

Key Changes Summary

| Section Number | Section Name | Sub-Section Name | Status | Operator Type | 3rd Edition (2022) |
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| Foreword | Foreword | Foreword | Revised | All | Defines "can," "may," "should," and "shall" as they are used in the RP. |
| Intro | Introduction | Introduction | Revised | All | Introduces PDCA within the framework of a public awareness program. |
| Scope | Scope | Scope | Revised | All | Specifies that the RP is intended only for transmission, gathering, and distribution systems that are required under federal or state pipeline safety regulations to have a public awareness program. |
| Scope | Scope | Scope | Revised | All | Clarifies that the RP does not apply to: abandoned pipeline systems, and that communications prior to or during new pipeline construction, or related to offshore operations, abnormal operations, and during or related to emergencies. |
| Scope | Scope | Scope | New | All | Introduces new language to address certain operational changes that may require additional communication based on the introduction of new hazards. |
| Scope | Scope | Scope | New | Gathering | Includes reference to Annex F for certain non-regulated Class I and II rural gas gathering operators (not required to have a public awareness program at the time of publication) and how RP 1162 may help them understand and meet regulatory requirements for public awareness programs. |
| 3.1 | Terms/Definitions | Terms/Definitions | New | All | Adds the following terms to the RP (compared only to 1st Edition): 811, Analysis, Assessment, Behavioral Intent, Census, Confidence Level, Damage, Encroachment, Liaison, Margin of Error, Pipeline/Pipeline System, Population, Qualitative Research, Quantitative Research, Radius of Exposure, Random Sample, Response Rate, Sample, Stakeholder Reach. |
| 3.1 | Terms/Definitions | Terms/Definitions | Deleted | All | Removes the following terms from definitions, but not necessarily from the RP (compared only to 1st Edition): Appendices, CFR, Dig Safety, Enhanced Public Awareness Program, HVL, Integrity Management Program, IMP Overview, LDCs, "May" vs "Should," NPMS, OPS. |
| 3.2 | Acronyms/Abbreviations | Acronyms/Abbreviations | New | All | Adds a list of commonly used acronyms or abbreviations that may be used within the RP. |

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| 4 | Program Establishment | Program Establishment | Deleted | All | Removes the overall requirement to implement continuous improvement. This was previously Step 12 of "Overall Program Administration" and Figure 2.1 in the 1st Edition. |
| 4.1 | Program Establishment | Program Establishment | New | All | Adds language clarifying that public awareness programs vary because of differences in pipeline systems, stakeholder audiences, and potential hazards associated with a release. |
| 4.2 | Program Establishment | Public Awareness Program Components | New | All | Adds language that a written program is required ("shall") and provides a list of required program components: 1) program objectives, 2) program administration, 3) pipeline systems covered by the program, 4) process for identifying stakeholder audiences, 5) baseline messages, frequencies and methods, 6) process for identifying program supplements beyond a baseline program, 7) process for program evaluation, 8) documentation requirements. |
| 4.3 | Program Establishment | Program Objectives | Revised | All | Strengthens language on program objectives to a minimum requirement ("shall"). Written programs must be based on the following program objectives: 1) Awareness, 2) Prevention, and 3) Recognition and Response. Operators are also given flexibility ("may") to add additional objectives. |
| 4.4 | Program Establishment | Program Administration | Revised | All | Removes the requirement to obtain management support or commitment for an operator's public awareness program. |
| 4.5 | Program Establishment | Pipeline Systems | Revised | All | 1) Strengthens requirement ("shall") for documentation of whether a program covers all of an operator's pipeline systems or which pipeline systems it covers. 2) Adds requirement ("shall") that programs are developed in consideration of a pipeline systems unique characteristics. |
| 4.6 | Program Establishment | Identify Stakeholder Audiences | Revised | All | Strengthens requirement ("shall") for operators to have a method(s) to identify stakeholder audiences for their program, and notes that operators should document method(s) used and stakeholders identified. |
| 4.6.1 | Program Establishment | Coverage Area | Revised | All | Strengthens requirement ("shall") for operators to define their coverage areas in their program. |
| 4.6.2 | Program Establishment | Develop Stakeholder Audience Contact Lists | New | All | Note that some delivery methods require an operator to develop contact lists, and others, such as mass and electronic media, do not. Provides guidance on developing accurate contact lists and provides resources that an operator can utilize. |

