



# EMERGENCY MANAGEMENT PROGRAM



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## Summary of the Emergency Management Program



*The protection of life – of both the public and the service member is the first priority for the Canada Montana Pipeline Company (CMPL). The second priority is to stabilize the incident – control or make the situation safe. The third priority is the conservation of property. CMPL is dedicated to always protecting and maintaining Public Safety.*

-CMPL's Emergency Management Program's Statement of Commitment

### Regulatory Requirements

In accordance with Canada Energy Regulator (CER) Order MO-002-2017, Canada Montana Pipeline Company (CMPL) has made the Emergency Management Program (EMP) information available on its company website for public viewing. [EMP information can be found at this public URL.](http://www.northwesternenergy.com/docs/default-source/documents/safety/emergency-management-program-final.pdf)

<http://www.northwesternenergy.com/docs/default-source/documents/safety/emergency-management-program-final.pdf>

The EMP meets or exceeds all applicable federal and provincial regulatory requirements into addition CMPL and NWE's internal standards, which is governed by our Gas Transmission and Storage Department.

*Canada Montana Pipeline Company is a wholly owned subsidiary of NorthWestern Energy. Any resources, employees, or financial instruments required by CMPL will be provided by NorthWestern Energy. Throughout the EMP, CMPL will mean the subsidiary – Canada Montana Pipeline Company – as supported by NorthWestern Energy.*

-NorthWestern Energy Leadership

### Commitment and Ability to Respond to Emergencies

CMPL is committed to conducting our operations in a manner that ensures the safety and security of the public, safety and security of our employees and those who work on behalf of CMPL. The safety, security, and integrity of our assets, including property and (customer property), the protection and stewardship of the environment, and the readiness to respond to incidents and emergency situations throughout the company's area of operations, is shown throughout the EMP and Emergency Procedures Manual (EPM).



In support of this commitment, CMPL's Emergency Management Commitment Statement indicates that CMPL is prepared to manage all emergencies and protect the public, workers, environment, and company assets. The EMP is focused on making sure all hazards and risks are identified, and personnel can respond quickly and safely to an unplanned event or incident.

## **Continual Improvements**

The EMP is subject to continual improvement and will be reviewed and updated (if appropriate) annually by the Emergency Procedures Manual Committee. The EMP will be treated as an extension and summary of the EPM.



## Key Public Safety Information



### Notifications to the Public, First Responders, and Government Agencies

Canada Montana Pipeline Company (CMPL) and NorthWestern Energy (NWE) are required by regulation to inform landowners and communities of what actions to take in case of an emergency. Through our public outreach and mailing campaigns, CMPL and NWE reach out to thousands of stakeholders each year who may be affected by our operations and associated emergency planning zones.

Specifically for Canadian landowners, first responders, local, province, and Federal government agencies, indigenous communities and members of the public who need to be contacted directly if an emergency occurs, CMPL conducts public outreach programs that provide specific information about the operations in their community:

- Emergency notification
- Public protection measures that may be taken
- Pipeline safety, including operational details and hazards for the assets in the local area
- Training and exercises for local, province, and Federal government agencies
- Continuing Education for police, fire, EMS, and Emergency Management officials

Keeping current contact information is critical to a quick and effective response. CMPL regularly updates contact information through in-person visits and by telephone. All personal information collected is kept confidential. If an emergency occurs where public safety actions may be required, CMPL will make direct contact with potentially impacted members of the public, communities, local, province, and Federal government agencies, and first responders. This may happen by telephone or in-person visits.

### How to Notify CMPL of an Emergency

In the event of an emergency, CMPL will have several ways that the general public-at-large can find out more information as updates to the situation become available. This may include [the NorthWestern Energy outage map \(http://www.northwesternenergy.com/safety/outage-safety/outage-mapping\)](http://www.northwesternenergy.com/safety/outage-safety/outage-mapping)



), [NWE's website \(http://www.northwesternenergy.com/\)](http://www.northwesternenergy.com/), and/or toll-free phone numbers located at the beginning of this document and on our website.

