



Incident Management Plan

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August 2023

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Purpose of the Incident Management Plan

Peoples Natural Gas (PNG) Incident Management Plan provides mechanisms to ensure organized response and recovery for any unplanned major event that disrupts multiple normal business operations, and further provides structure for managing and coordinating the company's four individual incident plans: Emergency Response, Business Continuity, Physical Security, and IT Cyber Security. For the purpose of this plan, incident management encompasses:

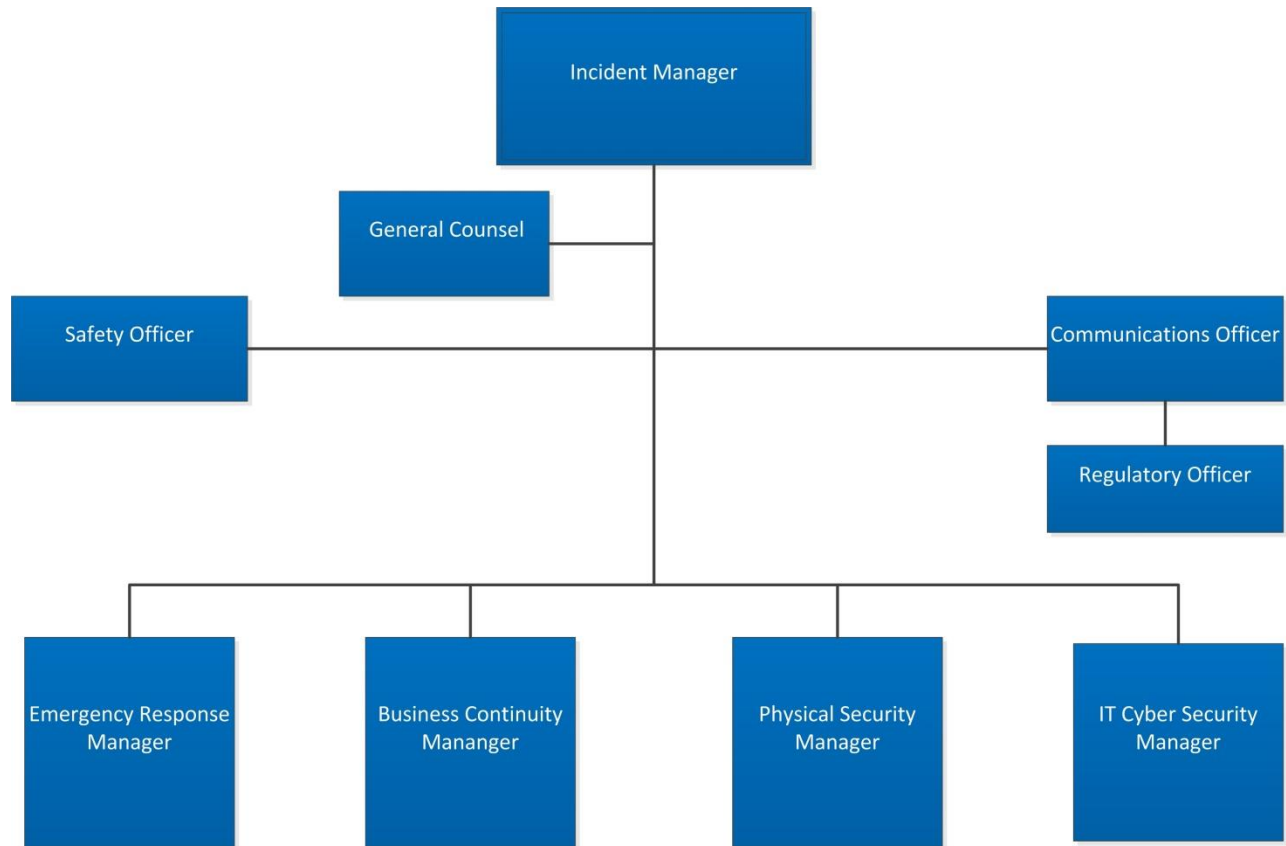
- Identification of critical business functions and a response/recovery strategy for each area
- Identification of alert guidelines for the Incident Management Plan
- Specific triggers to activate levels of the Incident Management Plan
- Team member descriptions, typical tasks, and team conference call agenda

