LOUISIANA FUEL TEAM PLAYBOOK 2010

REVISION 1

REVISION HISTORY		
REVISION NO.	**EFFECTIVE DATE**	**DESCRIPTION OF CHANGES**
0	7/11/2009	New document
1	6/1/2010	Updated Appendix A (contact information)

I. PURPOSE 3
II. EXPLANATION OF TERMS 3
III. *CONCEPT OF OPERATIONS* 4
IV. *LOUISIANA FUEL TEAM* 5
V. *ONGOING HURRICANE PLANNING AND PREPARATION* 5
VI. *HURRICANE SEASON PLAN* 9
H-120 to 48 Hours to landfall 10
H-48 to 24 Hours to landfall 12
H-24 to +24 Hours 15
+24 Hours 18
VII. POST EVENT 20
APPENDIX A. Protocol for Managing Emergency Fuel Waivers 22
Contents 23
Attachment A.1 - Gasoline Fuel Requirements 30
Attachment A.2 – Understanding Diesel Fuel Requirements 31
APPENDIX B. Hurricane Fuel Logistics Advisory 32
APPENDIX C. Fuel Transportation in Emergency Events 35
Attachment C.1 37
Attachment C.2 38
Attachment C.3 40
Attachment C.4 43
APPENDIX D. FUEL TEAM PUBLIC COMMUNICATIONS PLAN 44
Attachment D.1 DRAFT PRE-STORM FUELING STATEMENT 46
Attachment D.2 DRAFT STATEMENT TO FOLLOW INITIAL RELEASE 47
Attachment D.3 DRAFT RELEASE FOR AFTER-STORM RETURN 48
APPENDIX E. PUBLIC INPUT WEBSITE INFORMATION 49
ATTACHMENT E.1 Instructions for Use of DNR Google Maps API Web Site for Providing Public Information on Gasoline Stations Selling Fuel 49
ATTACHMENT E. 2 Instructions for Use of DNR Google Maps API Web Site for Providing Public Information and Collecting Data on Gasoline Stations Selling Fuel 51
APPENDIX F. PARISH EOC WEBSITE INFORMATION 53
ATTACHMENT F.1 Instructions for Use of DNR SONRIS Interactive Maps Web Site for Export of Gasoline Station Data for Interactive Voice Response Surveys 53
ATTACHMENT F.2 Instructions for Use of DNR Google Maps API Web Site for Collecting Data on Open and Closed Gasoline Stations from the Parish EOCs 56
ATTACHMENT F.3 Instructions for Use of Gas Station Status Reset Web Site 58
APPENDIX G. STATION OWNER/REPRESENTATIVE WEBSITE INFORMATION 59
ATTACHMENT G.1 Instructions for Use of DNR Google Maps API Web Site for Collecting Data from Gasoline Station Owners and Fuel Distributors 59

Louisiana Fuel Team Playbook

I. PURPOSE

The purpose of this document is to establish and provide operational concepts, organizational arrangements, roles, and technology requirements for optimizing public fuel availability for coastal evacuees and recovery efforts in the event of an emergency situation along Louisiana's Coast. Fuel for emergency response is managed under a separate response function. This document shall supplement the State of Louisiana's Emergency Operations Plan (Reference I) in order to ensure that the state of Louisiana is prepared to respond in a coordinated, effective, and efficient manner to all emergencies and disasters. The Louisiana Department of Natural Resources (LDNR) serves as the lead state agency to oversee this function. The Louisiana Department of Agriculture & Forestry (LDAF) serves as the lead state agency for coordination and optimization of the emergency fuel supply.

II. EXPLANATION OF TERMS

A. ACRONYMS

ATG	Automatic Tank Gauge
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
GIS	Geographic Information Systems
GOHSEP	Governor's Office of Homeland Security and Emergency Preparedness
ITGA	Information Technology and Geographical Analyst
LDAF	Louisiana Department of Agriculture & Forestry
LDEQ	Louisiana Department of Environmental Quality
LDNR	Louisiana Department of Natural Resources
LMOGA	Louisiana Mid-Continent Oil and Gas Association
LOMSCA	Louisiana Oil Marketers & Convenience Store Association
LMTA Louisiana	Motor Transport Association, Inc.
PSA	Public Service Announcement
SME	Subject Matter Expert
SOC	State Operations Center

B. DEFINITIONS

On-boarding: The process of orientating, training and setting expectations of new team members.

ITGA Team – GIS managers, designated IT-GIS Technical Specialists, designated software engineers

Louisiana Fuel Team: A group of public and private sector fuel volunteers representing various aspects of the fuel industry.

Threshold Capacity: The total fuel capacity limit that determines facilities to be included in this project

III. *CONCEPT OF OPERATIONS*

A. GENERAL

1. The Louisiana Public Fuel Emergency Operations Plan (EOP) coordinates industry assets and expertise with the State's communication and command capabilities to gain greater efficiency and expedite evacuations and recovery. The plan will:

    a. Assist the State in assuring a reliable fuel supply to stations along emergency evacuation routes;

    b. Assist the State in assuring expeditious recovery of the fuel network post-emergency.

2. Each year, the Louisiana Fuel Team will assemble a voluntary industry Fuel Coordination Team comprised of individuals from the private sector and trade organizations to coordinate the various industry efforts and review/revise the Louisiana Fuel Team Playbook..

3. The Louisiana Fuel Team has roles for both Pre-Hurricane Season and Hurricane Event planning, preparation, and execution.

B. PROCESS DETAILS

The key elements of the Louisiana Fuel Team Playbook are contained within a comprehensive set of documents referenced below.

Key Elements

1) Ongoing Hurricane Planning and Preparation (Section V)

2) Hurricane Event Operations Plan (Section VI)

IV. *LOUISIANA FUEL TEAM*

The Louisiana Fuel Team is comprised of members from multiple governmental agencies and representatives from the private sector and trade organizations.

Fuel Team Coordinator is the designated leader of the Fuel Team. This role shall be filled by the Assistant Secretary of the LDNR or another appointed designee.

Public sector Fuel Team members shall include members of the LDNR staff, including but not limited to: designated IT personnel, designated GIS personnel, and other personnel designated by the Fuel Team Coordinator. In addition partnering agency representatives may be designated as members of the Louisiana Fuel Team.

Private sector Fuel Team members include representatives from the refiner and supplier sector, supply and terminal sector, retail sector, and tank truck carrier sector. The Fuel Team shall also include those parties who have been contracted by LDNR to assist in implementing the Louisiana Fuel Team Playbook.

The Louisiana Fuel Team shall meet at least quarterly to discuss strategies, needs, and improvements for the Louisiana Fuel Team Playbook.

V. *ONGOING HURRICANE PLANNING AND PREPARATION*

LDNR Fuel Team Members and Duties:

Fuel Team Coordinator - LDNR Assistant Secretary or other designated appointee

- Responsible for overall implementation of the Fuel Team activities
- Designates members of the Project Management and Information Technology and Geographical Analyst (ITGA) Teams
- Works closely with private and public sector members to develop and successfully implement Fuel Team activities
- Coordinates with law enforcement and GOHSEP to gather and disseminate time critical information to the Fuel Team and ensure fuel team issues are addressed

Project Management Team

Project Manager - LDNR Deputy Assistant Secretary or other designated appointee

- Second in command to the Fuel Team Coordinator
- Coordinates and assigns tasks to Operations Group
- Coordinates and assigns tasks to ITGA Team
- Serves as a liaison between public and private sector for the Fuel Team Coordinator

Operations Group – LDNR personnel designated by the Fuel Team Coordinator and Project Manager

- Prepares and manages contracts and technology advances to supply fuel availability information
    - Automated dialing service
    - Automated internet real-time data retrieval
    - Traffic density studies

- Prepares, verifies, and maintains comprehensive fuel station database
    - Online facility survey
        - Emergency contact information
        - Fuel supply information
        - Automatic Tank Gauge (ATG) availability
        - Real-time remote monitoring capability
        - Generator availability information
        - Additional information requested by the Fuel Team Coordinator or authorized personnel
    - Geographical location
    - Semiannual reports from LDEQ and LDAF

- Quality Control checkpoint for comprehensive database
    - Online facility survey
    - Geographical location
    - Semiannual reports from LDEQ and LDAF

- Revises and updates playbook

- Coordinates Fuel Team meetings (both internal and public)

- Coordinates implementation of training regimen with the ITGA Team members

    - LDNR Fuel Team members
    - EOC representatives
    - Other applicable personnel

- Act as a liaison between public and private sector for the Fuel Team Coordinator

- Coordinates pre-season system testing

- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

Information Technology and Geographical Analyst (ITGA) Team – GIS managers, designated IT-GIS Technical Specialists, designated software engineers

- Prepare and maintain fuel station comprehensive database
    - Online facility survey
    - Semiannual reports from LDEQ and LDAF

- Prepare and maintain online facility survey
    - Emergency contact information
    - Fuel supply information
    - Automatic Tank Gauge (ATG) availability
    - Real-time remote monitoring capability
    - Generator availability information
    - Additional information requested by the Fuel Team Coordinator or authorized personnel

- Prepare and update Fuel Team Tools
    - Develop and maintain an interactive Google API map of the comprehensive database
        - Incorporate new and updated GIS/station information for street view
        - Incorporate new and updated station information to reflect station status
        - Provide security as deemed necessary for station information
            - Automated/online information
            - Station owner/representative
            - Parish EOC
            - Public Input
        - Develop and maintain instructions the following users
            - Public input website – SEE APPENDIX E
            - Parish EOC – SEE APPENDIX F
            - Station owner/representative – SEE APPENDIX G
        - Incorporate changes requested by the Fuel Team Coordinator or designated personnel

- Develop and maintain a Louisiana Fuel Corridor Map

- Incorporate all facilities in the fuel station database
- Apply geographical limits
    - Stations located South of the US HWY190 corridor
    - Stations north of the US HWY190 corridor, but located within a specified radius of a major or minor state approved evacuation route
- Apply threshold capacity limits
    - Determine minimum total station capacity for stations included in analysis within modified coastal zone
    - Determine minimum total station capacity for stations included in analysis within Louisiana state lines, but outside modified coastal zone
- Incorporate state identified critical service facilities
- Incorporate any other issue designated by the Fuel Team Coordinator or designated personnel

- Develop and implement training regimen and periodic training sessions
    - LDNR Fuel Team members
    - EOC representatives
    - Other applicable personnel

- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

<u>Partnering agency representatives and private sector representatives:</u>

It is the responsibility of these personnel to develop and maintain a standard operating procedure for potential disaster scenarios. These plans shall be incorporated into the Louisiana Fuel Team Playbook; however, they shall be developed and maintained by designated personnel.

Louisiana Department of Environmental Quality (LDEQ)

- Prepares RVP waiver requests on behalf of the State. Ensures that this protocol is reviewed and updated by June 1 of each year. See APPENDIX A
- Provides semi-annual reports of registered underground storage tank facilities throughout the state to supplement fueling station database.

Louisiana Mid-Continent Oil and Gas Association (LMOGA)

- Coordinates refinery assets. Maintains a current list of refinery contacts that is used to facilitate discussions with EPA on waiver requests. SEE APPENDIX B

Louisiana Motor Transport Association, Inc. (LMTA)

- Coordinates the necessary transportation exemptions; coordinates the processes to get assets when and where needed; provides additional transportation assets; and handles credentialing for transporters entering critical infrastructure. SEE APPENDIX C

Louisiana Oil Marketers & Convenience Store Association (LOMSCA)

- Coordinates with marketers, retailers and distributors to assist the fuel team in data gathering and dissemination of information and provide feedback to fuel team.

Louisiana Department of Natural Resources (LDNR) Public Communications

- Develops press releases to the public prior to, during, and after an emergency situation. Coordinates with GOHSEP communication efforts. SEE APPENDIX D

Louisiana Department of Agriculture and Forestry (LDAF)

- Provides semi-annual reports for fueling stations throughout the state to supplement fueling station database.

VI. *HURRICANE SEASON PLAN*

Due to the unpredictable timing and direction of hurricanes this plan may be initiated at different times

- Predicted category 3+ hurricane in the Gulf of Mexico.
- Predicted landfall within 100 miles of the Louisiana coastline.
- H-120 hours before landfall.
- At the request of a representative from the Governor's Office or GOHSEP.