*Call CMPL's 24-hour Emergency Response at 1-888-467-2669 if you suspect a problem related to our pipelines or facilities.*

-CMPL Direct Contact Center

## Air Monitoring and Water Supply Protections

As part of its initial incident response activities, CMPL follows a formalized process to identify and evaluate potential risk due to the incident, including members of the public and potential drinking water sources. Depending on the outcome of the evaluation and the potential risk to a the public or drinking water sources, CMPL will undertake appropriate monitoring and/or mitigation measures to ensure the protection of these potential risks. This will include air monitoring to ensure the public is not at risk, which will be conducted by First Responders utilizing Combustible Gas Indicators (CGIs) and the Atmospheric Monitoring Log located in the Emergency Procedures Manual.

At all stages of the incident response, CMPL strives to ensure that any and all stakeholders are protected and impacts are prevented and minimized. In the event drinking water is impacted, CMPL will work with the water supply operator to provide alternate sources of clean water and water treatment, if necessary.

## Product Information and Hazards

CMPL operates a 16" (406.4mm) natural gas only pipeline that is 4.2 miles (6.75 km) long. A Safety Data Sheet for natural gas is located in the Emergency Procedures Manual and is consistent with Health Canada's Workplace Hazardous Materials Information System (WHMIS) and the Globally Harmonized System of Classification and Labeling (GHS).

*Natural gas in its dry state is a colorless gas under pressure (sometimes) stench with a foul smelling odorant. Natural gas is extremely flammable and explosive. Keep away from heat, sparks, and open flames. A high concentrations natural gas is a simple asphyxiate, which displaces oxygen from the breathing atmosphere.*

-Safety Data Sheet from CMPL's Emergency Procedures Manual

## Potential Health Effect and First Aid Measures

**Eye:** Call a physician if symptoms or irritation occur.

**Skin:** Call a physician if symptoms or irritation occur.

**Inhalation:** Move person to fresh air if not breathing or if no heartbeat, give artificial respiration or cardiopulmonary resuscitation (CPR). Immediately call a physician.

**Ingestion:** Ingestion is not likely. If swallowed, immediately call a physician.

**Notes to Physician:** Treat symptomatically



# Emergency Procedures Manual



## Overview of the Emergency Procedures Manual

### Explanation of how the Emergency Procedures Manual is used during an Emergency

Canada Montana Pipeline Company (CMPL) has a federally governed Emergency Procedures Manual (EPM) and has established site-specific plans for our pipeline segment located within the Canadian Border.

Canada Montana Pipeline Company's emergency responses are guided by our EPM, which are required by regulation and include the following components:

- Immediate actions to protect workers, the public, and property
- Notifications for alerting Emergency Services agencies and First Responders of an emergency situation
- Assessing emergency situations
- Procedures for mobilizing CMPL and NorthWestern Energy personnel and other responders
- Information about stakeholders in order to immediately notify anyone who may be potentially affected by the incident
- Methods for establishing communication and coordination between CMPL's Incident Command, Emergency Operations Center, and other responders or agencies
- Information about potential hazards

### Location of the Emergency Procedures Manual Online

Canada Montana Pipeline Company's Emergency Procedures Manual is located on NorthWestern Energy's public facing website at the following URL: [Emergency Procedures Manual](https://www.northwesternenergy.com/canadian-montana-pipeline-response-plan).