Promulgation for Incident Management Plan

- The Incident Management Plan was last updated August 21, 2023
- The Incident Management 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 due to reflect new organization structure and employee retirements |
| 1/25/2017 | Kevin Turkovich | Clarified roles, responsibilities, and authorities as recommended by external counsel. Improvements identified in tabletop exercise. |
| 2/15/2017 | Kevin Turkovich | Additional updates as recommended by external counsel |
| 7/28/2017 | Kevin Turkovich | Plan review and team/ general updates |
| 1/23/2018 | Kevin Turkovich | Miscellaneous updates |
| 12/28/18 | Kevin Turkovich | Team member updates and separation of duties guidelines |
| 11/4/2019 | Kevin Turkovich | Miscellaneous updates, add ARCO activation process |
| 4/17/2020 | Kevin Turkovich | Miscellaneous updates including Region 13 contact information |
| 5/3/2021 | Kevin Turkovich | Miscellaneous updates including Region 13 contact information |
| 12/6/2021 | Kevin Turkovich | Miscellaneous updates |
| 8/15/2023 | Travis Bittner | Contact updates |

Incident Management Team Organization Chart



Incident Management Team Roster

| Position | Representative | Representative | Representative |
|-----------------------------|---------------------------|-------------------|-------------------|
| Incident Manager | Paul Becker | Ron King | Ed Palombo |
| General Counsel | Mike Turzai | Jennifer Petrisek | Meagan Moore |
| Safety Officer | Chad Ravotti | Jared Long | Paul Pantages |
| Communications Officer | Nick Paradise | Rebecca McArdle | Jeanne Russo |
| Regulatory Officer | Bill Roland | Dave Kralle | |
| Emergency Response Manager | Don Zombek | Bob Thomas | Randy Ciotola |
| Business Continuity Manager | Paul Becker Ed Palombo | Ron King | Luke Ravenstahl |
| Physical Security Manager | Mark Pietrone | William Schade | David Ackerman |
| Cyber Security Manager | John Childers | Michael Cammarata | Jason Christopher |
| Risk Management | Blake Potter | Travis Bittner | |

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

Specific Triggers for Activation of Plan

- Natural disaster affecting multiple company locations (tornado, flood, etc.)
- Fire at company facility
- Loss of multiple Information Technology systems due to cyber security issues or equipment/software malfunction
- Wide-spread pandemic affecting employee attendance
- Bomb threat
- Gas emergency
- 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

Incident Management Event Assessment

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

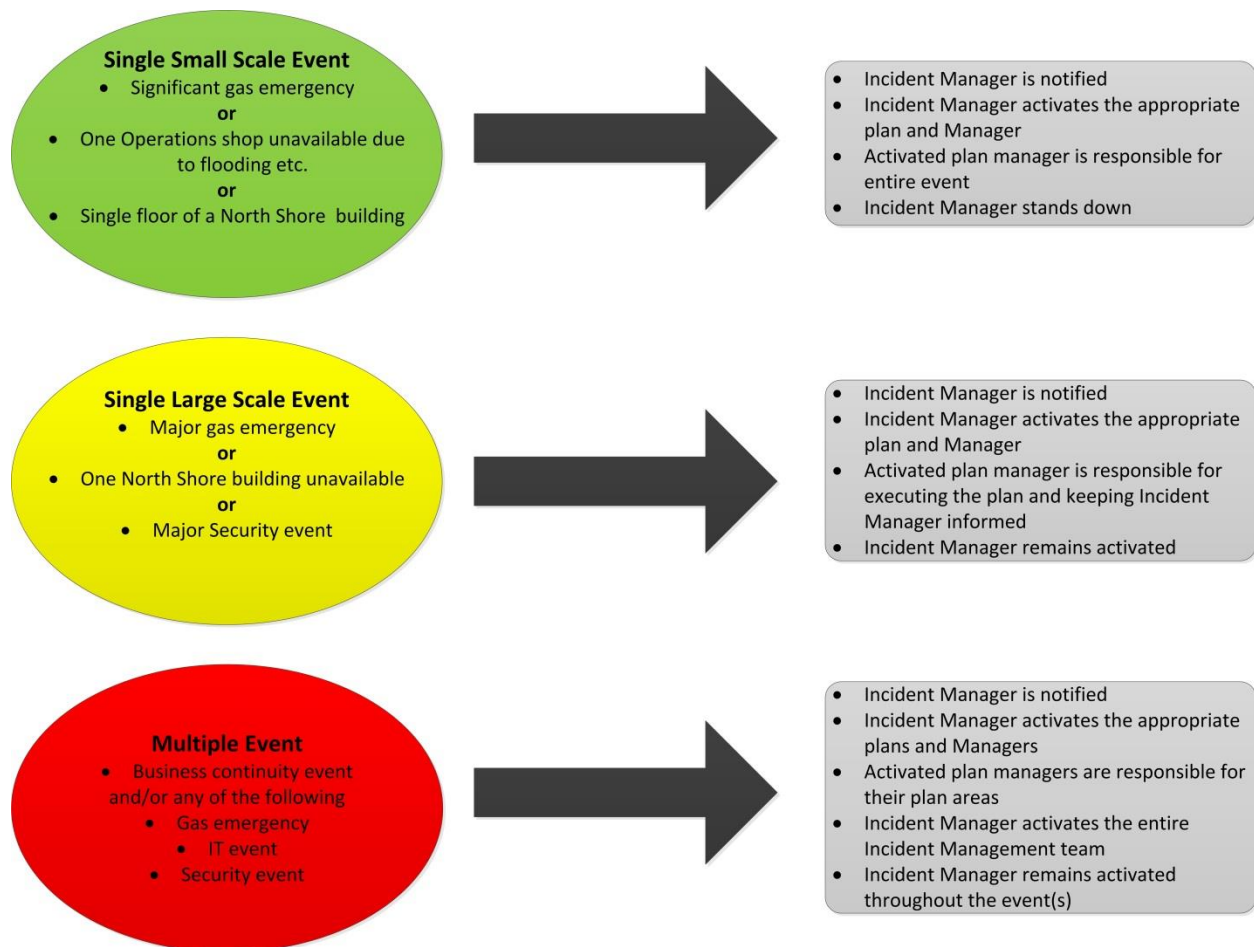
- Employee and public safety
- Operational impact
- Geographic areas involved
- Facilities affected
- Critical infrastructure affected