In order to meet the needs of coastal parishes, parishes may be monitored for fuel supply as necessary at the request of GOHSEP, the Fuel Team Coordinator, or an authorized designee.

- Mandatory Monitoring Parish
    - directly in the path of the hurricane/tropical storm
    - directly impacted by the hurricane/tropical storm
    - included in official mandatory evacuation
    - directly impacted by tropical storm force winds
    - areas outside of the levee protection system that may be vulnerable to Category 1 and 2 storms
    - included in a declared state of emergency
    - indicated by GOHSEP or the Fuel Team Coordinator or an authorized designee

- Recommended Monitoring Parish

- Indirectly in the path of the hurricane/tropical storm
- Impacted by the hurricane/tropical storm
- Indirectly impacted by tropical storm force winds
- Included in an official recommended evacuation
- Located near a Mandatory Monitoring Parish
- Contain designated critical services fuel providers
- Contain major/minor evacuation route(s)
- Contain shelter areas for evacuees
- indicated by GOHSEP or the Fuel Team Coordinator or an authorized designee

- Suggested Monitoring
  - Located near a Recommended Monitoring Parish
  - Throughout the state that contain major/minor evacuation route(s)
  - Throughout the state that contain designated critical services fuel providers
  - Throughout the state that serve as shelter areas for evacuees
  - Indirectly in the path of the hurricane/tropical storm
  - Indirectly impacted by the hurricane/tropical storm
  - Indirectly impacted by tropical storm force winds
  - Indicated by GOHSEP or the Fuel Team Coordinator or an authorized designee

Once hurricane season begins, there will be a strategy to encourage the public to maintain fuel in their vehicles in the event of a hurricane. The public will be encouraged to "top-off" tanks, and to be mindful of an approaching storm.

H-120 to 48 Hours to landfall

<u>LDNR Fuel Team Members and Duties:</u>

Fuel Team Coordinator and/or Project Manager

- Coordinate with LOMSCA, LMTA, LMOGA and refiners to verify emergency contact and back-up information and mission. Obtain passwords to access systems/online systems, if available.
- Notify designated public and private sector personnel on standby to report to the Emergency Operations Center as directed by GOHSEP.
- Coordinate with law enforcement and GOHSEP to gather and disseminate time critical information to the Fuel Team and ensure fuel team issues are addressed
- Coordinate with designated personnel to organize needs for Fuel Waivers, Supply and Terminals, Transporters, and Communications. Enact individual emergency plans.

- Once evacuation has been initiated, the results from monitoring shall be used to identify fuel needs and coordinate with LOMSCA, LMTA, LMOGA and refiners to meet evacuation needs and pre-event maintenance.
- Coordinate with federal and state agencies to focus on waiver needs and identify areas that may need aid.
- Coordinate with contractors and provide instructions to complete the mission. Provide routine updates as the scenario changes.

Operations Group

- Print a hard copy and save a portable back-up electronic copy of the most recent online facility survey
- Print a hard copy and save a portable back-up electronic copy of the most recent map of all stations, evacuation analysis and check all systems
- Print a hard copy and save a portable back-up electronic copy of the most recent online survey results
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

Information Technology and Geographical Analyst (ITGA) Team

- Save a portable back-up electronic copy of the most recent online facility survey
- Save a portable back-up electronic copy of the most recent map of all stations, evacuation analysis and check all systems
- Save a portable back-up electronic copy of the most recent online survey results
- Ensure that all websites are functioning properly.
- Perform a refresher training session for Fuel Team personnel, EOC representatives, and other applicable personnel
- Ensure that the most up-to-date versions of instructions for online station input are available to the necessary personnel.
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

<u>Partnering agency representatives and private sector representatives:</u>

Louisiana Department of Environmental Quality (LDEQ)

- Prepares RVP waiver requests on behalf of the State.
- See APPENDIX A

Louisiana Mid-Continent Oil and Gas Association (LMOGA)

- Coordinates refinery assets.
- Update current contact list for refineries used to facilitate discussions with EPA on waiver requests.

- SEE APPENDIX B

Louisiana Motor Transport Association, Inc. (LMTA)

- Prepare potential transportation exemptions
- Update contact information to access additional transportation assets
- Review and update credentialing procedures for transporters entering critical infrastructure.
- SEE APPENDIX C

Louisiana Oil Marketers & Convenience Store Association (LOMSCA)

- Coordinate with marketers, retailers and distributors for possible emergency activation scenario.
- Gather data and disseminate information to marketers and distributors and provide feedback to fuel team.

Louisiana Department of Natural Resources (LDNR) Public Communications

- Prepare and release press releases and updates to the public as requested according to emergency plan.
- Coordinate with GOHSEP communication efforts.
- SEE APPENDIX D

Contractors

- Fuel supply monitoring may be initiated in parishes throughout the state
    - Fuel supply monitoring may include as many or as few parishes as deemed necessary at that point in time. Parishes may be added or removed based on the storm scenario. GOHSEP, the Fuel Team Coordinator, or an authorized designee may add or remove and upgrade or downgrade parishes in the plan at any time.
    - Polling frequency may increase or decrease based on the threat and possible impacts as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
    - Survey questions based upon the individual scenario as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
    - Monitoring will occur through real-time data gathering and/or via phone survey.
    - Initially, the system will be used to verify fuel supplies

H-48 to 24 Hours to landfall

<u>LDNR Fuel Team Members and Duties:</u>

Fuel Team Coordinator and/or Project Manager

- Coordinate with LOMSCA, LMTA, LMOGA and refiners to verify emergency contact and back-up information and mission.
- Notify designated public and private sector personnel on standby and ready to report to the Emergency Operations Center as directed by GOHSEP.
- Coordinate with law enforcement and GOHSEP to gather and disseminate time critical information to the Fuel Team and ensure fuel team issues are addressed
- Coordinate with designated personnel to organize needs for Fuel Waivers, Supply and Terminals, Transporters, and Communications. Enact individual emergency plans.
- Coordinate with designated personnel to organize needs for Fuel Waivers, Supply and Terminals, Transporters, and Communications.
- Provide continued contact and instructions to contractors and industry representatives. Provide routine updates as the scenario changes.
- Coordinate with federal and state agencies to focus on waiver needs and identify areas that may need aid.
- Continue to use the results from monitoring to identify fuel needs and coordinate with LOMCSA, Transporters, and Refiners to meet evacuation needs and pre-event maintenance.

Operations Group

- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the most recent online facility survey
- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the most recent map of all stations, evacuation analysis and check all systems
- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the most recent online survey results
- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the surveys et al that have been completed up to this point.
- Provide as needed on-boarding training for personnel to use the websites
- Analyze results from automated surveys to assist in critical decision-making.
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

Information Technology and Geographical Analyst (ITGA) Team

- Save a portable back-up electronic copy of the most recent online facility survey
- Save a portable back-up electronic copy of the most recent map of all stations, evacuation analysis and check all systems
- Save a portable back-up electronic copy of the most recent online survey results
- Ensure that all websites are functioning properly.

- Provide as needed updates to instructions for usage of the websites by various personnel
- Provide as needed on-boarding training for personnel to use the websites
- Act as an IT liaison for EOC. Provide continual updates to websites and route information. Provide deliverables as requested.
- Ensure that the most up-to-date version of instructions is available to the necessary personnel.
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

<u>Partnering agency representatives and private sector representatives:</u>

Louisiana Department of Environmental Quality (LDEQ)

- Prepares RVP waiver requests on behalf of the State.
- See APPENDIX A

Louisiana Mid-Continent Oil and Gas Association (LMOGA)

- Coordinates refinery assets.
- Update current contact list for refineries used to facilitate discussions with EPA on waiver requests.
- SEE APPENDIX B

Louisiana Motor Transport Association, Inc. (LMTA)

- Prepare potential transportation exemptions
- Update contact information to access additional transportation assets
- Continue to coordinate assets to provide necessary services when and where needed
- Facilitate credentialing needs for transporters entering critical infrastructure.
- SEE APPENDIX C

Louisiana Oil Marketers & Convenience Store Association (LOMSCA)

- Coordinate with marketers, retailers and distributors for emergency activation scenario
- Gather data and disseminate information to marketers, retailers and distributors and provide feedback to fuel team.

Louisiana Department of Natural Resources (LDNR) Public Communications

- Continue to prepare and release press releases and updates to the public as requested according to emergency plan.
- Coordinates with GOHSEP communication efforts.
- SEE APPENDIX D

Contractors

- Fuel supply monitoring may continue in parishes throughout the state
    - Fuel supply monitoring may include as many or as few parishes as deemed necessary at that point in time. Parishes may be added or removed based on the storm scenario. GOHSEP, the Fuel Team Coordinator, or an authorized designee may add or remove and upgrade or downgrade parishes in the plan at any time.
    - Polling frequency may increase or decrease based on the threat and possible impacts as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
    - Survey questions based upon the individual scenario as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
    - Monitoring will occur through real-time data gathering and/or via phone survey.

H-24 to +24 Hours

<u>LDNR Fuel Team Members and Duties:</u>

Fuel Team Coordinator and/or Project Manager

- Accelerate coordination with LOMCSA, transporters, and refiners to meet fuel demand to provide aid, post-event maintenance, and reconnaissance efforts.
- Notify designated public and private sector personnel to report to the Emergency Operations Center as directed by GOHSEP.
- Coordinate with law enforcement and GOHSEP to gather and disseminate time critical information to the Fuel Team and ensure fuel team issues are addressed
- Accelerate processes for Fuel Waivers, coordinate with Supply and Terminals, organize Transporters, and Communications.
- Accelerate coordination with federal and state agencies to issue waivers and provide aid, post-event maintenance, and reconnaissance efforts.
- Provide continued contact and instructions to contractors and industry representatives. Provide routine updates to the public and private sector representatives as the scenario changes.
- Analyze results from automated surveys to assist in critical decision-making.

Operations Group

- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the most recent online facility survey

- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the most recent map of all stations, evacuation analysis and check all systems
- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the most recent online survey results
- Print a hard copy, save a portable back-up electronic copy, and provide hard copies to the EOC contact of the surveys et al that have been completed up to this point.
- Provide as needed on-boarding training for personnel to use the websites
- Analyze results from automated surveys to assist in critical decision-making.
- Acts as a liaison to meet the needs and requests of the GOHSEP, Fuel Team Coordinator, and Project Manager. Provide continual updates to websites and routes. Provide deliverables as requested.
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

Information Technology and Geographical Analyst (ITGA) Team

- Save a portable back-up electronic copy of the most recent online facility survey
- Save a portable back-up electronic copy of the most recent map of all stations, evacuation analysis and check all systems
- Save a portable back-up electronic copy of the most recent online survey results
- Maintain that websites are functioning properly, and uploading results from the automated surveys.
- Provide as needed updates to instructions for usage of the websites by various personnel
- Provide as needed on-boarding training for personnel to use the websites
- Provide continual updates to websites and routes. Provide deliverables as requested.
- Act as a liaison to meet the needs and requests of the GOHSEP, Fuel Team Coordinator, and Project Manager.
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

<u>Partnering agency representatives and private sector representatives:</u>

Louisiana Department of Environmental Quality (LDEQ)

- Prepares RVP waiver requests on behalf of the State.
- See APPENDIX A

Louisiana Mid-Continent Oil and Gas Association (LMOGA)

- Coordinate refinery assets.
- Provide updated contact list for refineries used to facilitate discussions with EPA on waiver requests.

- SEE APPENDIX B

Louisiana Motor Transport Association, Inc. (LMTA)

- Prepare and submit transportation exemption requests
- Continue to coordinate assets to provide necessary services when and where needed
- Provide access to additional transportation assets
- Facilitate credentialing procedures for transporters entering critical infrastructure.
- SEE APPENDIX C

Louisiana Oil Marketers & Convenience Store Association (LOMSCA)

- Coordinate with marketers, retailers and distributors to identify needs.
- Gather data and disseminate information to marketers, retailers and distributors and provide feedback to fuel team.

