

Tennessee Public Utility Commission



Title VI

Compliance Report and Implementation Plan

2017-2018

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OVERVIEW:

TENNESSEE PUBLIC UTILITY COMMISSION

The mission of the Tennessee Public Utility Commission (**formerly the Tennessee Regulatory Authority**) is to provide regulatory oversight of Tennessee's privately held public utility companies. The Commission also has the authority to enforce state and federal safety requirements for Tennessee's intrastate gas pipelines and all natural gas distribution systems within the state, including private systems, utility districts, municipalities, and master meters.

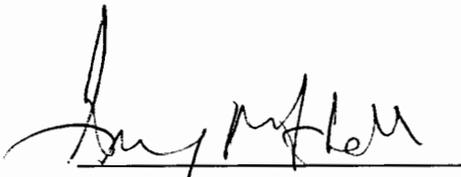
Leadership of the Commission is appointed by the Governor, Lt. Governor and Speaker of the House and is comprised of five Directors and an Executive Director. Director Robin L Morrison serves as agency Chair along with Director Kenneth C. Hill (Vice Chairman), Commissioners Herbert H. Hilliard, David L. Jones, and John Hie. Additionally, Mr. Earl Taylor serves as the Commission's Executive Director as the appointee of the Governor, Lt. Governor, and Speaker of the House. An organizational chart of the agency is included as Attachment A.

The non-discrimination policy of the Commission states there shall be no discrimination on the basis of race, color, age, national origin, religion, disability, creed, or sex. The leadership of the Commission, by example and exercise of their authority, will continue to establish an atmosphere free of discrimination on the basis of religion, national origin, disability, sex, age, race, creed, or color.

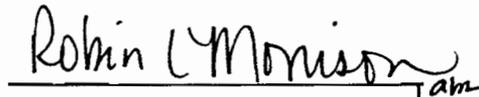
RESPONSIBLE OFFICIALS

Responsibility for the Commission's implementation, coordination, and monitoring of Title VI of the Civil Rights Act of 1964 will rest with the Chairman's office. The Chairman's office will be responsible for appointing a member of the staff as the Title VI Coordinator and delegating all authority necessary to ensure implementation and compliance.

Contact information: Tennessee Public Utility Commission, 502 Deaderick Street, 4th floor, Nashville, TN 37243



Greg Mitchell, Title VI Coordinator
Greg.Mitchell@tn.gov



Robin L. Morrison, Chair
Robin.Morrison@tn.gov

DEFINITIONS

Cap-Tel:	Captioned Telephone
Complainant:	A person, group, or company that makes a complaint, as in a legal action.
Direct Sale:	A pipeline that transports gas to a large volume customer such as a factory or power plant. This pipeline is upstream from a distribution center or directly off of a transmission line.
GPSD:	Gas Pipeline Safety Division
Intrastate Pipeline:	An inter-connected system of pipes that run within the specified boundaries of a state.
LEP:	Limited English Proficiency
Lifeline:	An assistance program that pays for a portion of a consumer's telephone bill.
Master Meter:	A pipeline system for distributing gas within, but not limited to, a definable area, such as a mobile home park, housing project, or apartment complex, where the operator purchases metered gas from an outside source for resale through a gas distribution pipeline system. The gas distribution pipeline system supplies the ultimate consumer who either purchases the gas directly through a meter or by other means, such as by rents.
Municipal System:	A utility system operated by a city or county government.
PHMSA:	Pipeline and Hazardous Material Safety Administration
Private System:	A utility system operated by a group of private investors or a corporation.
TRC:	Tennessee Relay Center
USDOT:	United State Department of Transportation

NON-DISCRIMINATION POLICY

The Tennessee Public Utility Commission affirms its intention to comply with Title VI of the Civil Rights Act of 1964, which states that:

No person in the United States shall on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

Further, the Tennessee Public Utility Commission shall make available to the Tennessee Human Rights Commission or any other recipients where applicable, its compliance report to be reviewed by the aforementioned bodies upon request.

ORGANIZATION OF THE CIVIL RIGHTS OFFICE TITLE VI COORDINATOR

The Title VI coordinator for the Commission is Greg Mitchell. The coordinator is responsible for resolving findings of non-compliance, resolutions of complaints, and assisting in any other areas of support needed. The Title VI coordinator has the primary responsibility for policy development, oversight, coordination of training activities, and the resolution of all Title VI compliance matters.

In addition to his Title VI duties, Mr. Mitchell serves in the Office of Communications & External Affairs Division within the Commission. Mr. Mitchell can be reached at (615) 770-6883 or by email at greg.mitchell@tn.gov.

Duties of the Title VI coordinator includes:

- 1) Preparing the Commission's Title VI implementation plan and plan updates.
- 2) Establishing an appropriate Limited English Proficiency (LEP) policy.
- 3) Verifying that all aspects of the Title VI plan are being implemented.
- 4) Reviewing complaint reports and other documentation to determine if additional compliance efforts are needed.
- 5) Consulting with the Commission's Directors to resolve complaints and findings of non-compliance with Title VI.
- 6) Serving as a liaison with other state personnel on Title VI issues and concerns.
- 7) Functioning as an information resource person to help the Commission comply with applicable statutes and regulations.

DISCRIMINATORY PRACTICES

Statement of Title VI Policy

The Tennessee Public Utility Commission affirms its intention to comply with Title VI of the Civil Rights Act of 1964, which states that:

No person in the United States shall on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

Therefore, the Tennessee Public Utility Commission acknowledges that Title VI of the Civil Rights Act of 1964:

- 1) Prohibits entities from denying services or benefits based on race, color, or national origin.
- 2) Prohibits providing services or benefits to some individuals that are different or inferior (either in quantity or quality) to those provided to others.
- 3) Prohibits segregation or separate treatment in any manner related to receiving services or benefits.
- 4) Prohibits requiring different standards or conditions as prerequisites for serving individuals.
- 5) Prohibits methods of administration which directly, or through contractual relationships, would defeat or substantially impair the accomplishment of effective nondiscrimination practices.
- 6) Encourages the participation of minorities as members of planning or advisory bodies for programs receiving federal funds.
- 7) Prohibits discriminatory activity in a facility built in whole or in part with federal funds.
- 8) Requires information and services to be provided in languages other than in English when significant numbers of beneficiaries are of limited English speaking ability.

An example of a hypothetical discriminatory practice within the scope of the Commission's business functions would consist of the Commission failing to provide access to assistive communications equipment to an individual who is hearing impaired on the basis of their race, color or national origin, but showing bias towards individual who is vision impaired and is part of the state's majority racial populations.

- 9) Requires notification to the eligible population about applicable programs.
- 10) Prohibits locating facilities in any way that would limit or impede access to a federally funded service or benefit.
- 11) Requires assurance of nondiscrimination in purchasing.

The Commission upholds the principles of Title VI in its activities and there have been no situations in which such discriminatory practices have occurred in relation to the Commission's activities.

FEDERAL PROGRAMS OR ACTIVITIES

Gas Pipeline Safety Inspections

The Gas Pipeline Safety Division (“GPSD”) of the Commission utilizes a grant from the United States Department of Transportation (“USDOT”) Pipeline and Hazardous Materials Safety Administration (“PHMSA”) for the purpose of performing safety inspections of Tennessee’s natural gas pipelines and natural gas distribution operators. The GPSD monitors compliance with federal and state safety regulations pertaining to the operation and maintenance requirements of natural gas transmission pipes, valves, and other hardware, as well as drug testing standards for all natural gas distribution systems. The grant is established under, 49 U.S.C. Section 60101, *et seq.* Federal funding allocated for Commission gas pipeline inspections during the past year amounted to approximately \$1,015,315.56.

The Commission has safety jurisdiction over operators including private, municipal systems and utility districts, and over gas distribution companies including two liquefied natural gas facilities. In the past fiscal year, the GSPD performed over 500 inspections on gas pipeline operators under its mandate.

Below is an Excel breakdown by operator type of the systems subject to safety inspections performed by the Commission.

Federal Program: TPUC Gas Pipeline Inspections FY17-18	
Operator Type	Number Represented
Municipal Systems	70
Master Meter Operators	25
Utility Districts	24
Intrastate Transmission	17
Private Systems	6
Liquefied Natural Gas (LNG)	2
Total	144
Federal Funding Allocated for Inspections:	\$1,015,315.56

*The 2017 Natural Gas certification is included as **Attachment B**.

THE COMMISSION'S POLICY ON NON-DISCRIMINATION IN OTHER NON-FEDERAL PROGRAMS

The Commission receives no federal funds to support the operation of the following programs. Nevertheless the Commission has taken steps to ensure that discrimination does not occur in the operation of these programs.

Tennessee Relay Center

As a service to Tennessee's deaf, deaf-blind, hard-of-hearing, and hearing and speech-impaired community, the Commission and AT&T entered into a contract in March 2012 for the provision of relay services and operation of the Tennessee Relay Center in Tennessee. Regulated by the Commission, the Tennessee Relay Service (TRC) provides free, statewide assisted telephone service to those with speech, hearing, and visual impairments by linking conversations between people who use text telephones (TTY's) or telebraille (TB) devices and people who use standard phones.

