Business Continuity Plan

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Purpose of the Business Continuity Plan

Peoples Natural Gas (PNG) Business Continuity Plan provides mechanisms to ensure organized response and recovery for any unplanned event that disrupts normal business operations, which could include loss of utility service, loss of access to buildings or any other catastrophic event. For the purpose of this plan, business continuity encompasses:

- Identification of critical business functions and a response/recovery strategy for each area
- Identification of levels of activation for the Business Continuity Plan
- Specific triggers to activate higher level of the Business Continuity Plan
- Proactive actions to be taken during specific Business Continuity events
- Team member descriptions, typical tasks, and team conference call agenda

Promulgation for Business Continuity Plan

- The Business Continuity Plan was last updated December 2023
- The Business Continuity Plan should be exercised once a year no later than Dec. 15
- Changes to the plan should be tracked using the chart below

Document Revision History		
Date	**Approved by:**	**Description**
7/15/2016	Kevin Turkovich	Updated plan to reflect new organization structure, employee retirements, and shop consolidation
9/22/2016	Kevin Turkovich	Updated plan to reflect organizational changes
3/2/2017	Kevin Turkovich	Updated plan to reflect organizational changes and recommendations from outside counsel
8/11/2017	Kevin Turkovich	Updated plan to reflect organizational changes, general contact information updates, updated forms and added County Emergency Center representation process
2/8/2018	Kevin Turkovich	Miscellaneous updates – Including Incident Manager activation process, Non-PNG laptop remote access process and organizational changes
12/10/2018	Kevin Turkovich	Miscellaneous updates – GETS/WPS process, organizational changes and recovery plan updates
11/19/2019	Kevin Turkovich	Miscellaneous updates – Organizational changes, add ARCOS team activation process, county emergency management representation and updates to business recovery plans
3/20/2020	Kevin Turkovich	Add Operations Coordinator position, organizational changes, update Emergency Management Center information, added after exercise improvements
5/3/2021	Kevin Turkovich	Updates to Pandemic Appendix, Team Member changes and updates, miscellaneous minor updates
12/6/2021	Kevin Turkovich	Miscellaneous updates
12/20/2023	Travis Bittner	Contact updates

Business Continuity Team Organization Chart

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                    Business Continuity
                          Manager

     Legal Advisor                    County EMC
                                      Coordinator

   Safety Officer                     Communications
                                         Officer
              Operations
              Coordinator            Regulatory Officer

 Facilities &     Administration   IT Coordinator   Logistics and   Business
 Environmental    Coordinator                       Procurement     Recovery
 Coordinator                                        Coordinator     Coordinator

 Recovery Site &                                                    Business
 Affected Site and                                                  Recovery Leads
 Damage
 Assessment
 Supervisors
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Business Continuity Team Roster

Position	Representative	Representative	Representative
Business Continuity Manager	Paul Becker	Ron King	Ed Palombo
Peoples Executive	Mike Huwar	Ron King	Ed Palombo
Legal Advisor	Jennifer Petrisek	Meagan Moore	Stephen Perrott
Safety Officer	Chad Ravotti	Jared Long	Paul Pantages
Communications Officer	Nick Paradise	Rebecca McArdle	David Kralle
Regulatory Officer	Bill Roland		
Operations Coordinator	Randy Ciotola	Don Zombek	Carl Taylor
Facilities and Environmental Coordinator	Mark Pietrone	William Schade	Alex Pavick
Administration Coordinator	Anne Kauffman	Karen Worcester	TBD
IT Coordinator	Kevin Turkovich	~~Nagy Nagiub~~	Joe Brado
Logistics and Procurement Coordinator	Andy Rockwell	Katie Saulsbery	Cindy Anderson
Delta Representative	Jonathan Morphew	John Brown	
Business Recovery Coordinator	Heather Doyle-Conley, Andrew Wachter, Kevin Turkovich, Monica Alston		
Recovery Site, Affected Site and Damage Assessment Supervisors	Bill Wright, Ken Lyle, Mike Kunz, Tim Love, Fred Henry		
County Emergency Management Coordinator	Specific to County		

Business Area	Representative	Representative	Representative
Public Affairs	Julia Homa	Beverly Wogan	Nick Paradise
Construction	Carl Taylor	Ken Lyle	Mike Denny
Controller	Karen Worcester	Lisa Martin	John Oravecz
Corrosion & Compression	Karen Kuruc	Tim Love	Tom Conner
Customer Operations	Johnetta Ryan	Deb Gardner	Andy Wright
Customer Relations	Rita Black	Carmen Malloy	Barbara Semich
Customer Service	Heather Doyle-Conley	Michelle Parks	Lisa Reilly
Engineering	Bret Hoover	Mike Denny	TBD
Facilities	Mark Pietrone	William Schade	TBD
Gas Control & Reliability	Ron Ferrere	Alex Anderson	Matt Walsh
Gas Operations	Randy Ciotola	Don Zombek	
Gas Supply	Steven Kolich	Mina Speicher	Joe Schurer
Human Resources	Anne Kauffman	Michelle Zappa	Diane Liska
Information Technology	Nagy Nagiub	Kevin Turkovich	Joe Brado
Land	Ron Dillon	Minnie Zhukas	Janice Saltzman
Legal	Mike Turzai	Bill Roberts	Jennifer Petrisek
Rates & Regulatory Affairs	Carol Scanlon	Andrew Wachter	TBD
Safety, Training & Pipeline Regulatory Compliance	Chad Ravotti Wayne Dadig	Jared Long	Paul Pantages
Sales & Marketing	Sean Coughlan	Luke Ravenstahl	Vivian Sabatini
Supply Chain/Fleet	Andy Rockwell	Ryan Milko	Katie Saulsbery
Treasury	Kristen Runge		Joseph Stark

Plan Process – Triggers, Event Levels and Position Task Lists

Specific Triggers for Activation of Plan

- Natural disaster (tornado, flood, etc.)
- Fire at company facility
- Loss of Information Technology systems
- Pandemic affecting employee attendance
- Bomb threat
- Terrorist threat or attack/sabotage crisis
    - Utilize the National Terrorism Advisory System (NTAS) to trigger. The NTAS has two levels, *Elevated Threat Alert* and *Imminent Threat Alert*.
        - An *Elevated Threat Alert* warns of a credible terrorist threat
        - An *Imminent Threat Alert* warns of a credible, specific and impending terrorist threat

Business Continuity Event Assessment

The nature and severity of the security event must be evaluated to determine the required response, coordination and resources required. Assessment of a Business Continuity event is based upon:

- Employee and public safety
- Operational impact
- Geographic areas involved
- Facilities affected
- Critical infrastructure affected

Plan Process – Triggers, Event Levels, and Position Task Lists

Business Continuity Alert Levels

Business Continuity events are classified into four levels – Impending/Potential, Limited, Significant and Catastrophic.

Business Continuity Event Level	Description Examples
Level I – Impending/Potential Event – An unusual event is forecast and early mobilization might be needed to prevent disruptions. (Appendix BC-1)	Forecasts of heavy rain and potential flooding.
Level II – Limited Event – Business Continuity Team activated; procedures for Limited level implemented (Appendix BC-2) as necessary.	One floor of a building is evacuated, or the loss of one IT system occurs.
Level III – Significant Event – Business Continuity Team activated; procedures for Significant level implemented (Appendix BC-3) as necessary.	One office facility is completely uninhabitable or there is a loss of multiple IT systems.
Level IV – Severe Event – Business Continuity Team activated; procedures for Severe level implemented (Appendix BC-4) as necessary.	Two or more buildings are uninhabitable and/or there is a loss of both main and backup IT systems or gas control. There exists a potential for a long recovery time frame.
Return to Normal	

Business Continuity Team Conference Calls and Agenda

Once the Business Continuity Team has been activated, the Business Continuity Manager should schedule a conference call with all team members using the 1-800-499-1133, passcode 050298 number. Each team member should be alerted to this call via telephone and email. The Business Continuity Manager should use the agenda (Appendix BC-6) of this plan as a guideline for leading the calls, and use the gathered information as a resource to manage and memorialize the event. Calls will be held at regular intervals during the event.

Incident Management Plans - Manager Activation Process

<u>Incident Manager Activation:</u>

When an event occurs, the Incident Manager will be notified by either the Operations Center, or one of the plan managers.

Operations Center Notification:

When a call is received by control room personnel, the person taking the call/report will record the information on Incident Management Event Initial Report Form. They will then notify the Incident Manager (Using the call information on the form). The Incident Manager will then decide if a plan needs to be activated, and will contact the appropriate plan manager who will then activate their plan.

Incident Manager Notification from a Plan Manager:

When an event occurs and a plan manager is aware of the situation and feels it is necessary to immediately activate their plan, they may self-activate, and then notify the Incident Manager.

<u>Business Continuity, Cyber Security, Physical Security and Emergency Plan Manager Activation:</u>

Plan managers and their plans can either be activated by the Incident Manager, or can self-activate if the situation warrants. In the event of a plan manager self-activation, he or she must notify the Incident Manager that their plan has been activated.

Separation of Manager Roles When More Than One Plan is Activated:

When an individual plan has been activated and the need arises to then activate the Incident Manager, the following procedure will be used to ensure effective separation of duties.

If the current activated plan manager is also the primary or first to be contacted Incident Manager, he or she should assume the Incident Manager role and then transfer the current plan manager responsibilities to the next in line person for the currently activated plan. Alternatively, the Incident Managers can also discuss, and then decide the best course of action for filling the roles.

Incident Manager/Plan Manager Activation Senarios

Incident Manager Activates Plan Manager

- Event has occurred, Operations Center receives call
- Operations Center notifies Incident Manager

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Incident Manager Self Activates

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- Incident Manager activates appropriate Plan Manager(s)
- Plan Manager(s) provide ongoing updates to the Incident Manager

Plan Manager Self Activation

- Plan Manager is aware of a situation or incident that requires immediate individual plan activation (Business Continuity, Cyber Security, Physical Security or Emergency Plan)

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Plan Manager Self Activates

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- Plan Manager notifies Incident Manager that their plan has been activated
- Plan Manager provides ongoing updates to the Incident Manager

Using ARCOS to Activate Incident Management Teams

When a plan manager needs to activate a specific Incident Management team (Incident Management, Business Continuity, Cyber Security, Physical Security or Emergency Response), the plan manager has the option of using the ARCOS callout system to quickly call all team members at once. The plan manager will call the Operations Center at **1-800-764-0686** and:

- Tell them which team(s) needs to be mobilized
- Provide the message to be delivered
- Instruct the agent to send the message to all recipients via automated phone call AND email
- If scheduling a meeting or conference call, instruct the agent to send an email to the plan manager with a Response Report indicating which team members plan to participate

Please note, the Business Continuity team has two rosters in ARCOS:

- Business Continuity Core Team
- Business Recovery Leads

<p style="text-align:center">Decision Making and Communication</p>

When directing incident response activities, the Managers of the Emergency Response, Business Continuity, Cybersecurity, and Physical Security plans must escalate any decisions beyond their authority to the Incident Manager, who will consult with the executive team. The executive team consists of the CEO and his/her direct reports, and should be consulted with on the following types of matters:

- Life safety of employees, customers, and suppliers
- Financial loss in excess of $250,000
- Loss of sensitive data
- Extended service outage
- Legal liability
- Regulatory violation
- Harm to the Peoples brand image
- Public announcements
- Incidents deemed reportable to federal, state, or local authorities

Decisions will be made by the CEO in consultation with his/her direct reports. All decisions, directives, communications to employees will flow from the CEO to the Incident Manager and then to the relevant plan Managers. The Managers will inform their teams. In situations where actions need to be taken by employees who are not members of one of the response teams, the appropriate Coordinator will communicate the directive to the relevant functional manager within the organization. This information flow can take the form of face-to-face discussions, phone calls, conference calls, emails, recorded messages on the Employee Emergency Hotline and PeoplesPlace, depending on the nature and urgency of the message.

Employee Alerts and Updates

When necessary, employees will receive a text message alerting them an event has occurred and providing notification where to go for more information. Also, the employee hotline (800-499-1188) will be updated as necessary during an event.

Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) Access

GETS provides priority land line access, and WPS provides priority cellular service to our organization. Utilities, such as PNG can use this access in emergency situations where cellular and land line communication is congested, particularly the first 24-72 hours following an event.

GETS and WPS are companion services for priority calling offered by the Office of Emergency Communications (OEC). Key Incident Management Team Members in the PNG organization hold GETS/WPS cards and are authorized to use them in an emergency. A GETS/WPS service card is a single card that contains all the information and instructions needed for making a call during an emergency situation. Mark Steve is our point of contact person (POC) for this program.

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County Emergency Management Center Representation
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During a business continuity event it may be advantageous to seat a representative in an impacted county's Emergency Management Center (EMC). During the business continuity conference call, the Business Continuity Manager, with input from the team, will determine if it is beneficial to establish contact with a County Emergency Manager, and seat a PNG representative in their EMC. The representative will be the PNG point of contact with the County EMC, and will be responsible for the two-way flow of information between the impacted county and the Business Continuity Team.

Triggers

Some examples of when the Business Continuity Manager *may* assign a representative:

- Major business continuity event
  - Major weather event
    - Snowstorm
    - Flood
    - Ice storm
    - Extreme cold weather
  - Terror attack
  - Pandemic event

The Business Continuity Manager will be responsible for activating this portion of the Business Continuity Plan. See the following page for county emergency management contact information.

County Emergency Management Center Contacts/Peoples Representatives

County	Emergency Manager	Contact Information	Peoples Representative
Allegheny *May request a PNG Representative in County EMC*	Chief of Emergency Services – Matthew Brown	150 Hookstown Grade Road, Coraopolis, PA 15108 Office Phone:(412) 473-2550 Matthew.Brown@AlleghenyCounty.US	Jim Giardina – **Primary**, Cell 724-681-1212; james.w.giardina@peoples-gas.com John Walko – **Back-up**, Cell 412-812-3369, John.Walko@peoples-gas.com
Armstrong PNG Representative as a point of contact only	Director – William A. Hamilton	131 Armsdale Road Kittanning, PA 16201 Office Phone: (724) 548-3429 wahamilton@co.armstrong.pa.us	Phil Daugherty – **Primary**, 412-396-9600, philip.o.daugherty@peoples-gas.com Jim Barnett – **Back-up**, Cell 412-290-2421; James.L.BarnettIV@peoples-gas.com
Beaver *May request a PNG Representative in County EMC*	Director – Eric Brewer	351 14th Street Ambridge, PA 15003 Office Phone: (724) 775-1700 ebrewer@beavercountypa.gov	John Walko – **Primary**, Cell 412-812-3369, John.Walko@peoples-gas.com Jim Barnett – **Back-up**, Cell 412-290-2421; James.L.BarnettIV@peoples-gas.com
Blair PNG Representative as a point of contact only	Emergency Management Coordinator – Mark Taylor	615 Fourth Street Altoona, PA 16602 Office Phone: (814) 940-5903 mtaylor911@atlanticbbn.net	Ken Cole - **Primary**, Cell 724-640-0177; kenneth.k.cole@peoples-gas.com Joe Zaradzki – **Back-up**, Cell 724-640-0183, JOSEPH.M.ZARADZKI@peoples-gas.com
Butler *May request a PNG Representative in County EMC*	Director – Steven Bicehouse	Sunnyview Complex 120 McCune Drive Butler, PA 16001 Office Phone: (724) 284-5211 Sbicehou@co.butler.pa.us	Jim Barnett – **Primary**, Cell 412-290-2421; James.L.BarnettIV@peoples-gas.com Phil Daugherty – **Back-up**, 412-396-9600, philip.o.daugherty@peoples-gas.com
Cambria PNG Representative as a point of contact only	EMA Coordinator – Art Martynuska	401 Candlelight Drive , Suite 100 Ebensburg, PA 15931 Office Phone: (814) 472-2050 amartynuska@co.cambria.pa.us	Ken Cole - **Primary**, Cell 724-640-0177; kenneth.k.cole@peoples-gas.com Joe Zaradzki – **Back-up**, Cell 724-640-0183, JOSEPH.M.ZARADZKI@peoples-gas.com

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County	Emergency Manager	Contact Information	Peoples Representative
Clarion PNG Representative as a point of contact only	Emergency Management Coordinator – William D. Logue	Clarion County Court House 421 Madison Road Clarion, PA 16214 Office phone (814) 226-6631 wlogue@dps.clarion.pa.us	Phil Daugherty – **Primary**, 412-396-9600, philip.o.daugherty@peoples-gas.com Jim Barnett – **Back-up**, Cell 412-290-2421; James.L.BarnettIV@peoples-gas.com
Clearfield PNG Representative as a point of contact only	Emergency Management Coordinator – Joseph Bigar	911 Leonard Street Clearfield, PA 16830 Office Phone: (814) 765-5357 Ext: 1 jbigar@clearfield911.com	Ken Cole – **Primary**, Cell 724-640-0177; kenneth.k.cole@peoples-gas.com Jim Giardina – **Secondary**, Cell 724-681-1212; james.w.giardina@peoples-gas.com
Fayette PNG Representative as a point of contact only	Director – Roy A. Shipley	Public Service Building 24 East Main Street, Fourth Floor Uniontown, PA 15401 Office Phone: (724) 430-1277 rshipley@fcema.org	Joe Zaradzki - **Primary**, Cell 724-640-0183, JOSEPH.M.ZARADZKI@peoples-gas.com John Walko – **Back-up**, Cell 412-812-3369, John.Walko@peoples-gas.com
Greene PNG Representative as a point of contact only	Emergency Services Director – Gregory C. Leathers	55 West Greene Street Waynesburg, PA 15370 Office Phone: (724) 627-5387 GLeathers@co.greene.pa.us	Joe Zaradzki, **Primary**, Cell 724-640-0183, JOSEPH.M.ZARADZKI@peoples-gas.com John Walko – **Back-up**, Cell 412-812-3369, John.Walko@peoples-gas.com
Indiana PNG Representative as a point of contact only	Emergency Management Coordinator – Thomas A. Stutzman	85 Haven Drive Indiana, PA 15701 Office Phone: (724) 349-9300 tstutzman@indianacounty.org	Ken Cole - **Primary**, Cell 724-640-0177; kenneth.k.cole@peoples-gas.com Jim Giardina – **Secondary**, Cell 724-681-1212; james.w.giardina@peoples-gas.com
Jefferson PNG Representative as a point of contact only	Director – Tracy W. Zents	Emergency Services Building 560 Service Center Road Brookville, PA 15825 Office Phone: (814) 849-5052 tzents@jeffersoncountypa.com	Ken Cole - **Primary**, Cell 724-640-0177; kenneth.k.cole@peoples-gas.com Jim Giardina – **Secondary**, Cell 724-681-1212; james.w.giardina@peoples-gas.com

County	Emergency Manager	Contact Information	Peoples Representative
Lawrence PNG Representative as a point of contact only	Director of Public Safety - Jeffrey Parish	1451 County Line Road New Castle, PA 16101 Office Phone: (724) 202-7102 jparish@leoc.net	Jim Barnett - **Primary**, Cell 412-290-2421; James.L.BarnettIV@peoples-gas.com John Walko – **Back-up**, Cell 412-812-3369, John.Walko@peoples-gas.com
Mercer PNG Representative as a point of contact only	Director – Frank A. Jannetti	205 South Erie Street Mercer, PA 16137 Office Phone: (724) 662-2603 Ext:2440 fjannetti@mcc.co.mercer.pa.us	Jim Barnett - **Primary**, Cell 412-290-2421; J603ames.L.BarnettIV@peoples-gas.com Phil Daugherty – **Back-up**, 412-396-9600, philip.o.daugherty@peoples-gas.com
Somerset PNG Representative as a point of contact only	Director – Joel D. Landis	100 East Union Street Somerset, PA 15501 Office Phone: (814) 445-1515 landisj@co.somerset.pa.us	Ken Cole - **Primary**, Cell 724-640-0177; kenneth.k.cole@peoples-gas.com Joe Zaradzki – **Back-up**, Cell 724-640-0183, JOSEPH.M.ZARADZKI@peoples-gas.com
Washington *May request a PNG Representative in County EMC*	Director – Jeffrey A. Yates	100 West Beau Street , Suite C-1 Washington, PA 15301 Office Phone: (724) 228-6911 YatesJ@co.washington.pa.us	John Walko – **Primary**, Cell 412-812-3369, John.Walko@peoples-gas.com Joe Zaradzki – **Back up**, Cell 724-640-0183, JOSEPH.M.ZARADZKI@peoples-gas.com
Westmoreland *May request a PNG Representative in County EMC*	Public Safety Director – Roland "Bud" Mertz	911 Public Safety Road Greensburg, PA 15601 Office Phone: (724) 600-7301 rmertz@co.westmoreland.pa.us	Joe Zaradzki – **Primary**, Cell 724-640-0183, JOSEPH.M.ZARADZKI@peoples-gas.com Ken Cole – **Back-up**, Cell 724-640-0177; kenneth.k.cole@peoples-gas.com

Business Continuity Manager
Position Description and Typical Tasks List

The Business Continuity Manager is the key leader in all aspects of the management of Peoples' Business Continuity Plan and reports directly to the company's Incident Manager. In this role, the Business Continuity Manager will oversee and coordinate all response and recovery efforts during an event that prevents the company from operating in a normal manner. Once such an event occurs, the Business Continuity Manager, in coordination with the Incident Manager, will activate the necessary parts of the company's Business Continuity Team.

Typical Tasks:

- ❐ Oversee and coordinate all response and recovery efforts during a Business Continuity event, utilizing the company's Business Continuity Plan (Appendix BC-1, BC-2, BC-3 and BC-4)
- ❐ Manage and assign all Business Continuity Team members' activities
- ❐ Schedule and lead all Business Continuity Team conference calls/meetings (Appendix BC-6)
- ❐ After the event assessment has been completed, create a detailed business recovery plan
- ❐ Schedule Business Continuity Team members' rotation schedules, as necessary
- ❐ Ensure all team coordinators have the necessary personnel to achieve recovery and response efforts
- ❐ Ensure all recovery deadlines are realistic and able to be met, and if not, update the deadlines as necessary
- ❐ Develop a return to normal schedule, based on recovery deadlines, and submits to Incident Manager for approval
- ❐ Communicate event status, response and recovery status and other necessary information to the Incident Manager
- ❐ Coordinate with Public Affairs Officer to provide information to be disseminated to internal and external audiences, as necessary
- ❐ Return business operations back to regular management (Appendix BC-26)
- ❐ Maintain event logs and ensures team members are also completing required forms

Legal Advisor
Position Description and Typical Tasks List

The General Counsel, reporting to the Business Continuity Manager, is responsible for working with the entire team to understand the nature of the event, monitoring and evaluating all activities for legal implications, and advising the Incident Manager on actions to be taken to ensure the Company's legal interests are protected.

Note: In events where more than one emergency plan is activated, and the Incident Manager is actively prioritizing and coordinating the activities of resources across multiple plans, the General Counsel reports to the Incident Manager so they can advise on legal-related matters across all active plans.

Typical Tasks:

- ❐ Act as an advisor to the Incident Manager during an event
- ❐ Ensure appropriate use of the attorney-client privilege to protect PNG's interests during investigation and remediation efforts in response to an incident, including the ability to protect communications with and the deliberations of the executive team
- ❐ Advise when to interact with law enforcement, and manage the interaction with law enforcement to avoid unintentionally exposing PNC to liability
- ❐ Advise of any federal, state and regulatory notification laws that may be implicated by a breach
- ❐ Advise of any regulatory reporting obligations
- ❐ Ensure availability of insurance coverage and advise of steps necessary to preserve coverage
- ❐ Advise of contractual obligations PNG may owe third parties as a result of an incident
- ❐ Assess PNG's various legal and contractual obligations to its employees
- ❐ Assess whether third parties may be legally obligated to PNG as a result of an incident

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**Safety Officer
Position Description and Typical Tasks List**
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The Safety Officer, reporting to the Business Continuity Manager, is a key member of all Peoples' Incident Management plans, and is responsible for monitoring and evaluating all operations for hazards and unsafe conditions, and developing measures for assuring all personnel and the public are safe during the event.

Note: In events where more than one emergency plan is activated, and the Incident Manager is actively prioritizing and coordinating the activities of resources across multiple plans, the Safety Officer reports to the Incident Manager so they can advise on safety-related matters across all active plans.

Typical Tasks:

❒ Act as an advisor to the appropriate plan manager and employees on all safety related matters during an event

❒ Oversee all evacuation plans and related mustering areas during an event that requires evacuation of company employees

❒ Assure all company personnel are in compliance with company and OSHA safety rules

❒ Complete and submits any OSHA reports, as necessary

❒ Conduct in-house and field safety inspections during an event, as necessary

❒ Serve as a liaison with EMTs/paramedics at any on-site incident

❒ Serve as a liaison with hospital personnel in the event of injury to employees, tracking conditions of said personnel

❒ Record and report to the appropriate plan manager any injuries to or fatalities of employees or the general public that are related to the event

❒ Coordinate with Facilities and Environmental Coordinator to monitor and help alleviate any unsafe physical facilities

❒ Coordinate with Public Affairs Officer to communicate necessary safety messages to employees

❒ Maintain logs of any safety incidents and hazardous material events

Public Affairs Officer
Position Description and Typical Tasks List

The Public Affairs Officer is responsible for communicating event status as the primary corporate spokesperson – both internally and externally – to necessary stakeholders, which might include:

- Local, regional and national media outlets (radio, TV, newspaper)
- Statewide emergency management agencies (PEMA, PUC)
- PNG's call center representatives
- Other internal stakeholders (Government Relations, large customer representatives, etc.)

Further, the Public Affairs Officer is responsible for the oversight of updating the company's digital platforms, including Twitter Facebook, email as well as the external company website. Regardless of the platform, care should be taken to make sure the company – via the Communications Officer – is following a "one message, one voice" system, to ensure incident updates are consistent across all mediums, balancing the need to provide information to internal and external stakeholders, while also protecting the integrity and reputation of the company.

Note: In events where more than one emergency plan is activated, and the Incident Manager is actively prioritizing and coordinating the activities of resources across multiple plans, the Communications Officer reports to the Incident Manager so they can advise on communications-related matters across all active plans.