<https://www.northwesternenergy.com/canadian-montana-pipeline-response-plan>

*Canada Montana Pipeline Company's Emergency Procedures Manual can be viewed on our public website. This link is updated to the most current version of the Emergency Procedures Manual on an annual basis.*

-Canada Montana Pipeline Company



## Overview of Supporting Documents

CMPL's EPM guided by numerous supporting documents that are developed for NorthWestern Energy. These documents are internal policies maintained by NorthWestern Energy and are available upon request. A list of routinely used documents in an emergency are:

- Traffic Control Plan
- Fire Prevention and Control Plan
- Telecommunications Plan
- Environmental Policy
- Public Safety Plan
- Personnel Protective Equipment Plan
- Work Zone Protection Plan
- Weather Planning
- First Aid/CPR and Blood borne Pathogens Policy
- Animal, Insect, and Wildlife Policy
- Waste Management Policy

## Explanation of Redacted Sections in the Emergency Procedures Manual

Canada Montana Pipeline Company's Emergency Procedures Manual contains redacted sections as allowed by MO-006-2016. A full list of redactions is submitted to the Canada Energy Regulator annually as part of the CMPL Annual Report. CMPL has redactions which are categorized under the following reasons:

- Personally Identifiable Information and Contact Information per MO-006-2016 1.a.i
- Publication of maps or drawings that detail the exact location or operations of the pipeline facility is believed to present a real and substantial risk to Pipeline Security per MO-006-2016 1.a.ii
- Real and substantial risk that its disclosure will impair the security of computer or communications systems per MO-006-2016 1.a.ii



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## Policy and Commitment



### Policies and Goals for a Safe and Secure Emergency Response

Canada Montana Pipeline Company's (CMPL) goals for a safe and secure emergency response are provided below. It is the intent of CMPL to constantly monitor and update these goals in order to push for less emergency situations and safer responses when emergencies do occur.

- Prevent emergencies from happening
- Reduce or remove the effects of emergency incidents
- Prevent exposures from turning into large scale emergencies
- Be prepared to respond to emergencies when they do happen
  - Activate and mobilize all necessary assets to manage the immediate consequences of an emergency
  - Identify regional specific challenges or considerations such as:
    - Population density
    - High consequence areas
    - Border crossing challenges
    - Local infrastructure
    - Water supplies or bodies of water (pipeline crosses a river)
    - Environmental issues or stressors
- Restoration of an emergency area to its previous state
- Document Lessons Learned from the event or emergency and implement them into future EMP updates and trainings

### Objectives to Meet Goals

CMPL intends to meet the above policies and goals through the following set of broad objectives:

- Employee Training
- Operator Qualifications
- Coordination between CMPL and NWE's other programs and departments





- Hazard Identification
- Training Exercises to tests CMPL's Plans and Processes
- Conduct and liaise with external agencies and the public to include procedures, plans, and training materials.
- Continual development and implementation of reporting and notifications from the public, emergency response agencies, and external notifications.
- Testing of and activation of company assets, response teams, and response departments
- Evaluate and improve incident management and the incident command system regularly

## **Specific and Measureable Goals**

CMPL has the following set of specific and measurable goals:

*CMPL will aim for 100% attendance rate of those CMPL employees identified as Canadian First Responders.*

-Canada Montana Pipeline Company's Commitment to You

## **Emergency Procedures Manual Updates**

- CMPL will review and update the Emergency Procedures Manual on an annual basis (or more if needed)

## **Emergency Procedures Manual Trainings**

- CMPL will attempt to attend Mutual Emergency Response Trainings with Canadian Utilities annually
- CMPL will hold at least one Table Top Exercise every three years
- CMPL will hold at least one Full Scale Exercise every three years

## **Exercise Completion Rates by Employees**

- CMPL will aim for 100% attendance rate of those CMPL employees identified as Canadian First Responders at the exercises listed above

## **Appropriate Public Response in the event of a release or emergency**

- CMPL is committed to a providing a safe and secure response to any emergency occurring on or near its gas transmission facilities
- CMPL is also committed to ensuring a safe and secure response even when CMPL's assets are not involved. CMPL First Responders will ensure the incident site is safe and monitor activity in the area until the responsible utility representatives (or Emergency Services) arrive.