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

Incident Management Alert Guidelines

Incident Management events are normally classified into two categories: single plan events or multiple plan events. As such, the level of activation will be determined based on these two categories:

- Single plan events could require only one plan to be activated; however, dependent on the severity of the single event, parts of other plans might need to be activated.
- Multiple plan events could require multiple plans to be activated, as well as the Incident Management team. There may be instances where a plan manager could be activated as part of the Incident Management team, but his/her respective plan is not put into action.
- Use the chart below and on page 6 as a guideline for activation



Incident Management Alert Guidelines

| Event | Plan to be activated | | | | Incident Management Team Member to be activated | | | | | | | |
|----------------------------------|----------------------|----|----|----|---|---------|---------|---------|----------------|------|---------------|--------------|
| | ER | BC | PS | IT | ER Mgr. | BC Mgr. | PS Mgr. | IT Mgr. | Safety Officer | G.C. | Comm. Officer | Reg. Officer |
| Emergency Response Event | | | | | | | | | | | | |
| Elevated Minor | ✓ | | | | ✓ | | | | ✓ | ✓ | ✓ | |
| Elevated Major | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Business Continuity Event | | | | | | | | | | | | |
| Impending/Potential | | ✓ | | | | ✓ | | | ✓ | ✓ | ✓ | |
| Limited | | ✓ | | | | ✓ | | | ✓ | ✓ | ✓ | |
| Significant | | ✓ | | | | ✓ | | | ✓ | ✓ | ✓ | ✓ |
| Severe | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Physical Security Event | | | | | | | | | | | | |
| Elevated | | | ✓ | | | | ✓ | | ✓ | ✓ | ✓ | |
| Imminent | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Cyber Security Event | | | | | | | | | | | | |
| Impending/Potential | | | | ✓ | | | | ✓ | ✓ | ✓ | ✓ | |
| Limited | | | | ✓ | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Significant | | | | ✓ | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Severe | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Incident Management Team Conference Calls and Agenda

Once the Incident Management Team has been activated, the Incident Manager should schedule a conference call with all team members. The number for the conference call is x7950 (internal) or 1-800-499-1133 (external) with the passcode 713156. Each team member should be alerted to this call via telephone and email. The Incident Manager should use the agenda (Appendix IM-1) 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 should be scheduled for the duration of the event. In the case that our internal Audio Conference Bridge is out of service, an external Teleconference service has been setup through AT&T. The AT&T TeleConference Bridge created for Peoples Gas is as follows: Toll-free Conference #: 1-888-204-5987; Access code: 6979957; Host password: 9738

The Incident Management team has two meeting areas: The Peoples Gas Board Room at North Shore, and Pitt St.

If North Shore becomes unavailable, there are vacant offices on the 2nd floor at Pitt St. for company executives' use.

Incident Management Plans - Manager Activation Process

Incident Manager Activation:

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.

Business Continuity, Cyber Security, Physical Security and Emergency Plan Manager Activation:

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 Scenarios

Incident Manager Activates Plan Manager



Plan Manager Self Activation



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

Decision Making and Communication

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.

Incident Manager Position Description and Typical Tasks List

The Incident Manager is the key leader in all aspects of the management of Peoples' four Incident Management Plans – Emergency Response, Business Continuity, Physical Security, and IT Cyber Security. In this role, the Incident Manager will oversee and coordinate all response and recovery efforts during events that prevent the company from operating in a normal manner. Once such an event occurs, the Incident Manager will activate the necessary company Incident Management Plan(s), as well as serve as the conduit between company senior management and the plan managers.