Typical Tasks:

- ❑ Gather necessary information from the Business Continuity Manager
- ❑ Coordinate regulatory activity (With the Regulatory Officer)
- ❑ Coordinate responses to media inquiries. Prepare press releases, email updates, Social media, internal communication updates in a timely manner. (See Appendix BC-10)
- ❑ Act as the primary company spokesperson
- ❑ Coordinate all internal communications, including sending company-wide text messages and updating the employee hotline when necessary.
- ❑ Establish a presence at the site of incident as necessary
- ❑ Establish a media briefing area as necessary. If multiple agencies are involved in the incident, the Communications Manager should work with peers to develop messaging

- ❏ Receive approval of all internal and external communications from the Business Continuity Manager
- ❏ Monitor and report media activities to the Business Continuity Manager
- ❏ Attend all update meetings/calls held during the incident
- ❏ Maintain a media activity log (see Appendix BC-11) and perform a hotwash after the event (see Appendix BC-12)
- ❏ Monitor and report digital/social media conversations to the Business Continuity Manager

Regulatory Officer
Position Description and Typical Tasks List

The Regulatory Officer is responsible for working with the entire team to understand the nature of the event, communicating with Federal, State and Local Officials and Regulators during an event, including:

- State Governors' offices
- State Representatives and Senators and their staffs
- City and county officials and their staffs
- State Public Utility Commissioners and their staffs
- Local municipalities

To ensure consistent messaging during and after an event, the Regulatory Officer should consult with the Public Affairs Officer.

Note: In events where more than one emergency plan is activated, and the Incident Manager is actively prioritizing and coordinating the activities of resources across multiple plans, the Regulatory Officer reports to the Incident Manager so they can advise on regulatory-related matters across all active plans.

Typical Tasks:

- ❒ Provides updates to State Public Utility Commissions
- ❒ Responsible for real time communication with elected officials
- ❒ Coordinates regulatory messaging with the General Counsel when necessary
- ❒ Keeps PNG regulatory staff updated with all pertinent event information and activities
- ❒ During and after an event, provides assistance as needed in the filing of regulatory reports

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Operations Coordinator
Position Description and Typical Tasks List

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The Operations Coordinator is the Business Continuity Core Team's subject matter expert for all field, gas and "Shops" issues and considerations during an event, including:

- Field Operations
- Gas Operations
- All other field activities

Typical Tasks:

❐ Provides guidance and field expertise to the Business Continuity Manager and Core Team for all field issues and concerns

❐ Bring the unique concerns and perspectives of field customer interaction

❐ Make the Core Team and Business Continuity Manager aware of any situational requirement of field work and field workers during an event

Facilities and Environmental Coordinator
Position Description and Typical Tasks List

The Facilities and Environmental Coordinator, reporting to the Business Continuity Manager will oversee and coordinate all recovery efforts of Peoples' facilities during a Business Continuity event. Further, the Facilities and Environmental Coordinator will oversee and coordinate the activities of the Recovery Site, Affected Site and Damage Assessment Supervisors while the company's Business Continuity Plan is active.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- ❐ Oversee and coordinate all recovery efforts of Peoples' facilities that have been damaged during a Business Continuity Event
- ❐ Manage and oversee the activities of the Recovery Site, Affected Site and Damage Assessment Supervisors
- ❐ Schedule team members' rotation schedules, as necessary
- ❐ Direct Recovery Site, Affected Site and Damage Assessment Supervisors to report to necessary facilities
- ❐ Confirm that all damaged facilities are secured, and coordinate needed resources with the Business Continuity Manager
- ❐ Confirm coordination with the Safety Officer when evacuation of company personnel is needed
- ❐ Monitor any hazardous materials clean-up, as well as compiling the necessary forms related to the spill/clean-up
- ❐ Oversee bomb threat procedures (Appendix BC-20)
- ❐ Ensure coordination with the Logistics and Procurement Coordinator to hire necessary vendors for recovery of facilities
- ❐ Maintain all necessary event logs and paperwork during the event
- ❐ Provide status updates to the Business Continuity Manager

Administration Coordinator
Position Description and Typical Tasks List

The Administration Coordinator, reporting to the Business Continuity Manager, will oversee and coordinate all administrative efforts during a Business Continuity event, which includes oversight of the Human Resources, Finance, Regulatory areas while the company's Business Continuity Plan is active.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- ❏ Manage all injury/fatality notifications to employee families (Appendix BC-19)
- ❏ Oversee all temporary hiring as needed during event
- ❏ Oversee the implementation of employee counseling services as needed
- ❏ Manage all company personnel policies when applicable to the Business Continuity event
- ❏ Manage all Workers' Comp claims
- ❏ Ensure availability of funds for emergency spending requirements and coordinates disbursement of funds
- ❏ Track and document all expenditures during event
- ❏ Work with company's legal and regulatory departments to collect necessary information on the Business Continuity event for regulatory reporting requirements
- ❏ Oversee completion and submission of necessary regulatory reports
- ❏ Work with Communications Officer to disseminate any needed internal communications
- ❏ Provide status updates to the Business Continuity Manager

Information Technology Coordinator
Position Description and Typical Tasks List

The Information Technology Coordinator, reporting to the Business Continuity Manager, will oversee and coordinate all recovery efforts of the company's IT and communications systems while the company's Business Continuity Plan is active.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- ❒ Oversee and coordinate all recovery efforts of the company's IT and communication systems during a Business Continuity event.
- ❒ Provide damage assessment of all IT and communication systems with related timelines for recovery
- ❒ Ensure transfer of IT and communication systems to backup sites, as necessary
- ❒ Acquire and install needed IT and communication equipment at alternate work locations or as replacement for damaged equipment
- ❒ Manage the implementation of the company's IT Infrastructure Recovery Plan
- ❒ Manage the implementation of the company's IT Cyber Security Plan
- ❒ Manage the implementation of the company's Applications Recovery Plan
- ❒ Manage the implementation of the company's Telecom Recovery Plan
- ❒ Maintain all necessary event logs and paperwork during the event
- ❒ Provide status updates to the Business Continuity Manager

Business Recovery Coordinator(s)
Position Description and Typical Tasks List

(More than one Business Recovery Coordinator can be activated dependent upon the size and scope of the event)

The Business Recovery Coordinator, reporting to the Business Continuity Manager, will oversee and coordinate all departmental recovery efforts – which include oversight of the Business Recovery Leads – while the company's Business Continuity Plan is active.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- ❐ Oversee the recovery efforts of the affected Business Recovery Leads, as they implement the individual department recovery plans
- ❐ Serve as a conduit between the Business Recovery Leads (see page 8 for Business Recovery Lead roster) and the Business Continuity Team, providing coordination with other team members, as needed
- ❐ Facilitate the prioritization of issues and problems and determines best uses of resources
- ❐ Manage status of each department's recovery efforts
- ❐ Manage status of manual work around activities of each department's recovery efforts (See Business Recovery Plans)
- ❐ Maintain all necessary event logs and paperwork during the event
- ❐ Provide status updates to the Business Continuity Manager

Note: During activation of the Business Recovery Team, all Business Recovery Coordinators should be invited to the initial business continuity conference call to become familiar with the details of the situation/event. After the initial conference call, the Lead Business Recovery Coordinator will determine, based on the number of Business Recovery Leads activated, the number of Business Recovery Coordinators to be activated. A good rule of thumb to follow is one Business Recovery Coordinator for every six Business Recovery Leads activated

Logistics and Procurement Coordinator
Position Description and Typical Tasks List

The Logistics and Procurement Coordinator, reporting to the Business Continuity Manager, will oversee and coordinate all necessary logistics and material & service procurement while the company's Business Continuity Plan is active.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- ❒ Oversees and coordinates all material and service requests that are received from other Business Continuity Team members
- ❒ Manages the purchases of material and service requests, along with overseeing the delivery of the materials and services as needed (Appendix BC-18)
- ❒ Coordinates logistics support for employee transportation, housing, meals, sanitary facilities, etc., as needed
- ❒ Coordinates with vendors and contractors to assist in recovery efforts
- ❒ Creates list of current and alternate suppliers and vendors for critical goods and services (Appendix BC-17)
- ❒ Coordinates hiring of outside contractors as needed
- ❒ Manages the rental of replacement office space as needed
- ❒ Maintains all necessary event logs and paperwork during the event
- ❒ Provides status updates to the Business Continuity Manager

Recovery Site, Affected Site and Damage Assessment Supervisors
Position Description and Typical Tasks List

The Recovery Site, Affected Site and Damage Assessment Supervisors, reporting to the Facilities and Environmental Coordinator, are responsible for evaluating the damage to company facilities, as well as ensuring that the facility is safe, while the company's Business Continuity Plan is active. Further, the Recovery Site, Affected Site and Damage Assessment Supervisors are responsible for implementing plans for repair and recovery of these sites.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- ❐ Establish a presence at the affected site if directed to do so by the Facilities & Environmental Coordinator
- ❐ Assist employees with direction to the established recovery site
- ❐ Serve as the primary conduit between the affected employees and the Facilities & Environmental Coordinator
- ❐ Work with Facilities & Environmental Coordinator to establish alternate parking or transportation needs for affected employees
- ❐ Assist with the control of access to the recovery site
- ❐ Conduct an on-site damage assessment of the facility, noting level of damage, needed repairs, etc. (Appendix BC-13, BC-14, BC-15, and BC-16)
- ❐ Convey any needed security measures to the Facilities & Environmental Coordinator
- ❐ Take and maintain photographs of the damaged facility
- ❐ Oversee work of vendors and/or contractors that are assisting in restoration of affected facility
- ❐ Work with Facilities & Environmental Coordinator to establish site restoration plans and associated timelines for completion of restoration
- ❐ Provide status updates to the Facilities & Environmental Coordinator

The County Emergency Management Coordinator will be the Peoples point of contact with the County Emergency Management Center (EMC), and will be responsible for the two-way flow of information between the impacted county and the Business Continuity Team.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- When activated, the coordinator will offer to occupy a seat in the affected County EMC
- Act as a liaison between the Business Continuity Team and the affected County EMC
- Participate on Business Continuity Team Conference calls and communicate pertinent information from the emergency management center to the team
- Share pertinent Peoples information with the EMC as directed by the Business Continuity Manager

Business Recovery Leads
Position Description and Typical Tasks List

The Business Recovery Leads, reporting to the Business Recovery Coordinator, will oversee and coordinate their respective business area's recovery efforts while the company's Business Continuity Plan is active. Further, the Business Recovery Leads are responsible for ensuring that unaffected business processes continue as normal during a business continuity event.

Typical Tasks (all tasks will not be applicable to all events and other tasks could be assigned):

- ❑ Manage the departmental recovery plan, as needed
- ❑ Ensure all necessary critical documents are digitized
- ❑ Hold annual work from home exercises
- ❑ Ensure unaffected business processes continue as normal
- ❑ Work with Business Recovery Coordinator to ensure department is staffed appropriately
- ❑ Provide status updates to the Business Recovery Coordinator

Business Recovery Plans

Business Recovery Plan – Public Affairs

Nick Paradise – Business Recovery Lead

Rebecca McArdle- Alternate

David Kralle- Alternate

Public Affairs Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Conduct media interviews and create/release press releases and media statements	North Shore	<2 hours	Cell Phones, Laptops, VPN, Internet
Internal Communications – Intranet, LED, Email	North Shore	<2 hours	Cell Phones, Laptops, VPN, Internet , Email, Content Management System Access
External Communications – Website, social media	North Shore	<2 hours	Cell Phones, Laptops, VPN, Email, Internet, Content Management System Access; social media management system access
External Communications – Hold Press Conference	North Shore	4 hours – 2 days (depending on circumstances)	Cell Phones, Laptops, VPN, Email, Internet, Podium, A/V system setup, Printers
Billing Enclosures (Regulatory Requirement)	North Shore	2-5 days (depending on time of year)	Cell Phones, Laptops, VPN, Email

Public Affairs Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
8	4	0	Pitt Street

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Public Affairs Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Rebecca McArdle	North Shore		724-309-0219	412-251-8326	Yes	N/A
Beverly Wogan	Butler	724-496-5897	724-421-3487		Yes	N/A
Julia Homa	North Shore		724-822-6432		Yes	N/A
Nick Paradise	North Shore	412-759-0214	412-910-0980	412-426-3001	Yes	N/A
Christine Shofa	North Shore		412-302-0759		No	N/A
David Kralle	Bryn Mawr		215-499-2354		Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Public Affairs Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Conduct media interviews and create/release press releases	Media contact list	Shared drive for department	Peoples backup
Internal Communications – Intranet, Email, LED Screens, text messages	Procedures and password document i.e. Communications Playbook	Shared drive for department	Peoples backup
External Communications – Website, Social Media, email marketing	Procedures and password document i.e. Communications Playbook	Shared drive for department	Peoples backup
Billing Enclosures (Regulatory Requirement)	N/A	N/A	N/A

Public Affairs Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will work from home or report to Pitt St. 2nd Floor DR Location 4 as designated
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Conduct media interviews and create/release press releases	Conduct interviews using cell phones or home phones; use Peoples or personal computers to create and send press releases	Unlimited	N/A
Internal Communications – Intranet, Email	Use Peoples or personal computers to log in and update as necessary	Unlimited	N/A
External Communications –Website, social media	Use Peoples or personal computers to log in and update as necessary	Unlimited	N/A
Billing Enclosures (Regulatory Requirement)	Work with outside vendors as necessary to create billing enclosures	Unlimited	N/A
Conversation/media monitoring	Use Peoples or personal computers to monitor internet or cloud based social media management system	Unlimited	N/A

Business Recovery – Construction

Carl Taylor – Business Recovery Lead

Ken Lyle – Alternate

Jesse Leezer – Alternate

Construction Critical Processes – Necessary Recovery Time and Dependencies
Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Construction and/or inspection of pipeline and other gas facility replacement projects	All District Locations	24-48 hours	General office equipment, laptop/computer, facility records, building/facility access, inventory/materials, SAP, GIS, network shared drives, supply chain, access to local shops for equipment/vehicles, access to warehouses for materials, material deliveries to shops
Coordinate street restoration and paving of construction projects	All District Locations	24-48 hours	General office equipment, laptop/computer, SAP, email
Material warehousing / inventory	All District Locations	24-48 hours	General office equipment, laptop/computer, inventory/materials, building/facility access, SAP, supply chain, access to warehouses, material inventory deliveries to shops

Business Process	Location(s)	Recovery Time	Dependencies
Process and complete local municipal, county, and state permits for construction projects	All District Locations	2-5 days	General office equipment, laptop/computer, facility records, SAP, GIS, network shared drives
Construction and/or Inspection of new pipelines, and services for new customer additions	All District Locations	2-5 days	General office equipment, laptop/computer, facility records, building/facility access, inventory/materials, SAP, GIS, network shared drives, supply chain, access to local shops for equipment/vehicles, access to warehouses for materials, material deliveries to shops
Update daily reports with footage installed.	All District Locations	>5 days	General office equipment, laptop/computer, SAP, GIS, network shared drives
Contractor invoice approvals and payment processing	All District Locations	>5 days	General office equipment, laptop/computer, SAP, GIS, network shared drives

Construction Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
172	N/A	172	See relocation matrix below

Construction employees report to various locations depending on current projects. In the case of a Business Continuity event, the Business Recovery Lead will redirect employees as necessary. To do so, the BRL will utilize the list of employees in the Site Specific Emergency Plan, and document the relocation of employees on page 8 of that plan.

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Relocation Matrix for Field Offices - To be used when a field office becomes unavailable. The Business Recovery Lead and/or immediate supervisor will contact employees with specific relocation instructions.

Normal Location	Relocation Site
Altoona	Johnstown
Butler	Gibsonia
Crooked Creek/Apollo	Kiski
Fairmont	Home Start
Gibsonia	Butler and Pitt Street*
Ginger Hill	Greensburg and Waynesburg*
Greensburg	Kiski
Grove City	Butler
Hopewell	Gibsonia
Indiana	Valley
Johnstown	Altoona and Greensburg*
Kiski	Greensburg
McKeesport	Pitt Street
Pikeville	Home Start
Pitt Street	McKeesport
Valley	Kiski
Waynesburg	Ginger Hill
Wilkinsburg B	Pitt Street

* - When possible, half of the employees should report to one relocation site, and half should report to the other.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Construction Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Construction and/or inspection of pipeline and other gas facility replacement projects	Pipeline and facility records, maps, drawings, work orders	Local districts or electronic	Electronic, some at records retention at Pitt Street, Peoples backup
Coordinate street restoration and paving of construction projects	Paving slips, construction records	Local districts	None
Material warehousing / inventory	Purchase Reqs, Material Transfers, Inventory Records	SAP, job pockets at local districts	SAP documents are stored in Peoples backup
Process and complete local municipal, county, and state permits for construction projects	Pipeline and facility records, maps, drawings, work orders	Local districts or electronic	Electronic, some at records retention at Pitt Street, Peoples backup
Construction and/or Inspection of new pipelines, and services for new customer additions	Pipeline and facility records, maps, drawings, work orders	Local districts or electronic	Electronic, some at records retention at Pitt Street, Peoples backup
Update daily reports with footage installed	As-builts, construction records, drawings	Local districts or electronic	Electronic, some at records retention at Pitt Street, Peoples backup
Contractor invoice approvals and payment processing	Invoices	SAP, hard copies at local districts	SAP documents are stored in Peoples backup

Construction Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will receive reporting location(s) from their supervisors.
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Construction and/or inspection of pipeline and other gas facility replacement projects	Records kept manually and then updated in SAP for as-builts, fixed assets, etc., after systems are restored	2 weeks	Daily construction reports, Pipe Inspection Reports
Coordinate street restoration and paving of construction projects	Processing of paving slips with restoration crews	2 weeks	Paving slips
Material warehousing / inventory	Manual record keeping for purchase requisitions, material transfers in/out of warehouses to vehicles, min/max limits	2 weeks	POs, Reqs., Material Transfers
Process and complete local municipal, county, and state permits for construction projects	Manual drawings/sketches for construction projects	4 weeks	N/A
Construction and/or Inspection of new pipelines, and services for new customer additions	Records kept manually and then updated in SAP for as-builts, fixed assets, etc., after systems are restored	2 weeks	Daily construction reports, Pipe Inspection Reports
Update daily reports with footage installed	Manual record keeping for purchase requisitions, material transfers in/out of warehouses to vehicles, min/max limits	2 weeks	POs, Reqs., Material Transfers
Contractor invoice approvals and payment processing	Invoices reconciliation and approval for payments	2 weeks	N/A

Business Recovery – Controller

Karen Worcester – Business Recovery Lead

Lisa Martin– Alternate

John Oravecz – Alternate

Controller Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Manage P Card and company credit card system	North Shore	2-24 hours	PC, telephone, Internet, desk, chair, SAP, email, Excel, JPMC Bank website access
Pay bills timely	North Shore	24-48 hours	PC, telephone, Internet, desk, chair, SAP, email
Make necessary expenditures	North Shore	24-48 hours	PC, telephone, Internet, telephone, desk, chair, SAP, ImageNow, document scanner, email
Pay taxes timely	North Shore	24-48 hours	PC, telephone, Internet, desk, chair, SAP, email, Excel, BW
Prepare annual audited financial statements for lenders	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, Word, email, hardcopy files
Prepare quarterly financial statements for debt covenant calculations	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, email
Prepare regulatory reports	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, email
Monthly closing process	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, email, hardcopy files

Controller Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
20	20	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

The alternate company work locations for the Controller group are: Butler and Hopewell
Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:
- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location
- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location
- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware)

Controller Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Karen Worcester	North Shore				Yes	N/A
John Oravecz	North Shore				Yes	N/A
Lisa Martin	North Shore				Yes	N/A
Tom Muoio	North Shore				Yes	N/A
Mark Stewart	North Shore				Yes	N/A
Marie Gilberg	North Shore				Yes	N/A
Laurie Cortes Del-Valle	North Shore				Yes	N/A
Ronnie Bryant	North Shore				Yes	N/A
Leigh Vezzetti	North Shore				Yes	N/A
Mark Killmeyer	North Shore				Yes	N/A
Mike Bodnar	North Shore				Yes	N/A
Tim Conway	North Shore				Yes	N/A
Deborah Pascarella	North Shore				Yes	N/A
Callie Freynik	North Shore				Yes	N/A
Jeff Cheplick	North Shore				Yes	N/A
Sherry Hodak	North Shore				Yes	N/A
Rhonda Bundridge	North Shore				Yes	N/A
Mike Dailey	North Shore				Yes	N/A
Justin Blanchon	North Shore				Yes	N/A
Frank Petrini	North Shore				Yes	N/A

Controller - Critical Documentation by Business Process – General Accounting

Business Process	Critical Documents	Document Location	Backup Location
Prepare annual audited financial statements for lenders	SAP-production reports and select detail reports from SAP modules (Plant, AP, etc) BW Reports, Excel and Word Fin Stmt files	Reports in SAP and BW Production server, Excel on Peoples server	SAP, BW and Peoples servers are backed up, select copies of Excel docs are at North Shore
Prepare quarterly financial statements for debt covenant calculations	SAP-production reports, BW Reports and Excel Fin Stmt files	Reports in SAP and BW Production server, Excel on Peoples server	SAP, BW and Peoples servers are backed up, select copies of Excel docs are at North Shore
Prepare regulatory reports	SAP-FERC module and production reports and select detail reports from all SAP modules (Plant, AP, etc) and Excel files	Reports in SAP and BW Production server, Excel on Peoples server	SAP, BW and Peoples servers are backed up, select copies of Excel docs are at North Shore
Monthly closing process	SAP-production reports and select detail reports, Excel and BW, Ensyte (Gastar)	Reports in SAP and BW Production server, Excel on Peoples server	SAP, BW, Peoples servers, BW and Gastar are backed up, select copies of Excel docs are at North Shore

Controller Manual Work Procedures By Business Process – General Accounting

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Location 1

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Prepare annual audited financial statements for lenders	Process suspended until systems are recovered–needs SAP complete processing to have relevant balances and information May need to pursue extension of filing requirement with lenders	Manual process not possible, but approx 2 months before harmful, depends on the timing around April 30 could be less time before harmful	Manual process not possible, but if SAP reports were available (event occurred after closing, before stmt dates) then Excel and word files noted in critical docs. However the auditors would be unable to complete their audit without SAP in total.
Prepare quarterly financial statements for debt covenant calculations	Process suspended until systems are recovered –needs SAP complete processing to have relevant balances and information May need to pursue extension of filing requirement	Manual process not possible, but approx 1 month before harmful	Manual process not possible, but if SAP reports were available (event occurred after closing, before stmt dates) then Excel and word files noted in critical docs.
Prepare regulatory reports	Process suspended until systems are recovered –needs SAP complete processing to have relevant balances and information May need to pursue extension of filing requirement with PUC	Manual process not possible, but approx 1 month before harmful	Manual process not possible, but if SAP reports were available (event occurred after closing, before stmt dates) then Excel files noted in critical docs.
Monthly closing process	Process suspended until systems are recovered –needs SAP complete processing to have relevant balances and information	Manual process not possible, but approx 1 month before harmful	N/A

Controller Critical Documentation by Business Process – Accounts Payable

Business Process	Critical Documents	Document Location	Backup Location
Manage P Card and company credit card system	SAP/Payment Net/Internet/Excel/WEX Fuelcard Site	Paperwork at North Shore/Banking registered on Supervisor's laptop/Information Supervisor's Email folder/HR module of SAP; Reports in SAP Production server, Excel on Peoples server	SAP and Peoples servers are backed up
Pay bills timely	Invoices/Disbursement Requests/Internet/ Excel/SAP/ImageNow	North Shore and Butler Main Office; Reports in SAP Production server, Excel on Peoples server	SAP and Peoples servers are backed up
Make necessary expenditures	Convenience Checks/Invoices/SAP/ Internet/PaymentNet	North Shore/JPMorgan for printing of checks/Butler Main Office; Reports in SAP Production server, Excel on Peoples server	SAP and Peoples servers are backed up
Monthly closing process	SAP/BW/Excel/ImageNow	North Shore	SAP, BW and Peoples servers are backed up

Controller Manual Work Procedures By Business Process – Accounts Payable

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Location 1
  If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Manage P Card and company credit card system	Phone calls to JPMorgan for issues – request new cards and more convenience checks as needed	2 weeks-Would not be able to upload and reconcile transaction or create closing reports	Phone # and passwords to phone JPMorgan and login to site
Pay bills timely	Convenience checks at District Office locations/Manual invoice approvals/Call JPMorgan to increase per limit and monthly transaction amounts on convenience checks; have Treasury make payments on bank website	1 week	Convenience Checks/ Invoices; File with Vendor contact and payment info
Make necessary expenditures	Convenience checks at District Office locations/Call critical vendors/ Call JPMorgan to increase per limit and monthly transaction amounts on convenience checks; have Treasury make payments on bank website	1 week	Convenience Checks/ Invoices; File with Vendor contact info
Prepare annual audited financial statements for lenders	Provide copies of invoices from ImageNow or paper copies if system unavailable	1 month	Invoice copies and payment runs
Monthly closing process	Process suspended until systems are recovered, accumulate manually processed items for input later	Manual process not possible, but approx 1 month before harmful	N/A

Controller Critical Documentation by Business Process – Fixed Assets

Business Process	Critical Documents	Document Location	Backup Location
Prepare annual audited financial statements for lenders	SAP-production reports and select detail reports, BW Reports, Excel – Fixed Assets worksheets	Reports in SAP and BW Production server, Excel on Peoples server	SAP and Peoples servers are backed up, select copies of Excel docs are at North Shore
Prepare regulatory reports	SAP-production reports and select detail reports, BW Reports, Excel – Fixed Assets worksheets	Reports in SAP and BW Production server, Excel on Peoples server	SAP and Peoples servers are backed up, select copies of Excel docs are at North Shore
Monthly closing process	SAP-production reports and select detail reports, BW Reports, Excel – Fixed Assets worksheets	Reports in SAP Production server, Excel on Peoples server	SAP and Peoples servers are backed up, select copies of Excel docs are at North Shore

Controller Manual Work Procedures By Business Process – Fixed Assets

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Location 1

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Prepare annual audited financial statements for lenders	Process suspended until systems are recovered–needs SAP complete processing to have relevant balances and information	Manual process not possible, but approx 2 months before harmful	N/A
Prepare regulatory reports	Process suspended until systems are recovered –needs SAP complete processing to have relevant balances and information May need to pursue extension of filing requirement with PUC	Manual process not possible, but approx 1 month before harmful	Manual process not possible, but if SAP reports were available (event occurred after closing, before stmt dates) then Excel files noted in critical docs.
Monthly closing process	Prepare WBS/Projects manually, enter when systems are restored; remaining processes suspend until systems are recovered	Manual process not possible, but approx 1 month before harmful	Spreadsheet or list to track new project numbers; remaining processes can't be done manually

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Business Recovery – Corrosion & Compression, Damage Prevention & Leak Survey

Karen Kuruc – Business Recovery Lead

Tim Love - Alternate

Tom Conner – Alternate

Corrosion, Compression, Damage Prevention & Leak Survey Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Process PA One Call notifications Damage Prevention	Entire Service Territory (PA, WV)	<2 hours	Trucks, computers, cell phones, truck modems, internet & network access, Utilisphere, SAP, GIS, GL Essentials, PA One Calls, Miss Utility
Leak Survey	Entire Service Territory (PA, WV)	24-48 hours	Trucks, computers, cell phones, truck modems, internet & network access, Ventyx, SAP, GIS, GL Essentials, Microsoft Office
Corrosion	Entire Service Territory (PA, WV)	24-48 hours	Trucks, computers, cell phones, truck modems, internet & network access, Ventyx, SAP, GIS, GL Essentials
Compression – Operation of compressor stations, open and close valves, and operate certain motors	Various locations	2-24 hours	General office equipment, laptop/computer company cell phone, SAP, SCADA

Corrosion,Compression, Damage Prevention & Leak Survey Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
Damage Prevention - 58	58	0	
Leak Survey - 42	42	0	If necessary, see matrix below
Corrosion - 48	48	0	
Compression - 32	32	0	

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the workday.
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Relocation Matrix for Field Offices - To be used when a field office becomes unavailable. The Business Recovery Lead and/or immediate supervisor will contact employees with specific relocation instructions.