The contract embodies the Commission's policy of non-discrimination. Section D.7, assures that "no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination." **The Commission does not receive Federal funds to operate the TRC.**

Tennessee CapTel Services

A contract for CapTel services was awarded to Hamilton Telecommunications for a one-year term beginning September 1, 2017 to August 31, 2018, and it includes the same contractual provision prohibiting discrimination on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. **The Commission does not receive Federal funds to provide CapTel Service.**

The contract embodies the Commission's policy of non-discrimination. Section D.7, assures that "no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this contract or in the employment practices of the Contractor (Sprint Corporation) on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination."

National Deaf Blind Equipment Distribution Program

The National Deaf Blind Equipment Distribution Program is an additional service to our deaf and blind community. The program provides assistive devices to enhance the communication abilities for Tennessee's deaf and blind citizens. While not a federal grant, the program is a reimbursement program by the FCC to the Commission.

Lifeline Phone Assistance Programs

The Lifeline phone assistance program enables qualified low-income households to obtain phone service by providing financial assistance toward the cost of maintaining phone and internet service. Under the Lifeline program a monthly discount is credited towards the local service portion of the recipient's telephone bill. Long distance service is excluded.

Although **no federal funds are received by the Commission for the Lifeline program**, the Commission promotes the existence of the program with numerous community partners and government agencies for the purpose of informing all qualified consumers of the program. The Commission follows and implements its policy of non-discrimination in reaching out to recipients and potential recipients regardless of disability, age, race, color, religion, sex, national origin, or any other protected classification.

Recording of Commission hearings

By Tennessee statute, the Commission is required to maintain a record of all Commission hearings and conferences. These services are provided through a State of Tennessee-approved court reporting service. At the request of the Commission, a qualified court reporter provides a written transcript of the Commission's hearings and conferences pursuant to all applicable rules and procedures of the Tennessee Public Utility Commission. **No federal funds are received or expended for court reporter services.**

DATA COLLECTION AND ANALYSIS

The Commission is comprised of 52 individuals performing various professional functions. As supplied by the Commission's Personnel Manager, approximately 75% of the Commission's personnel are Executive Service and 25% are Civil Service. The racial or national origin the staff consists of:

Racial and National Origin of Commission Staff	
Asian	1 (1%)
Black	10 (20%)
White	41 (79%)
Total	52 (100%)

Executive Service and Preferred Service Breakdown	
Executive Service	38
Preferred Service	14
Total	52 (100%)

Racial and National Origin of Executive Service and Preferred Service Staff	
Executive Service (White)	31 (60%)
Executive Service (Black)	6 (11%)
Executive Service (Asian)	1 (2%)
Preferred Service (White)	11 (21%)
Preferred Service (Black)	3 (6%)
	52 (100%)

For the state fiscal year July 1, 2017 to June 30, 2018, there were no complaints or lawsuits filed against the Commission alleging discrimination on the basis of race, color or national origin under any federally funded program or activity.

TENNESSEE CENSUS DATA

According to 2010 Census, data for Tennessee shows that the five most populous incorporated places across the state are:

Tennessee's Five Most Populous Incorporated Areas	
Location	Population
Memphis	646,889
Nashville-Davidson	626,681
Knoxville	178,874
Chattanooga	167,674
Clarksville	132,929

Memphis decreased by 0.5 percent since the 2000 Census while Nashville-Davidson grew by 10.0 percent; Knoxville grew by 2.9 percent; Chattanooga grew by 7.8 percent, and Clarksville grew by 28.5 percent.

The largest county in Tennessee is Shelby, with a population of 927,644. Its population grew by 3.4 percent since 2000. The other counties in the top five include Davidson, with a population of 626,681 (increase of 10.0 percent); Knox, 432,226 (increase of 13.1 percent); Hamilton, 336,463 (increase of 9.3 percent); and Rutherford, 262,604 (increase of 44.3 percent). The state's racial make-up consists of:

Total population: 6,346,105 (Source: US Census Bureau)

Tennessee's Racial Breakdown	
Location	Population
White persons	77.6%
Black persons	16.7%
Persons of Hispanic or Latino origin	4.6%
Asian	1.4%
American Indian/Alaska Natives	0.3%
Native Hawaiian or Pacific Islander	0.1%

LIMITED ENGLISH PROFICIENCY (LEP)

The Tennessee Public Utility Commission has on its team a bi-lingual staff member whose language specialty is Spanish. Spanish is the language the Tennessee Public Utility Commission most encounters. During the past year, the Commission's bi-lingual staff member received a total of 36 Spanish language calls related to a range of issues that fall under the Commission's jurisdiction. The total time devoted providing assistance to those with LEP was 733 minutes or 12 hours and 13 minutes in telephone hours. A log of those interactions is attached as **ATTACHMENT G**.

Moreover, Tennessee Public Utility Commission documents that are translated include those related to the Telecommunications Devices Access Program (non-Federal), Lifeline Telephone Assistance Program form and our online consumer complaint form.

Tennessee Public Utility Commission Title VI Limited English Proficiency (LEP) Policy

The Tennessee Public Utility Commission is committed to ensuring that Tennessee citizens with Limited English Proficiency (LEP) are provided with the means and opportunity to participate fully in the services and information that the Commission provides. As such, we set forth the following policy directives to maintain this standard.

- The **Tennessee Public Utility Commission** will take the necessary actions and steps to ensure that persons with LEP will have an equal opportunity and purposeful access to the information and services made available by the Commission.
- The **Tennessee Public Utility Commission** will endeavor to maintain an established means of communication to persons with LEP by means of an established language translation service provider.
- The translators, interpreters and other aids needed to comply with the **Tennessee Public Utility Commission's** policy will be offered free of charged to the LEP population being served.
- Such provided services will be made available through the use of bilingual translators, available to translate from a large number of foreign languages.
- **Tennessee Public Utility Commission** staff shall be provided with translation services contact information, such as service provider information cards and informational posters, and kept current on new updates to translation services provided and new languages offered.

- The **Tennessee Public Utility Commission** will maintain a record of LEP interactions that shall be available for review by the public upon request.
- If requested, translations of **Tennessee Public Utility Commission** documents will be made and provided to persons with LEP.
- The **Tennessee Public Utility Commission** on an ongoing basis will review, assess and revise these policies with respect to serving Tennessee consumers with LEP to ensure continued compliance with the Title VI law.
- Commission staff is advised to contact the agency's Title VI coordinator, Greg Mitchell, if additional LEP resources are needed.
- Language translation will be provided through the State of Tennessee's contract service provider, Avaza Language Service Corporation, or through another State of Tennessee approved vendor of such services.
- Language Translation Service Contact information: Avaza Translation Service, 5209 Linbar Drive, Suite 603, Nashville, TN 37211.

***(The following is in response to THRC's request for sections for further review and/or modification):**

To access Avaza, Tennessee Public Utility Commission staff takes the following steps:

1. The LEP person is placed on hold,
2. The Tennessee Public Utility Commission staff then contacts Avaza at 615-534-3405,
3. The Tennessee Public Utility Commission staff then presses 1 for Spanish or 2 for other languages,
4. The Tennessee Public Utility Commission staff provides Avaza with our agency Access code and Client ID number,
5. Tennessee Public Utility Commission staff briefs the Avaza interpreter on the nature of the call,
6. Tennessee Public Utility Commission staff conferences the interpreter with the LEP caller.
7. Calls are concluded by communicating "end of session."
8. All LEP/Avaza encounters are provided to Tennessee Public Utility Commission staff member Mary Kraycirik for record keeping.

COMPLAINT PROCEDURES

Timeline for Filing

Any person alleging discrimination based on race, color, or national origin has a right to file a complaint within 180 days of the alleged discrimination. At the complainant's discretion, the complaint can be filed with the appropriate federal agency, the Commission, or the Tennessee Human Rights Commission. These procedures comply with Tenn. Code Ann. § 4-21-905 (2005).

Receipt of Complaints

All complaints, written or verbal, are accepted. In the event that a complainant sets forth allegations verbally and refuses to reduce such allegations to writing, the person to whom the complaint is made will reduce the elements of the complaint to writing. It will not be necessary to know the identity of the complainant as long as the information is sufficient to determine the applicability of the complaint to the programs of the Commission and indicates the possibility of a violation.

Elements of a Complaint

The Commission will obtain the following information from the complainant:

- 1) Name (optional), address and telephone number.
- 2) The location and name of the entity delivering the service.
- 3) The nature of the incident that led the complainant to feel discrimination was a factor.
- 4) The basis of the complaint, i.e. race, color, or national origin.
- 5) Names, addresses, and telephone numbers of individuals who may have knowledge of the event.
- 6) The date(s) on which the alleged discriminatory event(s) occurred.

Complaint Resolution

- 1) Complaints will be reviewed by the Commission's Title VI coordinator. The coordinator will determine whether the complaint will be referred to an appropriate federal agency or will be investigated by the Commission.
- 2) Complaints will be reported to the THRC within 10 days.
- 3) Complaints to be investigated by the Commission will be handled within 90 days of receipt.
- 4) A letter will be sent to acknowledge receipt of the complaint and to request a time and date the complainant can be reached by telephone to discuss the complaint.

