written PAP is inadequate because it does not account for listed assets apart from their pipelines. Its written PAP does not have procedures to notify stakeholder audiences of major facilities apart from their pipelines within the stakeholder audience in proximity to the pipeline system.

Response:

DCP has revised its PAP to include a process for determining notification of stakeholder audiences of DCP major facilities. This process describes how the mail communication boundary is determined for each facility (gas plants, storage fields, etc.) and can be found in Roles and Responsibilities of GIS in Section III of the PAP. The facility process will also be communicated to DCP's external resource, Paradigm, who is responsible for public awareness mailings and meetings.

3. §192.616 Public Awareness

- (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.**

DCP's written PAP is inadequate because it does not have annual review and effectiveness evaluation procedures to meet the requirements of the compliance code. The activities or items, and the method to review them are not documented in its entirety. In accordance with the PAPEE inspection, it is unclear what DCP Midstream is reviewing for its annual review and effectiveness evaluation.

Response:

DCP has revised its PAP to include a more detailed procedure of the annual review and effectiveness evaluation process, including the timelines, personnel involved and elements of evaluation. This is included in Section XI of the PAP. Also, Appendix F has been created to thoroughly document each annual review, including modifications that resulted from the review and justification for those modifications.

DCP's written PAP is inadequate because it does not ensure that mailings will be reviewed annually. At the time of the PHMSA inspection, the operator could not provide mailings for 2008.

Response:

DCP has revised its PAP and Scope of Work with Paradigm to ensure that a year-end summary of mailing information is provided to and reviewed by DCP, including who received mailers, samples of the mailers sent out, when they were sent and data about returned/unreceived mailers. DCP does not have 2008 records but going forward, DCP will review summaries as described above.

DCP's written PAP is inadequate for not having a procedure in place to determine when supplemental activities are required. It is also inadequate for not addressing enhancement of operator's assets through supplemental activities.

Response:

DCP has provided additional detail regarding the example of a supplemental activity trigger in Section IX of the PAP, describing the need for supplemental activity based on the number of third party line hits. Immediately following this example, the PAP indicates that local changes in land use may be another example requiring supplemental activities, as determined locally. The area operations site specific plan must address any supplemental activities used, and communicate any changes or enhancements based on local conditions back to Corporate.

DCP's written PAP is inadequate because it does not have a procedure to address closing the loop with its Liaison Emergency Response officials, and providing capability survey information to local assets.

Response:

DCP's written PAP has been revised to include procedural language in Section VI under Emergency Officials. Current actions include the distribution of Emergency Officials/Responders follow-up requests to Operations. The follow-up contact is documented in the PAM database by the Pipeline Compliance Specialist. The PAP now identifies Pipeline Compliance Specialists to forward follow-up contacts and capability surveys to Operations. Compliance Specialists will update applicable capabilities in local Emergency Response plans. The updated plans will then be distributed by the Compliance Specialists to Operations.

DCP's written PAP is inadequate for not having a procedure that ensures an adequate annual implementation review. During the inspection it was unclear what the operator reviewed during its annual implementation audit.

Response:

DCP has revised its PAP to include more detailed procedural language regarding the annual implementation review with who, when, and what is reviewed in this process. This is included in Section X of the PAP under Review of Annual Implementation and includes assignment of action items from the review and a timeline to complete action items and communication to operations.

DCP's written PAP is inadequate because it does not have a procedure to summarize activities completed by operations as good examples to be promoted around DCP. In addition, the procedure does not address tracking completed activities.

Response:

DCP has revised its written PAP to include responsibilities in Section III for both the Operations Area Supervisors and Pipeline Compliance Specialists for tracking completed activities in the PAM database. The responsibilities also define providing successful examples of public awareness activities to the Program Manager and Manager of Pipeline Compliance to be promoted around the company.

DCP's written PAP is inadequate because it does not have a procedure to track improvement action items with target completion dates, assigned personnel, and recommendations that came from the PAP effectiveness evaluation survey.

Response:

DCP's written PAP has been revised to outline in more detail the procedure for the effectiveness evaluation. This is included in Section IX under Elements of Evaluation and identifies who is responsible for what action items throughout the process.

DCP's written PAP is inadequate because it does not have a procedure that specifically addresses the effectiveness evaluation of DCP's PAP.

Response:

DCP's written PAP has been revised to outline in more detail the procedure for the effectiveness evaluation. This is included in Section IX under Elements of Evaluation and identifies who is responsible for what action items throughout the process.

DCP's written PAP is inadequate because it does not address determining the percentage of individual or entities actually reached within a target audience within all areas along all systems covered by its program.

Response:

DCP has revised its PAP program in Section X to include what Paradigm is responsible for to determine the percentage of individuals or entities actually reached within a target audience. As our PA Vendor, Paradigm will provide a summary of year-end statistical data from their mail out and meeting services to DCP for review.

DCP's written PAP is inadequate because it does not specifically address determining the percentage of individual or entities that actually understood and retained key information in the messages received within the target audience within all areas along all systems covered by its program.

Response:

DCP has revised its PAP program in Section XI to include what Paradigm does to determine the understandability of the message in the form of business reply cards and phone surveys. The data from these services is then compiled and provided to DCP for review. Paradigm's Effectiveness Measurement Methodology is included in Attachment XX.

DCP's written PAP is inadequate because it does not track the changes reached during the effectiveness evaluation, the tracking of individuals set to accomplish the action items required to implement the changes, and the tracking of due dates to ensure changes are implemented.

Response:

DCP's written PAP has been revised to outline in more detail the procedure for the effectiveness evaluation. This is included in Section IX under Elements of Evaluation and identifies who is responsible for what action items throughout the process.

4. §192.616 Public Awareness

- (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.

DCP's written PAP is inadequate because its use of the "established methods" to identify stakeholders are not applied individually, and it does not include language supporting activities that are currently being done by the operator to identify stakeholders. DCP needs to document the buffer calculation per stakeholder audience, and include the PIR calculations used within the 660 feet buffer.

Response:

Section III of the PAP identifies the buffers used per stakeholder audience in under the GIS responsibilities. Appendix B of the PAP has been revised to more clearly describe how each stakeholder audience is identified.

5. §192.616 Public Awareness

- (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.**

DCP's written PAP is inadequate because the procedure for determining what language to send the public awareness message in does not demonstrate how a significant percentage and concentration of language in a geographical area is determined.

Response:

DCP's written PAP describes how a trigger percentage of non-English speaking population is used in Section VI regarding message content to support non-English language activities. A map of those areas is included in Appendix C of the PAP. The latest current U.S. census data for all areas inside the mailing buffer is used to define such a population. Stakeholder audiences defined for meetings as identified in Appendix B are used in conjunction with the U.S. census data to evaluate the need to conduct meetings in a non-English language. Appendix C displays a map version of the percentage of non-English speaking population.