

Exhibit A

Mutual Assistance Procedures and Guidelines

Approved [INSERT DATE]

In order to effectively implement the terms of the Mutual Assistance Agreement (“Agreement”) signed by AGA, APGA, NGA, SGA, and MEA (“the Associations”) effective [insert date], the Associations have developed and approved the following Mutual Assistance Procedures and Guidelines (“MA Procedures and Guidelines”) for participants to request and provide emergency assistance in the form of personnel, supplies and/or equipment, to aid in restoring gas service when it has been disrupted and cannot be restored in a safe and timely manner by the affected company or companies alone. The MA Procedures and Guidelines provided herein will apply to all Member companies who signed the Agreement. Participants in this program recognize the significant differences between work performed under normal circumstances and emergency restoration, as well as the fact that each Participant may, at any given point, both require as well as render emergency assistance.

The Association’s shall have joint responsibility for the maintenance and revision of these MA Procedures and Guidelines.

1. Members(“Members”) understand and agree:

- 1.1. This document, as well as any future approved modifications, amendments or revisions, shall be known as the Mutual Assistance Procedures and Guidelines.

2. Code of Conduct and Coordination Between the Associations

- 2.1. Whether providing or receiving assistance, all personnel will be expected to conduct themselves in accordance with their respective Member company’s Code of Conduct, if such code exists, and if not, then all personnel will conduct themselves in a professional, safe and responsible manner.
- 2.2. When implementing the terms of the Mutual Aid Agreement and this Exhibit A, the Associations will, to the extent practicable, coordinate communications and engagement with Requesting and Responding Companies, and each other, in order to streamline requests for information and to better enable Requesting and Responding Companies to respond to

the circumstances requiring emergency assistance. Typically, the Regional Associations will be responsible for interacting with state agencies and AGA and APGA will be responsible for interacting with federal agencies during a mutual aid scenario.

3. Roles and Responsibilities of the American Gas Association

3.1 In the event that a regional mutual aid request exceeds the response capacity of the Northeast Gas Association, Southern Gas Association, or another regional gas association leading mutual aid response, more extensive, nationwide mutual aid may be requested. In this capacity, AGA will serve in a support role to the regional association leading the response. AGA's role and responsibilities include the following:

- a. In coordination with the Associations, maintain emergency contact information for emergency response personnel for participating companies in the national mutual aid database;
- b. In coordination with APGA, send a mutual aid request via email to companies participating in the Mutual Assistance Program notifying them of the need being requested by the impacted utility. The Request for Assistance form (Exhibit B), if used, will be included in this correspondence. Coordinate with regional gas associations as appropriate. Forward all responses received to the lead regional gas association;
- c. In coordination with the regional association in the impacted area and consistent with section 2.2 above, communicate daily with members in the impacted region about the status of operations, personnel and equipment, or obtain this information from the regional gas association leading the mutual aid response; and
- d. Participate on industry calls with federal government entities to inform them of our members' operational status and relay overall needs. AGA, in coordination with APGA, may also reach out to government agencies (e.g., PHMSA) to request waivers on behalf of operators in the impacted region.

3.2. In the event that regional mutual aid is requested by a participating AGA member company, in an area where a regional gas association does not have

a formal mutual aid program or is unable to provide mutual aid support, AGA will serve in a primary role to support mutual aid coordination among its member companies. In this scenario, AGA's role and responsibilities include the following:

- a. Update member emergency contact information for emergency response personnel approximately every 6 months and share with AGA to incorporate in the national mutual aid database.
- b. Send a mutual aid request via email to member companies participating in the Mutual Assistance Program, notifying them of the need being requested by the impacted utility. The Request for Assistance form, if provided, will be included in this correspondence;
- c. Facilitate the Joint Mobilization Conference Calls to provide members with the opportunity to understand the entire scope of the emergency;
- d. After each Joint Mobilization Conference Call, AGA staff will summarize and distribute discussion notes to all member call participants;
- e. Consistent with section 2.2 above, communicate daily with members in the impacted region about status of operations, personnel and equipment; and
- f. Participating companies understand that final dispatch of committed resources is to be coordinated directly between the Requesting Company and the Responding Company. AGA should not be given, and will not accept, the authority by the Requesting Company to coordinate the dispatch of committed resources.