- 5) Complainants will not be parties to the Title VI investigation and will not enjoy a status different from other persons interviewed.
- 6) A preliminary review will be conducted on all complaints to substantiate or refute the allegations.
- 7) If the preliminary review indicates that there may be a problem, then a full complaint investigation will be initiated. A letter will be sent to the complainant explaining that an investigation will be started and that the complainant's assistance will be needed in the future.
- 8) If appropriate, the Commission will coordinate with other agencies on matters involving interdepartmental issues and reviews.
- 9) If the allegations are not substantiated, a letter containing a description of the investigated allegations, the scope of the investigation, the facts learned, and a closing statement summarizing the basis on which the determination was made will be sent to the complainant. The complainant will be advised of his/her right to file a complaint with other applicable governmental entities if dissatisfied with the resolution of the complaint.
- 10) If the complaint is substantiated, a letter will be sent notifying the complainant that the complaint has been investigated and substantiated and that efforts are being made to correct the deficiency.

The Tennessee Public Utility Commission received no complaints during the 2017-2018 fiscal year and no litigation as a result.

TITLE VI TRAINING

The Commission's Title VI coordinator has attended all scheduled Title VI meetings, workshops, and informational sessions that have been sponsored by the Tennessee Human Rights Commission (The agency has in previous terms attended Title VI sessions spearheaded by the Legislative Black Caucus of the Tennessee General Assembly as well as the Tennessee Urban League). The Commission's Title VI coordinator, Mr. Mitchell is committed to attending additional Title VI training opportunities, both within Tennessee and outside, as they become available.

During the prior fiscal year the Commission conducted its annual Title VI training for all of its employees. **The training was conducted and completed by Commission staff between June 18 and June 30 of 2018**, and consisted of an interactive web-based method of engagement, through which staff was informed and trained on the Title VI law and reminded of the Commission's commitment to the law. The training covered the critical areas of the Commission's commitment to providing its services without partiality to one's race, color or national origin and the agency's dedication to serving Tennessee's citizens with Limited English Proficiency (LEP). Staff participation and completion of the training was recorded and monitored by the Title VI coordinator to ensure that 100% involvement and completion was achieved. We are pleased to report that our goal was achieved with all (52) staff members.

The Commission's Title VI training for fiscal year July 1st 2017 – June 30th, 2018 will be conducted in the 2nd quarter of 2019.

SUB-RECIPIENT MONITORING

***(The following is in response to THRC's request for sections for further review and/or modification):**

Not applicable. There are no sub-recipient relationships that exist with entities outside the Commission. **As such, the Tennessee Public Utility Commission utilizes no vendors in the inspection of Tennessee's intra-state natural gas pipelines. All such inspections are performed by the Tennessee Public Utility Commission's Gas Pipeline Safety engineers.**

Pursuant to the Commission's utilization of a federal grant from the United States Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) to perform safety inspections of Tennessee's natural gas pipelines and natural gas distribution operators, the Commission's federal grant is narrowly directed at performing safety inspections of natural gas pipes, valves and other hardware that cross the state.

PUBLIC NOTICE AND OUTREACH

The Commission participates in state-wide outreach programs to inform diverse groups about the services provided by and through the agency. Notices of the programs are published on the agency's web page and on its social media platforms like Facebook, Twitter, and Instagram and through press releases. In addition, in previous years information has been shared on local radio stations and by public service announcements.

The following are the outreach activities the Tennessee Public Utility Commission has engaged in:

- **I Can-Connect Program for Deaf/Blind citizens:** The Tennessee Public Utility Commission partners with the Helen Keller National Center to provide information about the "I Can Connect Program." I Can Connect, also known as the Deaf-Blind distribution program, is a national effort across the United States to provide assistive communication equipment to Tennessee's deaf and blind citizens.
- **Tennessee Relay Service:** relay service is an operator assisted service that allows people who are deaf, hard of hearing, deafblind, or have a speech disorder to place calls to standard telephone users via a keyboard or assistive device. The Tennessee Public Utility Commission partners with Sprint and Hamilton Relay/CapTel to inform eligible citizens of the availability Relay service and Caption telephone equipment to Tennessee's deaf and hard of hearing population.
- **The Telecommunications Devices Access Program (TDAP):** the TDAP program is designed to distribute appropriate telecommunications devices so that persons who have a disability may effectively use basic telephone service.
- **Lifeline Program:** the Lifeline program provides a discount on phone service for qualifying low-income consumers. The program is designed to ensure that all Americans have access to affordable phone service. As such, the Tennessee Public Utility Commission works with telephone service providers to ensure that information about Lifeline is made available to those that qualify.

The Commission's Title VI implementation plan is available upon request to any interested group and minority members of these groups may review the plan and provide suggestions and recommendations for future plans.

There are no sub-recipient relationships with entities beyond the Commission. Therefore, there are no planning boards or advisory bodies for the federal grants the agency receives from the U.S. Department of Transportation/PHMSA and U.S. Department of Energy.

COMPLIANCE REPORTING

Federal or state departments/agencies to which the Commission furnishes or shares Title VI compliance reports: **Not applicable.**

There exist no sub-recipient relationships with entities outside the Commission. Title VI federal compliance reporting is not applicable. There are no Federal codes or regulations promulgated pursuant to 49 U.S.C. Section 60101 regarding compliance with Title VI. However, in the application for the gas pipeline safety grant, the Commission must certify its assurance regarding non-discrimination. The only Title VI-related document produced by the USDOT related to Title VI is its LEP Guidance, which was issued December 14, 2005 in the Federal Register (Vol. 70, No. 239).

EVALUATION PROCEDURES

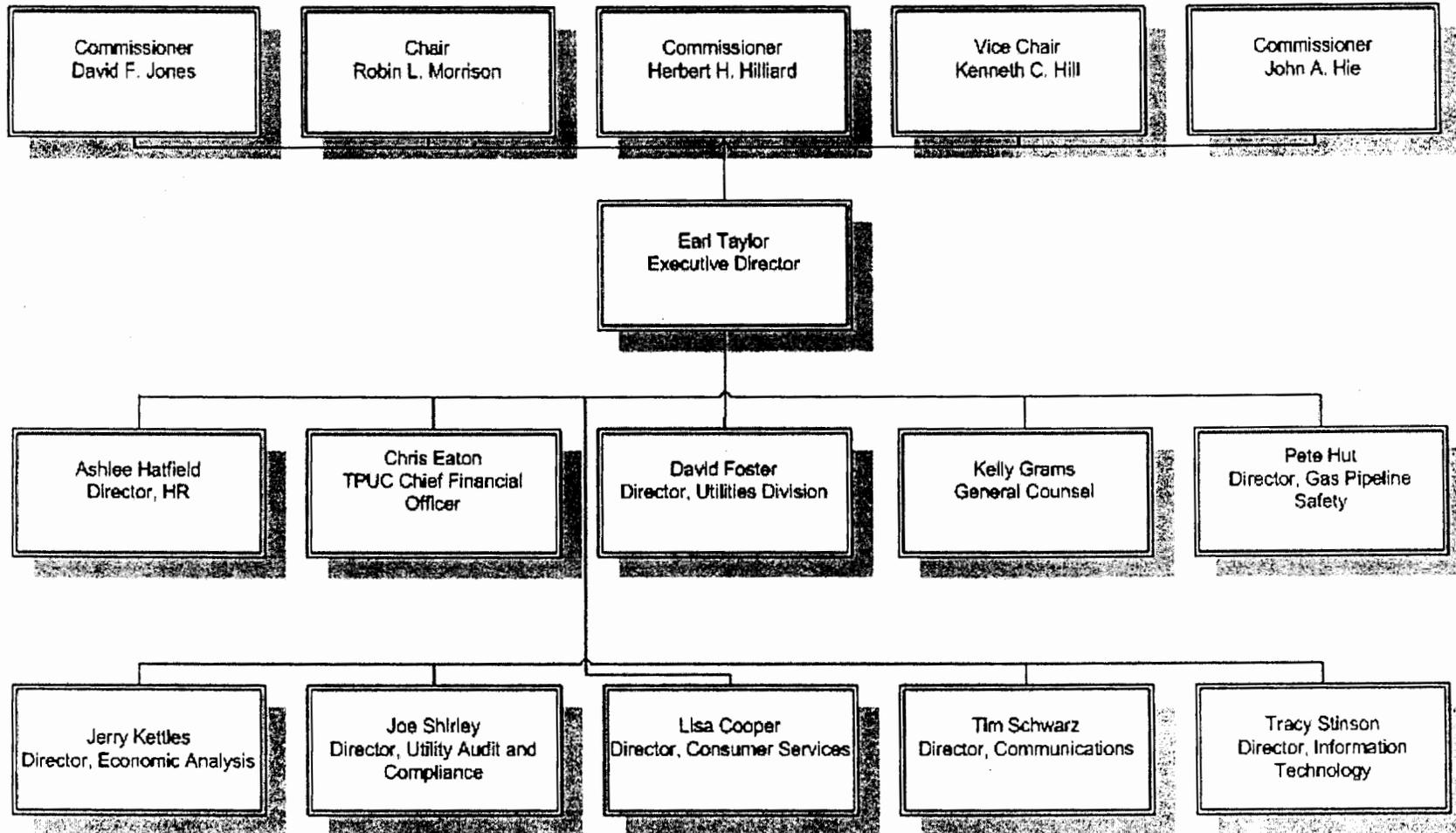
As a condition of receipt of the federal grant from the United States Department of Transportation (USDOT) Pipeline and Hazardous Materials Safety Administration (PHMSA), the Commission has certified that it will comply with the requirements set forth in Title VI. As such, the Commission maintains that it will administer in a nondiscriminatory manner its statutory duties as a condition of receiving the federal funds from the grantor.