Typical Tasks:

- Assess the event and determine the severity
- Activate the appropriate company Incident Management Plan in response to an event
- Manage and assign all Incident Management Team managers activities
- Schedule and lead all Incident Management Team conference calls/meetings
- Resolve conflicts between the plans and resource requirements
- Schedule Incident Management team members' rotation schedules, as necessary
- Create recovery plans for each incident or event
- Ensure all team members 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
- Approve any recovery deadlines and return to normal schedules received from the various plan managers
- Communicate event status, response and recovery status and other necessary information to the company's executive team
- Coordinate with Communications Officer to provide information to be disseminated to internal and external audiences, as necessary
- Maintain event logs and ensure team members are also completing required forms

General Counsel Position Description and Typical Tasks List

The General Counsel, reporting to the Incident 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 PNG 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

Safety Officer Position Description and Typical Tasks List

The Safety Officer, reporting to the Incident Manager, is a key member of all of 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 Incident Manager during an event
- 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 submit 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 Communication Officer to communicate necessary safety messages to employees
- Maintain logs of any safety incidents and hazardous material events

Communications Officer Position Description and Typical Tasks List

The Communications 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 Communications 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 outlet, 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 Incident Manager
- Coordinate responses to media inquiries. Prepare press releases, email updates, Social media, internal communication updates in a timely manner.
- 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 Incident Manager
- Monitor and report media activities to the Incident Manager

- Attend all update meetings/calls held during the incident
- Create and manage a media contact list
- Coordinate regulatory activity (With the Regulatory Officer)
- Maintain a media activity log and perform a review after the event
- Monitor and report digital/social media conversations to the Incident 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 reports to the Communications 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

Emergency Response Manager Position Description and Typical Tasks List

The Emergency Response Manager is the key leader in all aspects of the management of Peoples' Emergency Response Plan and reports directly to the company's Incident Manager. In this role, the Emergency Response Manager will oversee and coordinate all response and recovery efforts during an emergency event. Once such an event occurs, the Emergency Response Manager, in coordination with the Incident Manager, will activate the necessary parts of the company's Emergency Response Plan.

Typical Tasks:

- Act as an advisor to the Incident Manager during an event
- Oversee and coordinate all response and recovery efforts during an emergency event, utilizing the company's Emergency Response Plan
- Manage and assign all Emergency Response Team members' activities
- Schedule and lead all Emergency Response Team conference calls/meetings
- Schedule Emergency Response 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 submit to Incident Manager for approval
- Communicate event status, response and recovery status and other necessary information to the Incident Manager
- Coordinate with Communications Officer to provide information to be disseminated to internal and external audiences, as necessary
- Maintain event logs and ensures team members are also completing required forms

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:

- Act as an advisor to the Incident Manager during an event
- Oversee and coordinate all response and recovery efforts during a Business Continuity event, utilizing the company's Business Continuity Plan
- Manage and assign all Business Continuity Team members' activities
- Schedule and lead all Business Continuity Team conference calls/meetings
- 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 submit to Incident Manager for approval
- Communicate event status, response and recovery status and other necessary information to the Incident Manager
- Coordinate with Communications Officer to provide information to be disseminated to internal and external audiences, as necessary
- Maintain event logs and ensures team members are also completing required forms

Cyber Security Manager Position Description and Typical Tasks List

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

Typical Tasks:

- Act as an advisor to the Incident Manager during an event
- Oversee and coordinate all response and recovery efforts during a Cyber Security event, utilizing the company's Cyber Security plan
- Manage and assign all Cyber Security members' activities
- Schedule and lead all Cyber Security team conference calls/meetings
- Schedule Cyber Security team members' rotation schedules, as necessary
- Ensure all teams 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 submit to Incident Manager for approval
- Communicate event status, response and recovery status, and other necessary information to the Incident Manager
- Coordinate with Communications Officer to provide information to be disseminated to internal and external audiences, as necessary
- Maintain event logs and ensures team members are also completing required forms