3.3. In the event that regional mutual aid is requested by an APGA member company, in an area where a regional gas association does not have a formal mutual aid program or is unable to provide mutual aid support and the system is not an AGA member, APGA will serve in a primary role to support mutual aid coordination among participants in the National Mutual Assistance

Program. In this scenario, APGA's roles and responsibilities include the following:

- b. Update member emergency contact information for emergency response personnel approximately every 6 months and share with AGA to incorporate in the national mutual aid database.
- b. Send a mutual aid request via email to member companies participating in the Mutual Assistance Program, notifying them of the need being requested by the impacted utility. The Request for Assistance form, if provided, will be included in this correspondence;
- c. Facilitate the Joint Mobilization Conference Calls to provide members with the opportunity to understand the entire scope of the emergency;
- d. After each Joint Mobilization Conference Call, APGA staff will summarize and distribute discussion notes to all member call participants;
- e. Communicate daily with members in the impacted region about status of operations, personnel and equipment; and
- f. Members agree that final dispatch of committed resources is to be coordinated directly between the Requesting Company and the Responding Company. APGA should not be given, and will not accept, the authority by the Requesting Company to coordinate the dispatch of committed resources.

3.4 In the event that regional mutual aid is requested by an NGA, SGA and/or MEA member, the appropriate Association (NGA SGA and/or MEA) will serve in a primary role to support mutual aid coordination among participants in the National Mutual Assistance Program. In this scenario, NGA SGA and/or MEA's roles and responsibilities include the following:

- c. Update member emergency contact information for emergency response personnel approximately every 6 months and share with AGA to incorporate in the national mutual aid database.

- b. Send out the mutual aid request via email with the attached RFA filled out by the requesting company. In the case that the requesting company is both a member of MEA, SGA and NGA, the geographical location will be used to determine which association will take lead on the response.
- c. Facilitate the member company's request for emergency assistance in the form of personnel, supplies, and /or equipment.
- d. Members must have a signed Mutual Assistance Agreement on file in order to participate.
- e. Facilitate a Joint Mobilization conference call to provide members the scope of emergency and needs. Depending on situation, calls could be facilitated prior to, during and after emergency.
- f. NGA SGA and/or MEA will communicate daily with requesting and responding companies, as needed.
- g. NGA SGA, and/or MEA will coordinate and communicate dispatch of the responding company upon approval of the requesting company up to the point of dispatch. At this point, ongoing communication will be between both parties with NGA,SGA and/or MEA operating within a supporting role.
- h. NGA will be responsible for coordinating activities for their current members and neighboring companies in Canada. SGA and MEA will be responsible for coordinating activities for their current members within their footprint. When assistance is requested outside the NGA SGA or MEA footprint, AGA and APGA staff will coordinate activities as appropriate.

4. Maintenance of Contact Roster

- 4.1. In order to facilitate efficient communication and response, participating companies will provide the following information to AGA:
 - a. The names, contact numbers (e.g., work phone, home phone, and cellular phone, if available), and e-mail addresses for individuals authorized to request mutual assistance for a requesting company and commit resources for a responding company.
 - b. If available, the telephone number(s) for the 24-hour operations / dispatch center for the Member.
 - c. If available, a corporate emergency center 24-hour telephone number, if different from the 24-hour operations / dispatch telephone number.
- 4.2. AGA will be responsible for maintaining, updating and providing access f to the Associations the combined national “Member Company Contact Roster.”

5. Communication with Contractors

- 5.1. Members are encouraged to explain the mutual assistance and joint mobilization processes and procedures discussed in this document with contractors working on their respective systems.

6. Purpose and Rationale for Joint Mobilization Conference Call Procedures

- 6.1. Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows participating companies s to quickly request assistance and identify the number and status of available personnel and resources.
- 6.2. The Joint Mobilization Conference Call format should:
 - a. Provide participating companies with the opportunity to understand the entire scope of the emergency, including the number of participating companies expecting to be impacted and potentially requiring assistance.

- b. Allow participating companies to discuss and evaluate applicable information regarding the incident (e.g., weather forecasts, road closures, etc.) from different sources.

7. Understanding – Joint Mobilization Conference Call Procedures

- 7.1. Participating companies agree to adhere to the procedures contained in this document for requesting, identifying, and mobilizing emergency mutual assistance resources. The exception being when an event impacts a single company and the impacted company anticipates a short restoration time requiring limited assistance from only neighboring (adjacent) companies. In this instance, the impacted company may contact neighboring companies directly to arrange assistance.
- 7.2. Participating companies understand and agree that participation on Joint Mobilization Conference Calls is restricted to employees of participating companies and the Associations, unless otherwise agreed prior to the call.
- 7.3. Members understand and agree that conversations between participating companies and the Associations during Joint Mobilization Conference Calls may contain confidential and propriety information. Therefore, with the exception of general deployment information, Members and representatives of AGA, APGA, NGA, SGA, and MEA and all other signatories to the Agreement expressly agree not to share, divulge or release any information shared by any participant during Joint Mobilization Conference Calls without express prior written consent of all participants on such Joint Mobilization Conference Calls. Joint Mobilization Conference Calls will not be recorded.