Pursuant to the federal grant, the State of Tennessee enters into a certification agreement each year with the Secretary of the Department of Transportation and accepts the responsibility for regulation of intrastate natural gas pipeline facilities. The program is administered by the United States Department of Transportation Pipeline and Hazardous Materials Safety Administration and the Tennessee Public Utility Commission is the regulating state agency. The Tennessee Public Utility Commission Gas Pipeline Safety Division enforces safety regulations in accordance with the Tennessee Code Annotated ("Tenn. Code Ann.") § 65-2-102, the Tennessee Comprehensive Rules and Regulations ("Tenn. Comp. R. & Regs.") 1220-4-5 and Title 49 of the Code of Federal Regulations ("CFR") Chapter 1, Subchapter D, Parts 191, 192, 193, 195 and 199, as incorporated in the Tennessee rules by reference.

Hence, the grant received from United States Department of Transportation Pipeline and Hazardous Materials **does not have beneficiaries associated with the administration of the grant**, as the grant is utilized for the inspection of Tennessee's 40,000 miles of distribution and transmission natural gas pipelines, in which the TPUC's gas pipeline engineers perform annually.

There are no Commission sub-recipients in the administration of the federal grant from the USDOT/PHMSA as all pipeline inspections are performed by the Commission's Gas Pipeline Safety Division.

Tennessee Public Utility Commission



U.S. Department
of Transportation
Pipeline and Hazardous
Materials Safety
Administration

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0584. Public reporting for this collection of information is estimated to be approximately 58.5 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, Pipeline and Hazardous Materials Safety Administration (PHMSA), PHP-30, 1200 New Jersey Ave SE, Washington, D.C. 20590

Pipeline Safety

2017 Gas Base Grant Progress Report

for

Tennessee Public Utility Commission

Please follow the directions listed below:

1. Review the entire document for completeness.
2. Review and have an authorized signatory sign and date page 2.
3. Fasten all pages with a paper or binder clip - no staples please as this package will be scanned upon arrival at PHMSA.
4. Mail the entire document, including this cover page to the following:

ATTN: Angela Sung
U.S. Department of Transportation
Pipeline & Hazardous Materials Safety Administration
Pipeline Safety, PHP-50
1200 New Jersey Avenue, SE Second Floor E22-205
Washington, D.C. 20590



FedSTAR Information

Electronic Submission Date: 2/23/2018 1:38:26 PM



Pipeline and Hazardous Materials Safety Administration
1200 New Jersey Avenue, SE
Washington DC 20590

OFFICE OF PIPELINE SAFETY

2017 Gas Base Grant Progress Report

Office: Tennessee Public Utility Commission

Annette S. Ponds

Authorized Signature

Annette S. Ponds

Printed Name

Director, Gas Pipeline Safety Division

Title

February 23, 2018

Date



PROGRESS REPORT ATTACHMENTS (GAS)

PHMSA Form No. PHMSA F 999-92

INSTRUCTIONS:

These attachments request information either for the entire calendar year (CY 2017: January 1 through December 31, 2017) or as of (or on) December 31, 2017. Please report actual as opposed to estimated numbers on the attachments. Be careful to provide complete and accurate information since the PHMSA State Programs will be validating the attachments during the state's next annual evaluation.

- **Attachment 1: State Jurisdiction and Agent Status Over Facilities.** Requires the state to indicate those pipeline operator types over which the state agency has jurisdiction under existing law. If the state does not have jurisdiction over an operator type, indicate why not in the column designated No, using the one alpha code (A or B) which best describes the reason. If the state agency has jurisdiction over an operator type, place an X in the column designated Yes and provide information on the number of operators, the number and percent of operators inspected, the number of inspection units, and the number and percent of inspection units inspected. If the jurisdiction over a type of operator is under a Section 60106 Agreement, indicate X/60106 in the column designated Yes. [If the same operator/inspection unit is visited more than once during the year, count only once under number of operators inspected/number of inspection units inspected on Attachment 1. The multiple visits would, however, be reflected under total inspection person-days in Attachment 2.]
- **Attachment 2: Total State Field Inspection Activity.** Requires the state to indicate by operator type the number of inspection person-days spent during CY 2017 on inspections; standard comprehensive; design, testing, and construction; on-site operator training; integrity management; operator qualification; investigating incidents or accidents; damage prevention activities; and compliance follow-up. Attachment 2 should include drug and alcohol inspections. Counting "In Office" Inspection Time - An inspector may choose to review pipeline company procedure manuals or records away from the company facility in order to effectively use on-site inspection time. The amount of time spent reviewing procedures and records may be counted as part of the inspection process. It is important that an inspector only record time for activities that normally would be completed as part of an on-site inspection. For example, an inspector may attribute the three hours he or she spent reviewing a pipeline operator's procedure manual and records prior to an on-site inspection towards the total inspection time. Each supervisor must carefully review the reported time to ensure the time attributed is consistent with the activity completed and is carefully delineated from normal office duties.
- **Attachment 3: Facility Subject to State Safety Jurisdiction.** States should only list the facilities that are jurisdictional under Parts 192 and 193 (Gas) and Part 195 (Hazardous Liquid) of which the state has safety authority over. This attachment requires the business name and address of each person subject to the pipeline safety jurisdiction of the state agency as of December 31, 2017. Also indicate the operator type (e.g., intrastate transmission) consistent with the listing in Attachment 1 and include the number of inspection units in each operator's system. The operator identification number (OPID) assigned by PHMSA must also be included on this attachment. If an operator has multiple types of system (i.e. gas distribution and intrastate transmission), each type should be counted in corresponding category. Total operator count listed in Attachment 3 may not match Attachment 1 totals due to multiple types of systems per operator.
- **Attachment 4: Pipeline Incidents.** Requires a list of incidents investigated by or reported to the state agency that involved personal injury requiring hospitalization, a fatality, property damage exceeding \$50,000, and others deemed significant by the operator. Clearly identify the operator's reported cause AND the state's determination of the cause of the incident using the one most appropriate alpha code footnoted in the attachment. We summarize this information for Congress by classifying the cause into one of eight categories: (A) corrosion failure; (B) natural force damage; (C) excavation damage; (D) other outside force damage; (E) material failure of pipe or weld; (F) equipment failure; (G) incorrect operation; (H) other accident cause. You can also choose (IP) Investigation Pending for those incidents remaining under investigation as of December 31. Then provide a summary of incident investigations.



- **Attachment 5: State Compliance Actions.** This requires a summary of state pipeline inspection and compliance actions. [In the Number of Compliance Actions Taken column, keep in mind one compliance action can cover multiple probable violations.]
- **Attachment 6: State Record Maintenance and Reporting.** Requires a list of records and reports maintained and required by the state agency.
- **Attachment 7: State Employees Directly Involved in the Pipeline Safety Program.** This attachment requires a list by name and title of each employee directly involved in the pipeline safety program. Be sure to include the percentage of time each employee has been involved in the pipeline safety program during 2017. If an employee has not been in the pipeline safety program the full year of 2017, please note the number of months working on the program. Indicate a Qualification Category for each of the state's inspectors (see Attachment 7a). The categories are shown in descending order of education and experience. Please enter the number of the highest description applicable to each inspector. For each inspector and supervisor, indicate the month and year he/she successfully completed the training courses at the Pipeline Safety Office of Training and Qualifications in Oklahoma City, OK. Finally, provide in summary form the number of all staff (supervisors, inspectors/investigator, damage prevention/technical and clerical/administrative) working on the pipeline safety program and the person-years devoted to pipeline safety. Person-years should be reported in hundreds (e.g., 3.25).
- **Attachment 8: State Compliance with Federal Requirements.** This requires the state to indicate whether it is in compliance with applicable federal requirements. If a particular requirement is not applicable to the state (e.g. offshore inspections), indicate NA in the column designated Y/N/NA and indicate in the notes section why the regulation is not applicable. If a regulation has been adopted, indicate the date adopted (e.g., 05/01/04) in the appropriate column. If the regulation is applicable but has not been adopted indicate N in the Y/N/NA column and explain why not in the appropriate column (e.g., requires legislative action). If the state has not adopted the maximum penalty amounts for a related series of violations please indicate civil penalty levels in effect in the state as of December 31. For State Adoption of Part 198 State One Call Damage Prevention Program if a state has any penalty amount for its damage prevention law please mark item 7.h as "Adopted but Different Dollar Amounts" and list the penalty amount in the Note section. Note at the end of Attachment 8 we are requesting each state to indicate the frequency its legislature meets in general session. This information will be taken into account when determining if applicable federal regulations have been adopted within 24 months of the effective date or two general sessions of the state legislature.
- **Attachment 10: Performance and Damage Prevention Questions.** This attachment requires a narrative of each states goals and accomplishments. In addition it requires a narrative on each states progress toward meeting the nine elements of an effective damage prevention program as described in the PIPES Act of 2006.