Normal Location	Relocation Site
Altoona	Johnstown
Butler	Gibsonia
Crooked Creek/Apollo	Kiski
Fairmont	Home Start
Gibsonia	Butler and Pitt Street*
Ginger Hill	Greensburg and Waynesburg*
Greensburg	Kiski
Grove City	Butler
Hopewell	Gibsonia
Indiana	Valley
Johnstown	Altoona and Greensburg*
Kiski	Greensburg
McKeesport	Pitt Street
Pikeville	Home Start
Pitt Street	McKeesport
Valley	Kiski
Waynesburg	Ginger Hill
Wilkinsburg B	Pitt Street

* - When possible, half of the employees should report to one relocation site, and half should report to the other.

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Compression - Relocation Procedures After Loss of Primary Work Facility

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to home start their work day and receive their work assignments from their supervisors.

- All Compression field workers (union) will be home start if there is a Business Continuity event.
- The three Compression analysts and two Compression supervisors can also home start and work from any location using their laptops and wireless cards. The supervisors will provide the work assignments to the analysts as needed.

Corrosion, Compression, Damage Prevention & Leak Survey Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Damage Prevention						
Deb Ross	North Shore				Yes	Hopewell
Charles Brazier	McKeesport				Yes	Greensburg
Mike Yaros	Gibsonia				Yes	Hopewell
Tom Bock	Valley				Yes	Greensburg
Leak Survey						
Karen Kuruc	Greensburg				Yes	Pitt Street
Robert Bener	McKeesport				Yes	Greensburg
Jenn Freestone	Greensburg				Yes	Greensburg
Ramona Davis	North Shore				No	McKeesport
Nancy Speciale	Hopewell				Yes	Greensburg
Tom Bock	Kiski/Valley				Yes	Greensburg
Willie Drane	Ginger Hill				Yes	Greensburg
Chris Wagner	Greensburg				Yes	N/A
Corrosion						
Tom Conner	Greensburg				Yes	Pitt Street
TJ Petrosky	McKeesport				Yes	Greensburg
Justin Haupt	Greensburg				Yes	Johnstown
Paul Ketterer	Pitt Street				Yes	Greensburg
Gene Koebler	Gibsonia				Yes	Greensburg

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Compression						
Tim Love	Crooked Creek				Yes	N/A
James Gray	Crooked Creek				Yes	N/A
David Buchholz	Crooked Creek				Yes	N/A
David Adams	Crooked Creek				Yes	N/A
Alex Pavick	North Shore				Yes	N/A
Keith German	North Shore				Yes	N/A
Darren Coleman	Dice				Yes	N/A
Scott Douglas	Dice				Yes	N/A
Larry Eckman	Dice				Yes	N/A
Ricardo Edwards	Dice				Yes	N/A
Gerald King	Dice				Yes	N/A
Charlotte Kreider	Girty				Yes	N/A
Anthony Bruno	Girty				Yes	N/A
Anthony Cocco	Girty				Yes	N/A
Scott Coleman	Girty				Yes	N/A
Keith Hileman	Girty				Yes	N/A
Kimberly Howell	Girty				Yes	N/A
Matthew Moore	Girty				Yes	N/A
Robert Shimko	Girty				Yes	N/A
Patrick Strittmatter	Girty				Yes	N/A
Bradley Willard	Girty				Yes	N/A
Glenn Buzzard	Kinter				Yes	N/A
David George	Kinter				Yes	N/A
Anne Immekus	Kinter				Yes	N/A
Benjamin Cinpinski	Valley				Yes	N/A

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Christopher Crawford	Valley				Yes	N/A
Mark Graham	Valley				Yes	N/A
Todd Martino	Valley				Yes	N/A
Richard Steele	Valley				Yes	N/A
Benjamin Steffy	Valley				Yes	N/A
Kevin Steffy	Valley				Yes	N/A
Lucas Steffy	Valley				Yes	N/A

Corrosion, Compression, Damage Prevention & Leak Survey Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Process PA One Call notifications Damage Prevention	Paper Maps Service Orders Copy of PA one call	All shops	N/A
Leak Survey	Paper maps Paper leak cards Paper leak survey completion forms Paper routs survey books for SLLS	All shops	N/A
Corrosion	Paper maps, test station and bond books	All shops	N/A
Compression – Operation of compressor stations, open and close valves, and operate certain motors	Station Pegging Maps, Operation & Start/Stop Procedures, Phone Tree	Pegging Maps & Operation Manuals are located at the stations and in engineering office files at Pitt St.	Back-Up documents are on Supervisor Hard Drives and in files at Kiski & Crooked Creek (Apollo) locations

Corrosion, Compression, Damage Prevention & Leak Survey Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Process PA One Call notifications Damage Prevention	Fax PA one calls to each shop. Dispatch manually. Complete the locate in the field and manually call in the KARL response.	Unlimited	PA one calls Paper maps
Leak Survey	Supervisors will verify what routes are due. Leak Survey Techs. will survey from paper maps &/or route books and fill in paper completion sheets and leak cards. Supervisors will track completion of route books & maps manually.	Unlimited	Paper maps, Paper leak cards, Paper leak survey completion forms, Paper routs survey books for SLLS.
Corrosion	Read test stations and Bonds, manually enter into test station and Bond book	Unlimited	Test Station and Bond Books. Paper Maps
Compression – Operation of compressor stations, open and close valves, and operate certain motors	Gas Control calls local supervision to have personnel go to remote sites to operate compressor stations, open and close valves and operate certain motors. Communication via phone or personnel is critical if loss of IT. Needed to maintain system operation.	8 hours	Shift change reports

Business Recovery – Customer Operations

Johnetta Ryan – Business Recovery Lead

Deb Gardner – Alternate

Andy Wright – Alternate

Customer Operations Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Receive emergency calls and dispatch calls to field personnel	North Shore	<2 hours	Desks, chairs, desk telephones (network & analog), cell phones, pc's, mainframe & internet access, fax and printers, Ventyx, SAP, GL Essentials, Sharepoint, GIS/mapping systems, Dig Track, Veriforce, PA One Call, ARCOS (Back-up center location @ Wilkinsburg currently equipped with dependencies. This area will accommodate 8 workstations.)
Respond to gas related emergencies	Entire Service Territory (PA, WV, KY)	<2 hours	Trucks, computers, cell phones, truck modems, network access, meters, meter bars, Sensit, curb key, meter locks, red tags, door hangers, Ventyx, mapping system
Respond to non-emergency customers' service needs	Entire Service Territory (PA, WV, KY)	2-5 days	Trucks, computers, cell phones, truck modems, network access, meters, meter bars, Sensit, curb key, meter locks, red tags, door hangers, Ventyx, mapping system
Meter & Equipment Procurement, Admin & Testing – Procure new meters and related measurement equipment for new Residential, Commercial and Industrial Applications. Support AMR – ERT applications. Establish testing parameters for all meters	Kiski and Gibsonia	24-48 hours	Work Station (Desk, chair), Internet, Network access, SAP

Customer Operations Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
23 Operations Center Employees	0	23	Pitt St. Backup Gas Operations Center
3 Operations Center Supervisors	0	3	Pitt St. Backup Gas Operations Center
9 Field Customer Service Supervisors	0	12	Home Start
139 Field Customer Service Technicians	139	0	Home Start

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to report to their relocation site.

- In the case of the Gas Operations Center at North Shore being immediately evacuated, the Business Recovery Lead should contact Telecom to transfer calls to cell phones, so dispatch can be continued.
- If possible, one operator should stay behind during relocation to handle dispatch duties.
- Field Customer Service employees are all home start and will receive instructions from their immediate supervisors. The Business Recovery Lead and/or Gas Operations (Dispatch) will contact the affected Area Manager(s), who will contact Area Supervisors, who will contact the necessary Field Employees.
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Relocation Matrix for Field Offices - To be used when a field office becomes unavailable. The Business Recovery Lead and/or immediate supervisor will contact employees with specific relocation instructions.

Normal Location	Relocation Site
Altoona	Johnstown
Butler	Gibsonia
Crooked Creek/Apollo	Kiski
Fairmont	Home Start
Gibsonia	Butler and Pitt Street*
Ginger Hill	Greensburg and Waynesburg*
Greensburg	Kiski
Grove City	Butler
Hopewell	Gibsonia
Indiana	Valley
Johnstown	Altoona and Greensburg*
Kiski	Greensburg
McKeesport	Pitt Street
Pikeville	Home Start
Pitt Street	McKeesport
Valley	Kiski
Waynesburg	Ginger Hill
Wilkinsburg B	Pitt Street

* - When possible, half of the employees should report to one relocation site, and half should report to the other.

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Customer Operations Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Gas Operations						
Deb Gardner	North Shore				No	Pitt St.
Linsey Vargo	North Shore				No	Pitt St.
Johnetta Ryan	North Shore				No	Pitt St.
Mike Anitori	North Shore				No	Pitt St.
Ashley (Morris) Beluscak	North Shore				No	Pitt St.
Tammy Best	North Shore				No	Pitt St.
Karen Bihary	North Shore				No	Pitt St.
Ramona Burns-Robinson	North Shore				No	Pitt St.
Eric Coutch	North Shore				No	Pitt St.
John Crawford	North Shore				No	Pitt St.
Lynn Dolence	North Shore				No	Pitt St.

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Mileak Ford	North Shore				No	Pitt St.
Chelsie Hathaway	North Shore				No	Pitt St.
Jason Heider	North Shore				No	Pitt St.
Patrick Koring	North Shore				No	Pitt St.
Melina Mammarelli	North Shore				No	Pitt St.
Brad Martin	North Shore				No	Pitt St.
John Mullen	North Shore				No	Pitt St.
Nichole Murphy	North Shore				No	Pitt St.
Lindsay Nolan	North Shore				No	Pitt St.
Ray Petrie	North Shore				No	Pitt St.
Ramei Reed	North Shore				No	Pitt St.
James Sabulsky	North Shore				No	Pitt St.
Andrew Wright	North Shore				No	Pitt St.
Elizabeth Vandling	North Shore				No	Pitt St.

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Traci Kopchak	North Shore				Yes	Greensburg
Nick Matelan	Gibsonia				Yes	North Shore
Field Customer Service Supervisors						
Eric Williams	Home Start				Yes	N/A
Justin Watters	Home Start				Yes	N/A
Kim Jones	Home Start				Yes	N/A
Sean Koielec	Home Start				Yes	N/A
Lee Gniefkowski	Home Start				Yes	N/A
Deanna Palermo	Home Start				Yes	N/A
Craig Wyke	Home Start				Yes	N/A
Dan Bevins	Home Start				Yes	N/A
Charles Forsyth	Home Start				Yes	N/A
Jeff Stangroom	Home Start				Yes	N/A
Mark Smith	Home Start				Yes	N/A
Leo Hawkins	Home Start				Yes	N/A

Customer Operations Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Receive emergency calls and dispatch calls to field personnel	ARCOS	North Shore	ARCOS server
	Document each address dispatched to field	North Shore	None
	Account ledgers on local hard drive	Wilkinsburg	Wilkinsburg
Respond to gas related emergencies	Manual service orders	Each truck has supply	Additional supplies in each field office
Respond to non-emergency customers' service needs	Manual service order	Each truck has supply	Additional supplies in each field office
Meter & Equipment Procurement, Admin & Testing – Procure new meters and related measurement equipment for new Residential, Commercial and Industrial Applications. Support AMR – ERT applications. Establish testing parameters for all meters	N/A	Process is all electronic	Peoples backup

Customer Operations Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt Street Backup Gas Operations Center. Field Customer Service employees are all home start.

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Receive emergency calls and dispatch calls to field personnel	Document each call/address dispatched	4 days	Manual Log
Respond to gas related emergencies	Field customer service document specifics on manual customer service order	4 days	Manual order returned to Ops Center
Respond to non-emergency customers' service needs	Field customer service document specifics on manual customer service order	4 days	Manual order returned to Ops Center
Meter & Equipment Procurement, Admin & Testing – Procure new meters and related measurement equipment for new Residential, Commercial and Industrial Applications. Support AMR – ERT applications. Establish testing parameters for all meters	No manual work procedures. If IT systems are down employees could conduct meter and measurement physical inventories at applicable locations	N/A	N/A

Business Recovery – Customer Relations

Rita Black – Business Recovery Lead

Carmen Malloy – Alternate

Barbara Semich– Alternate

Customer Relations Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Manage access to Universal Service Programs	North Shore	<2 hours	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, SAP, CR&B, Image Now, MS Outlook & Office, shared drives on server
Ensure coordination with CARES accounts	North Shore	<2 hours	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, SAP, CR&B, Image Now, MS Outlook & Office
CARES Referrals Critical situations	North Shore and 24/7 Remote Coverage	<2 hours	Cell phones – can be a total remote process
CAP Call Group (administered by Dollar Energy Fund) – incoming customer calls	Dollar Energy Fund offices, Terminal Way, Pittsburgh	<2 hours	Terminal server dependent
Ensure regulatory compliance	North Shore	24-48 hours	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, UCIS, MS Outlook & Office, PA PUC External file transfer interface, shared drives on server
Respond to informal and formal customer complaints	North Shore	>5 days	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, CR&B, shared drives on server, MS Outlook & Office

Customer Relations Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
10	7	3	Pitt Street/Butler

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Customer Relations Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Rita Black	North Shore				Yes	N/A
Karen Clunas	North Shore				Yes	N/A
Carmen Malloy	North Shore				Yes	N/A
Bryan Colbert	North Shore				Yes	N/A
Barb Semich	North Shore				Yes	N/A
Deneen Pepper	North Shore				Yes	N/A
Dennis Wozniak (DEF)	Dollar Energy				N/A	N/A
Denice Claudon	North Shore				No	Pitt St
Kristen McGinty	North Shore				Yes	N/A
Kimberly Kozera (DEF)	Dollar Energy				N/A	N/A
Dawn Vashie	North Shore				No	Butler
Yvonne Zentz	North Shore				No	Butler

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Customer Relations Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Manage access to Universal Service Programs	Documents are primarily electronic and/or exist in billing system	Shared drives and SAP	Peoples backups
Ensure coordination with CARES accounts	CARES customer files (paper files containing confidential information such as PFA orders)	North Shore	N/A
CARES Referrals Critical situations	No documents required	N/A	N/A
CAP Calls (Managed by Dollar Energy Fund)	No documents required	N/A	N/A
Ensure regulatory compliance	Documents are primarily electronic and/or exist in billing system	Shared drives and SAP	Peoples backups
Respond to informal and formal customer complaints	Documents are primarily electronic although certain aspects of the files are in paper format.	Shared drives and file cabinets at North Shore	Copies of files can be obtained from PUC Executive Secretary's Office.

Customer Relations Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – Core Conference Room.
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Manage access to Universal Service Programs	Obtain customer information for enrollment & access to programs manually. Coordinate program access with third party administrators through phone calls and manual tracking.	N/A	N/A
Ensure coordination with CARES accounts	Utilize paper CARES files if access to North Shore is available. If not, handle CARES referrals when received through telephone.	In extreme cold or outage conditions, 24 hours is the maximum timeframe. For all other events, 5 days	N/A
CARES Referrals Critical situations	CARES referrals can be handled wholly by telephone with written documentation that can later be entered into paper records and the billing system.	Unlimited	N/A
CAP Call Group (Managed by Dollar Energy Fund)	Advise customers system is unavailable. Emergency calls should be transferred to Peoples.	1 Day	N/A

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Ensure regulatory compliance	Contact PA PUC BCS to begin manual process using Fax machine to receive new cases.	2 days	N/A
Respond to informal and formal customer complaints	This process is generally not automated. If certain systems are down, the following work-around will be made: If electronic files (BCS Data Exchange) or emails cannot be received, contact PUC/PSC to request mailed/faxed copy of new complaints (location determined based on availability of Peoples building). If Customer-Information-Systems are unavailable, extensions will need to be requested from PUC/PSC to handle complaints after systems are available. Filing of answers/etc. can occur via mail or the PUC/PSC online/fax systems. Hearings are telephonic or in person – if telephones are unavailable, a request for extension will be made.	For Customer Information System issues, 15 days. For other issues, unlimited.	N/A

Business Recovery – Customer Service

Heather Doyle-Conley – Business Recovery Lead

Lisa Reilly – Alternate

Michelle Parks – Alternate

Customer Service Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Call Center - Work Order (W/O) requests for Emergencies (odor of gas, co, no gas, etc)	North Shore Butler	<2 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, Email, SAP/IC Web, Image Now, Letters Program, CHDW-SAP
Call Center - Service Requests [Turn Ons, Turn Offs & Transfers (Inside Meters)]	North Shore Butler	<2 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, Email, SAP/IC Web, Image Now, Letters Program, CHDW-SAP
Credit - Active Disconnect Non-Pay (DNP's)	North Shore	<2 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP
Credit - Reconnect after non-pay conditions have been met (regulatory guidelines with regard to timing to reconnect)	North Shore	<2 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP
Credit - Access to Medical Fax Inbox and Lease & ID Outlook folder. Both have time sensitive due dates.	North Shore	<2 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP

Function	Location	Time	Resources
Credit - Time Sensitive Disputes (Company & Regulatory both have time sensitive Due Dates)	North Shore	<2 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP, UCIS
Billing - Implausibles Necessary information to bill customer accounts	North Shore	2-24 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP
Credit - Payment Clarifications Corrections to payments to allow payment to post to the correct account	North Shore	48 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP, PNC files
Call Center - Routine W/O requests (need to read your meter, which for an inside meter becomes a regulatory requirement)	North Shore Butler	48 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, Email, SAP/IC Web, Image Now, Letters Program, CHDW-SAP
Billing - BPEMs (Business Process Exception Management) Information sent to Billing to fix customer accounts	North Shore	48 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP
Credit - BPEMs (Business Process Exception Management) Information sent to Credit to fix customer accounts	North Shore	48 hours	Computer, phone, desk, chair, server/mainframe, Internet, OpenScape, SAP I/C Web, SAP, Email, Image Now, Letters Program, CHDW-SAP

Customer Service Relocation Procedures After Loss of Primary Work Facility

Function	Number of Employees	Normal Work Site
Billing	27	North Shore
Credit	13	North Shore
North Shore Call Center	92	North Shore
Butler Call Center	10	205 N. Main St., Butler

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a particular location is not usable because of physical damage, inaccessibility or IT systems are not working, the BRL should utilize the existing Customer Service Emergency Contact document to contact all Customer Service supervisory employees, who will in turn contact their direct reports. Then, using the information below, they will direct employees to their alternate reporting locations.

If North Shore is unavailable

- Call Center Reps, Billing and Credit employees will work in three shifts
- On the 7 a.m. – 3 p.m. shift:
  - 33 Call Center Reps will report to the Pitt St. backup call center
  - 12 Call Center Reps will report to the Butler call center (6 available seats)
  - 8 Billing and 5 Credit employees will report to the Pitt St. backup call center
- On the 3 p.m. – 11 p.m. shift:
  - 31 Call Center Reps will report to the Pitt St. backup call center
  - 12 Call Center Reps will report to the Butler call center (17 available seats)
  - 10 Billing and Credit employees will report to the Pitt St. backup call center
- On the 11 p.m. – 7 a.m. shift:
  - 9 Billing and Credit employees will report to the Pitt St. backup call center

All Customer Service Management and Support Staff are to report to the Pitt St. backup call center to receive work assignments.

If Butler is unavailable

- All Customer Service employees will report to North Shore

All Customer Service Management and Support Staff from the Butler location are to report to 323 North Shore.

If IT systems are down at North Shore, Pitt St. and Butler locations, all Customer Service employees will report to their normal work location and utilize the manual processes.

Procedure for Transferring Incoming Calls to Peoples Backup Call Center

- CSC Supervisor to call Ops Center at x3273 to let them know CSC needs to evacuate. CSC will begin to log off after making contact with Ops Center. Ops Center will log on with their 7xxx number so they can receive emergency calls.
- CSC Supervisor goes to an agent phone, press the **Logon Agent** button and dial **7777**. This activates evacuation mode and emergency calls will route to Ops Center.
- All agents are to press the Logon Agent button on the phone to log out. Then evacuate.
- CSC Supervisor to verify switch by testing 1-800-400-4271 to ensure the emergency calls are going to Ops Center. CSC Sups may place additional test calls while safely evacuating the building.
- CSC Supervisor must also verify the evacuation recording is activated on the IVR by calling 1-800-764-0111. *Any calls that were already in queue (excluding Emergency calls will receive an evacuation message within 3 minutes and disconnect).*

Procedures for Working from Remote Company Call Centers (Pitt St. or Butler)

- The employee should report to their assigned office location.
- Once an employee arrives at the alternate company work location, he/she should check in with the on-site CSC supervisor.
- CSC employees should follow normal beginning-of-workday procedures for *logging into OpenScape* and being ready to accept incoming customer calls
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedure for Returning to Normal Work Location

- Customer Service employees will be directed to return to their normal work locations. Once there, they will log back on and prepare to take calls as usual (dependent on time of day).
- CSC Supervisor will deactivate the evacuation mode on the IVR by going to the phone (*the same exact phone*) that was logged on to **7777** and press the **Logon Agent** button to log off.
- Calls should now process normally. CSC Supervisor must place a test call to 1-800-400-4271 and to 1-800-764-0111 and verify operation back to normal call flow activity.
- CSC Supervisor will call Ops Center x3273 to inform them of normal call center operation, and the Ops Center can log off 7xxx number and log back into their regular ID.
- CSC Supervisors are to monitor the call center to verify everything is functioning normal.