Louisiana Department of Natural Resources (LDNR) Public Communications

- Continue to prepare release press releases and updates to the public as requested according to emergency plan.
- Coordinate with GOSEP communication efforts.
- SEE APPENDIX D

Contractors

- Fuel supply monitoring may continue in parishes throughout the state
    - Fuel supply monitoring may include as many or as few parishes as deemed necessary at that point in time. Parishes may be added or removed based on the storm scenario. GOHSEP, the Fuel Team Coordinator, or an authorized designee may add or remove and upgrade or downgrade parishes in the plan at any time.
    - Polling frequency may increase or decrease based on the threat and impacts as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
    - Survey questions based upon the individual scenario as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
    - Monitoring will occur via:
        - real-time data gathering
        - automated phone survey
        - station representative reporting
        - Parish EOC reporting
        - Public input
        - Other

+24 Hours

<u>LDNR Fuel Team Members and Duties:</u>

Fuel Team Coordinator and/or Project Manager

- Accelerate assistance to identify fuel needs and coordinate with LOMCSA, transporters and refiners to meet fuel demand to assist in post-event maintenance, re-entry, and reconnaissance efforts.
- Accelerate assistance to support the emergency plans for Fuel Waivers, Supply and Terminals, Transporters, and Communications.
- Accelerate assistance to coordinate with federal and state agencies to issue waivers and provide assistance in order to meet fuel demand to assist in post-event maintenance, re-entry, and reconnaissance efforts.
- Coordinate with law enforcement and GOHSEP to gather and disseminate time critical information to the Fuel Team and ensure fuel team issues are addressed
- Notify designated public and private sector personnel to report to the Emergency Operations Center as directed by GOHSEP.
- Provide continued contact and instructions to contractors and industry representatives.
- Provide routine updates to the public and private sector representatives as the scenario changes.
- Analyze results from automated surveys to assist in critical decision-making.

Operations Group

- Designated personnel report to EOC as needed.
- Analyze results from automated surveys to assist in critical decision-making.
- Act as a liaison to meet the needs and requests of the GOHSEP, Fuel Team Coordinator, and Project Manager.
- Provide as needed on-boarding training for personnel to use the websites
- Provide continual updates to websites and routes. Provide deliverables as requested.
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

Information Technology and Geographical Analyst (ITGA) Team

- Maintain websites, and upload results from the automated surveys.
- Provide as needed updates to instructions for usage of the websites by various personnel
- Provide as needed on-boarding training for personnel to use the websites

- Provide continual updates to websites and routes. Provide deliverables as requested.
- Act as a liaison to meet the needs and requests of the GOHSEP, Fuel Team Coordinator, and Project Manager.
- Miscellaneous duties assigned by the Fuel Team Coordinator or the Project Manager

Partnering agency representatives and private sector representatives:

Louisiana Department of Environmental Quality (LDEQ)

- Prepares RVP waiver requests on behalf of the State.
- See APPENDIX A

Louisiana Mid-Continent Oil and Gas Association (LMOGA)

- Coordinate refinery assets
- Provide updated contact list for refineries used to facilitate discussions with EPA on waiver requests.
- SEE APPENDIX B

Louisiana Motor Transport Association, Inc. (LMTA)

- Prepare and submit transportation exemption requests
- Continue to coordinate assets to provide necessary services when and where needed
- Provide access to additional transportation assets
- Facilitate credentialing procedures for transporters entering critical infrastructure.
- SEE APPENDIX C

Louisiana Oil Marketers & Convenience Store Association (LOMSCA)

- Coordinate with marketers, retailers and distributors to identify needs
- Gather data and disseminate information to marketers, retailers and distributors and provide feedback to fuel team.

Louisiana Department of Natural Resources (LDNR) Public Communications

- Continue to prepare release press releases and updates to the public as requested according to emergency plan.
- SEE APPENDIX D

Contractors

- Fuel supply monitoring may continue in parishes throughout the state
    - Fuel supply monitoring may include as many or as few parishes as deemed necessary at that point in time. Parishes may be added or removed based on the storm scenario. GOHSEP, the Fuel Team Coordinator, or an authorized

designee may add or remove and upgrade or downgrade parishes in the plan at any time.

- Polling frequency may increase or decrease based on impacts as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
- Survey questions based upon the individual scenario as directed by GOHSEP, the Fuel Team Coordinator, or an authorized designee.
- Monitoring will occur via
    - real-time data gathering
    - automated phone survey
    - station representative reporting
    - Parish EOC reporting
    - Public input
    - Other

VII. POST EVENT

- Coordinate with designated LDNR staff to evaluate system efficiency and effectiveness
- Coordinate with contractors; industry and refinery representatives; parish, state, and federal representatives; and other key personnel to obtain feedback on plan implementation.
- Revise and update playbook as necessary based on feedback.

REFERENCES

State of Louisiana Emergency Operations Plan 2007

APPENDIX A. Protocol for Managing Emergency Fuel Waivers

Contents

Purpose 24
Responsibilities 24
State Contacts 24
Federal Contacts 25
Refinery /Pipeline/Distributor Contacts 25
Steps for Requesting Gasoline RVP Waivers 26
Components of a Gasoline RVP Waiver Request 26
Ethanol Blending Requirements 27
Authorities 27
Sample Gasoline Waiver Request Letter from LDEQ 28
Attachment A.1 - Gasoline Fuel Requirements 30
Attachment A.2 – Understanding Diesel Fuel Requirements 31

Purpose

This protocol addresses the sequencing and the processes necessary for the State to request and potentially receive emergency fuel waivers from the Environmental Protection Agency (EPA) during declared states of emergency.

Responsibilities

Department of Agriculture (LDAF) – Must grant waivers to state requirements for Reid Vapor Pressure (RVP).

Department of Environmental Quality (DEQ) – Develops RVP waiver requests on behalf of the State and submits them to EPA for consideration. Ensures that this protocol is reviewed and updated by June 1 of each year.

Louisiana Mid-Continent Oil and Gas Association (LMOGA) – Maintains a current list of refinery contacts that is used to facilitate discussions with EPA on waiver requests.

Louisiana Department of Natural Resources (DNR) – Responsible for coordination of overall fuel effort.

Refineries, Pipelines and Distributors - Present information relative to a distribution issue that is affecting fuel availability.

State Contacts

Office	Name	Job Title	Phone	Email
Governor	Erin Monroe		866-366-1121	Erin.monroe@la.gov
	Jeannie Wright	Executive Counsel	225-342-8212	Jeannie.wright@la.gov
	Mark Cooper	Homeland Security	225-925-7345	Mark.a.cooper@la.gov
	Clay Rives	Homeland Security	225-358-5479	Clay.rives@la.gov
LDAF	Benjy Raburn	Assistant Commissioner, Agro-Consumer Services	225-922-1341 Desk 225-324-5404 Cell	benjy_r@ldaf.state.la.us
	John Walther	ESF 11 Coordinator	225-922-2150 Desk 985-438-6111 Cell	john_w@ldaf.state.la.us
	Todd Thompson	Director of Weights and Measures	225-925-3780 Desk 225-505-0585 Cell	todd_t@ldaf.state.la.us
	Marvin Montgomery	General Counsel	225-922-1250 Desk	marvin_m@ldaf.state.la.us
DEQ	Paul D. Miller, PE	Assistant Secretary	225-219-3233 Desk	Paul.miller@la.gov
	Michael Vince	Administrator – DEQ Air Quality Assessment	225-219-3482 Desk 225-588-0566 Cell	Michael.vince@la.gov
	Beau Brock	DEQ Special Assistant to the Secretary	225-219-3953 Desk	Beau.brock@la.gov

LMOGA	Mike Lyons	General Counsel	225-387-3205 Desk	lyons@lmoga.com
DNR	Louis Buatt	Assistant Secretary – Office of Coastal Resource Management	225-342-7267 Desk	Louis.buatt@la.gov
	Stephen Chustz	Deputy Assistant Secretary	225-342-6940 Desk 223-938-4700 Cell	Stephen.chustz@la.gov
	Rizwan Ahmed	IT Director	225-342-1446 Desk	rizwana@la.gov

Federal Contacts

Office	Name	Job Title	Phone	Email
US EPA Region 6	Sandra Rennie	AQ Planner	214-655-7367 Desk	Rennie.sandra@epa.gov
	Tom Diggs	Associate Director - Air	214-665-3102 Desk	diggs.thomas@epa.gov
EPA Headquarters – Air Enforcement Division			202-564-2260	
EPA Headquarters – Transportation and Regional Programs Division			734-214-4956	
EPA Emergency Operations Center			202-564-3850	

Refinery /Pipeline/Distributor Contacts

Office	Name	Job Title	Phone	Email
Louisiana Mid-Continent Oil and Gas Association	Richard Metcalf		225-387-3205	Metcalf@lmoga.com
Louisiana Oil Marketers	Natalie Babin-Isaacks		225-342-8212	Natalie@lomcsa

LMOGA will maintain a listing of all other facility level emergency contacts.

Steps for Requesting Gasoline RVP Waivers

1) The President or the Governor must have declared an emergency before the process can officially begin.
2) DNR staff will provide updated copies of the protocol to team members
3) Documentation of an actual or impending shortage should be provided to DEQ
    a. Refineries to present information relative to a refining capacity shortage
    b. Pipeline Operators and/or fuel distributors present information relative to a distribution issue that is affecting fuel availability.
4) NOTES:
    a. Waivers cannot be granted in advance in anticipation of a shortage; there must be an actual shortfall of compliant fuel
    b. Local distribution issues are not grounds for a waiver request
    c. Hospitals and emergency responders need to fuel early to avoid distribution issues
    d. Price cannot be the basis for a waiver
    e. There must be alternative supplies of fuel available for distribution in the affected area
5) DEQ develops the waiver request while working in conjunction with EPA (Region 6 and Headquarters) and on behalf of the Governor
    a. Sample waiver request letter is included in this document
6) If EPA needs additional information, they will work with the Department of Energy (DOE) and will contact refineries individually for more information
    a. There are federal antitrust rules that dictate which parties can engage in discussions
7) EPA and DOE jointly determine if the waiver request is justified
8) The EPA Administrator or designee will either issue a waiver or a denial
9) If a federal waiver is granted, LDAF will issue a waiver of their state requirements.
    a. State waivers normally are granted through emergency rule.

Components of a Gasoline RVP Waiver Request

Refineries or distributors requesting a waiver to any fuel requirement should provide, to the greatest extent possible and as applicable, the following types of information in their request to LDEQ:

- Documentation of fuel shortages, including information relative to the geographic area of the shortage and the availability of fuel within that area. The area identified as experiencing the shortage should be specified as being either a national, geographic or local area. If this request is confined to a local area, the parish names should be included.
- Documentation from national agencies such as Department of Energy or Department of Commerce that corroborate the shortage concerns.
- A description of how granting the request to market a higher RVP as opposed to lower RVP fuel in Louisiana will alleviate supply issues.
- Identification of the geographic areas where the higher RVP fuel will be marketed and sold.
- A description of how and where the higher RVP fuel will be stored (i.e. types of tanks, specific locations, etc…).
- The anticipated start date of supplying this fuel in the event that a waiver is granted.
- The quantity of higher RVP fuel that is anticipated to be supplied within Louisiana during this period of the waiver request (by market if known or available).

- With regard to fuel refining, storage and handling, a detailed analysis of estimated emissions increases resulting from making the shift from lower to higher RVP fuel

Ethanol Blending Requirements

In certain cases, an EPA waiver may also be needed to address fuel blending requirements. Such a temporary request would seek to extend the 1.0 psi RVP allowance to gasolines containing 1-10% ethanol. Changes to the EPA National Renewable Fuel Standard for 2010 might have additional requirements.