DEFINITIONS

- **Inspection Unit.** An inspection unit is all or part of an operator's pipeline facilities that are under the control of an administrative unit that provides sufficient communication and controls to ensure uniform design, construction, operation, and maintenance procedures for the facilities. (See Glossary of Terms in Guidelines for States Participating in the Pipeline Safety Program for application of the inspection unit concept to transmission and hazardous liquid pipeline systems, distribution systems, liquefied gas systems, municipality, master meter system, regulated gathering pipeline systems, and propane-air systems/petroleum gas systems.)
- **Inspection Person-Day.** An inspection person-day is all or part of a day spent by a state agency representative including travel in an on-site examination or evaluation of an operator or his system to determine if the operator is in compliance with federal or state pipeline safety regulations, in an on-site investigation of a pipeline incident, or in job-site training of an operator. Time expended on such activities should be reported as one inspection person-day for each day devoted to safety issues, regardless of the number of operators visited during that day.
- **Probable Violation.** A probable violation is a non-compliance with any section or, where a section is divided into subsections (a), (b), (c), etc., any subsection of federal or state pipeline regulations. Each numbered section should be counted separately. Multiple non-compliances of a numbered section discovered on the same inspection should be counted as one probable violation with multiple pieces of evidence.
- **Compliance Action.** A compliance action is an action or series of sequential actions taken to enforce federal or state pipeline regulations. One compliance action can cover multiple probable violations. A compliance action may take the form of a letter warning of future penalties for continued violation, an administratively imposed monetary sanction or order directing compliance with the regulations, an order directing corrective action under hazardous conditions, a show-cause order, a criminal sanction, a court injunction, or a similar formal action.



Attachment 1 - Stats on Operators

STATE JURISDICTION AND AGENT STATUS OVER GAS FACILITIES AS OF DECEMBER 31, 2017

Operator Type	State Agency Jurisdiction/ Agent Status		No. of Operators	Operators Inspected		No. of Inspection Units	Units Inspected	
	No ¹	Yes		#	%		#	%
Distribution								
Private		X/60105	6	6	100.0%	15	15	100.0%
Municipal		X/60105	70	70	100.0%	70	70	100.0%
Master Meter		X/60105	25	25	100.0%	27	27	100.0%
LPG		X/60105	0	0	N/A	0	0	N/A
Other		X/60105	24	24	100.0%	28	28	100.0%
Transmission								
Intrastate		X/60105	18	18	100.0%	18	18	100.0%
Interstate	F		0	0	N/A	0	0	N/A
LNG								
Intrastate		X/60105	2	2	100.0%	2	2	100.0%
Interstate	F		0	0	N/A	0	0	N/A
Other								
Gathering Lines		X/60105	0	0	N/A	0	0	N/A
Offshore Facilities	A		0	0	N/A	0	0	N/A
Total			145	145	100.0%	160	160	100.0%

¹Codes: A - None in state and does not have jurisdiction;

B - State does not have jurisdictional authority (Provide current status or action being taken to obtain authority in notes section below)

F - No, State is currently not an interstate agent.

X/60105P = Yes, I have Section 60105 (Certification) over some of the operator type (meaning: I have 60105 authority over some, but not all of this operator type and do not have a 60106 agreement with PHMSA to inspect them). These operators are identified in the notes below.

X/IA - Yes, I have Interstate Agent jurisdiction over this type of operator

Distribution "Other" - ie Co-ops, Public Utility Districts, etc.

States should explain any special circumstances

General Instructions - All above facilities should only include facilities as defined by federal pipeline regulations and should not include extended jurisdiction by state regulation.

Attachment 1 Notes:

Other is Public Utility Districts

Attachment 2 - State Inspection Activity

**TOTAL STATE FIELD INSPECTION ACTIVITY AS
OF DECEMBER 31, 2017**

Operator Type	Standard Comprehensive	Design, Testing and Construction	On-Site Operator Training	Integrity Management	Operator Qualification	Investigating Incidents or Accidents	Damage Prevention Activities	Compliance Follow-up	Total
Distribution									
Private	81.5	0	0	8	23.5	19	0	4	136
Municipal	256	0	0	4	98	0	0	4	362
Master Meter	26.5	0	0	0	16.5	0	0	0	43
LPG	0	0	0	0	0	0	0	0	0
Other	121	0	0	0	46	0	0	1	168
Transmission									
Intrastate	32	0	0	0	16	0	0	0	48
Interstate	0	0	0	0	0	0	0	0	0
LNG									
Intrastate	5	0	0	0	0	0	0	0	5
Interstate	0	0	0	0	0	0	0	0	0
Other									
Gathering Lines	0	0	0	0	0	0	0	0	0
Offshore Facilities	0	0	0	0	0	0	0	0	0
Total	522	0	0	12	200	19	0	9	762

Drug and Alcohol

Total Count of Drug and Alcohol Inspections	0
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Attachment 2 Notes

Other operators are Public Utility Districts. Operator qualification inspections listed were Protocol 9 inspections only. Master meter inspections were conducted for each of our 27 master meter units.

Attachment 3 - List of Operators

GAS FACILITIES SUBJECT TO STATE SAFETY JURISDICTION AS OF DECEMBER 31, 2017

Operator Business Name Operator ID Address	Distribution (Operator type & Inspection Units)					Transmission (Operator type & Inspection Units)		LNG(Operator type & Inspection Units)		Other (Operator type & Inspection Units)	
	Private	Municipal	Master Meter	LPG	Other	Intrastate	Interstate	Intrastate	Interstate	Gathering Lines (Jurisdictional)	Offshore Facilities (State Waters)
Adamsville Gas Department 49 Box 301, Adamsville, TN 38310	0	1	0	0	0	0	0	0	0	0	0
AGC Flat Glass 32188 600 AFG Road, Church Hill, TN 37642	0	0	0	0	0	1	0	0	0	0	0
AGL Resources 2288 2207 Olan Mills Drive, Chattanooga, TN 37421	1	0	0	0	0	1	0	0	0	0	0
Alexian Village of Tennessee 35982 100 James Boulevard, Signal Mountain, TN 37377	0	0	1	0	0	0	0	0	0	0	0
Athens Utilities Board 774 P. O. Box 689, Athens, TN 37303	0	1	0	0	0	0	0	0	0	0	0
Atlas Energy 38884 106 Ridge View Way, Clinton, TN 37716	0	0	0	0	0	1	0	0	0	0	0
Atmos Energy 20211 810 Crescent Centre Drive Ste. 600, Franklin, TN 37067	8	0	0	0	0	1	0	0	0	0	0
Avalon West Apartments 35983 309 Broome Road, Knoxville, TN 37923	0	0	1	0	0	0	0	0	0	0	0

B W Pipeline 32659 728 South Jefferson, Cookeville, TN 38501	0	0	0	0	0	1	0	0	0	0	0
Bedford County Utility District 31694 214 Bethany Lane, Shelbyville, TN 37160	0	0	0	0	1	0	0	0	0	0	0
Bells Gas Water 30618 P O Box 760, Bells, TN 38006	0	1	0	0	0	0	0	0	0	0	0
Bolivar Gas Department 1616 211 North Washington Street, Bolivar, TN 38008	0	1	0	0	0	0	0	0	0	0	0
Brownsville Gas 1840 P. O. Box 424, Brownsville, TN 38012	0	1	0	0	0	0	0	0	0	0	0
Centerville Gas Department 2176 128 North Central Avenue, Centerville, TN 37033	0	1	0	0	0	0	0	0	0	0	0
Citizens Gas Utility District 2412 P. O. Box 320, Helenwood, TN 37755	0	0	0	0	1	0	0	0	0	0	0
City of Clifton Gas Department 972 P. O. Box 192, Clifton, TN 38425	0	1	0	0	0	0	0	0	0	0	0
City of South Fulton Gas Department 18432 700 Milton Counce Boulevard, South Fulton, TN 38257	0	1	0	0	0	0	0	0	0	0	0
Claiborne County Utility District 31498 P O Box 606, New Tazewell, TN 37825	0	0	0	0	1	0	0	0	0	0	0
Clarksville Gas Department 2460 2215 Madison Street, Clarksville, TN 37041-0387	0	1	0	0	0	0	0	0	0	0	0
Clay Gas Utility District 31315 P.O. Box 307, Celina, TN 38551-0307	0	0	0	0	1	0	0	0	0	0	0
Coalfield Pipeline Company 31725 105 Mitchell Road, Suite 104 Oak Ridge, TN 37830-7918	0	0	0	0	0	1	0	0	0	0	0
Collinwood Gas Department 2556 Box 98, Collinwood, TN 38450	0	1	0	0	0	0	0	0	0	0	0

Columbia Housing Authority 35797 P. O. Box 115, Columbia, TN 38402	0	0	1	0	0	0	0	0	0	0	0
Cookeville Gas Department 2764 Box 998, Cookeville, TN 38501	0	1	0	0	0	0	0	0	0	0	0
Counce Natural Gas System 30863 P O Box 285, Burnesville, MS 38833-0285	1	0	0	0	0	0	0	0	0	0	0
Covington Gas Department 2853 Box 768, Covington, TN 38019	0	1	0	0	0	0	0	0	0	0	0
Crockett Public Utility District 2880 82 No. Bells Street, Alamo, TN 38001	0	0	0	0	1	0	0	0	0	0	0
Domtar Paper 39133 100 Clinchfield Street, Kingsport, TN 37660	0	0	0	0	0	1	0	0	0	0	0
Dunlap Gas System 3610 P. O. Box 145, Dunlap, TN 37327	0	1	0	0	0	0	0	0	0	0	0
Dyersburg Gas Department 3660 435 Highway 51 Bypass South, Dyersburg, TN 38025	0	1	0	0	0	0	0	0	0	0	0
Elk River Public Utility District 4370 P O Box 970, Tullahoma, TN 37388-0970	0	0	0	0	1	0	0	0	0	0	0
Englewood Gas Department 4480 P. O. Box 150, Englewood, TN 37329	0	1	0	0	0	0	0	0	0	0	0
ESG Pipeline 32298 4655 Rosebud Lane, Newburgh, IN 47630	0	0	0	0	0	1	0	0	0	0	0
Etowah Utilities 4567 P O Box 927, Etowah, TN 37331-0927	0	1	0	0	0	0	0	0	0	0	0
Fayetteville Public Utilities 5110 408 College Street West, Fayetteville, TN 37334	0	1	0	0	0	0	0	0	0	0	0
First Utility District of Tipton Co. 19471 P. O. Box 684, Covington, TN 38019	0	0	0	0	1	0	0	0	0	0	0