Customer Service Employee Phone Tree

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                    ┌─────────────────────────────┐
                    │      Customer Service       │
                    │   Business Recovery Lead     │
                    └─────────────────────────────┘

                    ┌─────────────────────────────┐
                    │    Heather Doyle-Conley      │
                    │      Senior Director         │
                    │      Customer Service        │
                    └─────────────────────────────┘
```

Michelle Parks	Lisa Reilly	Scott Schaffer
Manager Call Center	Director Continuous Improvement	Manager Billing, Metering & Credit

FRONT OFFICE SUPERVISORS		BACK OFFICE SUPERVISORS
Jackie Alioto		Arlee Ando
Andrea Barron		Karrie Good
Kelly Coyne		Karen Vakulick
Terri Grover		
Lois Kimbrough		
Shani Love		
Diane Sidwell-Jones (Back-up)		

ALL CSC SUPERVISORS CONTACT THEIR TEAMS PER THE EMERGENCY CONTACT LIST

Customer Service Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
For All Call Center, Credit and Billing Functions	Existing Customer Service Quick Reference Guide (QRG)	Customer Service Shared Drive	Peoples backup; supervisor flash drives and paper copy kept at Pitt St. Backup Call Center

Customer Service Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning at both North Shore and Pitt St. Data captured on the Collection of Work for Business Recovery document (click link below for document), with the exception of the interaction records, will be manually entered once IT systems are functional.

Click link for: Collection of Work for Business Recovery Document

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Call Center - Work Order (W/O) requests for Emergencies (odor of gas, co, no gas, etc)	Utilize Collection of Work for Business Recovery Document to capture call data, then the agent will phone in the work order directly to Gas Operations	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Call Center - Service Requests [Turn Ons, Turn Offs & Transfers (Inside Meters)	Utilize Collection of Work for Business Recovery Document to capture call data. The Customer Service BRL will then gather relevant data and send to Gas Operations for completion the next business day.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Credit - Active Disconnect Non-Pay (DNP's)	Utilize Collection of Work for Business Recovery Document to capture call data. Process then suspended until IT systems are restored.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Credit - Reconnect after non-pay conditions have been met (regulatory guidelines with regard to timing to reconnect)	Utilize Collection of Work for Business Recovery Document to capture call data. If it is a same-day reconnect, the agent will phone in the work order directly to Gas Operations. If not, the Customer Service BRL will gather relevant data and send to Gas Operations for completion the next business day.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Credit - Access to Medical Fax Inbox and Lease & ID Outlook folder. Both have time sensitive due dates.	Utilize Collection of Work for Business Recovery Document to capture call data. As these are received via an emailed fax, the BRL will reroute to a regular fax machine, and an agent will phone in the work order to Gas Operations	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Credit - Time Sensitive Disputes (Company & Regulatory both have time sensitive Due Dates)	Utilize Collection of Work for Business Recovery Document to capture call data. The BRL will have the Rates and Regulatory BRL contact the PUC to reroute faxes to manual fax machine. Process then suspended until IT systems are restored.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Billing - Implausibles Necessary information to bill customer accounts	Utilize Collection of Work for Business Recovery Document to capture call data. Process then suspended until IT systems are restored.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Credit - Payment Clarifications Corrections to payments to allow payment to post to the correct account	Utilize Collection of Work for Business Recovery Document to capture call data. Process then suspended until IT systems are restored.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Call Center - Routine W/O requests (need to read your meter, which for an inside meter becomes a regulatory requirement)	Utilize Collection of Work for Business Recovery Document to capture call data. Utilize Collection of Work for Business Recovery Document to capture call data. If it is a same-day request, the agent will phone in the work order directly to Gas Operations. If not, the Customer Service BRL will then gather relevant data and send to Gas Operations for completion the next business day.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Billing - BPEMs (Business Process Exception Management) Information sent to Billing to fix customer accounts Need to be able to mass estimate accounts.	Utilize Collection of Work for Business Recovery Document to capture call data. Process then suspended until IT systems are restored.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center
Credit - BPEMs (Business Process Exception Management) Information sent to Credit to fix customer accounts	Utilize Collection of Work for Business Recovery Document to capture call data. Process then suspended until IT systems are restored.	2 days	Collection of Work for Business Recovery Document (stored on Shared drive, supervisor flash drive and paper copies kept at Pitt. St. Backup Call Center

Business Recovery – Engineering

Bret Hoover – Business Recovery Lead

Mike Denny – Alternate

Engineering Critical Processes - Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Design Engineering – Design, estimate costs and provide project management for pipeline, measurement and regulating facilities for Transmission, Distribution and gathering systems	All District Locations	2-24 hours	Work Station (Desk, chair), Internet, Network access, SAP, ESRI, Network Shared Drives
Production Services & UFG Support – Produce interconnects, verify accurate measurement. Minimize UFG by targeted leak repair, abandonment of obsolete facilities, the addition of segmentation meters and establishing accurate field measurement	All District Locations	24-48 hours	Work Station (Desk, chair), Internet, Network access, SCADA

Engineering Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
12	12	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor.
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the network.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the workday.
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s).

Engineering Employee Phone Tree

* Dependent on the event, and at the BRL's discretion, employees may report to either home or the relocation site. If working from home, and the need to print or scan larger documents occurs, employees should print at the closest shop. If this need arises during a pandemic event, employees should utilize the resources at the nearest shop during off times only.

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home *	Relocation Site *
Bret Hoover	North Shore		412-559-9648		Yes	N/A
Brandon Bufalini	North Shore		412-737-1610		Yes	Pitt St
Ashley Head	North Shore		412-260-8928		Yes	Gibsonia
Lauren Tedrick	North Shore		412-780-0584		Yes	Gibsonia
Maggie Drda	Grove City		724-301-4403		Yes	Gibsonia
Chris Kostan	North Shore		412-328-7042		Yes	Gibsonia
Steve Schroeder	North Shore		724-212-6672		Yes	Pitt Street
Michael Denny	Butler		724-822-4754		Yes	N/A
Doug DuScheid	North Shore		412-728-6117		Yes	N/A
Todd Coen	North Shore		412-639-4693		Yes	N/A
Jim Giardina	North Shore		724-681-1212		Yes	N/A
Jim Barnett	Gibsonia		412-290-2421		Yes	N/A
Ken Cole	Greensburg		724-640-0177		Yes	N/A
Joe Zaradzki	Greensburg		724-640-0183		Yes	N/A
Phil Daugherty	Johnston		412-396-9600		Yes	N/A
Katie Curry	Johnston		412-241-3755		Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Engineering Critical Documentation By Business Process

Business Process	Critical Documents	Document Location	Backup Location
Design Engineering – Design, estimate costs and provide project management for pipeline, measurement and regulating facilities for Transmission, Distribution and gathering systems	N/A	Process is all electronic	Peoples backup
Production Services & UFG Support – Produce interconnects, verify accurate measurement. Minimize UFG by targeted leak repair, abandonment of obsolete facilities, the addition of segmentation meters and establishing accurate field measurement	N/A	Process is all electronic	Peoples backup
Engineer and design gas facility projects for replacement pipelines and stations for service reliability and safety	Pipeline and facility records, maps, drawings, work orders	Local districts or electronic	Electronic, some at records retention at Pitt Street, Peoples backup
Engineer and design gas facility projects for new pipelines and services for new customer connects	Pipeline and facility records, maps, drawings, work orders	Local districts or electronic	Electronic, some at records retention at Pitt Street, Peoples backup

Engineering Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to shop listed on the phone tree. For those with no assignments, they will report to Pitt St. 2nd Floor - DR Location 8 & 9
- *If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location*

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Design Engineering – Design, estimate costs and provide project management for pipeline, measurement and regulating facilities for Transmission, Distribution and gathering systems	Process will be suspended until IT systems are restored	N/A	N/A
Production Services & UFG Support – Produce interconnects, verify accurate measurement. Minimize UFG by targeted leak repair, abandonment of obsolete facilities, the addition of segmentation meters and establishing accurate field measurement	No manual work procedures. Employee(s) could report to field to conduct investigations	N/A	N/A
Engineer and design gas facility projects for replacement pipelines and stations for service reliability and safety	Manual drawings/sketches for construction projects	2 weeks	N/A
Engineer and design gas facility projects for new pipelines and services for new customer connects	Manual drawings/sketches for construction projects	2 weeks	N/A

Business Recovery – Facilities

Mark Pietrone – Business Recovery Lead

William Schade – Alternate

Facilities Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Maintain premise security	All company locations	< 2hours	Access control is administered internally and as a back-up externally by our contractor. Locations with access control and cameras are backed up by generators or emergency batteries. Security will continue as programmed until either emergency solution is depleted. Changes to the system cannot be made without network connectivity.
Maintain premise operations/mechanicals and HVAC	All company locations	1-2 days	Electricity or Gas Supply to keep equipment running; service/repairs are dependent on multiple contractors.
Managing incoming and outgoing mail	All company locations	1-2 days	Process is managed by a Contractor; during an event the Contractor would be contacted and an alternative plan would be developed.

Facilities Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
5	4	1	McKeesport

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee will need to use the Remote Access procedures (BC-21) if using a non-PNG computer. If using a company laptop, the employee will need to follow the normal Remote Access procedures (BC-22)
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Facilities Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Mark Pietrone	North Shore				Yes	N/A
William Schade	North Shore				Yes	N/A
Linda Gitzen	North Shore				Yes	N/A
Linda Cottage	North Shore				Yes	N/A
David Ackerman	Wilkinsburg				No	McKeesport

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Facilities Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Maintain premise security	None	N/A	N/A
Maintain premise operations/mechanicals and HVAC	None	N/A	N/A
Managing incoming and outgoing mail	None	N/A	N/A

Facilities Manual Work Procedures by Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt Street 2nd Floor – DR Location 6

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Maintain premise security	Facility supervisor at each location will handle manual entrance to the building	None	N/A
Maintain premise operations/mechanicals and HVAC	None	None	N/A
Managing incoming and outgoing mail	Process is handled by RICOH (contractor). RICOH would be contacted in case of an event.	None	N/A

Business Recovery – Gas Control and Reliability

Ron Ferrere – Business Recovery Lead

Alex Anderson - Alternate

Matt Walsh– Alternate

Business Continuity Plan

Gas Control & Reliability Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Gas Control – Monitor gas pressure, volume, control regulation and valving and monitor alarms	North Shore	<2 hours	General office equipment, laptop/computer, company cell phone, Internet access, network access, SCADA, SAP
GIS and Mapping Activities – Maintain GIS/Mapping systems (ESRI) Add new facilities to GIS referencing field as-builts. Update graphics and attribute data based on field compliance and maintenance activities	North Shore, Butler and Indiana	2-24 hours	Work Station (Desk, chair), Internet, Network access, SAP, ArcGis Desktop, ESRI Servers, FIMS (Essentials)
Planning/Modeling – Evaluate new market loads for system feasibility. Provide pipe sizing recommendations for main replacement projects.	North Shore and Pitt Street	2-24 hours	Work Station (Desk, chair), Internet, Network access, SAP, SCADA, SynerGEE, RSIS-FIMS (Essentials)
Demarcation – Support and implement physical links from communication/SCADA to actual field equipment	Pitt Street	2-24 hours	General office equipment, laptop/computer, company cell phone, vehicle, air card, SAP, SCADA

Peoples Natural Gas Business Continuity Plan
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Peoples Confidential

Gas Control - Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
12	0	12	Pitt Street

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to report to the Pitt Street backup Gas Control Center.

- One Gas Control operator will need to immediately report to the Pitt Street back up control center to log in to SCADA and bring the system up.
- IT and Telecom will need to be notified of relocation for assistance with transfer of SCADA and phones
- While relocation is occurring, a Gas Control operator will need to monitor the SCADA system remotely (using laptop) and report any issues to the Gas Control Business Recovery Lead. The BRL can then utilize field workers to alleviate any issues.
- Both the SOP manual and Gas Control Room Management Ledger can be accessed electronically from Pitt Street. There is also a paper copy of the Ledger at Pitt St.
- If SCADA is unavailable, the Gas Control BRL should utilize field workers to monitor pressures, gate valves and monitor regulation at key areas.

Demarcation - Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
5	5	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to report to home start their work day.

- All Demarcation employees have company laptops and air cards and can work from any location.
- The Demarcation employees will receive their work assignments from Scott Orkis.

GIS & Pipeline Assessment - Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
14	14	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor.
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the network.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the workday.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s).
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Gas Control & Reliability Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Gas Control						
Andrew Hill	North Shore				No	Pitt Street
Ron Ferrere	North Shore				No	Pitt Street
James Heidenreich	North Shore				No	Pitt Street
Alvin Hurt	North Shore				No	Pitt Street
George Pawluk	North Shore				No	Pitt Street
Steve Schambura	North Shore				No	Pitt Street
Carl Sutermaster	North Shore				No	Pitt Street
Kevin Haas	North Shore				No	Pitt Street
Matthew Walsh	North Shore				No	Pitt Street
Aaron Loritts	North Shore				No	Pitt Street
Shaun Cmar	North Shore				No	Pitt Street
Ronald Smith	North Shore				No	Pitt Street
Demarcation						
Terry Stone	Greensburg				Yes	N/A
Brian Henry	Butler				Yes	N/A
Mark Coles	Pitt Street				Yes	N/A
Tyler Kerr	Pitt Street				Yes	N/A
Terrance Sheppard	Pitt Street				Yes	N/A

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
GIS/Pipeline Assessment						
Wendy Casperson	North Shore				Yes	N/A
Mike Terpin	North Shore				Yes	N/A
Lisa Kusic	North Shore				Yes	N/A
Alex Anderson	North Shore				Yes	N/A
Dan Thomas	North Shore				Yes	N/A
Kali Stevenson	North Shore				Yes	N/A
Scott Ewart	North Shore				Yes	N/A
Joseph Slick	North Shore				Yes	N/A
John Carr	North Shore				Yes	N/A
Harrison Forbes	North Shore				Yes	N/A
Dan Kinney	North Shore				Yes	N/A
Adam Blough	North Shore				Yes	N/A
Greg Huth	North Shore				Yes	NA
Kyle Ritenour	North Shore				Yes	NA

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Gas Control & Reliability Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Gas Control – Monitor gas pressure, volume, control regulation and valving, and monitor alarms	SOP manual and Gas Control Room Management Ledger	G: Drive and paper copies at Pitt St.	Peoples backup Pitt Street
GIS and Mapping Activities –Maintain GIS/Mapping systems (ESRI) Add new facilities to GIS referencing field as-builts. Update graphics and attribute data based on field compliance and maintenance activities	Paper flow maps	Various shops	Peoples backup Pitt Street
Planning/Modeling – Evaluate new market loads for system feasibility. Provide pipe sizing recommendations for main replacement projects.	Paper flow maps	Various shops	Peoples backup Pitt Street
Demarcation – Support and implement physical links from communication/SCADA to actual field equipment	Databases for Eagle Units	G:Drive &Employees Computer	Peoples backup

Gas Control & Reliability Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location. Gas Control may report to the Pitt Street DR Center if IT systems are available there.
- If IT systems are down and primary work location is unavailable, Gas Control employees will report to Pitt St. DR Center. All others will report to Pitt Street 2nd Floor DR Locations 8 & 9
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Gas Control – Monitor gas pressure, volume, control regulation and valving, and monitor alarms	If loss of communications after 1 hour, Gas Control calls local supervision to have personnel go to remote sites to call in pressures until communication is restored.	8 hours	Shift change report
GIS and Mapping Activities –Maintain GIS/Mapping systems (ESRI) Add new facilities to GIS referencing field as-builts. Update graphics and attribute data based on field compliance and maintenance activities	Process will be suspended until IT systems are restored	N/A	N/A
Planning/Modeling – Evaluate new market loads for system feasibility. Provide pipe sizing recommendations for main replacement projects.	Process will be suspended until IT systems are restored	N/A	N/A
Demarcation – Support and implement physical links from communication/SCADA to actual field equipment	Once sites are identified, proceed to site to determine extent of problem and assess ability to correct.	8 hours	N/A

Business Recovery – Gas Operations

Randy Ciotola – Business Recovery Lead

Ralph Comito – Alternate

Paul Mears– Alternate

Gas Operations Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Respond to all gas related emergencies, compliance, and maintenance work	Altoona	< 2 hours	Salaried employees will require cell phone, PC connections, and office space. Field employees require cell phone and PC. Mapping, Ventyx, SAP access, all additional supervisor PC accesses, vehicles, excavating equipment, Inventory material.
	Butler		
	Fairmont		
	Gibsonia		
	Ginger Hill		
	Greensburg		
	Grove City		
	Hopewell		
	Indiana		
	Johnstown		
	Kiski		
	McKeesport		
	Pikeville		
	Pitt Street		
	Valley		
	Waynesburg		
	Wilkinsburg B		

Gas Operations Relocation Procedures After Loss of Primary Work Facility

Relocation Matrix for Field Offices - To be used when a field office becomes unavailable. The Business Recovery Lead and/or immediate supervisor will contact employees with specific relocation instructions.

Normal Location	Relocation Site
Altoona	Johnstown
Butler	Gibsonia
Fairmont	Home Start
Gibsonia	Butler and Pitt Street*
Ginger Hill	Greensburg and Waynesburg*
Greensburg	Kiski
Grove City	Butler
Hopewell	Gibsonia
Indiana	Valley
Johnstown	Altoona and Greensburg*
Kiski	Greensburg
McKeesport	Pitt Street
Pikeville	Home Start
Pitt Street	McKeesport
Valley	Kiski
Waynesburg	Ginger Hill
Wilkinsburg B	Pitt Street

* - When possible, half of the employees should report to one relocation site, and half should report to the other.

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Gas Operations Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Respond to all gas related emergencies	Service orders, line pockets, route books, as-built construction drawings, material inventory sheets, restoration forms, international fuel gas codes	Electronic and Various shops	Peoples Backup
Respond to all gas related compliance work	Leak cards, critical valve book, relief and regulator valve calculations, odorization documentation, gas detection instrument calibration records	Electronic and Various shops	Peoples Backup
Respond to all gas related maintenance work	Service orders, line pockets, route books, as-built construction drawings, material inventory sheets, restoration forms, international fuel gas codes	Electronic and Various shops	Peoples Backup

Gas Operations Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Respond to all gas related emergencies	Document specifics of emergency on paper service orders; document gas leaks on paper report forms; document materials on inventory sheets. All information entered in systems after IT restoration.	1 week	Paper service orders, paper gas leak forms, inventory sheets
Respond to all gas related compliance work	Document information manually in valve books, regulator inspection cards and leak cards. All information entered in systems after IT restoration.	1 week	Valve books, regulator inspection cards, leak cards
Respond to all gas related maintenance work	Document specifics of emergency on manual service orders; document gas leaks on manual report forms; document materials on inventory sheets. All information entered in systems after IT restoration.	I week	Paper service orders, paper gas leak forms, inventory sheets

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Business Recovery – Gas Supply

Steven Kolich – Business Recovery Lead

Mina Speicher – Alternate

Joe Schurer– Alternate

Gas Supply Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Manage system supply (buy, sell, move and schedule gas)	North Shore	<2 hours	Telephone, Desk, chairs, PC, internet (most critical), server & mainframe access (not an immediate need if key files are accessible on hard drive). No specific physical location required, ICE Instant Messaging, MS Outlook and Office
Coordination of gas scheduling with gas control	North Shore	<2 hours	Telephone, Desk, chairs, PC, internet (most critical), server & mainframe access (not an immediate need if key files are accessible on hard drive). No specific physical location required, ICE Instant Messaging, MS Outlook and Office
Manage transportation pooling	North Shore	2-24 hours	PC, internet, server, telephone, desk, chair & mainframe access. No specific physical location required, SAP, Gastar, MS Office
Coordination of customer supply with business development team	North Shore	2-24 hours	PC, internet, server, telephone, desk, chair & mainframe access. No specific physical location required, Gastar, MS Outlook and Office
Manage pool supply deliveries	North Shore	2-24 hours	PC, internet, server, telephone, desk, chair & mainframe access. No specific physical location required, Gastar, MS Outlook
Measurement & Processing of local supply / producer services	North Shore,	>5 days	Telephone, Desk, chairs, PC, internet, server & mainframe access. No specific physical location required, MS Outlook and Office, Gastar, GMAS

Gas Supply Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
12	12	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

The alternate company work locations for the Controller group are: Hopewell, Greensburg and Pitt St. (see Employee Phone List for details)

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks
- This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the workday.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Gas Supply Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Office	Work from Home	Relocation Site
Don Melzer	North Shore		412-398-5604		Yes	N/A
Curt Kiebler	North Shore		412-527-1647		Yes	N/A
Joe Schurer	North Shore			412-208-6591	Yes	N/A
Leslie Tafel	North Shore		412-526-4264		Yes	N/A
Ted Haas	North Shore			412-473-3670	Yes	N/A
Gabe Albert	North Shore		412-732-1335		Yes	N/A
Jasa Galo	North Shore		724-448-7030		Yes	N/A
Steven Kolich	North Shore		412-770-6181		Yes	N/A
Mina Speicher	North Shore		412-354-8556		Yes	N/A
Karen Zerambo	North Shore				Yes	N/A
Stephen Kelly	North Shore			412-208-6823	Yes	N/A
Anna Novack	North Shore				Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Gas Supply Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Manage system supply (buy, sell, move and schedule gas)	All Planning documents and spreadsheets	\\PITTFS01\data\Common\PngGasSupply	Files are backed-up at PNG data centers
Coordination of gas scheduling with gas control	All Scheduling documents and spreadsheets	\\PITTFS01\data\Common\PngGasSupply	Files are backed-up at PNG data centers
Manage transportation pooling	Pool Target Models Pool Invoices	\\PITTFS01\data\Common\Mkting\MktShare\~ Sales & Transportation	Files are backed-up at PNG data centers
Coordination of customer supply with sales team	Curtailment Plan & Key Contact List	PNG System Server	Files are backed-up at PNG data centers