Authorities

There is no limitation on who can request a waiver to fuel requirements. 42 USC 7545(c)(ii) provides the EPA administrator with the authority to "waive" fuel requirements established by 7545(c) [general fuel requirements], (h) [RVP requirements], (i) [sulfur content], (k) [Reformulated gasoline], (m) [oxygenated fuels], and any fuel requirement in a SIP provided the Administrator determines that:

(I) extreme and unusual fuel or fuel additive supply circumstances exist in a State or region of the Nation which prevent the distribution of an adequate supply of the fuel or fuel additive to consumers;

(II) such extreme and unusual fuel and fuel additive supply circumstances are the result of a natural disaster, an Act of God, a pipeline or refinery equipment failure, or another event that could not reasonably have been foreseen or prevented and not the lack of prudent planning on the part of the suppliers of the fuel or fuel additive to such State or region; and

(III) it is in the public interest to grant the waiver (for example, when a waiver is necessary to meet projected temporary shortfalls in the supply of the fuel or fuel additive in a State or region of the Nation which cannot otherwise be compensated for).

Sample Gasoline Waiver Request Letter from LDEQ

Mr. Granta A. Nakayama
Assistant Administrator
Office of Enforcement and Compliance Assurance
US Environmental Protection Agency
1200 Pennsylvania Avenue, Northwest
Washington, DC 10460

RE: Request for Fuel Waiver Concerning Gasoline for Louisiana

Dear Mr. Nakayama:

As you already know, a tropical cyclone, "Gustav", is near the Gulf of Mexico and is projected to make landfall at/near the Louisiana coast as a category 3 hurricane. Voluntary and mandatory evacuations are beginning today in South Louisiana parishes. Certain areas, including critical evacuation routes, will experience a shortage of the 7.8 RVP gasoline. Because of difficulties associated with matching the correct RVP fuel with the correct parish, providing an adequate supply of gasoline to support evacuation, rescue, and recovery efforts will present extreme and unusual challenges as suppliers will struggle to provide an adequate quantity of fuel to those areas needing it most. As we have seen previously, in events such as Hurricane Katrina, successful evacuation is a matter of life and death.

On behalf of Governor Bobby Jindal and in consultation with United States Environmental Protection Agency Region 6 (EPA), the State of Louisiana respectfully requests temporary emergency relief from certain federal fuel requirements:

1) Waiver of RVP requirements: Louisiana has fuel requirements that differ from parish to parish creating a geographic complexity that presents unique fuel supply challenges during an event where evacuation is required.

- Gasoline in certain areas of Louisiana, as designated in 40 CFR 80.27 and in the federally approved air quality State Implementation Plan, is required to have a Reid Vapor Pressure (RVP) of 7.8 pounds per square inch (psi) during the ozone season.
- Other parishes (mostly northern parishes of the State) can have 9.0 psi RVP. It is expected that certain areas will experience a shortage of the 7.8 psi RVP gasoline.
- In the evacuation for Gustav, certain areas including critical evacuation routes will experience a shortage of 7.8 RVP gasoline. Because of difficulties associated with matching the correct RVP fuel with the correct parish, Louisiana is requesting a temporary emergency waiver of the 7.8 psi RVP requirements effective immediately that will allow use of 9.0 psi fuel.

Fuel demand in certain portions of the metro New Orleans area is already up 250 percent based upon information we are receiving from some fuel marketers. In the month immediately following Katrina, statewide gasoline sales increased by 16% over August 2005. Voluntary and mandatory evacuations are beginning today in South Louisiana parishes. This will have an impact on the employee base for the refineries supplying fuel to the region. The resulting production decreases or facility shutdowns will impact the availability of fuel in much of the area expected to be impacted by the hurricanes. Again, a waiver of the 7.8 psi RVP requirements will allow use of 9.0 psi fuel, if necessary, to help ensure that an adequate fuel supply is in place.

During the evacuations in the pre-landfall of Katrina in 2005, panic began to set in within the 7.8 psi RVP fuel service area when an adequate supply of the proper fuel was not available. Based on our experience with Katrina, it is likely that most 9.0 psi RVP fuel that would be sold in the lower RVP area will be needed as part of the evacuation/rescue efforts and very little will be used to fuel vehicles that will remain in the area for normal use. Ultimately, we would expect to see minimal or no observable impact on local ozone levels as a result of using the higher RVP fuel in one of these designated areas. Again, approval of this request will allow 9.0 psi fuel to be sold for the duration of the waiver.

2) Waiver for Ethanol Blending Requirements

- Now that industry is blending ethanol into gasoline in many areas of Louisiana to comply with the 2007 Energy Independence and Security Act, we seek flexibility in ethanol blending related provisions. Louisiana is requesting temporary extension of the 1.0 psi RVP allowance to gasolines containing 1-10% ethanol (currently limited to 9%-10% only).

We trust that you will respond favorably to our request to maintain an adequate supply of fuel during the evacuation and aftermath of the storm. Thank you for your consideration and attention in this matter. If you have any questions, please call me at 225 219-3950 or your staff may contact Michael Vince at 225 219-3482.

Sincerely,

Harold Leggett, Ph.D.
Secretary

c: Governor Bobby Jindal
Mayor Richard E. Greene, US EPA Region 6
Guy Donaldson, US EPA Region 6

Attachment A.1 - Gasoline Fuel Requirements

Summer Grade Fuel for High Ozone season: May 1 to September 15

7.8psi (for ozone non-attainment and maintenance parishes)
9.0psi (for ozone attainment parishes)

- For all regulated parties except retailers and wholesale purchaser-consumers, maximum standards generally take effect May 1.
- Standards for June l to September 15 are maximum standards for all regulated parties including retailers and wholesale purchaser-consumers, unless state has an extended summer season as part of the federally-approved SIP.
- Gasoline alcohol blends meeting requirements of 40 CFR 80.27(d) have 1.0 psi waiver of applicable RVP standard unless:

  1) the State has adopted and enforces a SIP-approved RVP standard which does not provide for the 1.0 psi;
  2) the State has received EPA approval to opt-out of the 1.0 psi waiver provision per Section 1501(c) of the Energy Policy Act of 2005 [Clean Air Act 211(h)(5), as amended]; or
  3) the State uses reformulated gasoline (RFG), which has a more stringent VOC performance standard. Additional information about RFG can be found at www.epa.gov/otaq/rfg.htm

EPA regulates summer grade fuel requirements. Requests for waivers from summer grade fuel requirements should be submitted to LDEQ. When warranted, LDEQ will prepare and submit waiver requests to the EPA. EPA Headquarters staff work with Department of Energy staff to evaluate and make determinations on these requests. They will communicate directly with refiners and other related parties to ensure that they have completely evaluated these requests before they make a decision. LDAF must also grant a waiver to state fuel requirements once EPA has issued their waiver.

Winter Grade Fuel:

Sold from September 16 to October 31
11.5psi (All parishes)

Sold from November 1 to March 31
13.5psi (All parishes)

Sold from April 1 to April 30
11.5psi (All parishes)

The Louisiana Department of Agriculture (LDAF) regulates winter grade fuel Reid Vapor Pressure (RVP) requirements, therefore winter grade fuel waiver requests should be submitted to LADF. LDEQ will work both EPA and LDAF in reviewing requests and granting fuel waivers.

Attachment A.2 – Understanding Diesel Fuel Requirements[1]

U.S. Environmental Protection Agency (EPA) standards require a major reduction in the sulfur content of diesel fuels and emission levels from diesel engines and vehicles. To meet the EPA standards, the petroleum industry must produce Ultra Low Sulfur Diesel (ULSD) fuel, a cleaner-burning diesel fuel containing a maximum of 15 parts-per-million (ppm) sulfur to replace most Low Sulfur Diesel (LSD) fuel, which contains a maximum of 500 ppm sulfur.

By December 1, 2010, all highway and non road diesel fuel offered for sale must be ULSD fuel. Between 2006 and 2010, both ULSD fuel and Low Sulfur Diesel fuel will be available. Some retail outlets will sell ULSD fuel, others Low Sulfur Diesel fuel and some will sell both. By December 1, 2014, all locomotive and marine diesel fuel offered for sale must be ULSD.
ULSD fuel will burn cleaner in both existing diesel engines and in the new diesel engines and vehicles that will be equipped with advanced emissions control systems beginning with the 2007 model year. Because of this advanced technology, diesel-powered vehicles produced in the 2007 model year and later must use ULSD only.
ULSD requirements for non-road use (e.g., locomotives, boats and construction and farm vehicles) will be phased in on a slightly delayed timetable, except in California.
Both the IRS and the EPA use a red dye to designate different qualities of fuel. The IRS uses the red dye to identify diesel normally sold for uses exempt from excise tax, such as to farmers for farming or to local governments for buses. The EPA uses a red dye to designate high-sulfur, off-road diesel.

Not all diesel fuels have the same destination. Home heating oil is designated to be pumped into above-ground storage tanks and used as a source of heat. Diesel fuel for automobiles contains less sulfur than home heating oil, and is designed strictly for use in diesel engines. Automotive diesel fuel is also subject to taxes not levied on home heating oil. In order to tell the two fuels apart, a special red dye is added to home heating oil to create red diesel.

Red diesel fuel is only slightly different chemically from regular automotive diesel fuel, but there can be a significant difference in cost. The cheaper red diesel fuel could conceivably work in place of the more expensive automotive diesel fuel but that would defeat the purpose of the fuel tax. In order to ensure that home heating oil, which is minimally taxed and is not used as diesel vehicle or nonroad fuel, revenue agents require home heating oil to receive a special red dye, which contains the marker solvent yellow 124.

IRS Tax Code with Diesel Fuel Dye Requirement (26 CFR Chapter I, 48.4082-1): states diesel fuel that is dyed red is not highway fuel and may not be used in highway vehicles since it does not meet federal, diesel quality standards (e.g., sulfur content) unless it is used in a manner that is tax-exempt as defined by the IRS.

[1] NOTE: There is a reasonable expectation that diesel fuel requirement waivers will not be required under emergency evacuation or recovery events due to recent changes in fuel formulation and the methodology for applying red dye at the distribution racks. Information in this Appendix is included for historical reference only. In the event that a waiver to these requirements may become necessary, the procedures for gasoline waivers are appropriate.

APPENDIX B. Hurricane Fuel Logistics Advisory From the *Louisiana Mid-Continent Oil and Gas Association (LMOGA)*

Background

With declaration of the beginning of official hurricane season on June 1, 2009, LMOGA would like to remind all petroleum refiners, marketers, distributors, trucking companies and other petrochemical interests of the steps that can be taken now to facilitate fuel logistics in the event of a storm in Louisiana or surrounding states. For your consideration, LMOGA suggests that early preparations and efforts to apply these practices, well in advance of any storm landfall, could make a significant difference in the effectiveness of fuel logistics should a storm disrupt supplies.

Early Preparation Steps

Based on input from LMOGA membership and difficulties that industry experienced in the aftermath of previous hurricanes, some useful early preparation steps would include:

- Determining what locations your firm desires to load fuel, including potential back-up locations
- Ensuring that a contract and associated financial credit guarantees have been established to pick up fuel loads at the selected locations
- Transmitting cumulative contractual volumes, and real-time status, to drivers, dispatchers, and supervisors to ensure clear fuel loading expectations (to remain within pre-arranged contract and credit limits)
- Understanding and complying with driver training that may be required for selected terminals and loading racks (before the storm)
- Utilizing trucks with appropriate safety equipment and loading configurations that meet selected terminal or loading rack requirements
- Informing any back-up drivers, or other personnel who may be involved in the post storm response, of all of the above

As you know, statistics from the National Hurricane center indicate mid-August through mid-September have the highest historical frequency of hurricanes for the Gulf Coast. There is still sufficient time to plan for and apply the recommended practices for fuel logistics. To assist with applying these practices, LMOGA recommends that contact be made at the numbers provided below, to facilitate pre-storm planning.