Forexco Gas 30975 37 Courthouse Square, Whitley, KY 42653	1	0	0	0	0	0	0	0	0	0	0
Friendship Gas Department 5640 Box 265, Friendship, TN 38034	0	1	0	0	0	0	0	0	0	0	0
Gallatin Housing Authority 35799 P. O. Box 1923, Gallatin, TN 37066	0	0	0	0	0	0	0	0	0	0	0
Gallatin Natural Gas System 6040 239 Hancock Street, Gallatin, TN 37066	0	1	0	0	0	0	0	0	0	0	0
Galloway Gas Company 6035 Box 168, Galloway, TN 38036	0	1	0	0	0	0	0	0	0	0	0
General Gas LLC 39126 3213 Hwy 25E, Suite 4, Tazwell, TN 37879	0	0	0	0	0	1	0	0	0	0	0
Georgetown Condominiums 35985 5025 Hillsboro Road, Bldg. 2, Nashville, TN 37215	0	0	1	0	0	0	0	0	0	0	0
Gibson County Utility District 6370 P. O.Box 350, Trenton, TN 38382	0	0	0	0	1	0	0	0	0	0	0
Greater Dickson Gas Authority 6716 605 East Walnut Street, Dickson, TN 37055	0	1	0	0	0	0	0	0	0	0	0
Green Hills Terrace Apartments (Ghertner Company) 35986 1900 Richard Jones Road, Nashville, TN 37215	0	0	1	0	0	0	0	0	0	0	0
Halls Gas Department 7025 208 N. Church Street, Halls, TN 38040	0	1	0	0	0	0	0	0	0	0	0
Hardeman-Fayette Utility District 7060 P. O. Box 7, Moscow, TN 38057	0	0	0	0	1	0	0	0	0	0	0
Harriman Housing Authority 35800 P. O. Box 942, Harriman, TN 37748	0	0	0	0	0	0	0	0	0	0	0
Harriman Utility Board 7090 P. O. Box 434, Harriman, TN 37748	0	1	0	0	0	0	0	0	0	0	0

Hawkins County Utility District 7170 202 Park Boulevard, Rogersville, TN 37857	0	0	0	0	1	0	0	0	0	0	0
Henderson Gas Utilities 7215 P. O. Box 68, Henderson, TN 38340	0	1	0	0	0	0	0	0	0	0	0
Henning Gas Department 7225 260 North Main Street, Henning, TN 38041	0	1	0	0	0	0	0	0	0	0	0
Heritage Glass 00000	0	0	0	0	0	0	0	0	0	0	0
Hohenwald Natural Gas System 7310 118 W. Linden Avenue, Hohenwald, TN 38462	0	1	0	0	0	0	0	0	0	0	0
Holston Army Ammunition 00000 11121 Kingston Pike, Suite E, Knoxville, TN 37934	0	0	0	0	0	0	0	0	0	0	0
Horton Highway Utility District 7365 P. O. Box 85, Chapel Hill, TN 37034	0	0	0	0	1	0	0	0	0	0	0
Humboldt Gas Water Department 7650 207 S. 13th, Humboldt, TN	0	1	0	0	0	0	0	0	0	0	0
Humphreys County Utility District 7655 P. O. Box 519, Waverly, TN 37185	0	0	0	0	1	1	0	0	0	0	0
Huntingdon Housing Authority 35801 433 Hillcourt Circle, Huntingdon, TN 38344	0	0	1	0	0	0	0	0	0	0	0
Huntingdon Housing Authority 35801 433 Hillcourt, Huntingdon, TN 38344	0	0	0	0	0	0	0	0	0	0	0
Jackson Energy Authority 9040 P. O. Box 68, Jackson, TN 38302-0068	0	1	0	0	0	0	0	0	0	0	0
Jackson Housing Authority 35802 P. O. Box 3188, Jackson, TN 38303	0	0	1	0	0	0	0	0	0	0	0
Jamestown Gas Department 9100 Box 670, Jamestown, TN 38556	0	1	0	0	0	0	0	0	0	0	0

Jefferson City Housing Authority 35803 942 E. Ellis Street, Jefferson City, TN 37760	0	0	1	0	0	0	0	0	0	0	0
Jefferson-Cocke County Utility District 9200 122 Highway 25E, Newport, TN 37821	0	0	0	0	1	1	0	0	0	0	0
Johnson University 35989 7900 Johnson Drive, Knoxville, TN 37998	0	0	1	0	0	0	0	0	0	0	0
Kirby Pines Estates 35988 3535 Kirby Road, Memphis, TN 38115	0	0	1	0	0	0	0	0	0	0	0
Knoxville Utilities Board 10310 P. O. Box 59017, Knoxville, TN 37950-9017	0	1	0	0	0	0	0	0	0	0	0
Lafayette Gas Department 11064 P.O. Box 275, Lafayette, TN 37083	0	1	0	0	0	0	0	0	0	0	0
Lake County Utility District 11120 P. O. Box 376, Tiptonville, TN 38079	0	0	0	0	1	0	0	0	0	0	0
Lawrenceburg Gas Division 11296 2009 Liberty Avenue, Lawrenceburg, TN 38464	0	1	0	0	0	0	0	0	0	0	0
Lebanon Gas Department 11336 215 Maddox Simpson Parkway, Lebanon, TN 37090	0	1	0	0	0	0	0	0	0	0	0
Lebanon Housing Authority 35804 P. O. Box 187, Lebanon, TN 37087	0	0	1	0	0	0	0	0	0	0	0
Lenoir City Utilities Board 11376 220 Depot Street, Lenoir City, TN 37771	0	1	0	0	0	0	0	0	0	0	0
Lewisburg Gas Department 11416 P. O. Box 1069, Lewisburg, TN 37091	0	1	0	0	0	0	0	0	0	0	0
Lexington Gas System 11448 50 Monroe Avenue, Lexington, TN 38351	0	1	0	0	0	0	0	0	0	0	0
Linden Natural Gas System 11520 P. O. Box 46, Linden, TN 37096	0	1	0	0	0	0	0	0	0	0	0

Livingston Gas System 11600 301 McHenry Circle, Livingston, TN 38570	0	1	0	0	0	0	0	0	0	0	0
Livingston Housing Authority 35805 P. O. Box 98, Livingston, TN 38570	0	0	1	0	0	0	0	0	0	0	0
Livingston Housing Authority 39665 100 Willow Courts, Lexington, TN	0	0	1	0	0	0	0	0	0	0	0
Lobelville Gas Company 11624 P. O. Box 369, Lobelville, TN 37097	0	1	0	0	0	0	0	0	0	0	0
Loretto Municipal Gas System 11752 P. O. Box 176, Loretto, TN 38469	0	1	0	0	0	0	0	0	0	0	0
Loudon Utilities Gas Division 1776 P O Box 69, Loudon, TN 37774	0	1	0	0	0	0	0	0	0	0	0
Madisonville Gas System 12042 400 College Street, Madisonville, TN 37354	0	1	0	0	0	0	0	0	0	0	0
Magnum Hunter 32624 120 Prosperous Place, Suite 201 Lexington, KY 40509	0	0	0	0	0	1	0	0	0	0	0
Marion Natural Gas System 12168 P. O. Box 408, South Pittsburg, TN 37380	0	1	0	0	0	0	0	0	0	0	0
Martin Gas Department 12204 703 North Lindell St., Martin, TN 38237	0	1	0	0	0	0	0	0	0	0	0
Martin Housing Authority 35806 134 East Heights Drive, Martin, TN 38237	0	0	1	0	0	0	0	0	0	0	0
Mason Natural Gas System 12222 12157 Main Street, Mason, TN 38049	0	1	0	0	0	0	0	0	0	0	0
Maury City Gas System 12234 P. O. Box 245, Maury City, TN 38050	0	1	0	0	0	0	0	0	0	0	0
McKenzie Housing Authority 35973 22 McDonald Avenue, McKenzie, TN 38201	0	0	1	0	0	0	0	0	0	0	0