## Goals and Objectives



### Key Goals

Canada Montana Pipeline Company (CMPL) has the following set of specific and measurable goals:

#### Emergency Procedures Manual Updates

- CMPL will review and update the Emergency Procedures Manual on an annual basis (or more if needed)

#### Emergency Procedures Manual Trainings

- CMPL will attempt to attend Mutual Emergency Response Trainings with Canadian Utilities annually
- CMPL will hold at least one Table Top Exercise every three years
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#### Exercise Completion Rates by Employees

- CMPL will aim for 100% attendance rate of those CMPL employees identified as Canadian First Responders at the exercises listed above

#### Appropriate Public Response in the event of a release or emergency

- CMPL is committed to providing a safe and secure response to any emergency occurring on or near its gas transmission facilities

### Key Objectives

CMPL intends to meet the above policies and goals through the following set of broad objectives:

- Employee Training
- Operator Qualifications
- Coordination between CMPL and NWE's other programs and departments
- Hazard Identification
- Training Exercises to tests CMPL's Plans and Processes
- Conduct and liaise with external agencies and the public to include procedures, plans, and training materials.
- Continual development and implementation of reporting and notifications from the public, emergency response agencies, and external notifications.
- Testing of and activation of company assets, response teams, and response departments
- Evaluate and improve incident management and the incident command system regularly

## Hazard Identification



### Hazard Summary

Natural gas in its dry state is a colorless gas under pressure (sometimes) scented with a foul smelling odorant. Natural gas is extremely flammable and explosive. Keep away from heat, sparks, and open flames. At high concentrations natural gas is a simple asphyxiate, which displaces oxygen from the breathing atmosphere.

**If exposed to Natural Gas follow these directions:**

**Eye:** Call a physician if symptoms or irritation occur.

**Skin:** Call a physician if symptoms or irritation occur.

**Inhalation:** Move person to fresh air if not breathing or if no heartbeat, give artificial respiration or cardiopulmonary resuscitation (CPR). Immediately call a physician.

**Ingestion:** Ingestion is not likely. If swallowed, immediately call a physician.

**Notes to Physician:** Treat symptomatically

### Hazard Consequences

In addition to the hazards applicable to bodily harm, natural gas also presents a potential hazard to the environment, property, and the wellbeing of stakeholders utilizing natural gas in their day to day lives. Canadian Montana Pipeline Company (CMPL) has identified other hazards unrelated to the potential bodily harm of natural gas. Those hazards and their probability and impact are summarized in the following table along with the active mitigation that is used to prevent the hazards from occurring.

### Risk Analysis Process

CMPL and NorthWestern Energy (NWE) utilize the Enhanced Pipeline Risk Assessment Methodology (EPRAM). Through EPRAM we follow a conservative approach for managing the risk of hazards causing harm or adverse effect. This risk analysis drives a governed, consistent and consolidated approach to many risk practices already in place at CMPL and NWE. Our risk management protocols include the engagement of key stakeholders to identify hazards, assessment of risks and development of controls to protect the public and the environment. Using risk analysis tools, templates, and process, the Emergency Management Program undergoes a hazard identification and risk assessment annually.



## Emergency Response Risk Table

Possible Threat	Probability	Impact	Mitigation	Comments
External Corrosion	Very Low	High	Yes	Active Cathodic Protective Monitoring
Internal Corrosion	Very Low	High	Yes	Transmission Quality Gas with no moisture or acid
Stress Corrosion cracking	Very low	High	Yes	Annual line patrol, continuing surveillance, continuous SCADA monitoring of flows/pressures
Manufacturing Related Defects	Very Low	High	Yes	Inspection of Construction Materials
Construction Related Defects	Very Low	High	Yes	OQ and monitoring of construction activities by Engineering staff
Equipment Failure	Low	High	Yes	Continuous SCADA monitoring of flows and pressures
Third Party Damage (such as road crossings/waterway crossings)	Moderate	High	Yes	Alberta One-Call Member
Incorrect Operations	Low	High	Yes	Continuous SCADA monitoring of flows and pressures
Weather/Outside Force Related	Moderate	High	Yes	Annual line patrol, continuing surveillance, continuous SCADA monitoring of flows/pressures
Intentional Property Damage	Moderate	High	Yes	Annual line patrol, continuing surveillance, continuous SCADA monitoring of flows/pressures