Physical Security Manager Position Description and Typical Tasks List

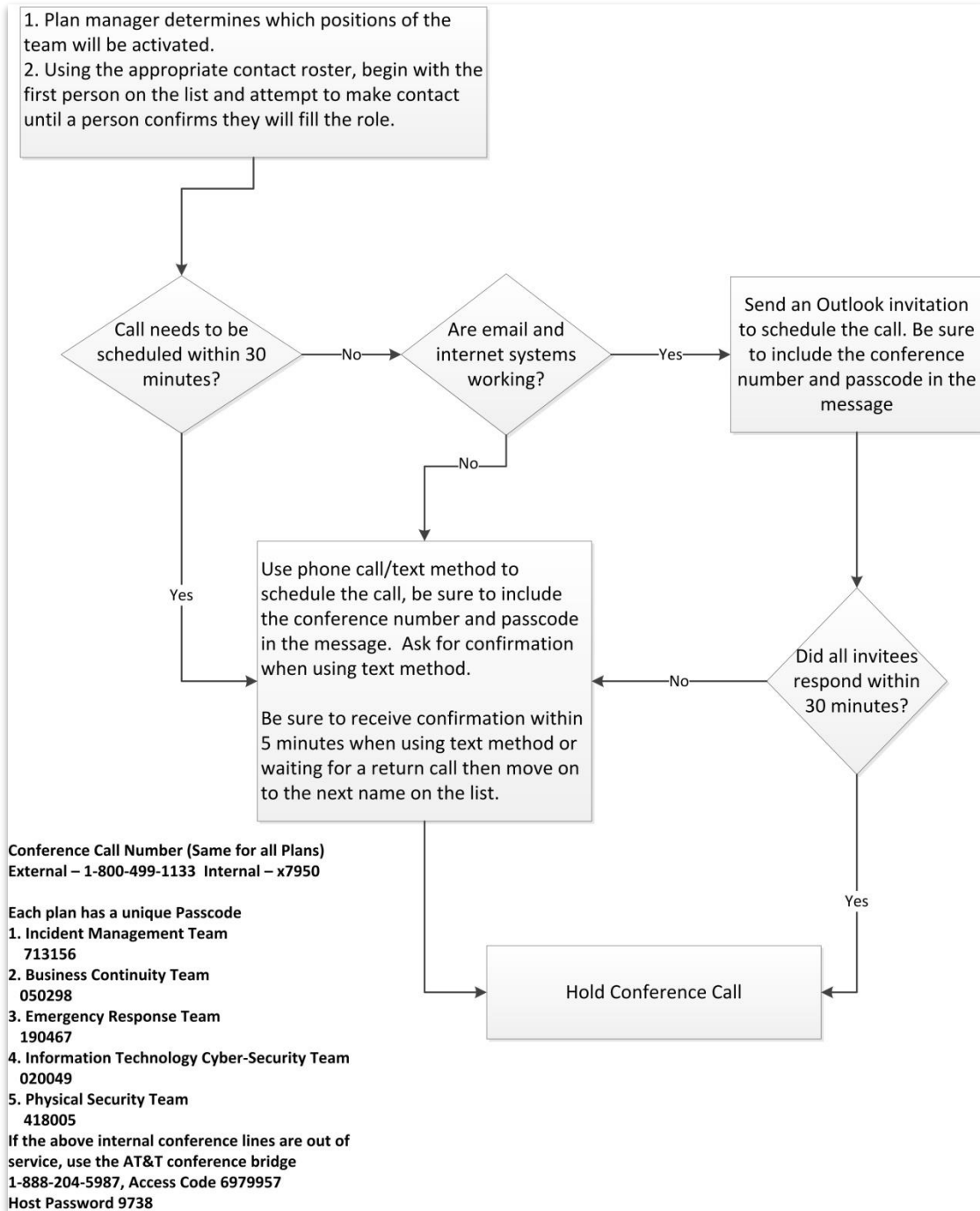
The Physical Security Manager is the key leader in all aspects of the management of Peoples' Physical Security Plan and reports directly to the company's Incident Manager. In this role, the Physical Security Manager will oversee and coordinate all response and recovery efforts during a physical security event. Once such an event occurs, the Physical Security Manager, in coordination with the Incident Manager, will activate the necessary parts of the company's Physical Security Team.

Typical Tasks:

- Act as an advisor to the Incident Manager during an event
- Oversee and coordinate all response and recovery efforts during a Physical Security event, utilizing the company's Physical Security Plan
- Manage and assign all Physical Security Team members' activities
- Schedule and lead all Physical Security Team conference calls/meetings
- After the event assessment has been completed, create a detailed recovery plan
- Schedule Physical Security 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 submit to Incident Manager for approval
- Communicate event status, response and recovery status and other necessary information to the Incident Manager
- Coordinate with Communications Officer to provide information to be disseminated to internal and external audiences, as necessary
- Maintain event logs and ensures team members are also completing required forms

Appendices

Appendix IM-1 – Conference Call/Meeting Initiation Protocol



Appendix IM-2 – Incident Management Team Conference Call/Meeting Agenda

Date: _____

Time: _____

Team members in attendance (perform roll call)

| Position | In attendance? | Representative Name? |
|-----------------------------|----------------|----------------------|
| Incident Manager | | |
| General Counsel | | |
| Safety Officer | | |
| Communications Officer | | |
| Regulatory Officer | | |
| Emergency Response Manager | | |
| Business Continuity Manager | | |
| Physical Security Manager | | |
| Cyber Security Manager | | |