Memphis Housing Authority 35974 700 Adams Avenue, Memphis, TN 38105	0	0	1	0	0	0	0	0	0	0	0
Memphis Light Gas Water Division 12342 P.O. Box 430, Memphis, TN 38101	0	1	0	0	0	1	0	1	0	0	0
Metro Development Housing Agency 35975 890 South Seventh Street, Nashville, TN 37206	0	0	1	0	0	0	0	0	0	0	0
Middle Tennessee Gas Utility District 12438 P. O. Box 670, Smithville, TN 37166	0	0	0	0	5	0	0	0	0	0	0
Middleton Gas 39121 300 South Main Street, Moscow, TN 38052	0	1	0	0	0	0	0	0	0	0	0
Mt. Pleasant Gas System 25126 Box 426, Mt. Pleasant, TN 38474	0	1	0	0	0	0	0	0	0	0	0
Munford Gas Company 12697 1397 Munford Avenue, Munford, TN 38058	0	1	0	0	0	0	0	0	0	0	0
Murfreesboro Housing Authority 35976 415 N Maple Street, Murfreesboro, TN 37130	0	0	0	0	0	0	0	0	0	0	0
Navitas 32647 3186-D Airway Ave, Costa Mesa, CA 92626	2	0	0	0	0	0	0	0	0	0	0
Newbern Housing Authority 39664 100 Flower Valley Drive, Newbern, TN 38059	0	0	1	0	0	0	0	0	0	0	0
Newbern Utilities 13430 302 East Main Street, Newbern, TN 38059	0	1	0	0	0	0	0	0	0	0	0
Oak Ridge Utility District 14010 P. O. Box 4189, Oak Ridge, TN 37831-4189	0	0	0	0	1	0	0	0	0	0	0
Obion Gas System 14040 P. O. Box 547, Obion, TN 38240	0	1	0	0	0	0	0	0	0	0	0
Paris-Henry County Utility District. 15126 P. O. Box 309, Paris, TN 38242	0	0	0	0	1	0	0	0	0	0	0

Parsons Natural Gas System 15140 P O Box 128, Parsons, TN 38363	0	1	0	0	0	0	0	0	0	0	0
Parsons-Decaturville Housing Authority 35977 155 Miller Street Apt. 301C, Parsons, TN 38363	0	0	1	0	0	0	0	0	0	0	0
Piedmont Natural Gas 15518 83 Century Boulevard, Nashville, TN 37214	2	0	0	0	0	1	0	1	0	0	0
Pikeville Natural Gas System 15560 P. O. Box 225, Pikeville, TN 37367	0	1	0	0	0	0	0	0	0	0	0
Poplar Grove Utility District 30669 P. O. Box 129, Tipton, TN 38071	0	0	0	0	1	0	0	0	0	0	0
Portland Housing Authority 35978 P. O. Box 37, Portland, TN 37148	0	0	1	0	0	0	0	0	0	0	0
Portland Natural Gas System 15784 100 South Russell Street, Portland, TN 37148	0	1	0	0	0	0	0	0	0	0	0
Powell Valley Utility District 32165 P. O. Box 412, Sneedville, TN 37869-0412	0	0	0	0	1	0	0	0	0	0	0
Powell-Clinch Utility District 15826 P O Box 428, Lake City, TN 37769	0	0	0	0	1	0	0	0	0	0	0
Pulaski Natural Gas Department 15966 203 S. First Street, Pulaski, TN 38478	0	1	0	0	0	0	0	0	0	0	0
RBS Gas Utility 30643 PO Box 190, Red Boiling Springs, TN 37150	0	1	0	0	0	0	0	0	0	0	0
Renewco Meadow Branch 32681 10 Peachtree Place, Atlanta, GA 30309	0	0	0	0	0	1	0	0	0	0	0
Ridgetop Natural Gas System 17400 Box 650, Ridgetop, TN 37152	0	1	0	0	0	0	0	0	0	0	0
Ripley Gas Department 17470 P. O. Box 26, Ripley, TN 38063	0	1	0	0	0	0	0	0	0	0	0

Ripley Housing Authority 35990 101 Northcrest, Ripley, TN 38063	0	0	1	0	0	0	0	0	0	0	0
Rockwood Natural Gas System 17600 110 N. Chamberlain Avenue, Rockwood, TN 37854	0	1	0	0	0	0	0	0	0	0	0
Rose Garden Apartments 35984 3802 Ellis Street, Milan, TN 38358	0	0	0	0	0	0	0	0	0	0	0
Savannah Public Utilities 18124 140 Main Street, Savannah, TN 38372	0	1	0	0	0	0	0	0	0	0	0
Scepter 31987 1230 Potertown Road, Midway, TN 37809	0	0	0	0	0	1	0	0	0	0	0
Selmer Utility Division 18176 P. O. Box 649, Selmer, TN 38375-0649	0	1	0	0	0	0	0	0	0	0	0
Sevier County Utility District 18192 P. O. Box 4398, Sevierville, TN 37864-4398	0	0	0	0	1	0	0	0	0	0	0
Smelter Service Corporation 39343 400 Arrow Mines Road, Mt Pleasant, TN 38474	0	0	0	0	0	1	0	0	0	0	0
Smyrna Natural Gas System 18368 315 South Lowry Street, Smyrna, TN 37167	0	1	0	0	0	0	0	0	0	0	0
Somerville Light Gas Water 18392 13085 North Main Street, Somerville, TN 38068	0	1	0	0	0	0	0	0	0	0	0
South Pittsburg Housing Authority 35979 P. O. Box 231, South Pittsburg, TN 37380	0	0	1	0	0	0	0	0	0	0	0
Springfield Gas System 18591 P. O. Box 788, Springfield, TN 37172	0	1	0	0	0	0	0	0	0	0	0
St. Joseph Gas System 30030 P. O. Box 37, St. Joseph, TN 38481	0	1	0	0	0	0	0	0	0	0	0
Sweetwater Utilities Board 18768 P. O. Box 191, Sweetwater, TN 37874	0	1	0	0	0	0	0	0	0	0	0

The Pentad Group Inc. 35987 266 Roosevelt Parkway East, Jackson, TN 38301	0	0	3	0	0	0	0	0	0	0	0
Trimble Gas Department 19670 P. O. Box 215, Trimble, TN 38259	0	1	0	0	0	0	0	0	0	0	0
Troy Gas System 19710 P. O. Box 246, Troy, TN 38260	0	1	0	0	0	0	0	0	0	0	0
Tullahoma Housing Authority 35980 2401 Cedar Lane Village Drive, Tullahoma, TN 37388	0	0	1	0	0	0	0	0	0	0	0
Unicoi County Utility District 20030 P O Box 599, Erwin, TN 37650	0	0	0	0	1	0	0	0	0	0	0
Union City Housing Authority 35981 1409 East Main Street, Union City, TN 38261	0	0	1	0	0	0	0	0	0	0	0
Upper Cumberland Gas Utility District 985 P. O. Box 807, Crossville, TN 38557	0	0	0	0	0	0	0	0	0	0	0
Volunteer Energy Natural Gas Inc. 32307 18359 Highway 58 N, Decatur, TN 37322	0	0	0	0	1	0	0	0	0	0	0
Wacker Polysilicon North America 39275 553 Wacker Blvd NW, Charleston, TN 37310	0	0	0	0	0	1	0	0	0	0	0
Waynesboro Natural Gas System 22315 P. O. Box 471, Waynesboro, TN 38485	0	1	0	0	0	0	0	0	0	0	0
West Tennessee Public Utility District 22434 P. O. Box 568, Huntingdon, TN 38344	0	0	0	0	1	0	0	0	0	0	0



	Distribution (Operator type & Inspection Units)					Transmission (Operator type & Inspection Units)		LNG(Operator type & Inspection Units)		Other (Operator type & Inspection Units)	
	Private	Municipal	Master Meter	LPG	Other	Intrastate	Interstate	Intrastate	Interstate	Gathering Lines (Jurisdictional)	Offshore Facilities (State Waters)
Inspection Unit totals by type	15	70	27	0	28	18	0	2	0	0	0

Total Operators

145

Attachment 3 Notes:



Attachment 4 - Incidents/Accidents

SIGNIFICANT⁴ GAS INCIDENTS/ACCIDENTS JANUARY 1, THROUGH DECEMBER 31, 2017

Date of Incident	Location - City/County/etc.	Injuries #	Fatalities #	Property Damage ³ \$	Cause Code ¹	State Cause Code ¹
10/26/2016	Nolensville, TN	1	0	\$520,000.00	E	IP
Name of Operator:	Atmos Energy					
Operator ID:	20211	Report No:		1162559		
Summary ²	<p>The investigation of this incident was pending by the state at the end of 2017. The state concurs that the incident was caused by failure of the joint; however the final report will be completed in 2018. During an attempted installation of a 2-inch by 3/4 inch service line tap tee to a 2-inch HDPE main by electrofusion, overheating occurred, the wall of the main was compromised and ignition of released gas occurred. One employee was burned but did not require hospitalization. The service line was burned up to the meter and a newly constructed house was burned. The house was a total loss, estimated value at \$500,000.</p>					

¹Cause Codes: A - Corrosion failure; B - Natural Force Damage; C - Excavation Damage; D - Other Outside Force Damage; E - Pipe, Weld or Joint Failure; F - Equipment Failure; G - Incorrect Operation; H - Other Incident Cause; IP - Investigation Pending;

²Please attach a summary or report of the state agency's investigation of each of the above incidents.

³Interstate agents should use the 191.3 Incident definition for listing incidents investigated on interstate facilities.

⁴Significant: Investigated by or reported to the state agency, involving personal injury requiring hospitalization, fatality, property damage exceeding \$50,000 and other incidents otherwise considered significant which involved jurisdictional facilities.

Attachment 4 Notes

No incident occurred in 2017.

Attachment 5 - Stats on Compliance Actions

STATE COMPLIANCE ACTIONS -- CALENDAR YEAR (CY) 2017

Probable Violation Categories	Intrastate	Interstate
Number carried over from all previous CY's	94	0
Number Found During CY	95	0
Number submitted for DOT action [60106 Agreement agent only]	0	0
Number corrected during CY (including carry over from previous year(s))	117	0
Number to be corrected at end of CY (including carry over)	72	0

Number of Compliance Actions Taken ¹
(see definition) 38

Civil Penalties

Number assessed during CY	4
Dollars assessed during CY	\$2,256,900.00
Number collected during CY	2
Dollars collected during CY	\$505,000.00

¹Do not double count for a related series of actions.