### Emergency Response Preparedness

CMPL emergency responses are guided by our Emergency Procedures Manual (EPM) which are required by regulation and include the following components:

- Immediate actions to protect workers, the public, and property
- Notifications for alerting Emergency Services agencies and First Responders of an emergency situation
- Assessing emergency situations
- Procedures for organizing CMPL and NorthWestern Energy personnel and other responders
- Stakeholder information in order to immediately notify anyone who may be affected (or potentially affected) by the incident
- Ability to establishing communication and coordination between CMPL’s Incident Command, Emergency Operations Center, and other responders or agencies
- Information about potential hazards



## Stakeholders



### Liaison Activities with Emergency Response Officials

Communication with the public, first responders, Indigenous communities, local authorities and government agencies is a critical component to our Emergency Management Program (EMP), Emergency Procedures Manual (EPM), and to an effective emergency response. Communication takes place annually during the review period of our EPMs in order to confirm roles and responsibilities, as well as to make sure key contact information is available in the event of an emergency. Meetings and public outreach also gives Canada Montana Pipeline Company (CMPL) an opportunity to provide information on our operations and take area-specific considerations into account when developing and maintaining our Emergency Procedures Manual.

In addition, information is collected from stakeholders who either live or work within hazard areas so we can contact them immediately in the event of an emergency. All information is updated annually and kept confidential in accordance with all privacy laws and regulations. This information is located in the Emergency Procedures Manual (but is redacted on the public version for privacy purposes).

Consulting and communicating with first responders and government agencies during the review stage and during emergency response exercises, allows everyone to be on the same page when it comes to sharing information. This also makes roles and responsibilities during an emergency more clear to all those involved.

When an emergency does occur, CMPL's incident management system has specific positions in place to make sure communication with potentially affected members of the public, first responders, Indigenous communities, and government agencies takes place and is working the way it should be. These roles, such as the Incident Commander or the Public Affairs Officer, are critical to maintaining a safe and secure response.

## Considerations for Stakeholders

Examples of Regional, Site, and Situation Specific Considerations	CMPL Assessment and Mitigation
Residents living near the Pipeline	CPML currently has five Landowners spread over seven tracts of Land. This includes three renters.
Indigenous communities	CMPL's pipeline is not within any identified Indigenous community.
Population density	The population density surrounding CMPL's Pipeline Facility is less than 1 person per square kilometer.
Potential for emergent volunteers	CMPL sees little potential for the emergence of volunteers during an emergency. If volunteers do manifest, they will be asked to call 1-888-467-2669 and follow the instructions of the Emergency Operations Center.
Specific infrastructures that may be impacted in an emergency such as public institutions, transportation networks, and industrial facilities	Not Applicable
Drinking water, water intakes and agricultural water supplies	CMPL has established an emergency response flowchart for environmental incidents and has a spill response plan in our safety and health handbook that is followed in emergencies.
Recreational areas	If necessary, the appropriate permit applications will be submitted
Species at risk and other receptors of concern	If necessary, the appropriate permit applications will be submitted.
Protected areas	If necessary, the appropriate permit applications will be submitted
Sensitive areas as defined in Annex A of the OPR Guidance Notes	Not Applicable
Physical and chemical characteristics of all products transported on the pipeline and their potential fate and behavior	CPML only transports Natural Gas through its Pipeline Facilities. The Safety Data Sheet located in the Emergency Procedures Manual contains all product information.
Response limitations and access concerns due to factors such as remoteness of facilities, lack of road, topography, and inclement weather and environmental conditions such as snowpack and rainfall.	CMPL's closest First Responder is approximately 90 minutes from the Pipeline Facility. As such, CMPL has entered into a mutual aid agreement with TC Energy.
Coordination of company emergency response plans with relevant federal, provincial, municipal and indigenous community emergency response plans and regulatory requirements	CMPL shares these plans on an annual basis with all relevant agencies. This is done in conjunction with our continuing education program and training program
Level of training of first responders and other agencies and organizations potentially involved in an emergency response activity	CMPL's provides continuing education to emergency services and other relevant agencies on an annual basis.