Petroleum Industry Contacts:

Conoco/Phillips Lake Charles Refinery

Refinery Rack/ Terminal Contact: Matt Stevenson - (matt.j.stevenson@conocophillips.com) Office: 337 882 1521 ext 10/ Cell: 509 714 5385

Calcasieu Refining Company

Contract volume and credit issues: Dennis Lawson (Mgr. of Oil Movements and Marketing) 337-480-6604 or Jody Plauche (Credit Analyst) 337-480-6622

Refinery Rack/ Terminal Contact: Guy Vick (OMS Supervisor) 337-480-6602

24 hour contact number: 337-478-2130

Motiva Enterprises/ Convent

Contract volume or credit issues: Joe Olmo (Commercial Fuels) Office: 713-241-5679/ Cell: 281-389-8828 or Don Hill (Retail Fuels) Office: 713-230-4308/ Cell: 360-433-8084

Refinery Rack/ Terminal Contact: Cliff Peloquin (Lead Terminal Operator) Office:225-562-7651/ Cell: 504-473-4060 (24/7)

Ralph Morse (Terminal Operator) Office: 225-562-7652/ Cell: 504-231-6780 (24/7)
George Orlando (Complex Superintendent) Office: 504-728-8581/ Cell: 504-416-4690 (24/7)
Jun Dufresne (Complex Manager) Office: 504-728-7892/ Cell: 504-415-3553 (24/7)
Convent Refinery Shift Superintendent/ Production Team Supervisor Cell: 225-562-6244

Refinery or Terminal Truck Requirements**:**

Drivers are to be trained by drivers that are currently carded and trained to load at the Convent Terminal. All trailers must be equipped with the intele-trol identification chip in order to receive permissive to load. All trailer must have proper testing and up to date documentation for VIKP. All trailers must be inspected by the Terminal Operators prior to being entered into TMS in order to load.

Refinery Rack/ Terminal Driver Training Requirements**:**

All drivers must watch a LSR video training film prior to the start of training. All drivers must then make 5 training loads with a carded driver, then be watched by a Terminal Operator on the 6th load in order to be carded and released to load on his/her own. All drivers must ad here to the Motiva PPE policy as outlined in the Driver loading procedures, which are issued to all drivers when the LSR video is reviewed. PPE consist of long sleeves and pants, safety shoes, (No Tennis Shoes), Hardhat and safety glasses with side shields, and all cell phones and radio's must be turned off before entering the terminal.

Calumet Shreveport Fuels LLC

Contract Volume or credit issues: Dennis Marple 713-419-9098 dmarple@shawus.com

Refinery Rack or Terminal Contact: Donna Emfinger 318-632-4198 donnae@calumetspecialty.com

Marathon Petroleum Company LLC

Credit volume (existing customers): Primary – www.mpconestop.com (password protected) Alternate – Jen Golub (Wholesale Marketing Territory Manager) Cell:813-205-5174

Credit issues: Primary – John Locker (Credit Manager) Office: 678-474-1226 Alternate – Jen Golub (Wholesale Marketing Territory Manager) Cell:813-205-5174

Refinery Rack or Terminal Contact: Primary - Garyville Terminal Manager – Office: 985-535-2018 Fax:985-535-2017 Alternate – 1-877-627-5463 (MAPLINE) Ask to be connected to the Garyville Terminal Manager

Placid Refining Company LLC

All issues contact: Suzanne Lewis (Marketing Department) 225-346-7450

For further information, please contact LMOGA at 225-387-3205.

APPENDIX C. Fuel Transportation in Emergency Events

Cathy Gautreaux – Executive Director LMTA

Goal: Transportation exemptions will be needed to ensure availability of fuel for an orderly and efficient evacuation and following the aftermath of a hurricane so the public will be able to acquire essential services; to establish a formal process to get assets when and where needed; to provide additional transportation assets and; pursue options for statewide credentialing for transporters entering critical infrastructure.

D1. **Vehicle Size & Weight Exemptions.** In order to transport the greatest amount of supplies quickly and efficiently, the state and federal government issue limited truck exemptions for commercial motor vehicles responding to a disaster.

State. To compliment the Gubernatorial Declaration of an Emergency (Attachment 1), the Governor's Office routinely issues an Emergency Order granting certain size, weight, permit, fuel and registration exemptions for trucks involved in the relief effort (Attachment 2 and 3). The increased weight limits allow fuel trucks to transport greater amounts of fuel per trip and thereby reduce the overall number of truckloads necessary to satisfy the demand for the fuel. NOTE: There is legislation pending that will allow the Louisiana Department of Transportation & Development to issue the size and weight emergency exemptions.

Federal. When the President issues a Declaration of Emergency, the Emergency Order automatically triggers the temporary suspension of certain Federal safety regulations, including Hours of Service, for motor carriers and drivers engaged in specific aspects of the emergency relief effort. [49 CFR 390.23] The Federal Motor Carrier Safety Administration (FMSCA) can also declare that a regional emergency exists in portions of the Southern Region in the highway transportation of certain petroleum products and ingredients. Motor carriers and drivers transporting gasoline, diesel fuel, jet fuel, propane, natural gas/CNG, and ethanol to address emergency needs arising from a disaster (such as fuel supply shortages) would be exempt from 49 CFR Parts 390-399 for 14 days. No other products are covered by this special exemption (Attachment 4).

Foreign Carrier Certification. In order to satisfy the needs of the public in response to a disaster, it is often necessary to utilize motor carriers that are domiciled in other states to assist in the delivery of fuel in the state. Since these motor carriers do not usually do business with oil refineries in Louisiana, we need to develop a process to expedite the certification of foreign carriers and the issuance of credentials to their drivers that will enable them to load fuel at the racks. The refineries can also provide personnel stationed at the rack to assist in the loading of fuel.

Fuel Rack/Transporter Coordination. In order to expedite the delivery of fuel we must eliminate unnecessary trips to the fuel rack that result in no fuel being loaded into a truck. It is therefore critical to establish a process to 1) notify motor carriers and customers of refinery status changes, 2) confirm the allocation status of specific suppliers and 3) to notify the transporter of the allocation status prior to arrival at the fuel rack. It is also important to establish a process for immediate notification of road closures and highway detours directly to motor carriers and/or the DNR Fuel Coordination Team

Credentials/Re-entry. As a result of our experience in hurricane Katrina, the state implemented a plan that established uniform criteria to allow re-entry of essential personnel and critical infrastructure

owners, operators, subcontractors and other personnel into a disaster area. Several local jurisdictions in the New Orleans area have created their own re-entry credentialing program.

We need to verify a credentialing process that will allow fuel transporters to deliver fuel in disaster areas so that there would be no confusion and/or delay at the various points of entry. Expediting access for commercial motor vehicles transporting fuel to the disaster area without compromising safety is the primary objective. There is also a need to determine the credentials needed for support personnel.

Curfews. In the immediate aftermath of the disaster, it is imperative that fuel transporters be allowed to load and unload fuel after government-imposed curfews are in effect to avoid interaction with emotionally charged crowds and to protect the truck drivers and equipment. In some instances, it may be necessary for local officials to provide law enforcement escorts for fuel trucks.

NOTE: A Fuel Workshop to include members of private industry and public agencies is planned to discuss and resolve fuel chain issues. The date of this workshop has not yet been set. A FINAL draft of this document will be provided after the workshop.

Attachment C.1

State of Louisiana

EXECUTIVE DEPARTMENT

PROCLAMATION NO. 51 BJ 2008

STATE OF EMERGENCY - HURRICANE GUSTAV

WHEREAS, the Louisiana Homeland Security and Emergency Assistance and Disaster Act, R.S. 29:721, *et seq.*, confers upon the Governor of the state of Louisiana emergency powers to deal with emergencies and disasters, including those caused by fire, flood, earthquake or other natural or man-made causes, in order to ensure that preparations of this state will be adequate to deal with such emergencies or disasters and to preserve the lives and property of the people of the state of Louisiana;

WHEREAS, when the Governor determines that a disaster or emergency has occurred, or the threat thereof is imminent, R.S. 29:724(B)(1) empowers him to declare a state of emergency by executive order or proclamation, or both;

WHEREAS, Hurricane Gustav is expected to impact the coastal parishes of Louisiana with hurricane strength winds, wave surges, high tides, torrential rain and tornado activity. The storm is expected to make landfall on the Louisiana coast on or about September 1, 2008, with the expectation that hurricane force winds will reach the Louisiana coast prior to landfall;

WHEREAS, the forecast from the National Weather Service indicates that the coastal parishes of Louisiana will be subjected to hurricane conditions to such a degree that life and property will be placed in jeopardy;

WHEREAS, the coastal parishes of Louisiana are expected to issue parish declarations of emergency; and

WHEREAS, a declaration of emergency is necessary to allow state agencies to thoroughly prepare for any eventuality and to allow federal agencies and federal resources to be deployed if necessary;

NOW THEREFORE I, BOBBY JINDAL, Governor of the state of Louisiana, by virtue of the authority vested by the Constitution and laws of the state of Louisiana, do hereby order and direct as follows:

SECTION 1: Pursuant to the Louisiana Homeland Security and Emergency Assistance and Disaster Act, R.S. 29:721, *et seq.*, a state of emergency is declared to exist in the state of Louisiana as a result of forecasted hurricane activity which has created emergency conditions that threaten the lives and property of the citizens of the state.

SECTION 2: The Director of the Governor's Office of Homeland Security and Emergency Preparedness is hereby authorized to undertake any activity authorized by law which he deems necessary and appropriate in response to this declaration;

SECTION 3: The state of emergency extends from August 27, 2008 through September 26, 2008, unless terminated sooner.

IN WITNESS WHEREOF, I have set my hand officially and caused to be affixed the Great Seal of Louisiana, at the Capitol, in the city of Baton Rouge, on this 27th day of August, 2008.

/S/ Bobby Jindal
GOVERNOR OF LOUISIANA

ATTEST BY
THE GOVERNOR

/S/ Jay Dardenne
SECRETARY OF STATE

Attachment C.2

State of Louisiana

EXECUTIVE DEPARTMENT

EXECUTIVE ORDER NO. BJ 2008-78

DOTD GUIDELINES FOR VEHICLES, TRUCKS AND LOADS

WHEREAS, the Louisiana Homeland Security and Emergency Assistance and Disaster Act, R.S. 29:721, *et seq.*, confers upon the governor of the state of Louisiana emergency powers to deal with emergencies and disasters, including those caused by fire, flood, earthquake or other natural or man-made causes, to ensure that preparations of this state will be adequate to deal with such emergencies or disasters, and to preserve the lives and property of the citizens of the state of Louisiana;

WHEREAS, pursuant to Proclamation No. 51 BJ 2008, a state of emergency was declared and is currently in effect and as a result has requested the assistance of other states;

WHEREAS, the safety and welfare of the inhabitants of the affected areas of Louisiana and surrounding states, require that the movements of operators of commercial motor carriers traveling on the public highways of the state of Louisiana for the purpose of emergency preparedness and disaster relief efforts be expedited;

NOW THEREFORE, I, BOBBY JINDAL, Governor of the state of Louisiana, by virtue of the authority vested by the Constitution and the laws of the state of Louisiana, do hereby order and direct as follows:

SECTION 1: The following size and weight for vehicles on roadways maintained by the state of Louisiana shall not exceed the following limitations:

A. Maximum gross vehicle weight for vehicles equipped with five (5) or more weight-bearing axles with outer bridge spans of not less than forty (40) feet, but less than fifty-one (51) feet, shall not exceed ninety thousands (90,000) pounds. No single axle vehicle shall exceed twenty thousands (20,000) pounds in weight. No group of two (2) axles vehicles shall exceed forty thousand (40,000) pounds in weight. No group of three (3) axles vehicles shall exceed forty-eight thousands (48,000) pounds in weight except with a permit issued by the Louisiana Department of Transportation and Development (hereafter "Department");

B. Maximum gross vehicle weight for vehicles equipped with five (5) or more weight-bearing axles with outer bridge spans of not less than fifty-one (51) feet shall not exceed ninety-five thousands (95,000) pounds. No single axle vehicle shall exceed twenty thousand (20,000) pounds in weight. No group of two (2) axles vehicles shall exceed forty thousand (40,000) pounds in weight. No group of three (3) axles vehicles shall exceed forty-eight thousand (48,000) pounds in weight, except with a permit issued by the Department;

C. Maximum gross vehicle weight for vehicles equipped with four (4) weight-bearing axles with outer bridge spans of not less than forty-three (43) feet shall not exceed eighty thousand (80,000) pounds. No single axle vehicle shall exceed twenty thousand (20,000) pounds in weight. No group of two (2) axles vehicles shall exceed forty thousand (40,000) pounds in weight. No group of three (3) axles vehicles shall exceed forty-eight thousand (48,000) pounds in weight, except with a permit issued by the Department.