Plans activated: ER BC PS IT

Summary of current Incident Management Event:

General Counsel:

Safety Officer report:

Communications Officer report:

Regulatory Officer report:

Emergency Response Manager report:

Business Continuity Manager report:

Physical Security Manager report:

Cyber Security Manager report:

Outstanding Needs:

Next conference call: _____

Appendix IM-3 – Incident Management Action Plan Form

To be used for documenting specific tasks and goals

| | | | | | |
|------------------------|--|---|--|--|---|
| Incident Name: | | | | | |
| Operational Period: | Date and Time From: | | | | |
| | Date and Time To: | | | | |
| Description of Event: | | | | | |
| PNG Plans Activated: | <input type="checkbox"/> Incident Management | <input type="checkbox"/> Cyber Security | <input type="checkbox"/> Business Continuity | <input type="checkbox"/> Physical Security | <input type="checkbox"/> Emergency Response |
| Action Plan Objective: | | | | | |
| | | | | | |

Specific Tasks by Plan Manager/Team Member:

Incident 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. | |

Emergency Response Manager

| | |
|----|--|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

Business Continuity Manager

| | |
|----|--|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

Physical Security Manager

| | |
|----|--|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

Cyber Security Manager

| | |
|----|--|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

| | | |
|------------------------------|-------|-------|
| Approved by Incident Manager | Date: | Time: |
| Incident Manager Signature: | | |

Appendix IM-4 – PNG Incident Management Plan Emergency Event Initial Report Form

*This form is to be completed by the Operations Center when receiving a report of a **Company** emergency event. Contact the PNG Incident Manager and relay the information immediately after the call.*



| | |
|--|--------------|
| Date: | Time: |
| Name of person taking the call: | |
| Caller name, title, department: | |
| Phone number where caller can be reached: | |
| Description of the event: | |
| | |

| |
|---|
| Is this a Gas Emergency? |
| Any injuries to PNG personnel? |
| Any PNG personnel taken to a hospital? Which one? |
| Any injuries to non-PNG personnel? |
| Any non-PNG personnel taken to a hospital? Which one? |
| Any damage to PNG sites or Property? |
| Any damage to non-PNG property? |
| Was there a building evacuation? |
| What was the cause of the damage/injuries? |
| Were Emergency personnel (911) notified? If notified are they on site? |
| Are phones working at the site? |

| | | |
|--|--------------|--------------|
| Are IT systems working? | | |
| Is the media on site? Have any statements been given? | | |
| Advise caller to stay in a safe area and remain available in case additional information is required. Using the list below, Immediately contact the PNG Incident Manager and communicate the event information. Begin with the first person on the list and continue down the list until you reach someone. | | |
| Name | Work Phone | Cell Phone |
| Paul Becker | 412-258-4406 | 724-822-4728 |
| Ed Palombo | 412-258-4453 | 412-576-6715 |
| Ron King | 412-208-7920 | 412-514-7692 |
| Luke Ravenstahl | 412-258-4438 | 412-980-3335 |

Appendix IM-5 – Incident Management Team Contact List

| Contact Name | Work Phone | Cell Phone | Email |
|-------------------|--------------|--------------|--|
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| Ed Palombo | 412-258-4453 | 412-576-6715 | Edward.a.Palombo@peoples-gas.com |
| Mike Turzai | 412-258-4473 | 724-815-1349 | Mike.turzai@peoples-gas.com |
| Jennifer Petrisek | 412-208-6834 | 412-552-0671 | Jennifer.petrisek@peoples-gas.com |
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| Chad Ravotti | 412-208-7247 | 412-335-4961 | Chad.R.Ravotti@peoples-gas.com |
| Jared Long | 724-431-4928 | 724-822-4729 | Jared.long@peoples-gas.com |
| Bill Roland | 412-208-6537 | 412-657-3377 | William.Roland@peoples-gas.com |
| Jason Christopher | 412-208-6541 | 412-779-2901 | jason.b.christopher@peoples-gas.com |
| Mark Pietrone | 412-244-4395 | 412-660-0969 | mark.pietrone@peoples-gas.com |
| Randy Ciotola | 412-258-4660 | 412-906-1188 | randy.r.ciotola@peoples-gas.com |
| Ron King | 412-208-7920 | 412-514-7692 | Ron.king@peoples-gas.com |
| Luke Ravenstahl | 412-258-4438 | 412-980-3335 | lravenstahl@peoples-gas.com |
| Bob Thomas | 814-269-6320 | 814-525-1415 | Robert.thomas@peoples-gas.com |