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| 4.6.2.1 | Program Establishment | Addresses for Mailings | New | All | Adds requirement ("shall") for the operator, when choosing to use direct mail, to determine addresses near the pipeline within a specified coverage area. The section also clarifies that individual apartment unit addresses should be used for multi-family dwellings rather than just the address for the apartment building or complex. |
| 4.6.3 | Program Establishment | Affected Public | Revised | All | Audience definitions and examples have been revised and now include 1) residents, 2) people near local distribution systems, and 3) places of congregation. |
| 4.6.3.1 | Program Establishment | Affected Public Baseline Coverage Areas | Revised | All | Clarifies the requirement ("shall") that operators will use the distance from the pipeline system in Table 1 or calculate an appropriate baseline coverage area for the pipeline. The section also notes that an operator may voluntarily extend the baseline coverage area. |
| 4.6.3.2 | Program Establishment | Languages Other Than English | Revised | All | 1) Clarifies the requirement ("shall") that baseline programs be conducted in English and in other languages commonly understood by a significant number and concentration of the population in an operating area. 2) Adds requirement ("shall") that operators identify a process to determine languages other than English that are commonly understood by a significant number and concentration of non-English speaking population in an operating area. 3) The section also notes that the program should include the operator's determination of "significant number and concentration" and provide data sources used in identifying appropriate languages. |
| 4.6.4 | Program Establishment | Emergency Officials | Revised | All | Audience definitions and examples have been revised. |
| 4.6.5 | Program Establishment | Public Officials | Revised | All | Audience definitions and examples have been revised. |
| 4.6.6 | Program Establishment | Excavators | Revised | All | Audience definitions and examples have been revised. |
| 5 | Messages | Section Overview | New | All | Messages are broken into four primary topic areas: 1) General Pipeline Awareness (5.2), 2) Damage Prevention (5.3), 3) Emergency Awareness & Response (5.4), and 4) Pipeline Location (5.5). Each topic area includes a table that identifies message topics, whether message topics are baseline vs. supplemental, and identifies relevant pipeline type and stakeholder audience. Each table is followed by additional guidance for each message topic. |

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| 5.1 | Messages | General | Revised | All | Strengthens requirement ("shall") that 1) operators provide appropriate baseline messages to each stakeholder audience, and 2) that operators determine if supplemental messages are necessary to achieve program objectives. The section also notes that operators may pre-test messages and clarify and understand materials for design and appeal. |
| 5.2 | Messages | General Pipeline Awareness | Deleted | All | Information and/or an overview of the operator's Integrity Management Program has been removed as a message topic. |
| 5.2.2 | Messages | Commodity Types Transported and Possible Hazards for Unintended Releases | Revised | All | "Commodity type(s) Transported and Potential Hazards" is now a baseline message for all stakeholder audiences and all operator types. |
| 5.2.3 | Messages | Pipeline Purpose and Reliability | Revised | All | "Pipeline Purpose and Reliability" has been changed to a supplemental message for all stakeholder audiences and all operator types. |
| 5.2.5 | Messages | Sharing Pipeline Safety Information | New | All | "Sharing Pipeline Safety Information" is now a supplemental message for all stakeholder audiences and all operator types. |
| 5.2.6 | Messages | ROW/Easement/L and Use | New | All | "ROW/Easement/Land Use" is a supplemental message added for all stakeholder audiences and all operator types. |
| 5.2.7 | Messages | Pipeline Maintenance Construction Activities | Revised | | "Pipeline Maintenance Construction Activities" is now a supplemental message for Affected Public and Emergency officials only, removing it as a supplemental message topic for Public Officials. |
| 5.3 | Messages | Damage Prevention | Revised | All | For all operator types, "Damage Prevention Importance" and "Damage Prevention Steps" were added as baseline messages for public officials (already baseline for excavators and affected public) and as supplemental messages for emergency officials. |
| 5.3.3 | Messages | Damage Reporting | New | All | "Damage Reporting" is a baseline message added for all stakeholder audiences and all operator types. |
| 5.3.4 | Messages | Encroachments, Threats or Suspected Damage to a Pipeline | Revised | All | "Encroachments, Threats or Suspected Damage to a Pipeline" is now a baseline message for all stakeholder audiences and all operator types. |
| 5.4.1 | Messages | Public Safety Priority | New | All | "Public Safety Priority" is a supplemental message added for all stakeholder audiences and all operator types. |