Manage pool supply deliveries	Pool Target Models Key Contact List	PNG System Server	Files are backed-up at PNG data centers
Measurement & Processing of local supply / producer services	All Measurement and Producer Services documents and spreadsheets	G:\PRODUCER SERVICES G:\Delivery - PA Gathering	Files are backed-up at PNG data centers

Gas Supply Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – Core Conference Room
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***
- ***Employees should back up the Gas Supply Spreadsheet to their hard drives periodically***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Manage system supply (buy, sell, move and schedule gas)	Utilize critical backed up files stored on home-based data stick along with home phone, cell phones and remote internet access.	2 weeks	All Planning documents and spreadsheets
Coordination of gas scheduling with gas control	Utilize critical backed up files stored on home-based data stick along with home phone, cell phones and remote internet access.	2 weeks	All Scheduling documents and spreadsheets
Manage transportation pooling	Determining the requirements of each Pool and verify that scheduled supplies meet those requirements.	2 weeks	Pool Target Models Pool Invoices
Coordination of customer supply with business development team	Coordinate with Sales Group, Large End-users and Suppliers if Gas Supply issues an Operational Flow Order or Alert.	2 weeks	Key Contact List & Curtailment Plan
Manage pool supply deliveries	Contacting NGSs to determine the amount and delivery points of supply they are nominating to Peoples and confirming with the upstream pipelines.	2 weeks	Pool Target Models Key Contact List
Measurement & Processing of local supply / producer services	Utilize critical backed up files stored on home-based data stick along with home phone, cell phones and remote internet access.	2 weeks	All Measurement and Producer Services documents and spreadsheets

Business Recovery – Human Resources

Michelle Zappa – Business Recovery Lead

Anne Kauffman – Alternate

Diane Liska – Alternate

Human Resources Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Facilitate Payroll	Bryn Mawr	2-24 hours	PC, Internet, ADP, SAP
Facilitate Random Drug Testing Requirements	North Shore	2-24 hours	PC, Internet, Telephone, SAP
Manage Temporary Workforce	North Shore	2-24 hours	PC, Internet, Telephone
Manage Employee Relations Issues	All locations	2-24 hours	PC, Internet, Telephone
Manage Employee Benefits	Bryn Mawr	24-48 hours	PC, Internet, SAP
Manage Employee Worker's Comp Benefits w/ Risk Management	North Shore, Bryn Mawr	24-48 hours	PC, Internet, Telephone, SAP
Manage Recruitment	North Shore, Bryn Mawr	2-5 days	PC, Internet, Telephone
Manage Skill Soft	North Shore, Bryn Mawr	2-5 days	PC, Internet

Human Resources Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
11	11	0	Pitt St., Hopewell, McKeesport, Gingerhill, Gibsonia, Greensburg or Home

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).
Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks
- This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Human Resources Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Anne Kauffman	North Shore		724-674-1581		Yes	Home, McKeesport
Lauren Hornicak	North Shore		724-831-7914		Yes	Home or Pitt St.
Diane Liska	North Shore		412-310-5490		Yes	Home or Greensburg
Allee Vogler	North Shore		440- 221-8142		Yes	Home, Gibsonia
Sarah Collins	North Shore		724- 650-5437		Yes	Home or Hopewell
Shari Mailman	North Shore		412-576-5366		Yes	Home or Gingerhill
John Rudzki	North Shore		412-496-4849		Yes	Home or Gibsonia
Stacey Hamilton	North Shore		412-587-1124		Yes	Home or Etna
Arlyn Owens	North Shore		412-865-7536		Yes	Home or Etna
Michelle Zappa	North Shore		412-334-6735		Yes	Home or Pitt St.
James McCallion	North Shore		814-881-7630		Yes	Home or Greensburg
Amy Leonard	North Shore		412-400-5230		Yes	Home or Gibsonia

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Human Resources Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Facilitate Payroll	Personnel records, benefit records, time records	ADP/SAP/ North Shore/Bryn Mawr/Workday	Bryn Mawr
Facilitate Random Drug Testing Requirements	Personnel records	Workday/North Shore	Peoples Backup/Files at North Shore
Manage Temporary Workforce	Temp agency contact info/access to Workday	Workday/North Shore	N/A
Manage Employee Relations Issues	Personnel records	Bryn Mawr/North Shore/Workday	Files at North Shore & Bryn Mawr
Manage Employee Benefits	Personnel records, benefit records	Workday/North Shore	Peoples Backup/Files at North Shore & Bryn Mawr
Manage Employee Worker's Comp Benefits	Personnel records	Workday/North Shore	Files at North Shore & Bryn Mawr
Manage Recruitment	Candidate records	Workday	Files at North Shore & Bryn Mawr
Manage Skill Soft	Training records, Performance Evaluations	Skill Soft/North Shore/Bryn Mawr	Files at North Shore & Bryn Mawr

Human Resources Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Location 7 and Office 2079
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Facilitate Payroll	Process basic 80/hr payroll at ADP location	2 weeks	PC, Internet, access to ADP system
Facilitate Random Drug Testing Requirements	Work directly with vendor and provide paper forms	30 days	Info on employees in safety sensitive positions
Manage Temporary Workforce	Using temporary staffing agency(s) to process requests and complete background checks on temporary workers	N/A	N/A
Manage Employee Relations Issues	Solving issues without past documents	N/A	N/A
Manage Employee Benefits	Work directly with vendors and provide paper benefit forms	30 days	Vendor contact info; benefit forms
Manage Employee Worker's Comp Benefits	Work directly with vendors and provide paper claim documents	30 days	Vendor contact info; claim documents
Manage Recruitment	Use web-based applicant tracking system or 3rd party agencies to assist with staffing	N/A	Resumes from candidates
Manage Skill Soft	Provide paper forms	30 days	List of employees who attended training/new hires

Business Recovery – Information Technology

Kevin Turkovich – Business Recovery Lead

Laura Montue– Alternate

Joe Brado – Alternate

Information Technology Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
IT Application Support – diagnose and resolve problems with production applications; provide assistance to end users as requested	North Shore	<2 hours	Desk, PC, remote VPN access, IT infrastructure, network, and applications are operational
SAP Basis Administration – install, configure, monitor and support SAP infrastructure and data	North Shore	<2 hours	Desk, PC, VPN access
SCADA System Administration– install, configure, monitor, and support IT infrastructure for SCADA applications and data	North Shore	<2 hours	Desk, PC, SCADA administrative workstation
IT Infrastructure Administration – install, configure, monitor, and support IT infrastructure for business applications and data	North Shore	<2 hours	Desk, PC, VPN access
IT PC support Department-Install, configure and support all Desktops, Laptops, Virtual machines, Software deployment, software maintenance and Security patching	North Shore Pitt Street	<2 hours	Desk, PC, VPN access
IT Help Desk Department – support end user by entering IT trouble tickets, Service request, AD requests and change control	North Shore	<2 hours	Desk, PC, ACD phones at Backup Center
IT Application Administration – administer user accounts for Ventyx and other selected non-SAP applications	North Shore	2-24 hours	Desk, PC, VPN access, IT infrastructure, network, and applications are operational
IT Security Administration – administer IT application and data security	North Shore	2-24 hours	Desk, PC, VPN access
IT Voice Department- Install, Configure, monitor and Support all Voice communications, Call Center, Cell Phones, Pagers, all Leased telephone lines, faxes, Telephone lines and MPLS circuits	North Shore	2-24 hours	Desk, PC, VPN access

Business Process	Location(s)	Recovery Time	Dependencies
IT Data Network Department- Install, Configure, monitors and supports all Data network, Firewalls, intrusion detection, VPN, Private VPN to vendors, Scada Network and Data monitoring systems	North Shore	2-24 hours	Desk, PC, VPN access
IT Transport Department- Install, Configure, monitor and supports all Microwave, Fiber optics, Scada field communications (Raven, MAS and Private leased lines), Towers and Private VHF radio system	Pitt Street	2-24 hours	Desk, PC, VPN access
IT Application Maintenance – design, program, and test changes to application software	North Shore	>5 days	Desk, PC, VPN access, IT infrastructure, network, and applications are operational
IT Application Project Support – plan, manage and execute mid to large-scale application development, enhancement, and upgrade projects	North Shore	>5 days	Desk, PC, VPN access, IT infrastructure, network, and applications are operational
Cyber Security Administration – install, configure, monitor, and support Cyber Security infrastructure and data	North Shore	2-24 hours	Desk, PC, VPN access

Information Technology Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
61	29	32	See Employee Phone Tree

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).
Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks
  This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Information Technology Employee/Contractor Phone Tree

* - This phone tree does not include all contactors. Business Recovery Lead will contact contractors as needed.

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
IT Infrastructure						
Michael Boyko	North Shore	N/A	412-445-5807	mboyko22@gmail.com	No	Pitt St.
Neil Paris	North Shore	N/A	412-313-7780	neil@neilparis.com	No	Pitt St.
Bader Abdulmajeed	North Shore	N/A	512-949-7770	bader.abdulmajeed@hotmail.com	No	Pitt St.
Matt Meehan	North Shore	N/A	973-879-5809	mjmeehan22@gmail.com ·	No	Pitt St.
Michael Cammarata	North Shore	N/A	412-977-3449	mlcammarata@comcast.net	No	Pitt St.
Kevin Turkovich	North Shore	N/A	412-398-6558	kmturk1@hotmail.com	No	Pitt St.
IT Security						
Jared Jennings	North Shore	386-956-0004	412-738-4468	peoples@jjennings.fastmail.fm	No	Pitt St.
Seth Abraham	North Shore	724-880-4961	412-508-6095	SethxAbe@gmail.com	Yes	N/A
Markus Gayle-Sundin	North Shore	N/A	412-915-9300	MGayleSundin@gmail.com	Yes	N/A
Mary Fine	North Shore	412-384-4129	412-310-2117	mlfhsc@gmail.com	Yes	N/A
Roger Beardmore	North Shore	N/A	941-387-5681	Beardmore1001@gmail.com	Yes	N/A
Laura Duffy	North Shore	412-283-4183	412-977-5809	mertzduff@gmail.com	Yes	N/A
IT Applications						
Sean Shapiro	North Shore	N/A	412-266-4955	sshapiro112@gmail.com	Yes	N/A
Dave DeWitt	North Shore	N/A	412-260-0490	dave_dewitt70@yahoo.com	Yes	N/A
Manpreet Duggal	North Shore	N/A	412-841-0893	manpreetduggal@gmail.com	Yes	N/A
Vinay Kulkarni	North Shore		859-536-1508	tejas_kulkarni@yahoo.com	Yes	N/A
Patrick Vaina	North Shore		878-999-5388		Yes	N/A

Melissa Davis	North Shore		412-935-4735	melissardavis13@gmail.com	Yes	N/A
Kanika Kewalramani	North Shore		551-214-9584	kanika.kw30@gmail.com	Yes	N/A
Jyahna Tucker	North Shore		412-606-9140	jyahnatucker@gmail.com	Yes	N/A
Sridhar Evuri	North Shore			sridhar.sapbw@gmail.com	Yes	N/A
Alyssa Stumpf	North Shore		724-766-9039		Yes	N/A
Johnnie Cook	North Shore		504-616-3536	johnniecook@yahoo.com	Yes	N/A
Raju Kalakuntla	North Shore		972-834-1003	raju.k.sap48@gmail.com	Yes	N/A
Rajendra Patidar	North Shore		909-545-0440	rajendrapatidar35@gmail.com	Yes	N/A
Shankar Murugan	North Shore		678-620-7944	shankar.tm@gmail.com	Yes	N/A
Chris Benninghoff	North Shore	412-486-3909	412-719-3069	bennincm@verizon.net	Yes	N/A
Glenn Durham	North Shore	412-793-0490	412-583-2119	durham5@verizon.net	Yes	N/A
Joe Brado	North Shore	N/A	724-448-9201	jdbrado@gmail.com	No	Pitt St.
IT Service Desk						
Bob Kleinedler	North Shore	412-367-1413	412-216-5961	Rsk623@netscape.net	No	Gibsonia or Pitt St.
Paul Pachuta	North Shore	412-262-1734	412-334-5517	Paul_m_pachuta@yahoo.com	No	Gibsonia or Pitt St.
Mickey Blystone	North Shore	412-881-5390	412-779-1624	MBBlystone@comcast.net	No	375 North Shore
LarRie Bell	North Shore	N/A	412-735-4362	Hillblessu2@verizon.net	No	Pitt St.
Dan Schuman	North Shore	N/A	412-925-7516	d.schuman79@gmail.com	No	Pitt St.
Lisa Veselicky	North Shore	412-242-3694	412-228-9579	Lisa.veselicky@verizon.net	No	Gibsonia

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Information Technology Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
IT Application Support – diagnose and resolve problems with production applications; provide assistance to end users as requested	Reference documents for various applications	SharePoint and network file shares	SharePoint and file shares are replicated and backed up at both data centers
SAP Basis Administration – install, configure, monitor and support SAP infrastructure and data	All SAP Basis configuration and procedure documents	\\png.loc\FS\Groups	This file share is replicated and backed up to both data centers
SCADA System Administration– install, configure, monitor, and support IT infrastructure for SCADA applications and data	All SCADA system configuration and procedure documents	\\Intranet.png.loc server at North Shore	Pitt Street (requires system restore)
IT Infrastructure Administration – install, configure, monitor, and support IT infrastructure for business applications and data	All Infrastructure configuration and procedure documents, system admin passwords	\\png.loc\FS\Groups

Password Manager system at North Shore | This file share is replicated and backed up to both data centers

Pitt Street (requires system restore) |
| **IT PC support Department**-Install, configure and support all Desktops, Laptops, Virtual machines, Software deployment, software maintenance and Security patching | All PC documents and software needed | \\Pittfs01\Data\common\IT\ITShare | This file share is replicated and backed up to both data centers Pitt Street (requires system restore) |

Business Process	Critical Documents	Document Location	Backup Location
IT Help Desk Department – support end user by entering IT trouble tickets, Service request, AD requests and change control	FootPrints	Software application	Requires System Restore
Maintain premise security	None	None	Securadyne systems
Manage incoming and outgoing mail to ensure timely access to affected departments	None	None	Ricoh would relocate to a PNG location
IT Application Administration – administer user accounts for Ventyx and other selected non-SAP applications	None	N/A	N/A
IT Security Administration – administer IT application and data security	All Security Administration procedure documents	\\png.loc\FS\Groups \\pittfs01\data\common\IT\ITshare	This file share is replicated and backed up to both data centers Pitt Street (requires system restore)
IT Voice Department- Install, Configure, monitor and Support all Voice communications, Call Center, Cell Phones, Pagers, all Leased telephone lines, faxes, Telephone lines and MPLS circuits		G:\Pittst\TechSrv\DR\DR MANUAL\DR PLANS (Data, Voice, Infrastructure)\Voice Network DR Plan for Peoples Gas_rev3.doc	This file share is replicated and backed up to both data centers Pitt Street (requires system restore)

Business Process	Critical Documents	Document Location	Backup Location
IT Data Network Department- Install, Configure, monitors and supports all Data network, Firewalls, intrusion detection, VPN, Private VPN to vendors, Scada Network and Data monitoring systems		[G:\Pittst\TechSrv\DR\ DR MANUAL\DR PLANS (Data, Voice, Infrastructure)\Data Network DR Plan for Peoples Gas_rev1.doc](#)	This file share is replicated and backed up to both data centers Pitt Street (requires system restore)
IT Transport Department- Install, Configure, monitor and supports all Microwave, Fiber optics, Scada field communications (Raven, MAS and Private leased lines), Towers and Private VHF radio system		[G:\Pittst\TechSrv\DR\ DR MANUAL\DR PLANS (Data, Voice, Infrastructure)\Infrastr ucture DR Plan for Peoples Gas_rev3.doc](#)	This file share is replicated and backed up to both data centers Pitt Street (requires system restore)
IT Application Maintenance – design, program, and test changes to application software	Reference documents for various applications	SharePoint and network file shares	SharePoint and file shares are replicated and backed up at both data centers
IT Application Project Support – plan, manage and execute mid to large-scale application development, enhancement, and upgrade projects	Reference documents for various applications	SharePoint and network file shares	SharePoint and file shares are replicated and backed up at both data centers
Cyber Security Administration – install, configure, monitor, and support Cyber Security infrastructure and data	All Cyber Security configuration and procedure documents, CSIRP	[\\png.loc\FS\Groups](#)	This file share is replicated and backed up to both data centers

Information Technology Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Locations 2 & 5 and Help Desk Area
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
IT Application Support – diagnose and resolve problems with production applications; provide assistance to end users as requested	Due to the nature of Information Technology, there are no manual processes available.		
SAP Basis Administration – install, configure, monitor and support SAP infrastructure and data			
SCADA System Administration– install, configure, monitor, and support IT infrastructure for SCADA applications and data			
IT Infrastructure Administration – install, configure, monitor, and support IT infrastructure for business applications and data			
IT PC support Department-Install, configure and support all Desktops, Laptops, Virtual machines, Software deployment, software maintenance and Security patching			
IT Help Desk Department – support end user by entering IT trouble tickets, Service request, AD requests and change control			
IT Application Administration – administer user accounts for Ventyx and other selected non-SAP applications			

IT Security Administration – administer IT application and data security			
Business Process	**Manual Work Procedure**	**Maximum Manual Time**	**Documents Needed**
IT Voice Department- Install, Configure, monitor and Support all Voice communications, Call Center, Cell Phones, Pagers, all Leased telephone lines, faxes, Telephone lines and MPLS circuits	Due to the nature of Information Technology, there are no manual processes available.		
IT Data Network Department- Install, Configure, monitors and supports all Data network, Firewalls, intrusion detection, VPN, Private VPN to vendors, Scada Network and Data monitoring systems			
IT Transport Department- Install, Configure, monitor and supports all Microwave, Fiber optics, Scada field communications (Raven, MAS and Private leased lines), Towers and Private VHF radio system			
IT Application Maintenance – design, program, and test changes to application software			
IT Application Project Support – plan, manage and execute mid to large-scale application development, enhancement, and upgrade projects			
Cyber Security Administration – install, configure, monitor, and support Cyber Security infrastructure and data			

Business Recovery – Land

Ron Dillon – Business Recovery Lead

Minnie Zhukas – Alternate

Janice Saltzman – Alternate

Land Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Securing ROWs and leases for Ops	North Shore	2-5 days	Telephone, PC, internet, fleet, mapping systems, checkbooks
Resolving encroachments	North Shore	2-5 days	Telephone, PC, internet, fleet, mapping systems
Assistance to Tax Dept	North Shore	2-5 days	Telephone, PC, internet, Tobin and mapping systems
Lease payments	North Shore	2-5 days	Telephone, desk, chair, PC, internet, Tobin land system

Land Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
5	5	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).
Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Land Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Ron Dillon	North Shore				Yes	N/A
Nan Lasser	North Shore				Yes	N/A
Janice Saltzman	North Shore				Yes	N/A
Jill Groves	North Shore				Yes	N/A
Melinda Zhukas	North Shore				Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Land Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Securing ROWs and leases for Ops	Land files	North Shore	County courthouses & WALDO
Resolving encroachments	Land files	North Shore	None – only originals reside at North Shore. Originals needed for legal work
Assistance to Tax Dept	Tobin records	Online	Backup online on People's system
Lease payments	Tobin	Online	Backup online on People's system

Land Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt Street 2nd Floor – DR Location 6
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Securing ROWs and leases for Ops	Forms and typewriter can be used. Backups of needed forms located at Pitt Street	2 weeks	Forms
Resolving encroachments	Encroachments resolved by working at courthouses	3 months	N/A
Assistance to Tax Dept	Suspend until needed systems are restored	2 months	N/A
Lease payments	Lease payments will be tracked, recorded and made-up once systems are restored	3 months	N/A

Business Recovery – Legal

Jenn Petrisek– Business Recovery Lead

Meagan Moore - Alternate

Stephen Perrott – Alternate

Legal Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Manage Active Bankruptcy and Collections Litigation	North Shore	24-48 hours	Desks, Chairs, Telephones, PCs, server & mainframe access, Internet access, SAP, Customer Information System, MS Outlook & Office, External Internet for filings, shared drives on server, Sharepointe.
Develop and file necessary PUC filings	North Shore	2-5 days	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, MS Outlook & Office, External Internet for PUC E-Filing, shared drives on server, ADOBE Pro
Respond to formal customer complaints	North Shore	>5 days	Desks, Chairs, Telephones, PCs, server & mainframe access, Internet access, SAP, CR&B, Image Now, CHDW, MS Outlook & Office, External Internet for filings, shared drives on server, Sharepointe.
Manage Active Civil Litigation and Claims Matters	North Shore	>5 days	Desks, Chairs, Telephones, PCs, server & mainframe access, Internet access, SAP, CR&B, Image Now, CHDW, MS Outlook & Office, External Internet for filings, shared drives on server, Sharepointe.

Legal Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
6	6	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).
Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).

Legal Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Mike Turzai	North Shore		724-815-1349		Yes	N/A
Jennifer Petrisek	North Shore		724-766-0186		Yes	N/A
Andrew Weisner	North Shore		724-816-2147		Yes	N/A
Meagan Moore	North Shore	814-490-4153	412-690-5912		Yes	N/A
Stephen Perrott	North Shore		724-944-8814			
Doreen Lynch	North Shore					

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Legal Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Manage Active Bankruptcy and Collections Litigation	Documents are primarily electronic and/or exist in customer information and billing system.	Shared drives and SAP and e-mail	IT system backups
Develop and file necessary PUC filings	Documents are primarily electronic although certain aspects of the files are in paper format.	Shared drives and SAP and e-mail	IT system backups
Respond to formal customer complaints	Documents are primarily electronic although certain aspects of the files are in paper format.	Shared drives and e-mail	Copies of files can be obtained from PUC Executive Secretary's Office.
Manage Active Civil Litigation and Claims Matters	Documents are primarily electronic although certain aspects of the files are in paper format.	Shared drives and e-mail	Copies of certain files can be obtained from judicial offices/online systems.

Legal Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt Street 2nd Floor – DR Location 4
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Manage Active Bankruptcy and Collections Litigation	This process is not internally automated. If certain systems are down, the following work-around will be made: If CR&B is unavailable, extensions will be requested to make fact specific court filings or to attend hearings. If internet is unavailable, bankruptcy filings can either be made by outside counsel, the Company can seek leave from the court to make paper filings, or seek extension to filing deadlines.	For C&RB issues, 15 days. For other issues, unlimited.	N/A
Respond to formal customer complaints	This process is generally not automated. If certain systems are down, the following work-around will be made: If email is not functioning, contact PUC/PSC to request mailed/faxed copy of new complaints (location determined based on availability of Peoples building). If Customer-Information-Systems are unavailable, extensions will need to be requested from PUC/PSC to handle complaints after systems are available. Filing of answers/etc. can occur via mail or the PUC/PSC online/fax systems. Hearings are telephonic or in person – if telephones are unavailable, a request for extension will be made.	For Customer Information System issues, 15 days. For other issues, unlimited.	N/A

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Develop and file necessary PUC filings	This process is generally not automated. If certain systems are down, the following work-around will be made: If email is not functioning, contact PUC/PSC or outside counsel to request copy of case files (location determined based on availability of Peoples building). If Customer-Information-Systems are unavailable, extensions will need to be requested from PUC/PSC to handle matters after systems are available. Filings can occur via mail or the PUC/PSC online/fax systems or through outside counsel. Hearings are telephonic or in person – if telephones are unavailable, a request for extension will be made.	For C&RB issues, 15 days. For other issues, unlimited.	N/A
Manage Active Civil Litigation and Claims Matters	This process is generally not automated. If certain systems are down, the following work-around will be made: If email is not functioning, contact outside counsel to request mailed/faxed copy of case files (location determined based on availability of Peoples building). If Customer-Information-Systems are unavailable, extensions will need to be requested from the Court to handle matters after systems are available. Filings can occur via mail or through outside counsel.	For C&RB issues, 15 days. For other issues, unlimited.	N/A