D. Maximum dimensions shall not exceed fourteen (14) feet wide, fourteen (14) feet high, and ninety-five (95) feet long on Interstate highways and fourteen (14) feet wide, thirteen (13) feet six (6) inches high, and ninety-five (95) feet long on non-Interstate highways. Carriers, owners, and/or drivers of any vehicle being operated under this Order are responsible for verifying in advance that the actual dimensions and weight of the vehicle/load are acceptable for all routes being traveled. This includes, but is not limited to, areas deemed by Federal, state, or local officials as inaccessible due to damages caused by Hurricane Katrina, overhead structures and/or construction areas; and

E. Any vehicle greater than eight (8) feet six (6) inches wide and less than or equal to fourteen (14) feet wide may travel during daylight hours only, beginning thirty (30) minutes before sunrise and ending thirty (30) minutes after sunset.

SECTION 2: The commercial vehicle regulatory requirements regarding the purchase of trip permits for registration and fuel for commercial motor carriers engaged in disaster relief efforts in the state of Louisiana shall be waived. This permit waiver also applies to such vehicles/loads with weights and dimensions not exceeding those described in Section 1 (A) through (D) above. However, such permits must be obtained from the Louisiana Department and Transportation and Development for vehicles exceeding those weights.

SECTION 3: Nothing in this Order shall be construed to allow any vehicle to exceed weight limits posted for bridges and like structures, or relieve any vehicle or carrier, owner or driver of any vehicle from compliance with any restrictions other than those specified, or from any statute, rule, order, or other legal requirement not specifically waived herein.

SECTION 4: Nothing in this Order shall be construed or interpreted as being applicable to travel on non-state maintained highways, or as being applicable to construction and building projects that are not in support of Hurricane Katrina recovery and repair efforts.

SECTION 5: This Order is effective upon signature and shall apply unless amended, modified, terminated, or rescinded by the governor, or terminated by operation of law.

IN WITNESS WHEREOF, I have set my hand officially and caused to be affixed the Great Seal of Louisiana, at the Capitol, in the city of Baton Rouge, on this 29th day of August, 2008.

/S/ Bobby Jindal
GOVERNOR OF LOUISIANA

ATTEST BY
THE GOVERNOR

/S/ Jay Dardenne
SECRETARY OF STATE

Attachment C.3

EXECUTIVE ORDER NO. BJ 2008- _____

DOTD GUIDELINES FOR VEHICLES, TRUCKS & LOADS
AMENDS BJ 2008-78

WHEREAS, the Louisiana Homeland Security and Emergency Assistance and Disaster Act, R.S. 29:721, et seq., confers upon the governor of the state of Louisiana emergency powers to deal with emergencies and disasters, including those caused by fire, flood, earthquake or other natural or man-made causes, to ensure that preparations of this state will be adequate to deal with such emergencies or disasters, and to preserve the lives and property of the citizens of the state of Louisiana;

WHEREAS, pursuant to Proclamation No. 51 BJ 2008, a state of emergency was declared and is currently in effect and as a result Louisiana has requested the assistance of other states;

WHEREAS, the safety and welfare of the inhabitants of the affected areas of Louisiana and surrounding states require that the movements of operators of commercial motor carriers traveling on the public highways of the state of Louisiana for the purpose of emergency preparedness and disaster relief efforts be expedited;

NOW THEREFORE, I, BOBBY JINDAL, Governor of the state of Louisiana, by virtue of the authority vested by the Constitution and the laws of the state of Louisiana, do hereby order and direct as follows:

SECTION 1: The following sizes and weights for vehicles on roadways maintained by the state of Louisiana shall not exceed the following limitations:

A. For vehicles transporting green goods debris (trees and limbs, etc.), white goods debris (appliances, etc.), and construction goods debris (fence materials, roof repair debris, etc.), the maximum gross vehicle weight for vehicles equipped with five (5) or more weight-bearing axles with outer bridge spans of not less than forty (40) feet, but less than fifty-one (51) feet, shall not exceed ninety thousand (90,000) pounds. No single axle carrying such loads shall exceed twenty thousand (20,000) pounds. No group of two (2) axles carrying such loads shall exceed forty thousand (40,000) pounds. No group of three (3) axles carrying such loads shall exceed forty-eight thousand (48,000) pounds, except with a permit issued by the Louisiana Department of Transportation and Development (hereinafter "Department");

B. For vehicles transporting green goods debris (trees and limbs, etc.), white goods debris (appliances, etc.) and construction goods debris (fence materials, roof repair debris, etc.), the maximum gross vehicle weight for vehicles equipped with five (5) or more weight-bearing axles with outer bridge spans of not less than fifty-one (51) feet shall not exceed ninety-five thousand (95,000) pounds. No single axle carrying such loads shall exceed twenty thousand (20,000) pounds. No group of two (2) axles carrying such loads shall exceed forty thousand (40,000) pounds. No group of three (3) axles carrying such loads shall exceed forty-eight thousand (48,000) pounds, except with a permit issued by the Department.

C. For vehicles transporting green goods debris (trees and limbs, etc.), white goods debris (appliances etc.), and construction goods debris (fence materials, roof repair debris, etc.), the maximum gross vehicle weight for vehicles equipped with four (4) weight-bearing axles with outer bridge spans of not less than forty-three (43) feet shall not exceed eighty thousand (80,000) pounds. No single axle

carrying such loads shall exceed twenty thousand (20,000) pounds. No group of two (2) axles carrying such loads shall exceed forty thousand (40,000) pounds. No group of three (3) axles carrying such loads shall exceed forty-eight thousand (48,000) pounds, except with a permit issued by the Department.

D. For vehicles transporting green goods debris (trees and limbs, etc.), white goods debris (appliances etc.), and construction goods debris (fence materials, roof repair debris, etc.), the maximum dimensions shall not exceed fourteen (14) feet wide, fourteen (14) feet high, and ninety-five (95) feet long on Interstate highways and fourteen (14) feet wide, thirteen feet and 6 inches (13', 6") high, and ninety-five (95) feet long on non-Interstate highways.

E. Carriers, owners and/or drivers of any vehicle being operated under this Order are responsible for verifying in advance that the actual dimensions and weights of the vehicles and loads are acceptable for all routes being traveled. This includes, but is not limited to, areas deemed by Federal, state or local officials as inaccessible due to damages caused by Hurricanes Gustav and/or Ike, overhead structures and/or construction areas; and

F. Any manufactured home owned by FEMA or any vehicle which is considered a hurricane disaster relief load and which measures more than eight feet six inches (8' 6") wide and less than fourteen (14) feet wide may travel during daylight hours only, beginning at sunrise and ending at sunset. All such vehicles must travel with the required signs and flags indicating that they are oversize loads. All such vehicles which measure over twelve (12) feet wide must travel with a certified escort.

SECTION 2. The commercial vehicle regulatory requirements regarding the purchase of trip permits for registration and fuel for commercial motor carriers engaged in disaster relief efforts in the state of Louisiana shall be waived. This permit waiver also applies to such vehicles/loads with the types of loads and the weights and dimensions not exceeding those described in Section 1(A) through (D) above. However such permits must be obtained from the Department for vehicles exceeding those weights.

SECTION 3. Nothing in this Order shall be construed to allow any vehicle to exceed weight limits posted for bridges and similar structures, or relieve any vehicle or carrier, owner or driver of any vehicle from compliance with any restrictions other than those specified, or from any statute, rule, order or other legal requirement not specifically waived herein.

SECTION 4. Nothing in this Order shall be construed or interpreted as being applicable to travel on non-state maintained highways, or as being applicable to construction and building projects that are not in support of Hurricanes Gustav and/or Ike recovery and repair efforts.

SECTION 5. This Order specifically supersedes Executive Order No. BJ 2008-78. This Order is effective upon signature and shall apply unless amended, modified, terminated or rescinded by the governor, or terminated by operation of law until November 07, 2008.

IN WITNESS WHEREOF, I have set my hand officially and caused to be affixed the Great Seal of Louisiana, at the Capitol, in the city of Baton Rouge, on this _____ day of _____, 2008.

_____

GOVERNOR OF LOUISIANA

ATTEST BY THE GOVERNOR

_____

SECRETARY OF STATE

DRAFT

Attachment C.4

Southern Service Center
1800 Century Blvd., Suite 1700
Atlanta, Georgia 30345

US Department
Of Transportation
Federal Motor Carrier
Safety Administration

In Reply Refer To: MC-EFE-SV

September 13, 2008

Hurricanes Gustav and Ike have interrupted off-shore oil and gas production in the Gulf of Mexico; shut down or reduced production by many of the refineries and pipelines along the Gulf Coast; and damaged storage facilities and transportation infrastructure throughout the region. The aftermath of the hurricanes affects the whole nation.

In order to prevent significant disruptions to the nation's transportation system, supplies of gasoline, diesel fuel, jet fuel, propane, natural gas/CNG, and ethanol will need to be distributed by commercial motor vehicles in order to meet demand normally supplied by Gulf Coast operations.

DECLARATION OF REGIONAL EMERGENCY
49 CFR §390.23

I am therefore declaring that a regional emergency exists in portions of the Southern Region in the highway transportation of certain petroleum products and ingredients. Motor carriers and drivers transporting gasoline, diesel fuel, jet fuel, propane, natural gas/CNG, and ethanol to address emergency needs arising from the hurricane disaster (such as fuel supply shortages) are exempt from 49 CFR Parts 390-399 from 4:00 p.m. EDT, September 13, 2008 until 11:59 p.m. EDT, September 27, 2008. No other products are covered by the exemption. Motor carriers and drivers transporting these products to and from the affected States within the Southern Region in order to meet emergency needs are also exempt from 49 CFR Parts 390-399 for any portion of the trip that occurs outside the affected States within the Southern Region.

Nothing contained in this declaration shall be construed as an exemption from the controlled substances and alcohol use and testing requirements (49 CFR Part 382), the commercial driver's license requirements (49 CFR Part 383), the financial responsibility (insurance) requirements (49 CFR Part 387), operating authority (49 CFR Part 365), applicable size and weight requirements, or any other portion of the regulations not specifically identified.

Motor carriers or drivers currently subject to an out-of-service order are not eligible for the exemption until the order expires or they have met the conditions for its rescission.

Drivers for motor carriers operating under this declaration must have a copy of it in their possession.

The State(s) affected in the Southern Region include(s) the following: Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee and Texas.

Signed,

Darrell L. Ruban
Field Administrator

APPENDIX D. FUEL TEAM PUBLIC COMMUNICATIONS PLAN

This plan was drafted in anticipation of future hurricanes, based on the experiences in the state during 2008 in hurricanes Gustav and Ike, as well as building on lessons learned from the storms of prior years.

During the state's efforts to get information out to the public in 2008, public information professionals with the state found several avenues effective in getting information quickly out to the public.

- Releases sent through the Joint Information Center to the media made their way quickly to the public through the media- usually almost as a straight read-through or reprint of what was originally released.
- Information provided to Governor's office for Governor's regular briefings was often picked up and repeated.
- The emergency.louisiana.gov site was an asset that was well-used by the public in their search for needed information preparing for the incoming storm and returning after the storm passed.

The plan for communicating with the public on when and where to fuel up vehicles and equipment for future storms is based on those known successes.

June 1 release

Consideration should be given to sending out a release with the beginning of hurricane season each year, encouraging citizens and businesses to begin planning for potential fuel needs in the event of an approaching hurricane. The release can be sent out through normal media channels, stressing the importance of planning, recommending that homeowners consider a plan for a measured effort to secure fuel ahead of time – such as keeping vehicles at least half full. These efforts shall include informing the public about the public websites to input and obtain station information. The Fuel Team may also recommend that residents purchase fuel in non-peak times, such as the evening hours.

Initial release – H-120

The first pre-storm release should go out at about H-120 (approx. 120 hours or 5 days prior to expected first effects of storm on state). At this time, the Joint Information Center will be assembling and planning for actions such as contraflow is becoming firmer.

First release (example below) will urge residents to responsibly begin fueling vehicles and generators, This release will also inform citizens on where to find information on fuel stations and the status of the station (open ,closed, unknown). (To be coordinated with real-time fuel reporting team). This release will also remind the public about station and fuel availability information that may be obtained from the public website.