Appendix IM-6 – Executive Contact List

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| Chris Luning | 610-645-1068 X51068 | 610-955-2546 | N/A | CPLuning@essential.co |
| Chris Franklin | 610-645-1068 X51081 | 610-324-3179 | N/A | chfranklin@essential.co |

Appendix IM-7 – PA Region 13 Contact List

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|--|-----------|-----------------------------------|-------------------------------------|--|----------------------|----------------|
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| Motley-Williams | Julie | Director of Administration | ALCOSAN | Julie.Motley-Williams@alcosan.org | 412-734-6210 | 412-290-2703 |
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| Spurr | Mike | Fusion Center Intel Officer | WPAHFC | michael.spurr@alleghenycounty.us | (412) 473-7063 | (412) 906-6874 |
| Bianconi | Mike | Director of Water Operations | Altoona Water Authority | mbianconi@altoonawater.com | 814-631-5981 x2120 | |
| DeAngelis | Doug | Water Purification Supervisor | Altoona Water Authority | ddeangelis@altoonawater.com | 814-944-2597 | |
| Kelly | Brad | Director of Wastewater Operations | Altoona Water Authority | bkelly@altoonawater.com | | 814-241-3603 |
| Lane | Brennan | Wastewater Treatment Supervisor | Altoona Water Authority | blane@altoonawater.com | | 724-599-2658 |
| Moyer | Aaron | IT Coordinator | Altoona Water Authority | amoyer@altoonawater.com | 814-949-2247 x 2223 | |
| Cohen | Ed | Safety Specialist | Aqua PA | ecohen@aquaamerica.com | | 215-272-3456 |
| Martin | Zach | Western Area Manager | Aqua PA | ZFMartin@aquaamerica.com | 724.981.1200 x 50725 | 330.268.0133 |
| Paul | Carol | Plant Manager | Aqua PA | CJPaul@aquaamerica.com | | |
| Peck | Christian | FirstNet Principal Consultant | AT&T | CP140V@att.com | 412-628-2657 | |
| Miketa | Gene | LEPC | Beaver County | gmiketa@beavercountypa.gov | | |
| Whipple | Kevin | Deputy EMA Director | Beaver County | kwhipple@beavercountypa.gov | | 724-622-5806 |
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| Slagle | William | Inspections Supervisor | Butler Area Sewer Authority | wslagle@basapa.org | 724-282-1978 | 724-355-5368 |
| Mercurio | Philip | Crime Center | City of Pittsburgh | philip.mercurio@pittsburghpa.gov | 412-323-7844 | 412-352-6657 |
| Burke | Rick | Operations Compliance Manager | Columbia Gas | rburke@nisource.com | 724-416-6332 | 724-321-7155 |
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| Dillon | John | Director of Security | Comcast | John_dillon2@cable.comcast.com | 412-595-8380 | |
| Kaib | Alfred | EHS Specialist | Comcast | alfred_kaib@comcast.com | 412-289-3491 | |
| Roethlein | Brianna | Investigator | Comcast | brianna_roethlein@comcast.com | | |
| Stief | Todd | Security Supervisor | Comcast | todd_stief@comcast.com | 412-722-5723 | |
| Morin | Lydia | Executive Director | Connect | lydia@connectgovs.org | 412-443-6700 | |