Business Recovery – Rates and Regulatory

Carol Scanlon – Business Recovery Lead

Andrew Wachter – Alternate

TBD– Alternate

Rates and Regulatory Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Maintain Governmental and Regulatory relationship	North Shore	2-24 hours	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, MS Outlook & Office, External Internet, shared drives on server
Update rates in company systems	North Shore	2-24 hours	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, CR&B, shared drives on server, MS Outlook & Office
Develop and file rate cases and annual PUC filings	North Shore	2-5 days	Desks, chairs, telephones, PCs, server & mainframe access, Internet access, SAP, Image Now, MS Outlook & Office, Lotus Notes, External Internet for PUC E-Filing, shared drives on server, ADOBE Pro
Maintain business relationship with key accounts and producers	North Shore	>5 days	Desks, chairs, telephones, PCs, server & mainfraime access, Internet access, shared drives on server, MS Outlook & Office

Rates and Regulatory Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
7	5	2	Pitt Street/Butler

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware

Rates and Regulatory Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
William Roland	North Shore				Yes	N/A
Dawn Folks	North Shore				Yes	N/A
Carol Scanlon	North Shore				Yes	N/A
Anthony Caldro	North Shore				No	Pitt St
Jason Dalton	North Shore				Yes	N/A
Christie Novak	North Shore				No	Pitt St
Robert Waruszewski	North Shore				Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree.   Also, make sure that their current cell phone number is listed in the online directory.

Rates and Regulatory Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Maintain Governmental and Regulatory relationship	No documents required	N/A	N/A
Update rates in company systems	Documents are primarily electronic	Shared drives	Peoples backups
Develop and file rate cases and annual PUC filings	Documents are a mixture of electronic documents, SAP reports and hard copy resources	Hard copy resources are located at North Shore Electronic documents on shared drives	Electronic documents on Peoples backups
Maintain business relationship with key accounts and producers	Documents are primarily electronic although certain aspects of the files are in paper format.	Shared drives and file cabinets at North Shore	Electronic documents on Peoples backups

<u>Note on Filings During a Pandemic Event:</u>

When working from home or an alternate location during a pandemic event, filings should be filed electronically when possible. In the case where a state requires a paper filing, use a local UPS store or equivalent for notary services

Rates and Regulatory Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – Core Conference Room

- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Maintain Governmental and Regulatory relationship	Contacts can be handled via telephone.	Unlimited	N/A
Update rates in company systems	Delay until event is over	N/A	N/A
Develop and file rate cases and annual PUC filings	Delay until event is over	N/A	N/A
Maintain business relationship with key accounts and producers	Delay until event is over	N/A	N/A

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Ensure regulatory compliance	Contact PA PUC BCS to begin manual process using Fax machine to receive new cases.	2 days	N/A
Respond to informal and formal customer complaints	This process is generally not automated. If certain systems are down, the following work-around will be made: If electronic files (BCS Data Exchange) or emails cannot be received, contact PUC/PSC to request mailed/faxed copy of new complaints (location determined based on availability of Peoples building). If Customer-Information-Systems are unavailable, extensions will need to be requested from PUC/PSC to handle complaints after systems are available. Filing of answers/etc. can occur via mail or the PUC/PSC online/fax systems. Hearings are telephonic or in person – if telephones are unavailable, a request for extension will be made.	For Customer Information System issues, 15 days. For other issues, unlimited.	N/A
Maintain business relationship with key accounts and producers	Contacts can be handled via phone.	Unlimited	N/A

Business Recovery – Safety, Training & Pipeline Regulatory Compliance

Chad Ravotti – Business Recovery Lead

Bob Thomas - Alternate

Jared Long – Alternate

Paul Pantages- Alternate

Safety, Training & Pipeline Regulatory Compliance Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Maintain Technical Training	McKeesport Training Center	2-14 hours	Computers, cell phones, internet, network access, SAP, GIS, LMS (SkillSoft and Advanced Compliance). TEDs, EGC training site
Maintain Employee Safety	North Shore	24-48 hours	Computers, cell phones, internet, network access
Maintain Pipeline Safety and Regulatory Compliance	Johnstown, North Shore	24-48 hours	Computer, cell phones, internet and network access.

Safety, Training & Pipeline Regulatory Compliance Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
12	12	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23) the BRL should document the relocation of employees, noting:
- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location
- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location
- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Safety, Training & Pipeline Regulatory Compliance Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Safety						
Chad Ravotti – Safety Manager	North Shore				Yes	Kiski, Valley or Gibsonia
Jared Long	North Shore				Yes	Kiski, Johnstown, Valley or Indiana
Paul Pantages	North Shore				Yes	Pitt Street, Hopewell, or McKeesport
Training						
Kevin Campbell – Training Manager	McKeesport TC				Yes	Pitt St or McKeesport
Chad Dochinez	McKeesport TC				Yes	Pitt St or McKeesport
Charles Mingo	McKeesport TC				Yes	Pitt St or McKeesport
Jeff Repasky	McKeesport TC				Yes	Ginger Hill
Kerri Scheaffer	McKeesport				Yes	Training Center
Tracy Sprowls	McKeesport TC				Yes	Pitt St or McKeesport
Pipeline Regulatory Compliance						
Bob Thomas – Compliance Manager	Johnstown				Yes	Greensburg or Altoona
Wayne Dadig	North Shore				Yes	McKeesport, Ginger Hill or Mon City
Dan Kuehn	North Shore				Yes	Gibsonia, Butler or Pitt Street

Safety, Training & Pipeline Regulatory Compliance Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Maintain Technical Training	Operator Qualification records	Shared drive & hard copies on site at McKeesport TC, electronic documents in Teds-SkillSoft/ Advanced Compliance	All O.Q. documents are backed up on the shared hard drive, Peoples backups and in cloud-based servers
Maintain Employee Safety	Incident and OSHA-required documentation and policies, Job Site Safety Observations	Shared drive, Zeraware and Safety Sharepoint	Peoples backup
Maintain Pipeline Safety and Regulatory Compliance	Federal and State pipeline safety codes, Peoples SOP Book (hard copy)	North Shore and Online	North Shore and office and Peoples backup

Safety, Training & Pipeline Regulatory Compliance Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Location 10
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Maintain Technical Training	Keep hard copies of I.E tests & rosters	Unlimited	Operator Qualifications documents
Maintain Employee Safety	Manually document safety related and OSHA required records	Unlimited	OSHA forms and Federal Codes
Maintain Pipeline Safety and Regulatory Compliance	Verbal reporting to PUC representatives. Manually document correspondence, submit electronic reports after IT systems are restored. If IT systems are down during PUC inspections, documentation would be submitted to the PUC once IT systems are restored	Unlimited	Hard copies of Federal and State Gas Codes

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree.   Also, make sure that their current cell phone number is listed in the online directory.

Business Recovery – Sales and Marketing

Sean Coughlan – Business Recovery Lead

Luke Ravenstahl – Alternate

Vivian Sabatini– Alternate

Sales and Marketing Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Respond to HomeWorks and PPP enrollment, billing, claims calls	North Shore	<2 hours	Desk, chair, phone, PC, server and mainframe access, copier/fax machine, Internet access, PEGC Readi, HomeWorks Database, HomeWorks Inside Sales SharePoint, Off System Access Database, Labelizer, ITMS
Coordination with large customers	North Shore	<2 hours	Cell phones, laptops, VPN, email
Respond to requests for natural gas service from residential and commercial land/property developers	Pitt St., Gibsonia, Butler	2-24 hours	Desk, chair, phone, PC, mainframe access, internet access, SAP
Respond to requests from industrial gas customers for additional gas service, technology advice, billing issues, etc.	Pitt St., Gibsonia, Hopewell	2-24 hours	Desk, chair, phone, PC, mainframe access, internet access, SAP
Meet off-site with prospects, customers, architects, engineers, developers, consultants, etc.	Various locations	2-24 hours	Vehicle, PC, internet access, phone, SAP
Preparation of contracts, pooling agreements, pricing models, and contract amendments	Greensburg	2-24 hours	Desk, chair, phone, PC, mainframe access, SAP

Sales and Marketing Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
14	14	0	

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- PPP and Homeworks calls will be taken from home or other location using software provided by IT.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Sales and Marketing Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Luke Ravenstahl	North Shore		412-980-3335		Yes	N/A
Outside Sales						
Roselle Hamlett	North Shore		412-576-6719		Yes	N/A
Ronald Bondo	North Shore		412-328-6802		Yes	N/A
Sean Coughlan	North Shore		412-713-6717		Yes	N/A
Jason Greenblatt	North Shore		724-610-7517		Yes	N/A
Inside Sales						
Hayley Gray	North Shore		941-545-5503		Yes	N/A
Holly Kozak	North Shore		724-630-4539		Yes	N/A
Martina Walker	North Shore		724-554-2175		Yes	N/A
Paul Cameron	North Shore		412-508-8342		Yes	N/A
Tina Graham	North Shore		412-463-2434		Yes	
Vivian Sabatini	North Shore		412-580-4223		Yes	N/A
Sales Specialists						
Matthew Szalankiewicz	North Shore		412-699-7857		Yes	N/A
Brandon Datz	North Shore		412-415-9556		Yes	N/A.
Seth Eddy	North Shore		304-276-8642			
Vacancy	North Shore				Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Sales and Marketing Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Respond to HomeWorks and PPP enrollment, billing, claims calls	N/A	N/A	N/A
Coordination with large customers	Gas Applications; Transportation Agreements; Line Extension Agreements	SAP, EZ-Serve, Sales Mapping, GMAS, Word, Excel.	Hard Copies. Peoples Backup
Respond to requests for natural gas service from residential and commercial land/property developers	Gas Applications; Line Extension Agreements	Computer (SAP for apps) Word	Hard Copies with reps; Peoples Backup
Respond to requests from industrial gas customers for additional gas service, technology advice, billing issues, etc.	Gas apps; invoices.	SAP, EZ-Serve, Sales Mapping, GMAS, Word, Excel.	Hard copies. Peoples Backup
Meet off-site with prospects, customers, architects, engineers, developers, consultants, etc.	Rate Sheets; Sample Contracts.	Hard copy with reps	N/A
Preparation of contracts and contract amendments	Transportation agreements	SAP, EZ-Serve, Sales Mapping, GMAS, Word, Excel.	Hard copies

Sales and Marketing Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt Street 2nd Floor – DR Location 3

- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Respond to Homeworks and PPP enrollment, billing, claims calls	Log information from customers and return calls once IT systems are recovered; claims calls will be logged and entered into system once IT systems are recovered	1 day	N/A
Coordination with large customers	Process suspended until IT systems are recovered	3-5 days	N/A
Respond to requests for natural gas service from residential and commercial land/property developers	Process suspended until IT systems are recovered	3-5 days	N/A
Respond to requests from industrial gas customers for additional gas service, technology advice, billing issues, etc.	Process suspended until IT systems are recovered	3-5 days	N/A
Meet off-site with prospects, customers, architects, engineers, developers, consultants, etc.	Face to face sales/marketing call with customer/business partner	Indefinite	N/A
Preparation of contracts, pooling agreements, pricing models, and contract amendments	Process suspended until IT systems are recovered	3-5 days	N/A

Business Recovery – Supply Chain/Fleet

Andy Rockwell – Business Recovery Lead

Ryan Milko – Alternate

Katie Saulsbery – Alternate

Supply Chain/Fleet Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time.

Business Process	Location(s)	Recovery Time	Dependencies
Purchase services and supplies	North Shore and Pitt St.	2-5 days	PC, servers, mainframe access, Internet access, SAP, GXS
Maintain fleet management	Pitt St. (external vendors used from across the service territory)	2-5 days	PC, servers, mainframe access, Internet access, SAP

Supply Chain/Fleet Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
7	7	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s).
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Supply Chain/Fleet Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Ryan Milko	Pitt St.				Yes	N/A
Katie Saulsbery	North Shore				Yes	N/A
Andy Rockwell	North Shore				Yes	N/A
Stephen Kovach	North Shore				Yes	N/A
Cindy Anderson	North Shore				Yes	N/A
Katie Saulsbery	North Shore				Yes	N/A
Eric Cavill	Pitt St.				Yes	N/A
Bonnie Dawson	Pitt St.				Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Supply Chain/Fleet Critical Documentation by Business Process

Business Process	Critical Documents	Document Location	Backup Location
Purchase services and supplies	None	None	All department documents are backed on the shared hard drive, SharePoint and Peoples backups
Maintain fleet management	None	None	All vehicle information is stored on SAP database as well as Peoples backups

Supply Chain/Fleet Manual Work Procedures By Business Process

Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Location 1
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Purchase services and supplies	Use vendor internet sites, phone calls and/or paper based system to order services and material for all areas of the company.	1 month	None
Maintain fleet management	None	None	None

Business Recovery – Treasury

Kristen Runge– Business Recovery Lead

– Alternate

Joseph Stark – Alternate

Treasury Critical Processes – Necessary Recovery Time and Dependencies

Procedures ranked in order of recovery time. Each process needs to be recovered by the listed time

Business Process	Location(s)	Recovery Time	Dependencies
Maintain Adequate Liquidity – includes all banking requirements including debt compliance	North Shore	2-24 hours	Work Station (Desk, chair), Internet, Network access, SAP, Vendor banks' online system access
Manage P-Cards (credit cards)	North Shore	24-48 hours	Work Station (Desk, chair), Internet, Network access, SAP, Relevant JP Morgan contact and credential information
Risk & Internal Audit – Maintain audit schedule	North Shore	>5 days	Work Station (Desk, chair), Internet, Network access, SAP
Budget & Strategy – maintain financial analysis procedures	North Shore	>5 days	Work Station (Desk, chair), Internet, Network access, SAP
Pay taxes timely	North Shore	24-48 hours	PC, telephone, Internet, desk, chair, SAP, email, Excel, BW
Prepare annual audited financial statements for lenders	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, Word, email, hardcopy files
Prepare quarterly financial statements for debt covenant calculations	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, email
Prepare regulatory reports	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, email

Business Process	Location(s)	Recovery Time	Dependencies
Prepare tax filings	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, email, hardcopy files
Monthly closing process	North Shore	>5 days	PC, telephone, Internet, desk, chair, SAP, Excel, BW, email, hardcopy files

Treasury Relocation Procedures After Loss of Primary Work Facility

Total # of Employees	# of Employees Working Remotely	# of Employees Needing Relocation	Relocation Site
16	16	0	N/A

Once the Business Recovery Lead (BRL) has been notified by the Business Recovery Coordinator that a primary work site location is not usable, the BRL should utilize the phone tree to contact all affected employees and direct them to either report to their respective alternate company work location, or work remotely (working from home or other location).

Utilizing the Employee Relocation List (BC-23), the BRL should document the relocation of employees, noting:

- Name of employee
- Location where employee is working (alternate company work location or working remotely)
- Any outstanding needs for the employee to continue his/her tasks

This list should also be given, once completed, to the Recovery Site Supervisor for that location so he/she is able to check in the affected employees.

Procedures for Working from an Alternate Company Work Location

- Once an employee arrives at the alternate company work location, he/she should check in with the Recovery Site Supervisor.
- The employee should then report to the office/room/etc. that has been assigned
- The employee will need to log into the wireless network
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s)

Procedures for Working Remotely – Home or Another Location

- If an employee is working from home or at another location, he/she should check in with the Business Recovery Lead at the beginning and end of the work day.
- The employee should change their contact information in the company directory to reflect their new location and telephone number(s).
- The employee will need to use the Remote Access the employee and follow the normal Remote Access procedures (BC-21).
- Business Recovery Leads should hold annual work from home exercises (Actually work from home for a day) to maintain their skills and to test connectivity and hardware.

Treasury Employee Phone Tree

Name	Current Work Location	Home Phone	Cell Phone	Other Contact Information	Work from Home	Relocation Site
Andrew Wachter	North Shore				Yes	N/A
Kristen Runge	North Shore					
Joseph Stark	North Shore				Yes	N/A
Rachel Kresge	North Shore				Yes	N/A
Eric Petrichevich	North Shore				Yes	N/A
Suby Pal	North Shore				Yes	N/A
Patrick Murtagh	North Shore				Yes	N/A
Eric Attanucci (Contr)	North Shore				Yes	N/A
Penny Shaw (Contr)	North Shore				Yes	N/A
Terry Kirkpatrick (Contr)	North Shore				Yes	N/A
Casey Mudd	Delta				Yes	N/A
Connie Sadler	Delta				Yes	N/A
Randy McClintock	Delta				Yes	N/A
Kathy Estes	Delta				Yes	N/A
Donna Stoneking	Delta				Yes	N/A
John Day (Contr)	North Shore				Yes	N/A

Business Recovery Leads should remind employees during a business continuity event that requires them to work away from the office or their normal work location to forward their office number to their cell phone. Cell numbers are also listed in the above phone tree. Also, make sure that their current cell phone number is listed in the online directory.

Treasury Critical Documentation By Business Process

Business Process	Critical Documents	Document Location	Backup Location
Maintain Adequate Liquidity – includes all banking requirements including debt compliance	Peoples' banking documentation – including bank token, log-in and contact information.	North Shore Employee PCs	N/A
Manage P-Cards (credit cards)	(same as above)	(same as above)	N/A
Internal Audit – Maintain audit schedule	N/A	N/A	N/A
Budget & Strategy – maintain department procedures	Peoples' financial statements	Employee PCs	N/A
Pay taxes timely	Last filed payment, current tax payment calculations and copies of source documents used to record the tax entries in the General Ledger. SAP- production reports and BW reports	Taxing authority website or hard copy files stored in the Tax Department file cabinets – North Shore	Taxing authority website and copies of return/worksheets stored on the network – SAP, BW and Peoples servers are backed up
Prepare annual audited financial statements for lenders	SAP-production reports and select detail reports, Excel – Tax worksheets, Power Tax	Reports in SAP Production server, Excel on Peoples server	SAP, BW and Peoples servers are backed up, select copies of Excel docs are at North Shore

Business Process	Critical Documents	Document Location	Backup Location
Prepare quarterly financial statements for debt covenant calculations	SAP-production reports and select detail reports, Excel – Tax worksheets	Reports in SAP Production server, Excel on Peoples server	SAP, BW and Peoples servers are backed up, select copies of Excel docs are at North Shore
Prepare regulatory reports	SAP-production reports and select detail reports, Excel – Tax worksheets	Reports in SAP Production server, Excel on Peoples server	SAP, BW and Peoples servers are backed up, select copies of Excel docs are at North Shore
Prepare tax filings	Last filed return, current tax form and copies of source documents used to record the tax entries in the General Ledger.	Taxing authority website or hard copy files stored in the Tax Department file cabinets.	Taxing authority website and copies of return/worksheets stored on the network.
Monthly closing process	SAP-production reports and select detail reports, Excel and BW, Power Tax	Reports in SAP Production server, Excel, BW and Power Tax on Peoples server	SAP, Peoples servers, BW and Power Tax are backed up, select copies of Excel docs are at North Shore

Treasury Manual Work Procedures By Business Process
Procedures ranked in order of recovery time. To be used when IT systems are not functioning.

- If IT systems are down, but primary work location is available, employees will report to their normal work location.
- If IT systems are down and primary work location is unavailable, employees will report to Pitt St. 2nd Floor – DR Location 1
- ***If all communications are down during an event and employees cannot contact their supervisor or Business Recovery Lead they are to report to the above location***

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Maintain Adequate Liquidity – includes all banking requirements including debt compliance	US Mail or fax - banking instructions US Mail - debt compliance	1 week	letterhead
Manage P-Cards (credit cards)	If the JP Morgan P-Card system was not operational, we would procure needed supplies through accounts payable or business expense reporting.	1 week	N/A
Internal Audit – Maintain audit schedule	Internal Audit and risk management documentation	N/A	N/A
Budget & Strategy– maintain department procedures	Manual evaluation and documentation of ongoing projects	N/A	N/A
Pay taxes timely	Write checks unless EFT is required. Contact taxing authority explaining the situation. Seek extensions where possible	1 monthly or quarterly return.	Copies of manual reports and/or documentation used to make entries in the General Ledger.
Prepare annual audited financial statements for lenders	Process suspended until systems are recovered –needs SAP complete processing to have relevant balances and information	Manual process not possible, but approx 2 months before harmful	N/A

Business Process	Manual Work Procedure	Maximum Manual Time	Documents Needed
Prepare regulatory reports	Process suspended until systems are recovered –needs SAP complete processing to have relevant balances and information May need to pursue extension of filing requirement with PUC	Manual process not possible, but approx 1 month before harmful	Manual process not possible, but if SAP reports were available (event occurred after closing, before stmt dates) then Excel files noted in critical docs.
Prepare tax filings	Complete tax forms by hand. Seek extensions where possible	1 monthly or quarterly return.	Hard copies of tax returns.
Monthly closing process	Process suspended until systems are recovered –needs SAP complete processing to have relevant balances and information	Manual process not possible, but approx 1 month before harmful	Manual process not possible, except calculating accruals if select reports are available

Appendices

Appendix BC-1 – Impending/Potential Event Level Procedures
(Business Continuity Manager)

The Impending/Potential Event Level is when an unusual event is forecast and early mobilization might be needed to prevent disruptions. This could include forecasts of severe weather, flooding, workforce reduction, etc.

- Business Continuity Manager should keep abreast of any changes in the National Terrorism Advisory System (NTAS)
- The Business Continuity Manager, once alerted to an impending/potential event, should contact the Incident Manager and together plan to activate necessary parts of the Business Continuity Plan.
- The Business Continuity Manager should hold an initial conference call/in-person meeting with the activated Business Continuity team members
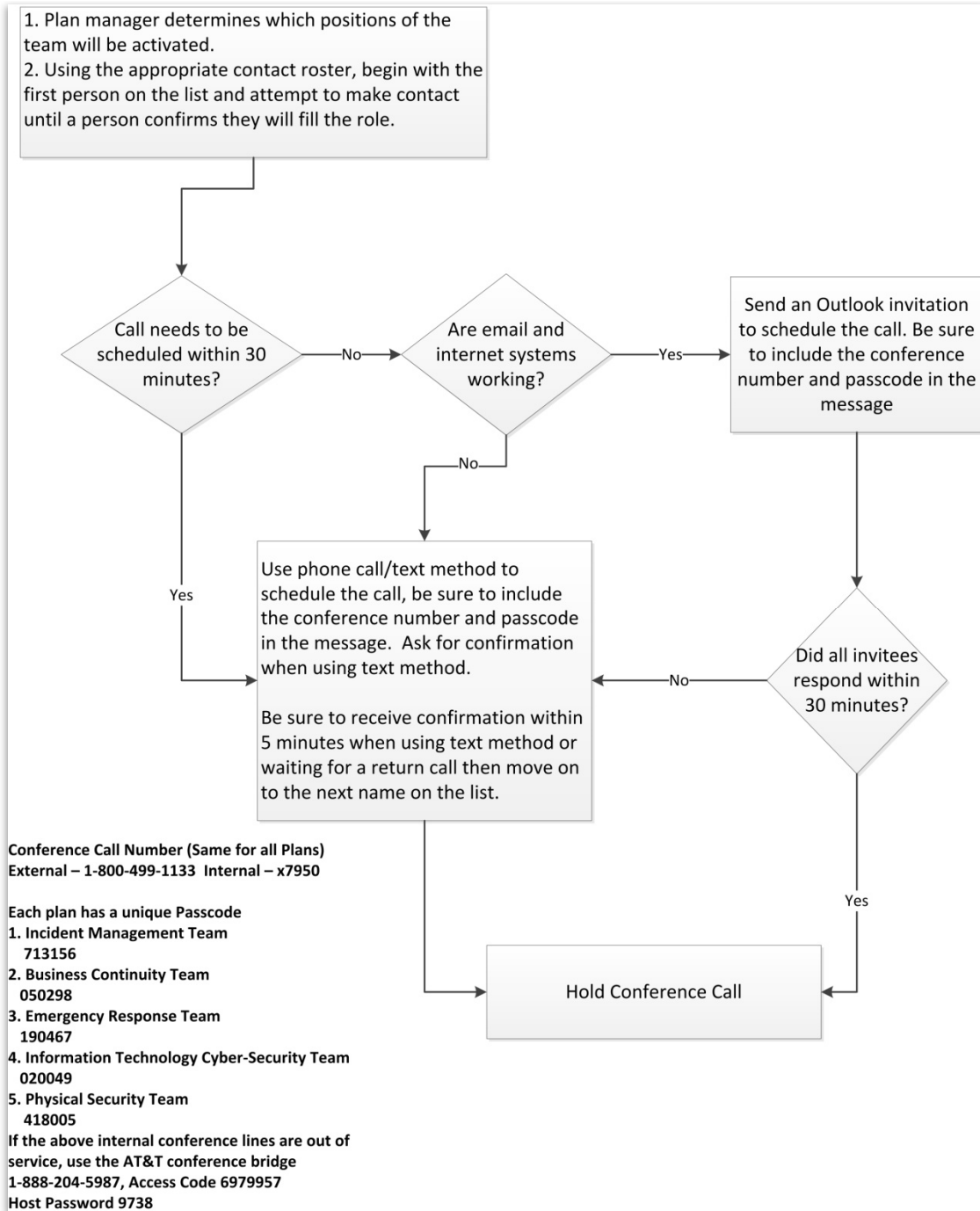
Appendix BC-2 – Limited Event Level Procedures

(Business Continuity Manager)

The Limited Event level is when a business continuity event occurs that affects only a small part of the company, such as the evacuation of one floor of a building or the loss of one IT system.

- Activate affected areas of the Business Continuity plan/team
- Activate needed support areas of the Business Continuity team
- Mobilize the Facilities & Environmental team as needed, specifically Damage Assessment & Recovery Site Coordinators
- Create a detailed recovery plan
- Working with the Communications Officer, create a communication plan (both internal and external)
- Ensure all regulatory reporting requirements are fulfilled
- Direct Finance Supervisor to track all costs
- Manage the event recovery
- Create a return to normal operations procedure

Appendix BC-3 –Significant Event Level Procedures

(Business Continuity Manager)

The Significant Event level is when a business continuity event occurs that is more extensive in scope, possibly where one office facility is completely uninhabitable or there is a loss of multiple IT systems