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| 5.4.2 | Messages | Emergency Response Plans | New | All | "Emergency Response Plans" is a baseline message for emergency responders and supplemental message for public officials for all operator types. |
| 5.4.3 | Messages | Emergency Drills and Exercises | New | All | "Emergency Drills and Exercises" is a baseline message for emergency responders and supplemental message for public officials for all operator types. |
| 5.4.5 | Messages | Special Emergency Response | Revised | All | "Special Emergency Response" is now a supplemental message for emergency officials and all operator types that transport commodities that, when released, can be immediately dangerous to life and health (IDLH). |
| 5.5.3 | Messages | Pipeline Maps | Revised | All | "Pipeline Maps" is a supplemental message for all stakeholder audiences and all operator types. |
| 6.2 | Delivery Frequencies | Delivery Frequencies | Revised | All | Clarifies requirement ("shall") for baseline delivery frequency by operator type and stakeholder audience. |
| 6.2 | Delivery Frequencies | Delivery Frequencies | Revised | All | 1) Baseline delivery frequency for public officials is now two years (vs. three years) to more closely reflect election cycles, and 2) baseline delivery frequency requirements in Table 10 now include "not to exceed" language to make sure programs are conducted within the intended timeframes. |
| 6.3 | New ER Contact/Hazards | Communication Due to New Emergency Contact Information & Introduction of New Hazards | New | Transmission & Gathering | Establishes requirement ("shall") for operators to communicate new emergency contact information or messages on how to recognize and respond to new hazards. The section provides guidance on new hazards that require communication and when the communication must occur. Guidance is also provided when communication is not expected. |
| 6.4 | Delivery Methods | Delivery Methods | Revised | All | Clarifies requirement ("shall") for operators to identify the delivery method(s) used to deliver baseline messages to stakeholders. Operators have flexibility to determine which delivery method will best satisfy baseline communication needs of a stakeholder audience and support the objectives of their program, and provides examples of factors that can help identify delivery method(s). |

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| 6.4 | Delivery Methods | Delivery Methods | Revised | All | Delivery Methods now include: Printed Materials (6.4.1), Mass Media Communication (6.4.2), Personal Contact (6.4.3), Liaison with Emergency Officials (6.4.4), Emergency Drills, Exercises and Trainings (6.4.4.1), Excavation Notification or Response (6.4.5), Community Investments (6.4.6), Digital Platforms (6.4.7), Pipeline Markers (6.4.8), and Collaborative Programs (6.5). |
| 6.5 6.5.1 | Collaboratives | Collaborative Programs | New | All | Clarifies when collaborative programs may be useful for operators and provides examples of collaborative delivery methods. The section also notes that operators using collaborative programs for baseline activities should confirm the effort 1) conveys required messages, 2) delivers messages at specified intervals/frequencies, and 3) meets their program objectives. |
| 7.1 | Program Implementation Supplements | Program Implementation | Revised | All | Clarifies required ("shall") activities to implement an operator's program, including 1) identifying necessary resources for program activities, 2) conducting baseline program activities as identified in the operator's program, 3) evaluating the need for supplemental activities (identifying, planning, and conducting supplemental activities if necessary), and 4) documenting program activities. |
| 7.2 | Program Implementation Supplements | Program Supplements | Revised | All | Clarifies requirement ("shall") for an operator to determine if supplements are necessary to support their baseline program. The section also notes that 1) supplements supporting the baseline program should be documented along with the reason for their inclusion in the program, and 2) the operator is not required to document the reason for implementing supplementals that are not required to meet specific program objectives. |
| 7.2 | Program Implementation Supplements | Program Supplements | Revised | All | Examples of factors an operator may want to consider when determining supplemental activities have been revised. These factors were previously identified as "relevant factors" in the 1st Edition. |
| 8.1 | Program Evaluation | General | Revised | All | Clarifies and strengthens requirements ("shall") that an operator 1) conduct an annual implementation review and 2) evaluate their program's effectiveness at least once every four years. The section also notes that operators who are part of collaborative programs or initiatives may also collaborate on assessing the effectiveness of those programs or initiatives. |