DRAFT

Release should also be passed on to the Governor's Office communication team for inclusion in Governor's message when storm briefings begin.

Release will also be posted on emergency.louisiana.gov web site.

H-96 to H-30
The next releases should be more focused on directing citizens on where to look for information on fuel stations and supplies in the time from the initial release to the setting of contraflow at H-30. Recommend updating citizens on stations that are running low or out of fuel at an interval where information has substantially changed since the last information release (possibly more often if can be done efficiently, this may depend on many variables once storm preparations actually begin.) Recommend reminding citizens about station and fuel availability information that may be obtained from the public website. This can be function of DNR representative at JIC or ESF team to pass through to JIC. If contraflow is not to be set, then release can be updated every six hours through JIC and public web site for fuel information.

H-30 to Landfall
Releases should be targeted to radio and TV stations to advise people beginning contraflow evacuation where they can find fuel if needed, as radio and portable television likely to be best way of reaching people on the road. Continue efforts to inform citizens about the availability of information on the internet. If contraflow is not to be set, evacuees will still need the information. Recommend updating stations running out or low on fuel as often as possible, and stations on main routes that have fuel as much as is practicable.

After landfall
Releases tailored to people returning to their home areas should go out with first lifting of evacuation orders. (Example below). This release should direct citizens to state government's web posting of fuel stations that have fuel and power in the most heavily affected areas. Listings, where possible, should also be provided to media to pass on to viewers and listeners, as long as the number of stations on the list is manageable. Encourage public participation in gathering and retrieving information regarding station information on the public website.

Joint Information Center presence
Some thought should also be given to making a change in the staffing of the Joint Information Center. If the proposals for public communications on the fuel issue are adopted, it is recommended that a presence in the JIC (either from DNR if it is designated the lead agency on this issue, or shared between responsible state agencies) be required during JIC operations, as keeping the public up to date on fuel concerns before and after the storms could, in stretches, rival the need for information on more traditional JIC representative agencies such as DHH, DOTD and DSS. Would help with "push" portion of information flow to have someone familiar with the fuel issue on station.

DRAFT

Attachment D.1 DRAFT PRE-STORM FUELING STATEMENT

JOINT INFORMATION CENTER
News Desk #: (225) 358-5361
FEMA News Desk #: 225.376.5000

FOR IMMEDIATE RELEASE

September XX, 2009

Department of Natural Resources News Update

DNR Secretary advises residents to begin fuel planning

BATON ROUGE -Louisiana Department of Natural Resources Secretary Scott Angelle is advising state residents to begin planning for fuel needs as Hurricane XXX nears the Gulf of Mexico and a possible Gulf Coast landfall.

The precise location and timing of the potential landfall, as well the future intensity of the storm, are uncertain, but Angelle recommends that residents make sure they have enough fuel to either evacuate if the need arises, or keep generators and vehicles running in the event of power outages in homes or gas stations.

"We should prepare in the same responsible manner that we have in recent storms," Angelle said.

Gov. Bobby Jindal and Secretary Angelle have planned ahead in preparation for the storm in working with the oil and gas industry and the federal government to keep adequate fuel supplies coming for state gas stations to operate, as well as securing generators to keep gas stations open in areas without power.

Louisiana residents should be able to calmly and responsibly get the fuel they need in the next few days, and avoid a sudden rush as a potential landfall nears.

For the latest on Hurricane XXXX, you can visit emergency.louisiana.gov or call the state's emergency hotline at 1-866-288-2484 to listen to a recorded message with the most up-to-date information. Links to additional station information can be found at www.emergency.louisiana.gov.

DRAFT

Attachment D.2 DRAFT STATEMENT TO FOLLOW INITIAL RELEASE

JOINT INFORMATION CENTER
News Desk #: (225) 358-5361
FEMA News Desk #: 225.376.5000

FOR IMMEDIATE RELEASE

September XX, 2009

Department of Natural Resources News Update

BATON ROUGE – Gov. Bobby Jindal and Louisiana Department of Natural Resources Secretary Scott Angelle are advising state residents go to www.emergency.louisiana.gov for updates on fuel availability as Hurricane XXX nears landfall.

The site has the most up-to-date information on the fuel status of gas stations areas being evacuated and potentially to be impacted by the oncoming storm.

For the latest on Hurricane XXXX, you can visit emergency.louisiana.gov or call the state's emergency hotline at 1-866-288-2484 to listen to a recorded message with the most up-to-date information.

DRAFT

Attachment D.3 DRAFT RELEASE FOR AFTER-STORM RETURN

JOINT INFORMATION CENTER
News Desk #: (225) 358-5361
FEMA News Desk #: 225.376.5000

FOR IMMEDIATE RELEASE

September XX, 2009

Department of Natural Resources News Update

BATON ROUGE –Gov. Bobby Jindal and Louisiana Department of Natural Resources Secretary Scott Angelle are advising state residents to begin planning for fuel needs as they prepare to return to evacuated areas of the state.

Gov. Jindal and Secretary Angelle have moved quickly after Hurricane XXX in working with the oil and gas industry and the federal government to keep adequate fuel supplies coming for state gas stations to operate, as well as securing generators to keep gas stations open in areas without power.

More gas stations are reopening each day as power is restored to storm-affected areas, and the steps taken by state government have kept fuel flowing into the state. Louisiana residents should be able to calmly and responsibly get the fuel they need in preparing to return home and begin repair and recovery.

For the latest on Hurricane XXXX, you can visit www.emergency.louisiana.gov or call the state's emergency hotline at 1-866-288-2484 to listen to a recorded message with the most up-to-date information.

DRAFT

APPENDIX E. PUBLIC INPUT WEBSITE INFORMATION

ATTACHMENT E.1 Instructions for Use of DNR Google Maps API Web Site for Providing Public Information on Gasoline Stations Selling Fuel

DNR DISCLAIMER: The information on this Web site has been carefully prepared from the best available sources of data. It is intended for general informational purposes only and should not be considered authoritative for navigational, engineering, other site-specific uses, or any other uses. The Louisiana Department of Natural Resources (DNR) does not warrant or guarantee its accuracy, nor does DNR assume any responsibility or liability for any reliance thereon.

General Information: The Louisiana Department of Natural Resources IT GIS Unit is providing IT support for the Louisiana Fuel Supply Team and has created this web site for use by the public for determining which gas stations are selling fuel.

Information on DNR "Active Gas Station" data: The DNR IT GIS Unit combined selected data from the Louisiana Department of Agriculture Weights and Measures "Active Gas Stations" data set with the Louisiana Department of Environmental Quality Underground Storage Tank (UST) data set. Gas station location coordinates have been generated from addresses in a number of ways: geocoding with Yahoo or other Internet geocoding services, GPS coordinates from DEQ UST database, and contacting stations to find their location on maps or aerial photographs and using GIS to generate coordinates.

URL: http://sonris-www.dnr.state.la.us/fuel_stations/mapstations.jsp (Also available from Governor's Emergency Web Site)

Instructions:

1. Open web site.
2. Center area of interest on monitor using Direction Arrows at top left of map or mouse operated pan tool (hold left mouse button down while moving mouse to move map) or type in a location name (parish, city, street, intersection) into the Google Search box.
3. Zoom in to view stations using mouse wheel or use the Zoom tool at the top left of the map under the Direction Arrows (+ zoom in, - zoom out). Stations selling gasoline or diesel are represented by green gas can icons. Those with no gasoline or diesel are represented by red icons. Stations

DRAFT

with an unknown status are represented by black icons. See legend at bottom right of map.

4. Select Fuel Type (Gas or Diesel) at bottom of map. Gas can icons represent gas or diesel.
5. Use Station Locale selection to select All (all stations in area) or Near Evacuation Routes (1/2 mile from official evacuation routes).
6. Use the List Stations button to display a list of all stations in the map view.
7. Selections of Map, Satellite Imagery, or Hybrid (Satellite and Map combined) can be made at top right of map.
8. To get information on stations, click on station and an information window will open. The name, address, phone number, and city of the station are in the information window along with the "selling gas or diesel" information (Y=yes, N=no, U=unknown). Also, in the window, the View button will take you to Street View which shows photographs of the area of the station. A user can rotate the street view to search for the station if it is not readily apparent.
   Street View Notes: 1. In rural Louisiana, Street View may not be available. 2. Due to inaccuracies in geocoding (automated process to assign map coordinate to address), some stations may not be visible in the Street View. This is most prevalent in rural Louisiana.

Version 6/23/2009

DRAFT

ATTACHMENT E. 2 Instructions for Use of DNR Google Maps API Web Site for Providing Public Information and Collecting Data on Gasoline Stations Selling Fuel

DNR DISCLAIMER: The information on this Web site has been carefully prepared from the best available sources of data. It is intended for general informational purposes only and should not be considered authoritative for navigational, engineering, other site-specific uses, or any other uses. The Louisiana Department of Natural Resources (DNR) does not warrant or guarantee its accuracy, nor does DNR assume any responsibility or liability for any reliance thereon.

General Information: The Louisiana Department of Natural Resources IT GIS Unit is providing IT support for the Louisiana Fuel Supply Team and has created this web site for use by the public for determining which gas stations in the project area (see below) are open or closed and for entering data on open or closed gas stations.

Information on DNR "Active Gas Station" data: The DNR IT GIS Unit combined selected data from the Louisiana Department of Agriculture Weights and Measures "Active Gas Stations" data set with the Louisiana Department of Environmental Quality Underground Storage Tank (UST) data set. Gas station location coordinates have been generated from addresses in a number of ways: geocoding with Yahoo or other Internet geocoding services, GPS coordinates from DEQ UST database, and contacting stations to find their location on maps or aerial photographs and using GIS to generate coordinates.

URL: http://sonris-www.dnr.state.la.us/fuel_stations/mapstations_public_edit.jsp
(Also available from Governor's Emergency Web Site)

Instructions:

1. Open web site.
2. Center area of interest on monitor using Direction Arrows at top left of map or mouse operated pan tool (hold left mouse button down while moving mouse to move map) or type in a location name (parish, city, street, intersection) into the Google Search box.
3. Zoom in to view stations using mouse wheel or use the Zoom tool at the top left of the map under the Direction Arrows (+ zoom in, - zoom out). Stations selling gasoline or diesel are represented by green gas can icons. Those with no gasoline or diesel are represented by red icons. Unknown stations are represented by black icons. See legend at bottom right of map.

DRAFT

4. Select Fuel Type (Gas or Diesel) at bottom of map. Gas can icons will represent gas or diesel.
5. Use Station Locale selection to select All (all stations in area) or Near Evacuation Routes (1/2 mile from official evacuation routes).
6. Selections of Map, Satellite Imagery, or Hybrid (Satellite and Map combined) can be made at top right of map.
7. To get information on stations, click on station and an information window will open. The name, address, phone number, and city of the station is in the information window along with the open/closed and selling gas and/or diesel information. Also, in the window, the View button will take you to Street View which shows photographs of the area of the station. A user can rotate the street view to search for the station if it is not readily apparent.
   Street View Notes: 1. In rural Louisiana, Street View may not be available. 2. Due to inaccuracies in geocoding (automated process to assign map coordinate to address), some stations may not be visible in the Street View. This is most prevalent in rural Louisiana.
8. To report station as open/closed selling gas and/or diesel, select a status from the three dropdown boxes. Comments can be added in the large box. Click Submit button to submit the new data. Close the Station Information Window and the status of the station will change on the map.

Version 6/23/2009

DRAFT

APPENDIX F. PARISH EOC WEBSITE INFORMATION

ATTACHMENT F.1 Instructions for Use of DNR SONRIS Interactive Maps Web Site for Export of Gasoline Station Data for Interactive Voice Response Surveys

DNR DISCLAIMER: The information on this Web site has been carefully prepared from the best available sources of data. It is intended for general informational purposes only and should not be considered authoritative for navigational, engineering, other site-specific uses, or any other uses. The Louisiana Department of Natural Resources (DNR) does not warrant or guarantee its accuracy, nor does DNR assume any responsibility or liability for any reliance thereon.

