

# **Communication between Operators**

**Focus on Pipelines in common right of ways or combined facilities.**

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# Common Goal

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- All Operators have a common goal of protecting their assets while safely moving a product.
- The common goal can often be lost as individual companies proceed to achieve individual goals.
- All Operators are in this together.

# Shared Interests between Operators

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- Cathodic Protection
- Right of Way Maintenance
- Right of Way Encroachments
- Air Patrol
- Emergency Response
- Common Construction or Maintenance Projects

# Structuring Shared Services

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- Formal Mechanisms
  - Wide range of establishing formal mechanisms.
- Informal Mechanisms
  - Informal mechanisms often have the largest payout.
  - Develop a working relationship and attitude to look out for the other guy.

# Pros and Cons of Sharing Services

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- Pros

- Cost Savings.
- Sharing of information.

- Cons

- Dependent on a third party's success.
- Liability remains with the Owner.

# Realities

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- The cost savings will not be as much as anticipated.
- Companies perform tasks differently.
- Companies are not going to entirely agree.
  - Give and Take.
  - Understand items will exist that others will not be willing to participate in.
- Company Leadership has to prevent differences of opinion from entering the workforce.
- Budgets are going to vary between Companies.

# Expectations

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- The other guy has to know what you expect.
- You have to know what the other guy expects.
- R/W Techs have to know what you expect.
  - If a difference of opinion is occurring, Technicians have to know it does not effect the working relationship with their counterparts.
- Inspect the shared task being performed.
  - Great tool to reinforce your support for the Operating Company managing the task.
- Expectations have to be communicated.

# Communication Building Techniques

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- Joint ER Drills with out leadership involved.
- Joint ER Meetings with local responders.
- Perform a Safety Meeting for another Operator.
- Common interest meetings with local utilities.
  - Local LEPC may coordinate the players.
- Recognize good communication.
- Constantly look to improve upon communication.

# Communication between Operators

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- It starts at the ground level.
- The position needs to be clear to the R/W Technicians of the expected communication with other Operators.
- Leadership has to set the example.

# Incident Prevention

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- Formal arrangements.
- Informal arrangements.
  - Timely sharing of information.
  - Timely response on the other guys behalf.

# Closest Proximity Response