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| 8.2 | Program Evaluation | Annual Implementation Review | Revised | All | Notes the requirement ("shall") that the annual implementation review confirms the program was implemented. The section notes 1) that regulatory audits are excluded as an allowable method for conducting the annual review and 2) provides a reference to Section 9 for requirements ("shall") on documentation operators are required to maintain and may include in the annual review. |
| 8.3 | Program Evaluation | Effectiveness Evaluation | Revised | All | Strengthens requirement ("shall") that operators will conduct an effectiveness evaluation at least once every four years and document the results of the evaluation. The section notes the purpose of an evaluation: 1) analyze and assess whether the current program is effective in achieving program objectives, 2) examine program metrics for each stakeholder audience, and 3) determine whether program changes are warranted based on an operator's determination of effectiveness. Further, the section notes that determinants of program effectiveness can include: 1) measurement outcomes, 2) feedback from stakeholders, 3) overall trends, 4) case studies, 5) implementation of lessons learned, and 6) demonstrated behavior. |
| 8.3.1 | Program Evaluation | Program Awareness Effectiveness Evaluation Metrics | Revised | All | Metrics have been revised to include: 1) reach, 2) recall, 3) message understanding, 4) behavior intent, and 5) achieving program objectives |
| 8.3.1.1 | Program Evaluation | Stakeholder Reach | Revised | All | Provides examples of methods to help determine the estimated percent of each stakeholder audience reached with baseline messages. |
| 8.3.1.1.1 | Program Evaluation | Evaluation of Stakeholder Contact List Accuracy | New | All | Section notes that an operator should evaluate stakeholder contact lists used to implement baseline programs at least once every four years. |
| 8.3.1.4 | Program Evaluation | Stakeholder Behavioral Intent | New | All | Introduces concept of assessing behavioral intent, or percent of stakeholders who state that they intend to behave in alignment with guidance or messaging provided, which replaces the requirement to assess behavior change in the 1st Edition. |

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| 8.3.1.5 | Program Evaluation | Achieving Program Objectives | New | All | Establishes requirement ("shall") that operators will determine if the current program is achieving program objectives. The section notes this can be measured for awareness by 1) number of stakeholder requires for further information received by an operator, 2) number of lands and ROW inquiries received by an operator, and 3) feedback received from stakeholders; measured for prevention, by 1) one-call data, 2) feedback from stakeholders, 3) reviewing findings of root cause analysis of damage, 4) number of encroachments, 5) number of stakeholder reports of damaged markers or suspicious activity, 6) third-party incidents that did or did not result in release, 7) third-party incidents per one-call notifications, pipeline mileage or other normalizing factors, and 8) third-party near miss events; and measured for recognition and response by 1) number of stakeholder reports of potential leaks or other possible damage, 2) liaison meetings and participation, 3) post-incident reviews following third-party incidents, and 4) number of stakeholder inquiries received by the operator. |
| 8.3.2 | Program Evaluation | Effectiveness Evaluation Data Collection | New | All | Notes that operators should collect quantitative data from each stakeholder audience using all of the standardized questions in Annex D, and that they should determine and document the method utilized for each stakeholder audience. |
| 8.3.2 | Program Evaluation | Effectiveness Evaluation Data Collection | New | All | Establishes requirement ("shall") that operators will use either exact wording of questions in Annex D or the allowable edits, reference and question types in Annex D. The section notes that operators may use alternate questions to determine if program objectives have been met, and may supplement surveys with additional questions which can include questions in Annex E. |
| 8.3.2.1 | Program Evaluation | Operational Data | New | All | Clarifies that operators may also use operational data as part of the effectiveness evaluation, and provides a list of examples. |
| 8.3.3 | Program Evaluation | Effectiveness Evaluation Data Analysis & Reporting | New | All | Clarifies that operators should analyze data collected for their programs, document the analysis results, and identify proposed program changes if warranted. |
| 8.3.3.1 | Program Evaluation | Effectiveness Evaluation Data Analysis | New | All | Notes that operators should analyze and assess metrics related to their program, and that they may review factors such as stakeholder population size when evaluating data outcomes. |