- Activate affected areas of the Business Continuity plan/team
- Activate needed support areas of the Business Continuity plan
- Implement all procedures in Appendix BC-2
- Prioritize recovery efforts based on highest-priority systems/processes
- If telecommunications systems are down, utilize the company's VHF radio system for communication. A satellite phone is located in the Gas Operations Center at both locations (North Shore and Pitt St.) to be used for communications with outside entities.

Appendix BC-4 –Serious Event Level Procedures

(Business Continuity Manager)

The Serious Event level is when a business continuity event occurs that is more extensive in scope, possibly where two office facilities are completely uninhabitable or there is a loss of both primary and backup IT systems. In this level, there exists the potential for a long recovery time frame.

- Activate entire Business Continuity Team
- Implement all procedures in Appendix BC-3
- Hold regularly scheduled conference calls, at least twice a day during the duration of the event
- Schedule twice-a-day update meetings with Incident Manager
- If telecommunications systems are down, utilize the company's VHF radio system for communication. A satellite phone is located in the Gas Operations Center at both locations (North Shore and Pitt St.) to be used for communications with outside entities.

Appendix BC-5 – Conference Call/Meeting Initiation Protocol

1. Plan manager determines which positions of the team will be activated.
2. Using the appropriate contact roster, begin with the first person on the list and attempt to make contact until a person confirms they will fill the role.

Call needs to be scheduled within 30 minutes?

Are email and internet systems working?

Send an Outlook invitation to schedule the call. Be sure to include the conference number and passcode in the message

Use phone call/text method to schedule the call, be sure to include the conference number and passcode in the message. Ask for confirmation when using text method.

Be sure to receive confirmation within 5 minutes when using text method or waiting for a return call then move on to the next name on the list.

Did all invitees respond within 30 minutes?

Hold Conference Call

Conference Call Number (Same for all Plans)
External – 1-800-499-1133 Internal – x7950

Each plan has a unique Passcode
1. Incident Management Team
    713156
2. Business Continuity Team
    050298
3. Emergency Response Team
    190467
4. Information Technology Cyber-Security Team
    020049
5. Physical Security Team
    418005
If the above internal conference lines are out of service, use the AT&T conference bridge
1-888-204-5987, Access Code 6979957
Host Password 9738

Appendix BC-6 – Business Continuity Team Conference Call/Meeting Agenda

(Business Continuity Manager)

Date:_____

Time:_____

Team members in attendance (perform roll call)

Position	In attendance?	Representative Name?
Business Continuity Manager		
Safety Officer		
General Counsel		
Communications Officer		
Regulatory Officer		
Operations Coordinator		
Facilities & Environmental Coordinator		
Administration Coordinator		
IT Coordinator		
Business Recovery Coordinator		
Logistics & Procurement Coordinator		
Recovery Site, Affected Site and Damage Assessment Supervisors		

Current Alert Level: ☐ Impending/Potential ☐ Limited ☐ Significant ☐ Severe

Summary of current Business Continuity Event:

_____

_____

Review current remediation activities as required - (1) Impending/Potential event tasks (2) Limited event tasks (3) Significant event tasks (4) Severe event tasks:

_____

_____

_____

_____

General Counsel report:

_____

_____

_____

Safety Officer report:

_____

_____

_____

Communications Officer report:

_____

_____

_____

_____

Regulatory Officer report:

_____

_____

_____

Operations Coordinator report:

_____

_____

_____

_____

Facilities & Environmental Coordinator report:

_____

_____

_____

_____

Administration Coordinator report:

_____

_____

_____

_____

IT Coordinator report:

_____

_____

_____

_____

Business Recovery Coordinator report:

_____

_____

_____

_____

Logistics & Procurement Coordinator report:

_____

_____

_____

_____

Recovery Site, Affected Site & Damage Assessment Supervisor report:

_____

_____

_____

_____

Outstanding Needs:

_____

_____

Next conference call:_____

Appendix BC-7 – Business Continuity Action Plan Form

To be used for specific goals and tasks

Incident Name:	
Operational Period:	Date and Time From:
	Date and Time To:
Description of Event:	
Action Plan Objective:	
Business Recovery Leads/Plans Activated:	

Specific Tasks by Plan Manager/Team Member:

Business Continuity Manager:

1.	
2.	
3.	
4.	
5.	

General Counsel:

1.	
2.	
3.	
4.	
5.	

Safety Officer:

1.	
2.	
3.	
4.	
5.	

Communications Officer:

1.	
2.	
3.	
4.	
5.	

Regulatory Officer:

1.	
2.	
3.	
4.	
5.	

Operations Coordinator:

1.	
2.	
3.	
4.	
5.	

Facilities and Environmental Coordinator:

1.	
2.	
3.	
4.	
5.	

Administration Coordinator:

1.	
2.	
3.	
4.	
5.	

IT Coordinator:

1.	
2.	
3.	
4.	
5.	

Logistics and Procurement Coordinator:

1.	
2.	
3.	
4.	
5.	

Business Recovery Coordinator:

1.	
2.	
3.	
4.	
5.	

Recovery Site, Affected Site and Damage Assessment Supervisors:

1.	
2.	
3.	
4.	
5.	

Approved by Business Continuity Manager	Date:	Time:
Business Continuity Manager Signature:		

Appendix BC-8 – Business Continuity Manager Action Items

1. **Initial stage of the event**
   a. Review situation - Decide what actions to take
   b. Activate the Core Team
   c. Who will be activated?
   d. Schedule first conference call
2. **First conference call**
   a. Review situation with the team
   b. Follow agenda
   c. Allow each team member to report
   d. Determine which business recovery area plans need to be activated and instruct the Business Recovery Coordinator(s) to hold conference calls and activate them (Keep span of control to 7 BRLs or less to each BRC)
   e. Create an action plan
   f. Communication Officer to create communication plan/message (Approved by BC Manager)
   g. Schedule future calls
   h. Report status to Incident Manager
3. **Ongoing calls**
   a. Review situation status
   b. Follow call agenda
   c. Emphasize communication of the needs of the business recovery areas, then prioritize the needs and resolve any conflicts for resources
   d. Review action plan and update as needed
   e. Communication Officer to update communication plan/message (Including regulatory message)
   f. Update Incident Manager
4. **Final Call/Event wrap-up**
   a. Review situation status
   b. Follow call agenda (Emphasis on facilities and systems status)
   c. Confirm all PNG facilities are ready for service and systems are up
   d. Ask Business Recovery Coordinator to hold a conference call to inform the Business Recovery Leads to restore business processes to normal and have all employees report to their normal work locations
   e. Advise/Update Incident Manager
   f. Complete Appendix BC-26 – Declaration of Regular Business Operations

Appendix BC-9 – Business Recovery Conference Call/Meeting Agenda

Date:_____

Time:_____

Conference line number and passcode

_____

Business Recovery Coordinator Immediate Actions:

1. Activated Business Recovery Coordinator to collect all pertinent information from the Business Continuity Team conference call and prepare a summary
2. Determine the business areas affected by the event and which business recovery leads will need to be activated
3. Decide the number of additional Business Recovery Coordinators need activated (dependent on the number of business recovery areas activated)
4. Schedule conference call with all activated Business Recovery Coordinators and Leads

Note: During activation of the Business Recovery Team, all Business Recovery Coordinators should be invited to the initial business continuity conference call to become familiar with the details of the situation/event. After the initial conference call, the Lead Business Recovery Coordinator will determine, based on the number of Business Recovery Leads activated, the number of Business Recovery Coordinators to be activated. A good rule of thumb to follow is one Business Recovery Coordinator for every six Business Recovery Leads activated

List Business Recovery Coordinator(s) activated 1. 2. 3.		
Business Area	**Activated √**	**Business Recovery Lead activated**
Public Affairs		
Construction		
Controller		
Corrosion & Compression		
Customer Operations		
Customer Relations		
Customer Service		
Engineering		
Facilities		
Gas Control and Reliability		
Gas Operations		
Gas Supply		
Human Resources		
IT		
Land		
Legal		
Rates & Regulatory		
Safety & Training		
Sales & Marketing		
Supply Chain-Fleet		
Treasury		

Summary of current business continuity event:

_____

_____

_____

_____

Review current activities and assignments (Activate appropriate business recovery plan):

_____

_____

_____

Business recovery area reports (Report actions taken or any needs):

_____

_____

_____

_____

Document any outstanding needs:

_____

_____

_____

_____

Next conference call:_____

Appendix BC-10 - Responding To and Updating the Media

(Communications Officer)

Proactively updating the media, as well as responding promptly to media inquiries is a key component of the Communications Officer's responsibilities during an event. The proactive approach many times will help to dispel rumors, cut down on the number of questions, and help to create a positive relationship between the company and the media.

The Communications Officer should take great care in assuring that information that is provided to the media is the same that is provided to all internal audiences, as well as what is posted on the company's website and Social Media outlets.

A good methodology to follow when updating the media includes:

- The update should follow the 5 Ws – Who, What, When, Where, Why and How
- Updates should be short and to the point, as much as possible. Copy and paste the body of the press release into an email, which is a preferred method for media outlets. Be sure to save copies of the press releases in specific incident folders.
- It is helpful to follow the news cycles when updating the media, sending the updates 15-30 minutes prior. It is also preferable to note in the update when the next update will be available.
    - The news cycles normally are 5, 6 and 8 a.m.; Noon, 4, 5, 6, 10 and 11 p.m.

As stated above, the company's website, Social Media outlets, and internal constituents (Customer Service, Government Relations, Senior Management, etc.) should be updated at the same time with the same information.

In between scheduled updates, the Communications Officer should utilize the company's social media outlets to post other relevant messages, such as general safety tips, locations of warming centers, photos of crews working, etc.

The company should decide on a policy to respond/engage customers that post on the company's Social Media outlets.   However, it is recommended that the Communications Manager does respond to any rumors that someone might post. Dispelling rumors immediately is of the utmost importance. Also, should reports of a specific incident come across a Social Media outlet, the Communications Manager should immediately bring it to the attention of the proper department.

Appendix BC-11 – Media Activity Log

(Communications Officer)

All media inquiries (incoming) should be logged during an event.

DATE: _____

Media Outlet	Reporter name	Phone Number	Inquiry	Response

Appendix BC-12 – Communication Officer Hotwash

(Communications Officer)

Post-event, a Communications hotwash should be conducted, identifying a number of key successes and weaknesses.

1. What did we do right?
2. What can we do better?
3. What were the strong points of our media response?
4. What were the weak points of our media response?
5. What were we most prepared for?
6. What surprised us?
7. Did we use all resources available?
8. Were there any actions that we forgot to take?
9. How well did we communicate our core messages?
10. Did we protect the company and its reputation?
11. Did internal communication work, i.e., were we able to gather needed information from internal sources?
12. How well did our Social Media outlets work during the event?
13. How can we improve our Social Media usage?

Appendix BC-13 – Damage Assessment Form – Building

(Recovery Site, Affected Site and Damage Assessment Supervisor)

Date:_____ Building Name:_____

Report compiled by:_____

Building Component	Water Damage Yes/No?	Smoke Damage Yes/No?	Fire Damage Yes/No?	Number Damaged	Estimated time for repair/replacement (if applicable)
Roof					
Interior Ceiling					
Interior Walls					
Exterior Walls					
Floors					
Foundation					
Doors					
Windows					
Other					

Appendix BC-14 – Damage Assessment Form – Plumbing, Wiring, Etc.
(Recovery Site, Affected Site and Damage Assessment Supervisor)

Date:_____ Building Name:_____

Report compiled by:_____

Building Component	Water Damage Yes/No?	Smoke Damage Yes/No?	Fire Damage Yes/No?	Number Damaged	Estimated time for repair/replacement (if applicable)
Internal Wiring					
External Wiring					
Interior Plumbing					
HVAC Systems					
Sprinkler Systems					
Alarms/Card Readers					
Other					

Appendix BC-15 – Damage Assessment Form – IT Systems
(Recovery Site, Affected Site and Damage Assessment Supervisor)

Date:_____ Building Name:_____

Report compiled by:_____

Building Component	Water Damage Yes/No?	Smoke Damage Yes/No?	Fire Damage Yes/No?	Number Damaged	Estimated time for repair/replacement (if applicable)
Computers					
LAN Hardware					
Printers					
Copiers					
IT Wiring					
Peripherals					
Phones					
Other					

Appendix BC-16 – Damage Assessment Form – Office Supplies

(Recovery Site, Affected Site and Damage Assessment Supervisor)

Date:_____ Building Name:_____

Report compiled by:_____

Building Component	Water Damage Yes/No?	Smoke Damage Yes/No?	Fire Damage Yes/No?	Number Damaged	Estimated time for repair/replacement (if applicable)
Desks					
Chairs					
Filing Cabinets					
Copiers					
General Office Supplies					
Other					

Appendix BC-17 – Key Suppliers and Vendors Contact Information
(Logistics and Procurement Coordinator)

Regular Supplier – MRC Global (McJunkin)			
MRC Global has the ability to supply Peoples from multiple locations. Today, most of the materials come to Peoples' PA locations from the Coraopolis satellite location. However we could also be supplied out of MRC hubs (Monessen, PA and Buchannan, WV) as well as other satellites in Indiana, PA and Stowe, OH. The interruption of service from any cause (terrorism, weather, etc.) would have to be considerable and multi-state in nature to affect all of those locations. Loss of MRC critical computer systems may have a temporary effect on service, in the same manner that Peoples is vulnerable to a loss of our critical systems. MRC is a non-union shop so there is no risk of shutdown due to labor unrest.			
Alternate Suppliers			
Name of Supplier	Key Goods or Services Provided	Normal Contact Details	Emergency Contact Details

Business Continuity Plan

Appendix BC-18 – Materials Request/Order Tracking Form
(Logistics and Procurement Coordinator)

Materials Requested:	Requested By:	Department of Requestor:	Date/Time Ordered:	Date/Time Delivered:

220 — Peoples Confidential — Peoples Natural Gas Business Continuity Plan — December 2023

Appendix BC-19 – Family Notification Form

(Administration Coordinator)

BC Team Name Member	Name of Employee Injured/Casualty	Name/Relationship of Family Member Contacted	Time Called	Number Called

Appendix BC-20 – Bomb Threat Procedures and Call Form
(Facilities & Environmental Coordinator)

Most bomb threats are received by phone, and should be considered real and serious until proven otherwise. If a bomb threat is received, act quickly, but attempt to stay as calm as possible and gather as much information as possible using the form on the next page.   Always alert the company's Security Manager after you have notified 911. The company's Security Manager will make the evacuation determination at that point.

Physical Security Manager

Contact	Work Phone	Cell Phone
Nagy Nagiub		
Mark Pietrone		
Bill Schade		

Once you receive a bomb threat:
1. DO NOT use two-way radios or cellular phones as radio signals have the potential to detonate a bomb
2. DO NOT evacuate the building until police arrive and evaluate the threat
3. DO NOT activate the fire alarm
4. DO NOT touch or remove a suspicious package

If a bomb threat is received by phone:
1. Remain calm, and keep the caller on the line as long as possible. Do not hang up, even if the caller does
2. Listen carefully and gather as much information as possible using the form below
3. If possible, alert a nearby co-worker to call 911 while you still have the caller on the phone. If this isn't feasible, immediately notify 911 yourself after the caller hangs up
4. If your phone has caller ID, copy the number down

If a bomb threat is received by a handwritten note:
1. Call 911 immediately
2. Handle the note as minimally as possible

If a bomb threat is received by email:
1. Call 911 immediately
2. Do NOT delete the email

Signs of a suspicious package:
1. No return address
2. Excessive or foreign postage
3. Stains, strange odor or sounds
4. Unexpected delivery, incorrect titles, poorly handwritten address or misspelled words

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist. Then give the completed form to your supervisor

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (Next column) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact your supervisor immediately

If a bomb threat is received by handwritten note:

- Call your supervisor and then give the note to them
- Handle note as minimally as possible

If a bomb threat is received by email:

- Call your supervisor and forward the email to them
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly Handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package

Complete the form and submit to your Supervisor IMMEDIATELY!! If your Supervisor is not accessible CALL 911!!

Bomb Threat Checklist

Date:_____   Time:_____

Time Caller Hung Up   Phone # Where Call Received
_____   _____

Ask Caller

- Where is the bomb located? (Building, Room Floor Etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes   No
- Why? _____
- What is your name? _____

Exact Words of Threat

_____
_____
_____
_____

Information About Caller

- Where is the caller located? _____
- Estimated age _____
- Is voice familiar? If so, who does it sound like? _____
- Other points _____

Caller's Voice	Background Sounds	Threat Language
☐ Accent	☐ Animal Noises	☐ Incoherent
☐ Angry	☐ House Noises	☐ Message read
☐ Calm	☐ Kitchen Noises	☐ Taped
☐ Clearing throat	☐ Street Noises	☐ Irrational
☐ Coughing	☐ Booth	☐ Profane
☐ Cracking voice	☐ PA system	☐ Well-spoken
☐ Crying	☐ Conversation	
☐ Deep	☐ Music	
☐ Deep breathing	☐ Motor	
☐ Disguised	☐ Clear	
☐ Distinct	☐ Static	
☐ Excited	☐ Office machinery	
☐ Female	☐ Factory machinery	
☐ Laughter	☐ Local	
☐ Lisp	☐ Long distance	
☐ Loud		
☐ Male	Other Information:	
☐ Normal	_____	
☐ Ragged	_____	
☐ Rapid	_____	
☐ Raspy		
☐ Slow		
☐ Slurred		
☐ Soft		
☐ Stutter		

Call Taken By_____

PEOPLES

Appendix BC-21 – Remote Access Procedures When Using a Company Laptop

Connecting to a Wireless Network

Double-click on the "Cisco VPN & Wireless" icon on your desktop. An icon will also be located in the Start Menu and in the Windows System Tray (the area in the lower right corner near the clock).

The icon will look the same as the old Cisco icon, but it will be called "Cisco VPN & Wireless." Cisco VPN & Wireless	YOU WILL NO LONGER USE THIS WIRELESS ICON IN THE WINDOWS SYSTEM TRAY:
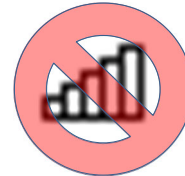
Choose your network from the drop-down box in the lower half of the Cisco window. This will work for Peoples networks or for any network that you have connected to previously.
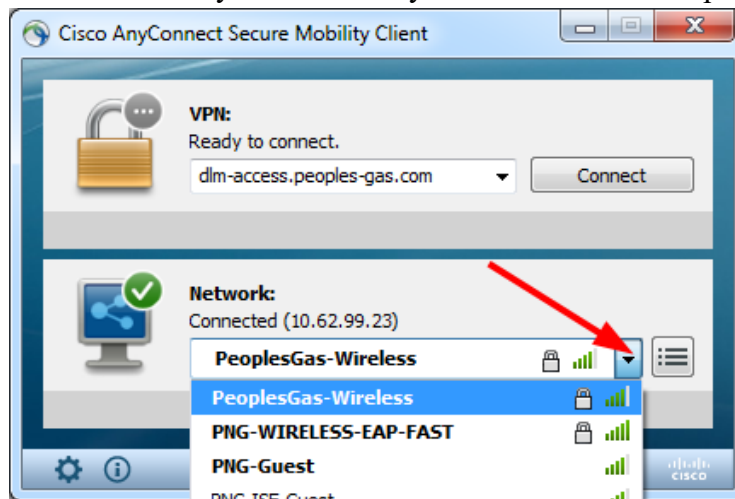
If you are choosing a network that you have previously used, you should get connected successfully.

The first time that you connect to a non-Peoples wireless network, you will need to establish the connection within AnyConnect. This window will pop-up when your laptop is trying to connect:
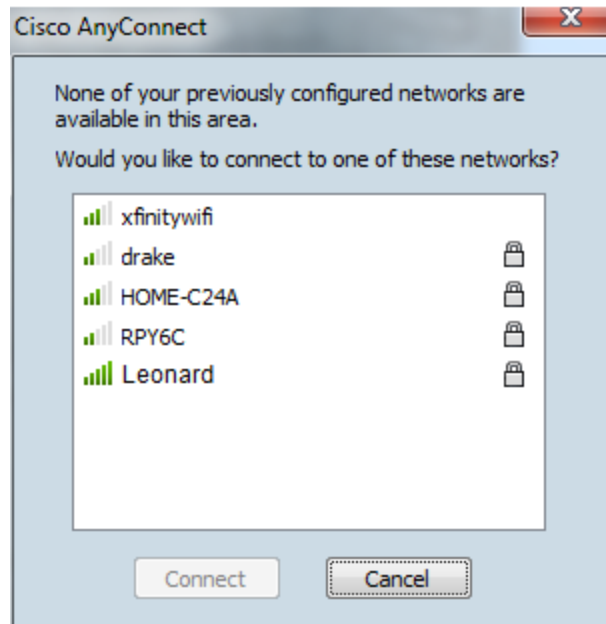
Select your network and then click **OK.** You will need to enter the security settings and password for the new network.

You will only need to do this the first time that you connect to a non-Peoples network after the new Cisco software is installed.

Connecting to Peoples VPN

This process is mostly unchanged from the previous method. When you are outside the office and need to connect to the Peoples network, be sure that you are first connected to the internet.

Then double-click on the "Cisco VPN & Wireless" icon on your desktop (or in the Start Menu or System Tray).

Be sure that **dlm-access.peoples-gas.com** is entered in the upper half of the Cisco window, and then click **Connect.**

You will be prompted for your username, password token (2-factor authentication). The correct group is **PNGUsers.** Enter your Peoples network credentials – the same username & password that you use to login to your computer and your token.

You've registered a smartphone token, and your VPN access has been modified so that now you need to use it to get into the VPN. Here's how.

Accessing the Peoples VPN using your Smart Phone Token

1. Start the Google Authenticator app on your phone.
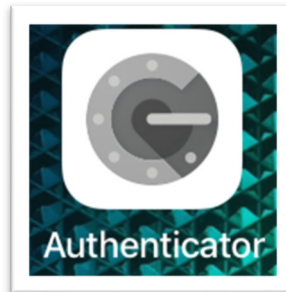
2. Your six-digit code is the one that shows under "PNG online." A new code is shown every 30 seconds, as indicated by the little pie chart across from your EID.
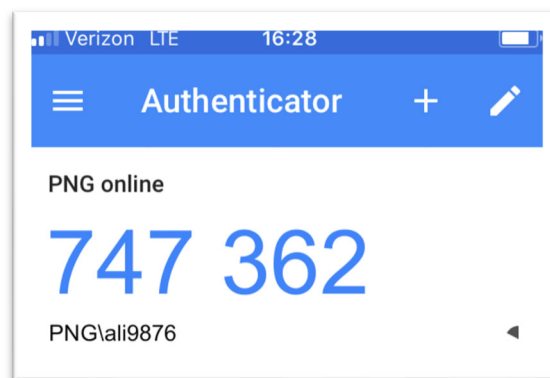
3. Use the "Connect" button in AnyConnect as usual. Remove anything already in the Username box; then, into the Username box, type your EID, then a dash (-), then the six digits from your token. In the Password box, type your password as usual. It looks like this:
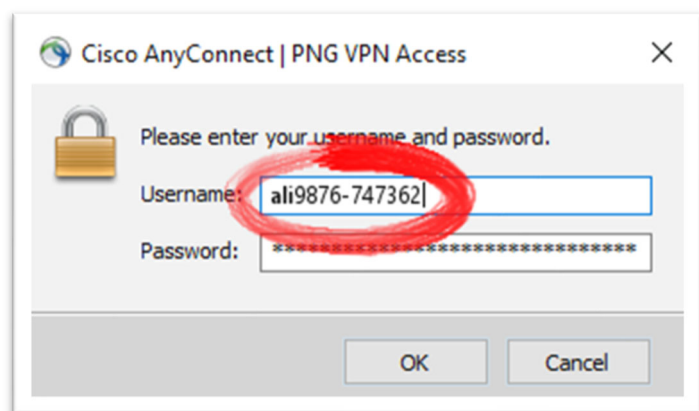
4. When you've connected successfully, you'll receive this notice. As usual, read and thoughtfully consider it, then decide on your response.
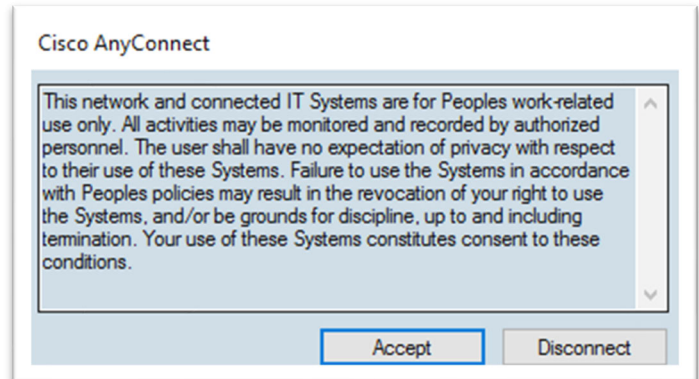
To disconnect from VPN, double-click on the "Cisco VPN & Wireless" icon and choose **Disconnect.**

You've registered a football token, and your VPN access has been modified so that now you need to use it to get into the VPN. Here's how.

Accessing the Peoples VPN using your Football Token

1. Begin connecting to the VPN in the usual manner.

2. Press the "⏻" button on your token. Six digits will appear. The bar on the left slowly empties so you can see how much longer this code will be shown.

3. In the VPN login dialog, delete anything already in the Username box, then into that box type your EID, a dash (-), and the six digits shown on your token. In the Password box, type your password as usual. For example, if your EID were "ali9876," it might look like this:
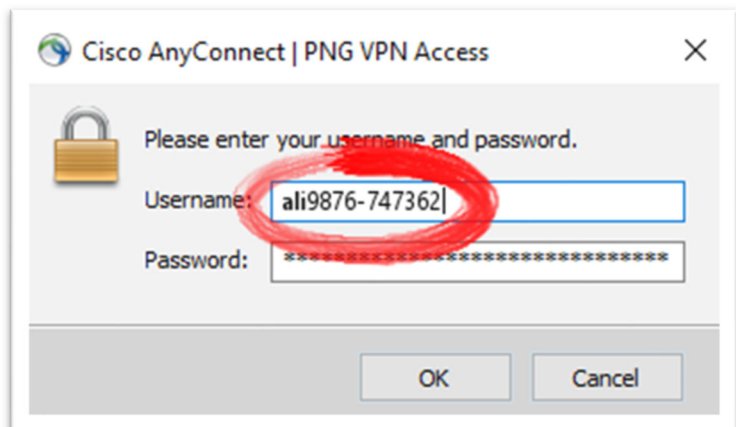
4. When you've connected successfully, you'll receive this notice. As usual, read and thoughtfully consider it, then decide on your response.

Cisco AnyConnect

This network and connected IT Systems are for Peoples work-related use only. All activities may be monitored and recorded by authorized personnel. The user shall have no expectation of privacy with respect to their use of these Systems. Failure to use the Systems in accordance with Peoples policies may result in the revocation of your right to use the Systems, and/or be grounds for discipline, up to and including termination. Your use of these Systems constitutes consent to these conditions.
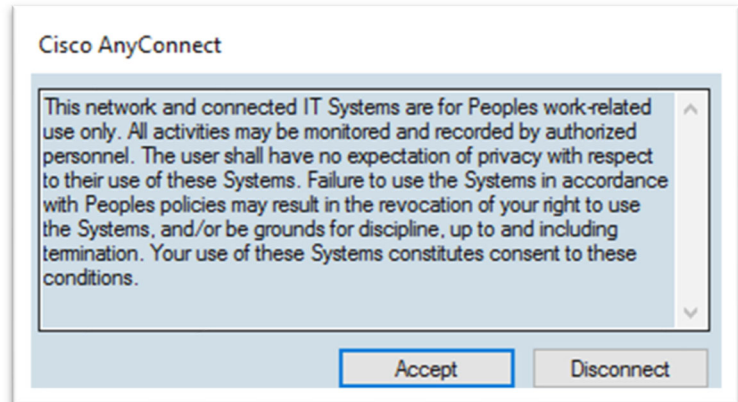
Accept   Disconnect

To disconnect from VPN, double-click on the "Cisco VPN & Wireless" icon and choose **Disconnect.**

You've registered a YubiKey, and your VPN access has been modified so that now you need to use it to get into the VPN. Here's how.

Accessing the Peoples VPN using your Football Token

5. Insert the YubiKey in a USB socket of your computer or tablet. The "y" should light up:

6. Initiate your VPN connection in the usual way.

7. When you are prompted for your username and password, remove anything already in the Username box, then **click in the Username box and touch the "y" on the YubiKey**. (When you use your YubiKey to connect to the VPN, you won't actually type your EID anywhere.) A stream of seemingly random characters will be entered into the Username box.
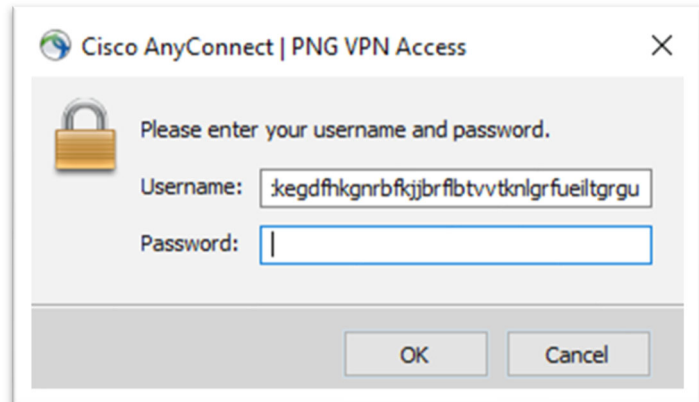
8. Type your password as usual in the Password box, and click OK.
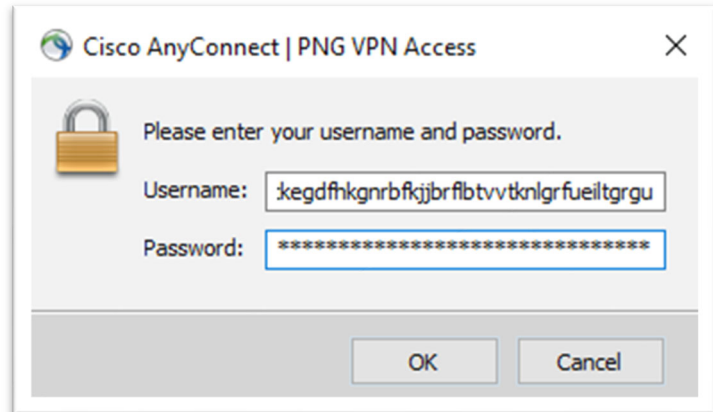
9. When you've connected successfully, you'll receive this notice. As usual, read and thoughtfully consider it, then decide on your response.
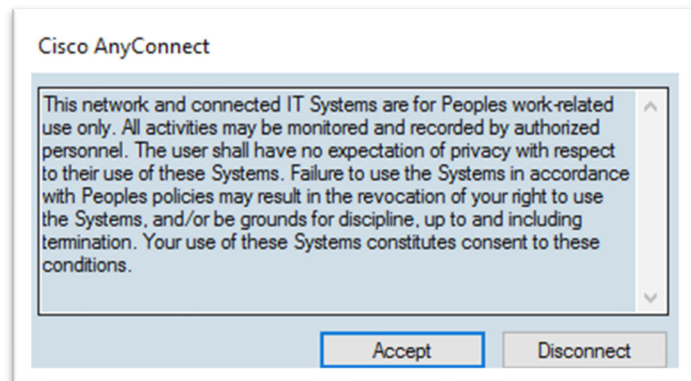
To disconnect from VPN, double-click on the "Cisco VPN & Wireless" icon and choose **Disconnect.**

Printing using from your PNG laptop or computer to a home printer

If you wish to print documents to your home printer, you will need to save the document you want to print locally to your laptop and then disconnect from the Peoples VPN network. The first time you print, you will need to load the generic windows driver for your printer. After the driver is successfully loaded, you will select your home printer and then print your document while disconnected form the network.

Appendix BC-22 – Business Continuity Contact List

Contact Name	Work Phone	Cell Phone	Email
Monaca Alston			monica.alston@peoples-gas.com
Alex Anderson			Alex.anderson@peoples-gas.com
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Joe Brado			Joseph.D.Brado@peoples-gas.com
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Ralph Comito			Ralph.Comito@peoples-gas.com
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Mike Huwar			Michael.huwar@peoples-gas.com
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Mike Kunz			Michael.Kunz@peoples-gas.com
Karen Kuruc			karen.a.kuruc@peoples-gas.com

Contact Name	Work Phone	Cell Phone	Email
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Michelle Parks			MICHELLE.PARKS@peoples-gas.com
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Like Ravenstahl			Luke.ravenstahl@peoples-gas.com
Chad Ravotti			Chad.R.Ravotti@peoples-gas.com