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|-----------|-------|--|--------------------|--|-----------------------|----------------|
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| Johnson | Mark | Uptown Plant Manager | Cordia | mark.johnson@cordiaenergy.com | 412-298-2585 | |
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| Sarti | Bryan | Distribution Manager | Cordia | bryan.sarti@cordiaenergy.com | 412-861-3037 | |
| Schneider | Mark | General Manager | Cordia | mark.schneider@cordiaenergy.com | 412-216-8016 | |
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| Maurer | Kelly | Public Works Director | Cranberry Township | Kelly.Maurer@cranberrytownship.org | 724-776-4806 x1164 | |
| Sedon | Mike | Manager, WWTP Operations | Cranberry Township | mike.sedon@cranberrytownship.org | 724-776-4806 | 724-272-1692 |
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| Johnson | Bill | Security Specialist | Duquesne Light | wjohnson@duqlight.com | 412-350-9190 | |
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| | | | | | | |
|-------------|---------|---|---|--|------------------------|----------------|
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| Ellsworth | Chad | Manager, Special Projects | Erie Water Works | cellsworth@eriewaterworks.org | 814-870-8000, Ext. 202 | 814-460-2451 |
| Dana | Mark | Special Agent - WMD | FBI-Pittsburgh | mdanna@fbi.gov | | 202-834-5955 |
| Jordan | Tom | Special Agent - WMD | FBI-Pittsburgh | tcjordan@fbi.gov | (412) 432-4188 | (412) 216-4467 |
| Lauer | Jason | Special Agent-WMD Officer | FBI-Pittsburgh | jelauer@fbi.gov | (412) 432-4127 | (412) 848-5779 |
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| Winklmann | April | Executive Director | Hampton-Shaler Water Authority | april.winklmann@hswa-pa.org | 412-486-4867 | 724-321-2212 |
| Noto | John | Water & Wastewater Manager | Midland Municipal Authority | | | |
| Walker | Debbie | Asst General Manager | Moon Township Water Authority | dwalker@moontma.com | 412-264-4300 x 114 | 412-327-7040 |
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| Sheridan | Colin | Police Supervisor | Municipal Authority of Westmoreland County | csheridan@mawc.org | 724-727-2620 | 724-610-6026 |
| Warheit | Katelyn | Environmental Compliance Superintendent | Municipal Authority of Westmoreland County | kwarheit@mawc.org | 724-454-0233 | |
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| McCormick | Frank | Director - Business Continuity | PA American Water | francis.mccormick@amwater.com | | (732) 615-8201 |
| Stanton | Jasun | Production Assets Manager | PA American Water | Jasun.Stanton@amwater.com | 412-884-5109 | |
| Stayrook | Chuck | Security Specialist - Western Area PA | PA American Water | Charles.Stayrook@amwater.com | 973-270-2367 | 724-493-9835 |
| McCaffrey | Tom | Source Water Protection | PA DEP | tmccaffrey@pa.gov | 412-442-4212 | |
| Moore | Brian | Director, Environmental Emergency Response | PA DEP | briamoore@pa.gov | (717) 571-9832 | |
| Woodward | Lisa | Source Water Protection | PA DEP | lisawoodwa@pa.gov | 814-332-6410 | |
| Daniels | Kristin | Director | PA Office of Homeland Security | kridaniels@pa.gov | (717) 346-4461 | |
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| Montgomery | Chance | Damage Prevention Liaison | PA One Call | dcmontgomery@pa1call.org | 412-464-7109 | 412-503-3662 |
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| Manns | Steve | Trooper | PA State Police/PaCIC | smanns@pa.gov | 814-475-2341 | 814-475-2341 |

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|----------|---------|---|------------------------------------|--|----------------|----------------|
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| Ferrere | Ronald | Manager, Gas Control | Peoples Natural Gas | Ronald.Ferrere@peoples-gas.com | | |
| Hurley | Anthony | Emergency Planning Consultant | Peoples Natural Gas | Anthony.Hurley@peoples-gas.com | 216-554-0558 | |
| Kuehn | Dan | Compliance Manager | Peoples Natural Gas | daniel.kuehn@peoples-gas.com | 412-244-4381 | |
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| Felser | Jason | Director of IT | Pittsburgh Water & Sewer Authority | JFelser@pgh2o.com | 412.606.2906 | |
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| | | | | | | |
|------------|-----------|---|---|--|----------------|----------------|
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| Ombres | David | Government Account Executive | T-Mobile | david.ombres@t-mobile.com | 412-737-8675 | |
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| Gurzo | Mark | District Office Security Manager | US Attorney's Office Western District of PA | Mark.Gurzo@usdoj.gov | | |
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| Siegel | Becky | Government Account Manager | Verizon Wireless | becky.siegel@verizonwireless.com | 412 508 8238 | |
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| Durr | Randy | Manager, Regional External Affairs West Penn Power/Penn Power | West Penn Power | rdurr@firstenergycorp.com | (724) 838-6895 | (724) 288-2268 |
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| Derstine | Kendall | DHS I&A Analyst | Western PA All Hazards Fusion Center | kendall.derstine@hq.dhs.gov | | 202-815-3594 |
| Fenske | Abigail | Region 13 Intel Analyst | Western PA All Hazards Fusion Center | c-afenske@pa.gov | | 412-396-9799 |
| Diana | Mike | Foreman | Western Westmoreland Municipal Authority | mdiana@wrmaweb.com | 724-864-0452 | 412-973-3529 |
| Gorski | Stan | Authority Manager | Western Westmoreland Municipal Authority | sgorski@wrmaweb.com | 724-864-0452 | 724-420-0875 |
| Kovatch | Cassandra | PIO/Community Outreach Coordinator | Westmoreland County | ckovatch@westmorelandcountypa.gov | 724-600-7305 | 724-972-7078 |
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| Russo | Nick | Operations Coordinator | Wilksburg-Penn Joint Water Authority | nrusso@wpjwa.com | | 412-512-0100 |
| Brooks | Mark | Director | | MBrooks@sewickeywater.org | (412) 741-9180 x 2511 | |