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| 8.3.3.2 | Program Evaluation | Effectiveness Evaluation Documentation | New | All | Establishes requirement ("shall") that operators will document data collection, analysis, findings, and assessment. |
| 8.5 | Program Evaluation | Collaborative Effectiveness Evaluations | New | All | Introduces the use of collaborative effectiveness evaluations when 1) two or more operators collaborate to deliver common messages to one or more stakeholders using a collaborative program, or 2) two or more operators deliver common messages to one or more stakeholders but do not use a collaborative program. |
| 8.5.1 | Program Evaluation | Effectiveness Evaluations of Collaborative Programs | New | All | Notes that operators that collaborate to deliver messages may also collaborate on evaluating the effectiveness of the collaborative message delivery program. The section notes that stakeholder population is the total of all participants. It's further noted that survey data used to evaluate a collaborative program must be applicable for evaluation of the common program, but do not need to be aggregated by operator because there is one program. |
| 8.5.1.1 | Program Evaluation | Data Collection for Effectiveness Evaluations of Collaborative Programs | New | All | Clarifies that survey outcomes for information collected through a collaborative effort do not need to be operator specific and that the data only need determine effectiveness of the collaborative program's individual outreach program being evaluated. |
| 8.5.2 | Program Evaluation | Collaborative Effectiveness Evaluations of Different Programs | New | All | Clarifies that operators that deliver messages to one or more stakeholders using different delivery methods or frequencies may also collaborate on evaluating the effectiveness of each participating operator's program. Survey data used to evaluate these separate programs conducted by different operators should be segregated to represent each operator's programs and audiences. |
| 9.1 | Documentation | General | Revised | All | Strengthens requirement ("shall") for operators to collect and retain program documentation. The section further notes that records should establish the program was implemented as written. |

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| 9.2 | Documentation | Documentation Records | Revised | All | Strengthens requirement ("shall") for specific records the operator must collect and retain, including 1) Stakeholder audience identification, 2) Records of materials provided to stakeholder audiences, 3) Records of delivery of messages or materials provided to stakeholder audiences, 4) Supplements supporting the baseline program and the reason for their inclusion in the program, 5) Records supporting measurement activities. Additional guidance is also provided on each of these required elements. |
| 9.3 | Documentation | Record Retention | Revised | All | Strengthens requirement ("shall") for record retention to seven years, or as defined in the operator's program, whichever is longer. This was previously a minimum of five years in the 1st Edition. |
| Annex A | Annex | | Revised | All | Annex A has been revised to remove specific association or organization names and contact information but instead provides guidance on assistance that may be provided by trade associations, non-profits, outside consultants, other pipeline operators and One-Call Centers. A list of organizations and contact information was previously included in Annex A of the 1st Edition. |
| Annex B | Annex | | Revised | All | Annex B provides examples of annual implementation review forms/checklists that are intended to be customized as needed by an operator. This replaces information previously contained in Annex E.2 of the 1st Edition. |
| Annex C | Annex | | Revised | All | Annex C provides guidance on data collection. This replaces information previously contained in Annex E.3 of the 1st Edition. |
| Annex F | Annex | | New | Gathering | Annex F provides guidance for Class I and II rural gathering operators on how RP 1162 may help them understand and meet public awareness requirements in RP 1182. |
| Annex D | Annex | | New | All | Annex D is the only normative annex and provides guidance to an operator on how to structure and deploy standardized survey questions to stakeholders and then collect and analyze stakeholder responses. This annex includes the required, standardized survey questions referenced in Section 8.3.2. Tables D.1-D.4 list for each stakeholder audience the public awareness topics that should be measured, the question stems that should be used, the response categories that should be designed, and how the question should be formatted. This replaces the sample survey questions previously contained in Annex E.4 and Tables E-2, E-3, E-4.1, E-4.2, E-5.1, and E-5.2 of the 1st Edition. |

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| Annex E | Annex | | New | All | Annex E includes supplemental survey questions that an operator may choose to incorporate into the effectiveness measurement of their program. These questions are not required and are provided for guidance only. This replaces the sample survey questions previously contained in Annex E of the 1st Edition. |
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