Lisa Reilly			Lisa.A.Reilly@peoples-gas.com
Andy Rockwell			Andrew.A.Rockwell@peoples-gas.com
Bill Roberts			William.h.roberts@peoples-gas.com
Bill Roland			William.Roland@peoples-gas.com
Deb Ross			debbie.l.ross@peoples-gas.com

Contact Name	Work Phone	Cell Phone	Email
Johnetta Ryan			JOHNETTA.RYAN@peoples-gas.com
Vivian Sabatini			VSabatini@csipng.com
Janice Saltzman			Janice.Kraus@Peoples-Gas.com
Katie Saulsbery			Katie.saulsbery@peoples-gas.com
William Schade			william.schade@peoples-gas.com
Joe Schurer			joseph.e.schurer@peoples-gas.com
Barbara Semich			BSemich@peoples-gas.com
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Ruth DeLost-Wylie			Ruth.A.DeLost-Wylie@peoples-gas.com
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Don Zombek			Donald.Zombek@peoples-gas.com

Appendix BC-23 – Employee Relocation List

Employee Name	Relocation Site (home or name of alternate company location)	Outstanding Needs

Appendix BC-24 – Back Up Power Systems

Type of Backup Generator	Critical Functions Supported	Required Frequency of Testing	Date of Last Test	Person Responsible for Testing/Maintenance
North Shore Offices				
Two Natural Gas Engines	All electrical requirements	Weekly testing and semi-annual maintenance		
Pitt Street				
Two Natural Gas Engines	All electrical requirements	Weekly testing and semi-annual maintenance		
Butler General Office				
Natural Gas Engine	All electrical requirements	Weekly testing and semi-annual maintenance		
UPS Units in Computer and Gas Control Centers	Mainframe, servers and PCs in Gas Control	Annual maintenance		
District Offices				
Natural Gas Engine Butler District Office; Kinter Compressor Station	Kinter has all electrical requirements met by the generators. Butler's generator is small and supports a few lights and data computers that support the Gas Control Center.	Kinter generators have weekly auto exercise programs. The Butler generator is tested manually.		

Appendix BC-25– Business Recovery Manual Process Relocation Guide

Business Continuity Plan Manual Process Relocation Matrix

When a primary work location is not available, a Security Guard should be posted at the affected location(s) advising them to report to their alternate work location. If conditions permit, the guard can escort an employee into the building to retrieve their laptops and documents. The guard and employees may only enter the building if it is safe to do so.

Business Recovery Area	Number of Employees to be Relocated	Relocation Area
Public Affairs	7	Pitt St 2nd Floor - DR LOC 4
Construction	N/A	N/A Will use matrix in Construction Recovery Plan
Controller	20	Pitt St 2nd Floor- DR LOC 1
Corrosion & Compression	N/A	N/A Will use matrix in Corrosion & Compression Recovery Plan
Customer Operations	26 Operations Center	Pitt Street backup center - 148 Field Techs are home start
Customer Service	138 employees	Will report to either Pitt Street or Butler Call Centers
Engineering	13	Pitt St 2nd Floor - DR LOC 8 & 9
Facilities	5	Pitt St 2nd Floor- DR LOC 6
Gas Control & Reliability	11 Control Room – Demarcation 5 GIS & Pipeline Assessment -13	11 Control Room to Pitt Street Alt Center. 18 Demarcation and GIS to Pitt Street 2nd Floor DR LOC 8 & 9
Gas Operations	N/A	N/A Will use matrix in Gas Operations Recovery Plan
Gas Supply	12	Pitt St 2nd Floor Core Conference Room
Human Resources	15	Pitt St 2nd Floor - DR LOC 7 & Office 2079
IT	59	Pitt St 2nd Floor - DR LOC 2, 5 & Help Desk Area
Land	5	Pitt St 2nd Floor - DR LOC 6
Legal	7	Pitt St 2nd Floor- DR LOC 4
Rates & Regulatory	20	Pitt St 2nd Floor Core Conference Room
Safety & Training	13	Pitt St 2nd Floor - DR LOC 10
Sales & Marketing	12	Pitt St 2nd Floor - DR LOC 3
Supply/Chain Fleet	7	Pitt St 2nd Floor - DR LOC 1
Treasury	16	Pitt St 2nd Floor - DR LOC 1
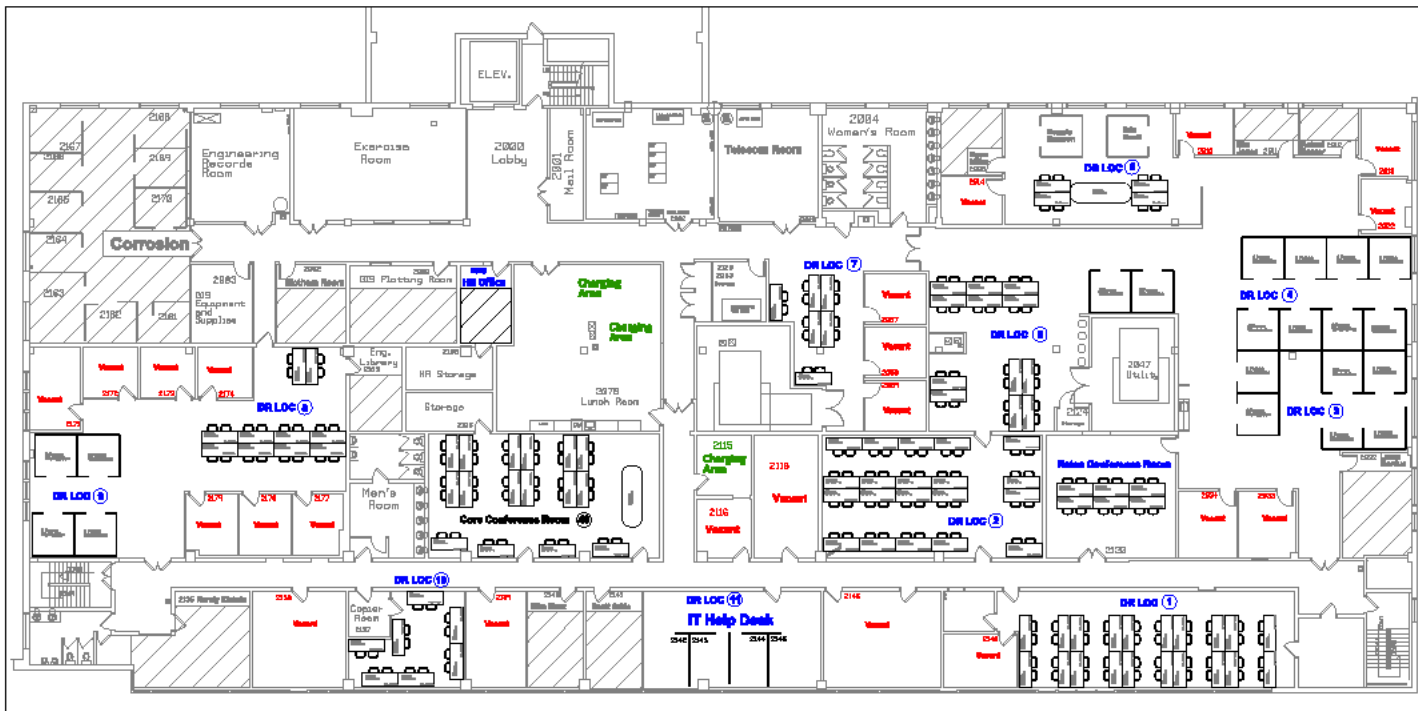
Emergency Plan - DR Set up

Peoples Natural Gas Building and Grounds
Pitt Street Shop

Appendix BC-26 – Declaration of Regular Business Operations

(Business Continuity Manager)

NAME OF BUSINESS PROCESS:	
Completion Date of Work by Business Continuity Team	
Date of Declaration of Regular Business Operations: (If different from completion date)	

I confirm that the work of the Business Continuity Team has been completed in accordance with the Business Continuity Plan for the above process, and that normal business operations have now effectively been restored.

BUSINESS CONTINUITY MANAGER

Name:

Signature:

Date:

(ANY RELEVANT COMMENTS BY THE BUSINESS CONTINUITY MANAGER IN CONNECTION WITH THE HAND-OVER OF THIS BUSINESS PROCESS SHOULD BE MADE HERE)

I confirm acceptance of above business process for the resumption of normal working conditions.

Name:

Title:

Signature:

Date:

Appendix BC-27 – Business Continuity Plan Testing Certification

Date of test	
Team members in attendance Core Team	**Team members in attendance Business Recovery Areas**
Date After Action Report Completed	

Approved by:

Name:

Position :

Date:

Appendix BC-28 – Conference Call Bridge and Satellite Phone Guide

Business Continuity Team Calls
Conference Call Bridge
1-800-499-1133, passcode 050298

If the PNG internal Audio Conference Bridge is out of service, an external Teleconference service has been setup through AT&T:
Toll-free Conference #: 1-888-204-5987
Access code: 6979957
Host password: 9738
This AT&T conference bridge can accommodate up to 250 participants and is available 24 hours a day, 7 days a week

Satellite Phones
It the PNG phone system, external landlines and cell phones are not operational, there are two satellite phones available. One is located in the Control Room at the North Shore and the other is located in the Business Recovery Control Room at Pitt Street.
The satellite phone numbers are as follows:
North Shore
Satellite # 8816-2342-2089
Sim # 8988169224001386508
USA # 412-533-0723
Pitt Street
Satellite # 8816-2342-1888
Sim # 8988169224001386516
USA # 412-533-0722
Using the phone:
• Go outside to an area that has a full view of the sky – no trees or buildings obstructing the view.
• Fully extend the antenna on the phone. Hold down the power button until the phone beeps once and turns on.
• The phone may ask for PIN #, in this case enter 111.
• The phone will search for a signal, once the screen displays "Registered" you are ready to make and receive calls.
Calling FROM the satellite phone to:
• Landline or Cell Phone – Dial 00 – Country code – Area Code – Phone Number
• Another Satellite Phone – Dial 00 – Satellite Phone Number
Tips:
• You will first hear a series of beeps as the phone contacts the satellite before the call is connected.
• The 00 prefix is the same as a "+", if your phone is set to have the "+" pop up in front of the number automatically, omit the 00.
• Do not include any spaces or dashes between the numbers.
Placing a call TO the satellite phone FROM a landline or cell phone:
❑ Dial 011 and Satellite Phone number
Using 2-Stage Dialing (Preferred)
❑ Dial 1(480) 768-2500 - Wait for voice prompt – enter the 12 digit satellite phone number
o The system will then reroute the call for you
Note: Each Control Room has detailed documentation on satellite phone operation and use

Appendix BC- 29 – Alternate Work Locations Addresses

Location	Address
Wilkinsburg Field Office	1201 Pitt Street, Pittsburgh, PA 15221
Altoona Field Office	100 E. Bellwood Ave, Altoona, PA 16602
Armstrong Field Office	834 Butler Road, Kittanning, PA 16201
Butler Main Office	205 N. Main Street, Butler, PA 16001
Butler District Office	334 East Cunningham Street, Butler, PA 16001
Crooked Creek/Apollo Field Office	123 Pump Station Road, Ford City, PA 16226
Etna Field Office	400 Butler Street, Unit 136, Etna, PA 15223
Gibsonia Field Office	5600 Community Center Drive, Gibsonia, PA 15044
Ginger Hill Field Office	65 Ginger Hill Road, Finleyville, PA 15332
Greensburg Field Office	195 Donohoe Road, Greensburg, PA 15601
Grove City Field Office	1871 Mercer Grove City Road, Mercer, PA 16137
Hopewell Field Office	1315 Gringo Road, Aliquippa, PA 15001
Indiana District Office	5999 Rt. 119, Highway North, Home, PA 15747
Jefferson District Office	1489 North Elkin Road, Smicksburg, PA 16256
Johnstown Field Office	3115 Elton Road, Johnstown, PA 15904
Kiski Field Office	432 Hyde Park Road, Leechburg, PA 15656
McKeesport Field Office	261 Center Street, McKeesport, PA 15132
Monongahela Field Office	1291 W. Main Street, Monongahela, PA 15063
Valley Field Office	1140 Margaret Road, Kittanning, PA 16201
Waynesburg Field Office	127 Woodside Road, Waynesburg, PA 15370
Wilkinsburg B	600 Poplar Street, Etna, PA 1522

Appendix BC- 30 - Pandemic Plan

Overview

A pandemic event can result in significant business disruption. A pandemic event can bring with it employee absentee rates of 25% to 40% or greater. This range of absentee rates includes those individuals infected as well as individuals who may need to stay home to care for infected family members or people who need to care for children whose schools or daycare facilities are closed.

The Peoples' Pandemic Plan describes how the company will respond to a pandemic event. The Pandemic Plan can also be used to address other situations where an abnormal amount of employees are unable to work. The plan includes guidelines for when the Business Continuity Team should be activated. Once activated, the Business Continuity Team should follow the Business Continuity Plan procedures in order to continue vital business functions and processes.

Plan Objectives

The objectives of the plan are as follows:

1. Ensure employee safety by taking steps to provide a workplace where the possibility of the transmission of any pandemic illness is minimized.
2. Ensure gas supply to customers and vital business operations are continued.

Assumptions

The Pandemic Plan is based on the following assumptions:

1. The World Health Organization (WHO), U.S. Center for Disease Control and Prevention (CDC), Federal, State and local agencies will recommend measures such as:
   a. Social Distancing
   b. Quarantine
   c. Travel limitations
   d. Use of antibacterial hand cleaners and other preventives measures
2. Company employees will be affected in some form by a pandemic event and additionally other employees may stay home in order to care for ill family members or their children not in school due to school closures. For planning purposes we assumed up to 50% of the organization will not be available for onsite work for a period of several weeks (Full plan activation).
3. Someone who contracts the illness will immediately be capable of spreading the illness, even before they experience symptoms themselves.
4. Spread of pandemic diseases may be rapid and not predictable and may preclude shifting personnel or resources from affected to safe areas.
5. Mass transit may be shut down.
6. There is a possibility of quarantines in the community.

Planning and Response

The Business Continuity Manager is responsible for developing the event specific action plan and executing tasks within that plan, as part of the overall Business Continuity Plan. Once an outbreak or other plan trigger occurs, the Business Continuity Team, led by the Business Continuity Manager will be responsible for activating and executing the plan.

*The following World Health Organization Pandemic Alert Phase Table is for reference only. The Peoples Pandemic Plan uses **four** alert levels as listed on the following page. Pay close attention to WHO, CDC, federal, state and local health agency alerts during pandemic events.*

WHO Pandemic Alert Phases	
Phase	**Inter–Pandemic**
1	No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused a human infection may be present in animals. If present in animals, the risk of human disease is considered to be low.
2	No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza subtype poses a substantial risk of human disease.
	Pandemic Alert
3	Human infections(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact.
4	Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.
5	Large cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).
	Pandemic
6	Increased and sustained transmission in general population.

Activation

Pandemic Plan Triggering Events and Actions

This section provides some examples of triggering events for the activation of the company's Business Continuity Plan due to a pandemic event:

1. WHO or CDC issues an alert or warning
2. Federal, State or Local government health agency alerts and warnings
3. Any large scale absenteeism due to illness

Pandemic Communications

The level of the pandemic/emergency will determine the types and frequency of safety and update communications. The Communications Officer/Team will be responsible for coordinating at all levels. Communications, including weekly safety messages and company updates, should be delivered in the appropriate manner dependent on pandemic level and employee location. Special consideration should be given to communication to employees in the shops.

Examples of appropriate shop communication methods:

1. Small groups (<10) employee meetings
2. Email messages/text messages from supervisors
3. Utilize crew room message boards
4. Outside parking lot meetings providing social distancing

Develop informational updates for managers/directors to provide at local shop levels. Focus on information concerning local issues with pandemic. HR to relay travel and sick guidelines to directors and managers for local communications. The key for all communications is to be consistent.

Peoples Pandemic Event Levels

Level	Trigger	Activity	Person Responsible
1	The WHO or CDC indicates a Pandemic threat/warning somewhere in the U.S. (But not locally)	- Activation of the Business Continuity Plan – Monitor national pandemic activity and take appropriate preventative measures such as increased communication, awareness including hand washing measures - Follow Level 1 task list	Business Continuity Manager
2	CDC or other Federal, State or Local health agency localized threat/warning	- Ensure the Business Continuity Team is preparing for full activation of the Business Continuity Plan - Follow Level 2 task list	Business Continuity Manager
3	Pandemic Event in progress and company absenteeism is >20% but < 50%	- Activate appropriate portions of the Business Continuity Plan - Follow Level 3 task list	Business Continuity Manager
4	Pandemic Event in progress and company absenteeism is >50%	Full Activation of the Business Continuity Plan - Follow Level 4 task list	Business Continuity Manager

PNG Pandemic Level 1 Task List
❑ Issue communication advisories as needed, communicating the status of the pandemic event
❑ Advise all employees to practice thorough hand washing procedures
❑ Provide hand sanitizers on all floors and work locations
❑ Refer to and communicate Safety and Human Resources policies and guidelines for interacting with and entering customers' homes during a pandemic event
❑ Increase frequency of bathroom, office cleaning and trash pick up
❑ Ask employees to clean their work surfaces frequently
❑ Restrict business travel
❑ Field Operations and Construction to provide Supply Chain with advance notice and input on project workload including volume of traffic control needed. In addition, provide information to advise MRC of material requirements. Ensure all necessary safety and pandemic protocols are provided to vendors
❑ Begin gathering/ procuring additional monitors for Engineering and other areas that will require them for employees that will be expected to work from home
❑ Begin gathering any files needed to employees to work from home
❑ Human Resources to prepare employees to handle the stress associated with a pandemic event. Identify resources such as EAP and communicate to employees how they can be accessed

PNG Pandemic Level 2 Task List
❑ Review Level 1 Tasks and make sure they are being followed where appropriate

❑ Issue *bi-weekly* internal communication pandemic status updates, include:
 	
    o   Advise employees to cover face and mouth with a disposable tissue when coughing and sneezing
 	
    o   Advise employees NOT to report to work if they are feeling sick in any way

❑ Begin use of the Business Recovery Plans located in the Business Continuity Plan, allowing employees to work from home when possible.

❑ Implement social distancing practices
 	
    o   Suspend face to face meetings and replace with teleconferencing
 	
    o   When necessary to meet in person, meet in large rooms only and maintain distance
 	
    o   Refer to and follow Safety and Human Resources Policies on Entering customers' homes

❑ Consider the use of non-mission critical employees for mission critical processes ❑ Consider which processes are currently mission critical and which are non-mission critical   o   Consider which employees may be trained and moved to mission critical processes (See Level 3 tasks)
❑ Follow all Local/County Health Agency recommendations

❑ Implement PPE and home entry procedures
    o   Safety guidelines for employee use of PPE should follow national CDC recommendations. Employees that are in contact with customers and working in public areas will be equipped with various safety PPE equipment including but not limited to, face covering masks, face shields, latex gloves, disinfectant, and hand sanitizer. Depending on the need, employees will be provided scripted questions to ask prior to entering a customer's home. The questions will ensure consistent communication by employees. The Call Center/Operations Center will use scripted questions to ask customers about the condition of the residents at the location. This is also to determine the PPE needs for safe entry by an employee
    o   See flowchart below

Guidance for Field Employees for Protection Against COVID-19
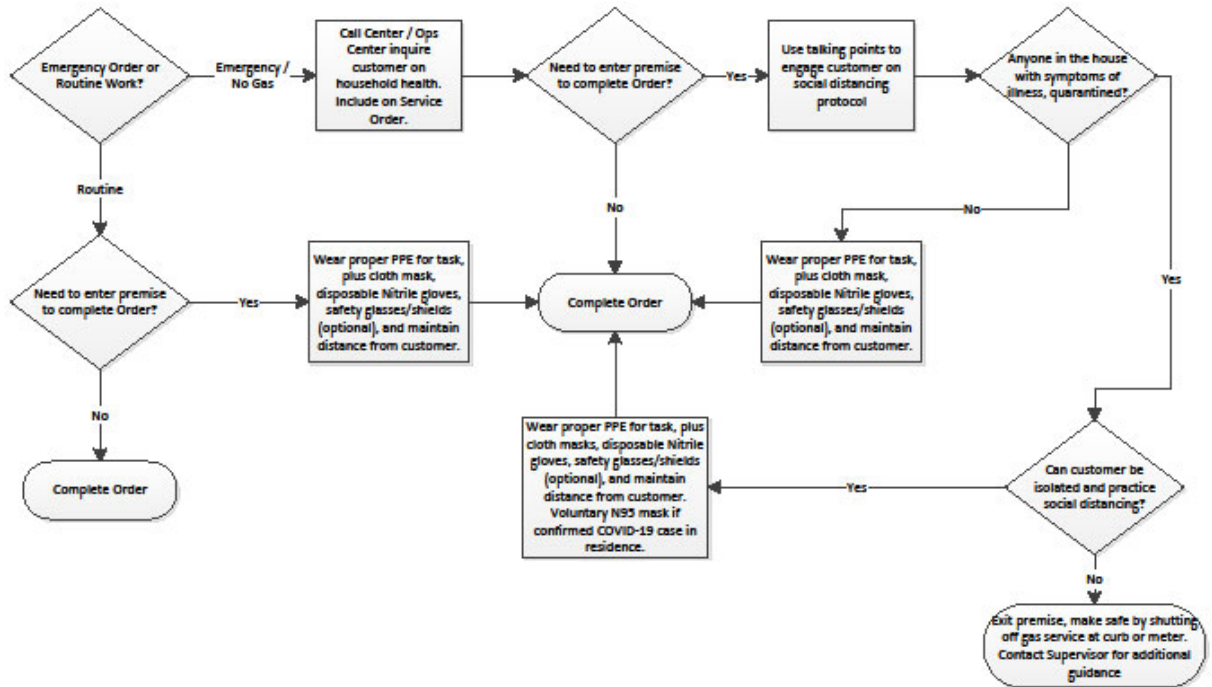
❑ **Implement pandemic CSR scripting**
  ○ Example below

Situation: Meter is inside &/or access is needed (i.e., turn-on, etc.)
STATE:
  ○ "I want to let you know that we are aware of the latest information from the CDC about the coronavirus. We would like you to know that we are taking every step we can to keep you & your family, as well as our employees and their families healthy."

ASK:
  ○ "Therefore, we are asking if you or anyone in at this property have displayed any flu-like symptoms in the last 2-3 weeks?"

  ○ "Have you or anyone at this property have travelled to any sensitive areas in the US or abroad?"

  OR

  ○ "Is it safe for our employees to enter the property considering the current coronavirus pandemic situation?"

If moving forward with scheduling work order and access to property is needed:
STATE:
  ○ "If our employees arrive and feel they may be at risk one or all of the following may occur:"

    ▪ "Our employee may ask you to keep social distance of at least 6 feet and avoid handshaking."

    ▪ "They may as for you and others to go to another room while the work is being completed and we will advise when the work is complete."

    ▪ "If someone exhibits coughing &/or sneezing and they are not comfortable, they may advise you to call back to reschedule the work for another time."

PNG Pandemic Level 3 Task List
❑ Review Level 2 Tasks and make sure they are being followed where appropriate
❑ Issue *weekly* internal communication pandemic status updates

❑ Begin use of Business Continuity Plan Loss of Primary Work Location Business Recovery Plans in ALL areas where employees can work from home
 	
    o Provide Instructions for using Skype to display a user's phone number
 	
    o Provide instructions for using Skype to share your screen with someone else on the network
 	
    o Ask employees to add their mobile phone number to their email signature

❑ Implement social distancing practices
 	
    o For employees who must come into a facility to work, split the workforce into day/night shifts to minimize face to face exposure
 	
    o Consider having crew personnel travel one per vehicle when practical/possible
 	
        ▪ Rent additional vehicles if necessary to facilitate the above
 	
    o Issue disposable face masks
 	
Field office locations
 	
    o Home start and 4/10 shift employees will remain on current schedules. Field Customer Service working shifts on alternate shifts (times / days) will continue. To avoid crew room/shop mingling all other Operations business units will have either a normal start time schedule or assigned alternate / staggered start times. These alternate start times should follow CBA shift start time agreements.
 	
    o Expand alternate start times at shop locations. Employees report to their supervisor at 15 minute staggered start times. Employees must report to their shop location at normal start time and remain in their vehicle until their assigned staggered report time arrives. Explore expanded start times, alternate day work schedules, and alternate reporting locations.

❑ Identify current mission critical /non-mission critical processes

o Identify employees from non-mission critical processes that can be cross-trained for mission critical tasks
  ▪ Train identified employees for activation if the event moves to Level 4

❒ Suspend all non-essential premise work if pandemic conditions warrant. Concentrate employee efforts to emergency investigations and other essential work that weather conditions dictate.

Examples of work to be suspended;
  o Credit – if moratorium is not in place
  o High bill complaints
  o Meter changes
  o Inside leak survey
  o Service tie over in construction projects
  o Service interruptions during construction activities
  o Main Line tie-ins (Unless Safety/Operational conditions exist)
  o All other non-essential non-emergency orders

	Do Not Schedule
Field Premise Work	
Credit Work	Follow PUC Emergency Order to suspend terminations during the 90-day PA disaster emergency period.
Inside SLLS	If illness reported, cancel/delay inside SLLS
Theft Investigations	Inside Investigations
Meter Changes	Non-Emergency Inside Work
High Bill Complaints	Non-Emergency Inside Work
Construction	
LTIIP	Continue main and service lines replacement; Keep old line in service and do cut-overs to new line at later date.

❑ Follow all Local/County Health Agency recommendations

PNG Pandemic Level 4 Task List
❑ Review Level 3 Tasks and make sure they are being followed where appropriate
❑ Issue *daily* internal communication pandemic status updates
❑ Implement transfer of trained non-mission critical employees to mission critical process work
❑ Implement social distancing practices   o Suspend all non-remote capable, non-mission critical processes
❑ Plan to operate for a 2-3 week minimum at this level
❑ Follow all Local/County Health Agency recommendations

Return to Normal Operations

Following the Business Continuity Plan, convene a Core Team meeting and follow established protocols in the plan to return to normal operations. Document the return by using Business Continuity Plan Appendix BC-26 – Declaration of Regular Business Operations. The Business Continuity Manager should be in constant communication with the Incident Manager during this stage.

Useful links

World Health Organization - WHO

www.who.int

Centers for Disease Control and Prevention – CDC

www.__cdc__.gov

Flu.gov

www.__flu__.__gov__

Pennsylvania Department of Health

www.__health__.__pa__.gov

West Virginia Department of Health and Human Resources

www.dhhr.__wv__.gov

Kentucky Cabinet for Health and Family Services

chfs.__ky__.gov/dph/

Allegheny County Health Department

www.achd.net/

Butler County

www.co.__butler__.__pa__.us

Washington County

www.__co.washington__.__pa__.us

Westmoreland County

www.co.__westmoreland__.__pa__.us

Pandemic Terms – *Definitions*

Contact – Contact is a term used to refer to someone who has been in close proximity with an individual who is, or is suspected of being, infected with an infectious disease like influenza.

Hand hygiene – Is a term that applies to the cleaning of one's hands. This is usually done with soap and water, hand sanitizer, or hand wipes. To kill an influenza virus hands must be washed with soap and water for 15 seconds and hand sanitizers or wipes must be used for 10 seconds and have an alcohol content of at least 60%.

Human-to-human transmission – Refers to the ability of infectious diseases to be passed from one person to another. Some viruses can be transmitted between animals (animal-to-animal), some can be transmitted from animal-to-human (and vice versa), and some can be transmitted from human-to-human.

Infection control – Is a broad term used to describe a number of measures designed to detect, prevent, and contain the spread of infectious disease. Some measures include hand washing, respiratory etiquette, and use of PPE, isolation, and quarantine.

Isolation – Is when sick people are asked to remain in one place (e.g. home, hospital), away from the public, until they are no longer infectious.

Pandemic influenza – Or pandemic flu, occurs when a new subtype of influenza virus develops and there is little or no immunity (protection due to previous infection or vaccination) in the human population; it is easily passed from human to human; is found in many countries; and causes serious illness in humans.

Personal Protective Equipment (PPE) – Is specialized clothing or equipment worn to protect someone against a hazard including an infectious disease. It can range from a mask or a pair of gloves to a combination of gear that might cover some or all of the body.

Quarantine – Is when people who have been in close proximity to an infected person, but appear healthy, are asked to remain in one place, away from the general public, until it can be determined that they have not been infected.

Respiratory etiquette – Good coughing and sneezing manners, is one way of minimizing the spread of viruses which are passed from human-to-human in the tiny droplets of moisture that come out of the nose or mouth when coughing, sneezing, or talking. Healthy and sick people should cover their noses and mouths when sneezing, coughing, or blowing their noses and then put the used tissue in the trash to reduce the spread of germs.

Social distancing – Is an infection control strategy that includes methods of reducing the frequency and closeness of contact between people to limit the spread of infectious diseases. Generally, social distancing refers to the avoidance of gathering with many people and maintaining a distance of at least three feet from the nearest person.