8. Initiation of the Joint Mobilization Conference Call

- 8.1. Typically, the participating company that expects to be impacted (i.e., a Requesting Company) by an event will submit a request to the lead Association to initiate the Joint Mobilization Conference Call (“Initiating Member”).
- 8.2. Participating companies may request to initiate a Joint Mobilization Conference Call any time they experience or are threatened by an event so significant they anticipate needing resources beyond the capabilities of their neighboring (adjacent) companies to restore their system.

- 8.3. Alternatively, participating Association staff members listed on the Mutual Assistance Contact Roster may initiate the Joint Mobilization Conference Call for an impacted Member.
- 8.4. Procedure for initiating the Joint Mobilization Conference Call:
- a. The Initiating Member will notify an AGA, APGA, NGA, SGA, MEA or other regional association staff member listed on the Mutual Assistance Contact Roster that it wishes to hold a Joint Mobilization Conference Call for emergency response and provide the date and time for the call (including time zone). The contacted AGA, APGA, NGA, SGA, MEA or other association staff member will distribute by e-mail the Joint Mobilization Conference Call information to one of two groups (Initiating Member should specify):
 - All participating companies who signed the Agreement or
 - A specific group of participating companies as specified by the Initiating Member (e.g. other operators or contractor in the impacted state(s)).
 - b. After each call, AGA, APGA, NGA SGA, MEA staff, as appropriate, will summarize and distribute discussion notes to all call participants.

9. Responsibilities of the Initiating Member

- 9.1. The Initiating Member will designate an individual to serve as spokesperson during the Joint Mobilization Conference Call. The spokesperson will:
- a. Present an estimate of predicted impact / damages and when these are expected to occur or an assessment of actual damages if the event has already occurred. If the event is large enough to impact more than one Member's service territory, the moderator will ask other participating companies for their projected damage assessments.
 - b. Present an estimate of resources needed by type (i.e., personnel, equipment, materials, etc.), including specific job site requirements regarding personnel qualifications and special equipment.
 - c. When appropriate, the Initiating Member(s)'s spokesperson will lead discussion of staging areas to be used by Responding Companies;

transportation and safety concerns, such as evacuation orders, fuel availability, and DOT exemptions; and, the availability of non-Member (e.g., contractors) resources that may be available to assist Requesting Companies.

10. Responsibilities of Non-Initiating Members Participating in Conference Calls

- 10.1. Participant companies understand and agree that participation in the Joint Mobilization Conference Call by non-Initiating Members does not obligate them to become a Responding Company.
- 10.2. Responding Company agrees not to release or dispatch ANY resources (contract or native/employee) unless committed to and confirmed by a Requesting Company. It is understood that a Responding Company's territory should be free from significant threat before resources can be committed and dispatched.
- 10.3. Non-impacted participant companies should be prepared to provide an estimate of the resources available to assist Requesting Companies, including an estimate of when those personnel can be dispatched.
- 10.4. To enhance safety and flexibility, upon request non-impacted participating companies should be prepared to identify staging areas available in their territories.
- 10.5. Upon request, non-impacted participating companies will assist with DOT exemptions for crews traveling through their service territories.
- 10.6. Questions during the call should be limited to understanding the needs and requirements of the requesting company.
- 10.7. Phones shall be kept on mute at all times except when asking a question.

11. Resource Allocation and Mobilization

- 11.1. When more than one participating company has requested emergency assistance under the Agreement, all participating companies understand and agree that it is the responsibility of the Requesting Companies to agree

upon the allocation of available Responding company resources, with the assistance of the Associations.

- 11.2. Participating companies agree that, in general, resources will be allocated based on severity of need, based on:
 - a. Impact – degree of system loss and estimated time customers have been without service;
 - b. Which participating company will be first impacted;
 - c. Travel time; and
 - d. Availability of other non-participating company-controlled resources.

The intent will be to allocate available resources to meet all participating company needs in the most efficient manner possible according to severity of need.

- 11.3. Responding companies will only provide individuals who are qualified under the Operator Qualification requirement 49 CFR Part 192 Subpart N. Responding companies will provide a record of each individual's credentials under the Operator Qualification Requirement 49 CFR Part 192 Subpart N. Requesting companies will have the right to review these records prior to the dispatch of resources and decline the dispatch of specific individuals based upon this review.
- 11.4. Members agree that final dispatch of committed resources is to be coordinated directly between the Requesting Company and the Responding Company (or its contractor(s), where applicable).