## Continuing Education



### Continuing Education Activities with Emergency Response Officials

Continuing education is critical to ensuring everyone who is potentially involved in an emergency understands the various safety procedures that are in place for the protection of everyone. To this end, Canada Montana Pipeline Company (CMPL) conducts continuing education sessions annually along with emergency response exercises to ensure a continued understanding of emergency response involving CMPL assets.

In order to ensure First Responders can respond to CMPL emergency situations safely and effectively, CMPL provides the following information through continuing education sessions:

- Pipeline design, location, and integrity
- CMPL's operating theories and area specific information
- CMPL's Emergency Procedures Manual which includes equipment lists, training and exercises, response checklists, personnel contact information, and pipeline schematics
- Product hazard awareness information such as Safety Data Sheets
- Checklists and procedures to be followed in event of an emergency including understanding roles, responsibilities, and capabilities including communications equipment and operations.



## Training and Exercises



### Emergency Preparedness Training

Any Canada Montana Pipeline Company (CMPL) personnel, including senior leadership, who may respond to a CMPL incident or emergency is trained and familiar with their responsibilities. Through our training program, there are several different roles of training that personnel go through – which depend on the role or roles they may be asked to fill during an emergency. After receiving training, personnel are required to demonstrate capability through live training exercises such as table top or functional exercises.

Continuous improvement is a core part of any successful program. We routinely test our employees' emergency preparedness through regulated full-scale and table-top exercises, which allow us to practice and assess our preparedness in a safe and controlled setting. These full-scale exercises are mandatory for CMPL every three years with table-top exercises required every three years as well. CMPL is currently on track to perform exercises on a yearly basis, be it table top, functional, or full scale.

Exercises are important opportunities for us to practice the procedures outlined in our Emergency Procedures Manual (EPM) and identify areas for improvement. These exercises are also an opportunity for us to invite and practice responses to various scenarios with local first responders, local authorities, Indigenous communities and other stakeholders. Regulatory officials representing the jurisdictions in which we operate participate in our exercises and evaluate CMPL responders on their response efforts. These training exercises allow CMPL employees the opportunity to learn from emergency response professionals with a wide range of experience. CMPL also practices Unified Command with authorities and regulators during exercises.

Local first responders, local authorities, Indigenous communities and other stakeholders provide CMPL with feedback after every exercise. This allows CMPL to continuously improve its performance and exercises, ensuring continued high level trainings.





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## Exercise Scenarios

Exercises are based upon appropriate and feasible real world scenarios. CMPL takes into account geography, our system assets, assets outside our control, and weather elements when planning exercises. Exercises range from valve and pipeline failures due to corrosion to unplanned dig-ins on pipeline facilities. Throughout the exercises, first responders, emergency services, and local authorities, and other stakeholders are directed to treat the exercise as a real world event and respond and act as though there is an actual emergency occurring. This pressure during an exercise scenario translates into calm and forward thinking responses during actual emergencies.

*"I knew it wasn't real. But my brain kept telling me it was. My heart rate and breathing were elevated the entire time."*

-CMPL First Responder during an Exercise Scenario

## Rationale for Exercise Scenarios

Exercises and training activities also allow CMPL to practice responses to a variety of scenarios in all seasons and weather conditions. Scenarios may involve such issues such as leaks and fires caused by various external factors. It also takes into account inclement weather, flooding, or earthquakes, or third-party line strikes to our infrastructure. Purposeful communication failures, employee mix ups, and constrained resources are also injected into exercise scenarios to better mimic real world situations. After an emergency exercise is completed, participants discuss what went well and areas for improvement. These review sessions and the lessons identified in them, then become items which we use to improve our emergency response efforts and minimize potential impacts to the environment, the communities in which we operate, and our customers.