General Information: The Louisiana Department of Natural Resources IT GIS Unit is providing IT support for the Louisiana Fuel Supply Team. This web site is for use by the Fuel Supply Team DNR staff manning the Emergency Operations Center (EOC) during hurricane evacuation and re-entry. These instructions are for a DNR SONRIS Interactive Maps web site with a custom GIS tool for sending lists of gas stations to the Interactive Voice Response (IVR) consultant for getting telephone data input from gas stations from a list of questions supplied by the DNR staff.

Information on DNR "Active Gas Station" data: The DNR IT GIS Unit combined selected data from the Louisiana Department of Agriculture Weights and Measures "Active Gas Stations" data set with the Louisiana Department of Environmental Quality Underground Storage Tank (UST) data set. Gas station location coordinates have been generated from addresses in a number of ways: geocoding with Yahoo or other Internet geocoding services, GPS coordinates from DEQ UST database, and contacting stations to find their location on maps or aerial photographs and using GIS to generate coordinates.

URL: http://sonris-www.dnr.state.la.us/gis/dps/viewer.htm
This site has limited access. It requires user name and password to access site and gas station survey user name and password to access IVR function.

Instructions:

1. Open web site. General instructions for the use of DNR's SONRIS Interactive Maps are in the Tutorial accessible by clicking the button at the bottom of the map. The following instructions are for the customized "gas station selection for IVR" function.

DRAFT

2. Click on the Gas Station Tool (yellow gas pump) on the GIS tool bar. The Selection Window will open and the Fuel Station group will expand giving the options to select ALL or Primary Sites (Stations south of US-190 and stations within half-mile of an evacuation route north of US-190). Gas stations symbols (green for open, red for closed, black for unknown station status) will appear on the map. There are three selections (Parish, Evacuation Routes, Instructions) and four function buttons (Display Stations, Clear Last Selection, Clear All Selections, Export to IVR). Instructions for use of each button will appear if the cursor is held over the radio buttons or square buttons. The Selection Window can be moved so it does not cover an important part of the map.
3. To select project gas stations by parish, select Parish in the Selection window then click on any number of parishes on the map. (Clicking the Parish or the evacuation route on the map will bring up a "Loading Data" popup. Please wait till the popup disappears before clicking another parish or evacuation route). Parishes will be highlighted in yellow.
4. Click the Display Gas Stations button in the Selection Window. The Gas Station Information Window will open showing the summary information (Total Stations, Open, Closed, Unknown, Open-Gas, Open-Diesel, Open-Both, Open-No Fuel, Open-Unknown Fuel) for the selected parish stations based on your drop down selection choice (ALL or Primary Sites) from the evacuation gas stations within the Fuel Station group. To see details of each category, click on the blue number links. Select the parishes by clicking the box next to the parish name for which you want the summary printed. To print the summary, click the Print Summary button. The print format of the report will appear on the web site and the report will be printed. To print the details (list of all stations in order of status), select the parishes by checking the boxes, and click the Print Details button.
5. Click Export to IVR button to open the IVR Questions Window. Check the box next to a question to select that question. Questions should be selected in order of the way in which the DNR staff wants the IVR questions answered. List the questions in the order they should be answered from the most simple to the most complicated to collect as much information as possible before hang ups. The question priority will be listed in the Question Priority column. The next time the IVR Question Window is opened, it will show the last choice of questions sent to the IVR consultant and the date/time for the last IVR output.
6. Click Include All Stations button to get all selected stations in IVR list. Click Exclude Stations with Recent Status Update to exclude stations which have submitted information since the last IVR call out via the Google Maps API Station Web Site.
7. To send the list of stations to be telephoned and the selected questions, click the Submit to IVR button. Note: An e-mail and/or cell phone text message will be sent to the DNR staff on the emailing/text messaging list and IVR consultant staff containing the link to the web site for uploading and downloading the IVR requests and responses and notifying them the

DRAFT

data has been sent from the EOC. Once the IVR response data has been sent back to the EOC, another e-mail and/or cell phone text message will be sent to all participants on the email/text messaging list notifying them of the action.

8. The Submit to IVR button will then be disabled until DNR receives and processes the response from the IVR consultants. E-mail will be sent to all staff members on the e-mailing list. Once the response is received and processed, the Submit to IVR button will be enabled and another IVR data request can be sent.
9. To select project stations within one-half mile of evacuation routes, select Evacuation Routes in the Selection Window. Use the Zoom Tool on the GIS toolbar to zoom into the area of interest.
10. To select evacuation routes, click on a route segment. DO NOT CLICK ON THE RED SEGMENTS as these route segments have multiple highway designations and may select evacuation routes not wanted. From this point on, all functions are the same as the parish selection.

Version 6/25/2009

DRAFT

ATTACHMENT F.2 Instructions for Use of DNR Google Maps API Web Site for Collecting Data on Open and Closed Gasoline Stations from the Parish EOCs

DNR DISCLAIMER: The information on this Web site has been carefully prepared from the best available sources of data. It is intended for general informational purposes only and should not be considered authoritative for navigational, engineering, other site-specific uses, or any other uses. The Louisiana Department of Natural Resources (DNR) does not warrant or guarantee its accuracy, nor does DNR assume any responsibility or liability for any reliance thereon.

General Information: The Louisiana Department of Natural Resources IT GIS Unit is providing IT support for the Louisiana Fuel Supply Team and has created this web site for use by the parish Emergency Operations Center staff for entering data on open or closed gasoline stations.

Information on DNR "Active Gas Station" data: The DNR IT GIS Unit combined selected data from the Louisiana Department of Agriculture Weights and Measures "Active Gas Stations" data set with the Louisiana Department of Environmental Quality Underground Storage Tank (UST) data set. Gas station location coordinates have been generated from addresses in a number of ways: geocoding with Yahoo or other Internet geocoding services, GPS coordinates from DEQ UST database, and contacting stations to find their location on maps or aerial photographs and using GIS to generate coordinates.

URL: http://sonris-www.dnr.state.la.us/fuel_stations/mapstations_parish.jsp
This site is for use by parish EOCs only. It requires a user name and password.

Instructions:

1. Open web site.
2. Center area of interest on monitor using Direction Arrows at top left of map or mouse operated pan tool (hold left mouse button down while moving mouse to move map) or type in a location name (parish, city, street, intersection) into the Google Search box.
3. Zoom in to view stations using mouse wheel or use the Zoom tool at the top left of the map under the Direction Arrows (+ zoom in, - zoom out). Open gasoline stations are represented by green gas can icons. Closed stations are represented by red icons. Unknown stations are represented by black icons. See legend at bottom right of map.
4. Selections of Map, Satellite Imagery, or Hybrid (Satellite and Map combined) can be made at top right of map.
5. To get information on stations, click on station and an information window will open. The name, address, phone number, and city of the station are

DRAFT

in the information window along with the open/closed information. Also, in the window, the View button will take you to Street View which shows photographs of the area of the station. A user can rotate the street view to search for the station if it is not readily apparent.
Street View Notes: 1. In rural Louisiana, Street View may not be available. 2. Due to inaccuracies in geocoding (automated process to assign map coordinate to address), some stations may not be visible in the Street View. This is most prevalent in rural Louisiana.

6. To report Open/Closed status of stations, select a parish from drop down list in Only Show Stations In box. The map will zoom to the area of the parish and the gas stations will be viewable. Click List Stations in Parish button to get list of stations in each parish. A list will open having the AI number, Name, Address, City, and Status of the stations. Select Open, Closed, or Unknown status in last column. Close column and refresh site to see changed statuses.

Version 6/23/2009

DRAFT

ATTACHMENT F.3 Instructions for Use of Gas Station Status Reset Web Site

DNR DISCLAIMER: The information on this Web site has been carefully prepared from the best available sources of data. It is intended for general informational purposes only and should not be considered authoritative for navigational, engineering, other site-specific uses, or any other uses. The Louisiana Department of Natural Resources (DNR) does not warrant or guarantee its accuracy, nor does DNR assume any responsibility or liability for any reliance thereon.

General Information: The Louisiana Department of Natural Resources IT GIS Unit is providing IT support for the Louisiana Fuel Supply Team and has created this web site for use by the DNR staff to reset the status of all stations in a parish after evacuation or in case of major hurricane damage to the parish. Statuses can be set to Open, Closed, or Unknown. After evacuation of a parish or major damage, the DNR staff may want to set the status of all stations to unknown until other information is available. Input from the GIS web sites and IVR phone calls will update this status automatically.

Information on DNR "Active Gas Station" data: The DNR IT GIS Unit combined selected data from the Louisiana Department of Agriculture Weights and Measures "Active Gas Stations" data set with the Louisiana Department of Environmental Quality Underground Storage Tank (UST) data set. Gas station location coordinates have been generated from addresses in a number of ways: geocoding with Yahoo or other Internet geocoding services, GPS coordinates from DEQ UST database, and contacting stations to find their location on maps or aerial photographs and using GIS to generate coordinates.

URL: http://sonris-www.dnr.state.la.us/fuel_stations/parish_reset.jsp
This site is for use by DNR EOC staff only.

Instructions:

1. Open the web site.
2. Choose a status from Open, Closed, or Unknown.
3. Check the boxes next to the parishes for which you wish to change the status.
4. Click the Submit button.
5. If necessary, choose another status and follow the same procedure.

Version 6/23/2009

DRAFT

APPENDIX G. STATION OWNER/REPRESENTATIVE WEBSITE INFORMATION

ATTACHMENT G.1 Instructions for Use of DNR Google Maps API Web Site for Collecting Data from Gasoline Station Owners and Fuel Distributors

DNR DISCLAIMER: The information on this Web site has been carefully prepared from the best available sources of data. It is intended for general informational purposes only and should not be considered authoritative for navigational, engineering, other site-specific uses, or any other uses. The Louisiana Department of Natural Resources (DNR) does not warrant or guarantee its accuracy, nor does DNR assume any responsibility or liability for any reliance thereon.

General Information: The Louisiana Department of Natural Resources IT GIS Unit is providing IT support for the Louisiana Fuel Supply Team and has created this web site for collecting data from gasoline station owners and fuel distributors.

Information on DNR "Active Gas Station" data: The DNR IT GIS Unit combined selected data from the Louisiana Department of Agriculture Weights and Measures "Active Gas Stations" data set with the Louisiana Department of Environmental Quality Underground Storage Tank (UST) data set. Gas station location coordinates have been generated from addresses in a number of ways: geocoding with Yahoo or other Internet geocoding services, GPS coordinates from DEQ UST database, and contacting stations to find their location on maps or aerial photographs and using GIS to generate coordinates.

URL: http://sonris-www.dnr.state.la.us/fuel_stations/mapstations_station.jsp
This site is for use by gas station owners and distributors only. To input data into the DNR system, station owners or distributors must enter their station AI number in the Station Information Window.

Instructions:

1. Open web site.
2. Center area of interest on monitor using Direction Arrows at top left of map or mouse operated pan tool (hold left mouse button down while moving mouse to move map) or type in a location name (parish, city, street, intersection) into the Google Search box.
3. Zoom in to view stations using mouse wheel or use the Zoom tool at the top left of the map under the Direction Arrows (+ zoom in, - zoom out). Stations selling gasoline are represented by green gas can icons. Those

DRAFT

with no gasoline are represented by red icons. Unknown stations are represented by black icons. See legend at bottom right of map.

4. Selections of Map, Satellite Imagery, or Hybrid (Satellite and Map combined) can be made at top right of map.
5. To input information on stations, click on station and an information window will open. The name, address, phone number, and city of the station are in the information window along with a list of questions with answers to select in a drop down format. Also, in the window, the View button will take you to Street View which shows photographs of the area of the station. A user can rotate the street view to search for the station if it is not readily apparent.
   Street View Notes: 1. In rural Louisiana, Street View may not be available. 2. Due to inaccuracies in geocoding (automated process to assign map coordinate to address), some stations may not be visible in the Street View. This is most prevalent in rural Louisiana.
6. To change the Selling Fuel Status of stations, select a status in each drop down box. Comments can be added in the large box. Enter the AI number of the station, then click the Submit button to send data to the DNR database.

Version 6/23/2009

DRAFT