12. Responsibilities of Joint Mobilization Conference Call Moderator

- 12.1. A lead Association staff member will serve as the moderator for the Joint Mobilization Conference Call.
- 12.2. Call the roll of Member companies and identify non-Member participants.
- 12.3. If the event is large enough to impact more than one participating company's service territory, the moderator will ask other participating companies for their projected resource needs, if any.

- 12.4. A “Coordinator” designated by AGA, APGA, NGA, SGA or MEA will be responsible for notifying Members of Joint Mobilization Conference Calls.
- 12.5. The AGA, APGA, NGA, SGA or MEA Coordinator will be responsible for producing and distributing conference call summary notes after each conference call.
- 12.6. By roll call, ask all non-impacted Members to indicate if they intend to assist immediately or once their territories are no longer impacted.
- 12.7. Set the date and time for future conference call(s).

13. Requesting Company – Responsibilities Prior to Mobilization

- 13.1. To the extent possible, the Requesting Company is expected to clearly communicate the degree of devastation and working conditions and any safety concerns the Responding Company personnel should expect to encounter upon arrival at the emergency restoration work area.
- 13.2. To facilitate communications, the Requesting Company may opt to provide a single point of contact (“Coordinator”) to interact with the Responding Company. If a single point of contact (Coordinator) is designated a secondary point of contact shall be designated also.
- 13.3. The Requesting Company will provide the Responding Company with the name and contact information for their Coordinator(s) before Responding Company personnel leave their point of origin.
- 13.4. Requesting Company will coordinate with their state DOT officials and law enforcement, as necessary, concerning emergency exemptions and any other transportation or safety issues that will facilitate the Responding Company’s trip to and from the Requesting Company. Requesting Company will also coordinate with other state and federal officials, as necessary.
- 13.5. The Requesting Company is encouraged to communicate general information with Responding Company before arriving on site. Items covered may include labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction,

meal and lodging arrangements, and other items that will be of benefit to the responding personnel and their supervision.

14. Requesting Company – Responsibilities during Emergency Assistance Period

- 14.1. The Requesting Company will establish expectations for work, including start time and duration.
- 14.2. The Requesting Company will provide materials, including but not limited to equipment, vehicles, and PPE, if necessary, for emergency assistance, unless specifically noted otherwise.
- 14.3. The Requesting Company will provide a guide for communications and if necessary portable radios/cellular telephones to assist Responding Company team leaders with communications.
- 14.4. The Requesting Company will provide required system maps and/or information.
- 14.5. The Requesting Company will provide (i) vehicle security for parking areas, and (ii) any additional security measures, including involvement of law enforcement, as necessitated by the emergency, unless specifically agreed otherwise.
- 14.6. With the exception of food and lodging during travel to and from the final work site, the Requesting Company will handle all food, lodging and incidental support needed by Responding Company unless, both Member companies agree that Responding Company will handle/be responsible for these logistics/expenses.
- 14.7. Requesting and Responding Companies should agree on the provision of laundry services.

15. Responding Company – Responsibilities Prior to Mobilization

- 15.1. To the extent possible, the Responding Company is expected to clearly communicate the degree of devastation and working conditions and any

safety concerns that should be expected by their employees upon arrival at the emergency restoration work area.

15.2. To facilitate communications, the Responding Company shall provide a single point of contact (“Coordinator”) to interact with the Requesting Company.

15.3. Responding Company agrees not to load extra stock on trucks unless specifically requested by the Requesting Company.

16. Responding Company – Responsibilities during Emergency Assistance Period

16.1. Responding Company will handle all communication needs within their teams.

16.2. The Responding Company will be responsible for performing normal maintenance on their vehicles and equipment during the Emergency Assistance Period and this work will be covered in their standard hourly/daily rates.

16.3. All instructions for work to be done by Responding Company’s crews shall be given by Requesting Company to Responding Company’s supervisor(s). When Responding Company’s crews are to work in separate areas, a Responding Company’s foremen may be designated as a supervisor(s).

17. Responding Company – Responsibilities End of Emergency Assistance Period

17.1. Responding Company shall return all maps and other proprietary information to the Requesting Company.

17.2. Responding Company shall return all loaned equipment to the Requesting Company.

18. Lessons Learned and After-Action Review

18.1 Evaluating the processes, procedures, and practices employed by the Associations and participating companies during a mutual aid event is critical to improving how we respond to future events. To that end, all Associations and participating companies should, to the extent practicable, identify lessons learned and opportunities to improve the mutual aid process described by this Exhibit.

18.2 After a mutual aid event has been completed, the Associations and the participating companies should meet (in person or via video or teleconference) to discuss lessons learned for the event and areas where, if necessary, the processes and procedures discussed in this Exhibit should be modified.