

Public Awareness Survey Script

Intro: THIS IS “XYZ GAS UTILITY” WITH A SHORT PUBLIC SAFETY SURVEY. THIS CALL IS TO MEET A FEDERAL SAFETY REGULATION, JUDGING THE EFFECTIVENESS OF OUR SAFETY PROGRAMS. WE ARE CALLING BOTH CUSTOMERS AND NON-CUSTOMERS BECAUSE EVERYONE IN AND AROUND OUR PIPELINE NEEDS TO BE AWARE OF NATURAL GAS SAFETY FOR THEIR WELL-BEING. YOUR RESPONSES WILL HELP US IMPROVE THE EFFECTIVENESS OF OUR SAFETY EDUCATION PROGRAMS. RESPONSES WILL BE YES OR NO. YOU MAY REPEAT ANY QUESTION BY PRESSING 9. PRESS ANY KEY NOW ON YOUR PHONE TO BEGIN.

#1 Q1. DO YOU HAVE NATURAL GAS SERVICE AT YOUR HOME?

Yes – Press 1 (go to #2)

No – Press 2 (skip to #3)

Not Sure – Press 3 (go to #2)

#2 Q2A. IS “XYZ GAS UTILITY” THE NAME OF YOUR GAS PROVIDER?

Yes – Press 1 (go to #3)

No – Press 2 (go to #3)

Not Sure – Press 3 (go to #3)

#3 Q3. HAVE YOU HEARD OR RECEIVED ANY INFORMATION ON NATURAL GAS SAFETY FROM “XYZ GAS UTILITY” IN THE PAST 12 MONTHS?

Yes – press 1 (go to #4)

No – press 2 (skip to #7)

Not sure (go to #4)

#4 Q4. HAVE YOU RECEIVED THAT INFORMATION WITH YOUR GAS BILL?

Yes – press 1 (Go to #5)

No – press 2 (Go to #5)

Not sure – press 3 (Go to #5)

#5 Q5. HAVE YOU READ ABOUT THAT INFORMATION IN LOCAL PRINT ADS OR ARTICLES?

Yes – press 1 (Go to #6)

No – press 2 (Go to #6)

Not sure – press 3 (Go to #6)

#6 Q6. HAVE YOU READ ABOUT THAT INFORMATION ON THE GAS COMPANY’S WEBSITE OR SOCIAL MEDIA?

Yes – press 1 (Go to #7)

No – press 2 (Go to #7)

Not sure – press 3 (Go to #7)

NOW I HAVE SOME QUESTIONS ABOUT NATURAL GAS SAFETY.

#7 Q7. DO YOU THINK YOU WOULD RECOGNIZE A NATURAL GAS LEAK BY BEING ABLE TO SMELL IT?

- Yes – press 1 (skip to #8)
- No – press 2 (go to 7 play-only)
- Not sure – press 3 (go to 7 play-only)

7 (PLAY ONLY) NATURAL GAS HAS A DISTINCTIVE SMELL LIKE SULFUR OR ROTTEN EGGS. THIS SMELL IS ONE OF THE PRIMARY SIGNS OF A GAS LEAK. IF YOU EVER SMELL GAS ANYWHERE, PLEASE GO TO AN AREA WHERE YOU CAN NO LONGER SMELL THE GAS AND CALL 911 FOR ASSISTANCE. (go to #8)

#8 Q8. BASED ON WHAT YOU HAVE HEARD AND KNOW, IF YOU SMELLED GAS ANYWHERE WOULD YOU LEAVE THE AREA AND CALL 911 FROM A SAFE DISTANCE?

- Yes – press 1 (go to #9)
- No – press 2 (go to 8 play-only)
- Not sure – press 3 (go to 8 play-only)

8 (PLAY ONLY) IF YOU EVER SMELL GAS ANYWHERE, PLEASE GO TO AN AREA WHERE YOU CAN NO LONGER SMELL THE GAS AND CALL 911 FOR ASSISTANCE. (go to #9)

#9 Q9. DO YOU THINK YOU WOULD RECOGNIZE A NATURAL GAS LEAK BY THE HISSING SOUND?

- Yes – press 1 (go to #10)
- No – press 2 (go to 9 play-only)
- Not sure – press 3 (go to 9 play-only)

9 (PLAY ONLY) A HISSING SOUND COULD INDICATE A GAS LEAK. IF YOU EVER HEAR A HISSING SOUND THAT YOU THINK COULD BE FROM NATURAL GAS, PLEASE LEAVE THE AREA AND CALL 911 IMMEDIATELY FOR ASSISTANCE. (go to #10)

#10 Q10. IF YOU SMELLED GAS WOULD YOU LIGHT A MATCH?

- Yes – press 1 (go to 10 play-only)
- No – press 2 (go to #11)
- Not sure – press 3 (go to 10 play-only)

10 (PLAY ONLY) NEVER LIGHT A MATCH AROUND A SUSPECTED GAS LEAK. THIS MIGHT CAUSE A FIRE. LIT CIGARETTES, OPEN FLAMES, FLIPPING LIGHT SWITCHES AND EVEN USING A TELEPHONE CAN IGNITE LEAKING GAS. IF YOU SUSPECT A GAS LEAK ANYWHERE, LEAVE THE AREA AND CALL 911 IMMEDIATELY FOR ASSISTANCE. (go to #11)

#11 Q11. HAVE YOU HEARD THAT YOU, EXCAVATING COMPANIES AND PLUMBERS SHOULD CALL A CENTRAL NUMBER PRIOR TO STARTING ANY DIGGING PROJECT TO AVOID ACCIDENTALLY HITTING A NATURAL GAS PIPELINE?

Yes – press 1 (go to #12)

No – press 2 (go to 11 play-only)

Not sure – press 3 (go to 11 play-only)

11 (PLAY ONLY) THE NUMBER TO CALL IN YOUR AREA BEFORE YOU, AN EXCAVATING COMPANY OR A PLUMBER CAN DIG IS 811. REMEMBER, BEFORE YOU DIG CALL 811. (go to #12 play-only)

#12 (PLAY ONLY) REMEMER, IF YOU SUSPECT THERE IS A NATURAL GAS PROBLEM, IT IS IMPORTANT TO LEAVE THE AREA FIRST AND THEN CALL 911 FOR HELP FROM ANOTHER LOCATION. (go to #13 play-only)

#13 (PLAY ONLY) THANK YOU FOR YOUR TIME AND VIEWS. FOR MORE INFORMATION ABOUT “XYZ GAS UTILITY”, PLEASE VISIT OUR WEBSITE AT “www.xyzgascompany.com” OR CALL US AT “(111) 222-3333”. THANK YOU. GOODBYE. (End call)

Answering Machine Script

This is “XYZ GAS UTILITY” calling regarding natural gas safety. We may call you back later to participate in our natural gas safety survey. Please answer the call and complete the survey. Thank you for your participation. Again, this is “XYZ GAS UTILITY” calling regarding natural gas safety. Thank you.

CID Inbound Call Message

Hello. You have reached “XYZ GAS UTILITY”. We are conducting a federally mandated natural gas safety survey and we want to know you’re safe. This survey assesses the awareness and understanding of those living in our service area concerning safety and the safe use of natural gas. When we call back, please complete the survey, so that we can report back to the federal Office of Pipeline Safety that our efforts to educate the public have been successful. To limit intrusions, we will only make a few attempts to reach you. Thank you for your participation.