## Frequency and Timeline for Exercise Scenarios

- CMPL will attempt to attend Mutual Emergency Response Trainings with Canadian Utilities annually
- CMPL will hold at least one Table Top Exercise every three years
- CMPL will hold at least one Full Scale Exercise every three years



## Incident Management System



### Overview of the CMPL and NWE Incident Management System

The Incident Command System (ICS) is a standardized on-site management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS has three primary purposes:

- To provide for the orderly and predictable division of labor;
- To provide for the overall safety at the incident or event; and
- To ensure that the work at the incident or event is performed efficiently and effectively.

The system has considerable internal flexibility; it can grow or shrink to meet the changing needs of the incident or event. ICS has been tested for nearly 50 years, in emergency and non-emergency situations ranging from small to large incidents, by all levels of government as well as the private sector.

### Roles and Duties within the Incident Management System

Canada Montana Pipeline Company (CMPL) assigns the following roles and duties during an Emergency Response (some roles may or may not be activated depending on the nature of the emergency):

- First Responder (FR)
- Incident Commander (IC)
- Emergency Operations Center Commander (EOC)
- Operations Section Chief
- Logistics Section Chief
- Planning Section Chief
- Finance/Administration Section Chief
- Safety Officer
- Liaison Officer
- Public Information Officer



## Responsibilities and Tasks within the Incident Management System

The following responsibilities and tasks are assigned during an emergency (the roles and responsibilities are not exhaustive and will depend on the nature of the emergency):

- **First Responder (FR)** – Usually the first employee on scene at an emergency situation. The First Responder is responsible for protecting the safety of both himself and the public, stabilize the incident (if possible) and make the situation safe, and finally the First Responder is responsible for the protection of property both of the public and of the transmission system.
- **Incident Commander (IC)** – Ensures public safety measures are in place at the incident site, coordinates and manages response actions at the incident site, and reports and receives information from the Emergency Operations Center.
- **Emergency Operations Center Commander (EOC)** – Acts as the authority for the initial emergency response actions for the transmission pipeline and storage related incidents. Supports and communicates with the Incident Commander while ensuring the safe operation of the unaffected portion of the pipeline and storage system.
  - **Operations Section Chief** – Keeps the situation safe, advises the EOC on possible solutions and outcomes. Works to implement the solution when warranted. Works with the Planning Section Chief to keep accurate information flowing about the situation.
  - **Logistics Section Chief** – Provides facilities, services, people, and materials in support of the incident, advises the EOC on logistics planning, communications, and personnel, and works with the EOC, Planning Section Chief, and the Operations Section Chief to provide resources for the Incident.
  - **Planning Section Chief** – Collects information from the Operations Section Chief to maintain accurate communications to the EOC, works with the EOC to strategize possible solutions and fixes, and Works with the Logistics Sections Chief to ensure resources for the fix are in place.
  - **Finance/Administration Section Chief** – Is in charge of finances and the administration items related to an emergency response.
- **Safety Officer** – Maintains the safety of all employees and personnel at the Incident Site and ensures everyone is briefed on the Safety Plan and that everyone follows it.
- **Liaison Officer** – Communicates with Emergency Services and keeps the Unified Command up to date on actions of the NorthWestern Energy Incident Command. The Liaison Officer also keeps the NorthWestern Energy Incident Command up to date on the actions of the Unified Command.
- **Public Information Officer** – Speaks to the media and the press on behalf of the Incident Commander, CMPL and NorthWestern Energy. Provides a consistent message about the Incident and what is happening. Dispels any rumors and reminds the Public about key safety issues and the importance of letting responders do their job safely and effectively.