Attachment 5 Notes

Operators are allowed in most cases to enter into a compromise to invest portions or all of the civil penalty into their system to enhance public safety of their system with approval of expenditures and timeframes by the GPSD. Timeframes for implementation of agreed actions is generally a year from agreement. Failure to meet the compromise agreements results in referral for a show cause hearing.

Attachment 6 - List of Records Kept

GAS STATE RECORD MAINTENANCE AND REPORTING DURING CY 2017

Records Maintained by the State Agency

Engineer's weekly itinerary/logsheets.
Report of Gas inspections.
Spreadsheet of violations cited and cleared.
Letters to Gas operators reporting compliance and non-compliance with the Minimum Federal Safety Standards.
Inventory control records of equipment and field inspection tools.
Pipeline Safety Program financial records.
Cathodic Protection Status Reports
Accident Investigation Reports.
Inspection checklist forms for standard and specialized inspections.
Tennessee's Underground Utility Damage Prevention Law.
Office of Pipeline Safety Training manuals, computer based training discs, and supplemental materials.
Current WINDot compliance software and Pipeline safety regulations handbooks.
Operator qualification rule guidelines and training information including protocols
Pipeline Safety Grant information
Inspection Risk Management Model
Bare Steel Replacement Program for Atmos Energy
Maintain current specifications for projects designed/constructed by various operators.
Electronic database containing detailed operator and inspection information including violations, inspection type, inspection person days, inspection date(s), etc.
Cast Iron Replacement Programs for all operators where applicable
Mechanical Coupling Replacement/Repair Programs for all operators where applicable

Reports Required from Operators

Construction notifications
Copies of Annual DOT report form (Distribution)
Copies of DOT accident/incident reports
Copies of Mechanical Fittings Failure reports
Copies of Safety Related Condition reports
Copies of Annual DOT report form (Transmission)

Attachment 6 Notes

Attachment 7 - Staffing and TQ Training

**STATE EMPLOYEES DIRECTLY INVOLVED IN THE GAS PIPELINE
SAFETY PROGRAM DURING CY 2017**

Name/Title	% Time	# Months	Qual. Cat.
Supervisor			
Annette Ponds Chief, Gas Pipeline Safety Division	95	12	I
Inspector/Investigator			
Tim Thompson Env. Prot. Spec. 3	100	12	II
Hut, Pete Env. Prot. Spec.3	100	12	I
Travis Aslinger Env. Prot. Spec. 3	100	12	I
Shinisha Freeman Env. Prot. Sp. 3	100	12	I
Phillip Hendricks Envi. Prot. Spec 3	100	12	I
Annette Ponds Chief, Gas Pipeline Safety Division	5	12	I
Ted Wilkinson Env. Prot. Spec 3	100	11	III
Regina Brown Envir.Prot Spec 3	100	10	III
Clerical and Administrative Support			
Vicky Nelson Administrative Assistant	100	12	NA

Summary

Employee Type	No. of Staff	Person-Years
Supervisor	1	0.95
Inspectors/Investigators	8	6.80
Damage Prevention/Technical	0	
Clerical/Administrative	1	1.00
Total	10	8.75

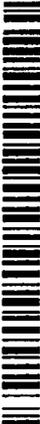
Last Name	First Name	Course	Completion Date
ASLINGER	JAMES (TRAVIS)	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	12/11/2015
ASLINGER	JAMES (TRAVIS)	PHMSA-PL1310 Plastic and Composite Materials Course	6/10/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3293 Corrosion Control of Pipeline Systems Course	5/20/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3600 Root Cause/Incident Investigation Course	8/19/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL1255 Gas Pressure Regulation and Overpressure Protection Course	12/1/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3242 Welding and Welding Inspection of Pipeline Materials Course	10/28/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3256 Pipeline Failure Investigation Techniques Course	4/29/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3257 Pipeline Safety Regulation Application and Compliance Procedures Course	5/6/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL4253 Liquefied Natural Gas (LNG) Safety Technology and Inspection Course	1/29/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL1297 Gas Integrity Management (IM) Protocol Course	11/3/2017
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3292 Safety Evaluation of Inline Inspection (ILI)/Pigging Programs Course	8/25/2017
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3267 Fundamentals of Integrity Management Course	9/15/2017
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3306 External Corrosion Direct Assessment (ECDA) Field Course	8/30/2017
ASLINGER	JAMES (TRAVIS)	PHMSA-PL1245 Safety Evaluation of Distribution Integrity Management Programs (DIMP) Course	3/2/2017
ASLINGER	JAMES (TRAVIS)	PHMSA-PL30Q Operator Qualification WBT Course	6/25/2015
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3DA Drug and Alcohol Testing for the Pipeline Industry WBT	1/8/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3IC - Investigating and Managing Internal Corrosion of Pipelines WBT Course	1/15/2016
ASLINGER	JAMES (TRAVIS)	PHMSA-PL3322 Evaluation of Operator Qualification (OQ) Programs Course	7/8/2016
BROWN	REGINA	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	10/20/2017
FREEMAN	SHINISHA	PHMSA-PL4253 Liquefied Natural Gas (LNG) Safety Technology and Inspection Course	12/1/2017
FREEMAN	SHINISHA	PHMSA-PL3322 Evaluation of Operator Qualification (OQ) Programs Course	5/5/2016

FREEMAN	SHINISHA	PHMSA-PL1245 Safety Evaluation of Distribution Integrity Management Programs (DIMP) Course	3/31/2016
FREEMAN	SHINISHA	PHMSA-PL3600 Root Cause/Incident Investigation Course	4/15/2016
FREEMAN	SHINISHA	PHMSA-PL3242 Welding and Welding Inspection of Pipeline Materials Course	1/29/2016
FREEMAN	SHINISHA	PHMSA-PL3267 Fundamentals of Integrity Management Course	4/7/2017
FREEMAN	SHINISHA	PHMSA-PL1297 Gas Integrity Management (IM) Protocol Course	8/31/2017
FREEMAN	SHINISHA	PHMSA-PL3306 External Corrosion Direct Assessment (ECDA) Field Course	7/27/2017
FREEMAN	SHINISHA	PHMSA-PL1255 Gas Pressure Regulation and Overpressure Protection Course	9/11/2014
FREEMAN	SHINISHA	PHMSA-PL30Q Operator Qualification WBT Course	7/31/2015
FREEMAN	SHINISHA	PHMSA-PL31C - Investigating and Managing Internal Corrosion of Pipelines WBT Course	7/4/2014
FREEMAN	SHINISHA	PHMSA-PL3257 Pipeline Safety Regulation Application and Compliance Procedures Course	6/27/2014
FREEMAN	SHINISHA	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	1/31/2014
FREEMAN	SHINISHA	PHMSA-PL3293 Corrosion Control of Pipeline Systems Course	7/18/2014
FREEMAN	SHINISHA	PHMSA-PL1310 Plastic and Composite Materials Course	5/15/2015
FREEMAN	SHINISHA	PHMSA-PL3DA Drug and Alcohol Testing for the Pipeline Industry WBT	1/4/2018
FREEMAN	SHINISHA	PHMSA-PL3256 Pipeline Failure Investigation Techniques Course	8/21/2015
HENDRICKS	PHILLIP	PHMSA-PL3242 Welding and Welding Inspection of Pipeline Materials Course	10/28/2016
HENDRICKS	PHILLIP	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	12/11/2015
HENDRICKS	PHILLIP	PHMSA-PL1310 Plastic and Composite Materials Course	6/10/2016
HENDRICKS	PHILLIP	PHMSA-PL3256 Pipeline Failure Investigation Techniques Course	4/29/2016
HENDRICKS	PHILLIP	PHMSA-PL1255 Gas Pressure Regulation and Overpressure Protection Course	12/1/2016
HENDRICKS	PHILLIP	PHMSA-PL3293 Corrosion Control of Pipeline Systems Course	5/20/2016
HENDRICKS	PHILLIP	PHMSA-PL3600 Root Cause/Incident Investigation Course	4/15/2016
HENDRICKS	PHILLIP	PHMSA-PL3257 Pipeline Safety Regulation Application and Compliance Procedures Course	11/18/2016
HENDRICKS	PHILLIP	PHMSA-PL3306 External Corrosion Direct Assessment (ECDA) Field Course	7/27/2017
HENDRICKS	PHILLIP	PHMSA-PL1297 Gas Integrity Management (IM) Protocol Course	11/3/2017
HENDRICKS	PHILLIP	PHMSA-PL3267 Fundamentals of Integrity Management Course	9/15/2017
HENDRICKS	PHILLIP	PHMSA-PL1245 Safety Evaluation of Distribution Integrity Management Programs (DIMP) Course	3/2/2017
HENDRICKS	PHILLIP	PHMSA-PL30Q Operator Qualification WBT Course	5/22/2015
HENDRICKS	PHILLIP	PHMSA-PL31C - Investigating and Managing Internal Corrosion of Pipelines WBT Course	1/8/2016
HENDRICKS	PHILLIP	PHMSA-PL3DA Drug and Alcohol Testing for the Pipeline Industry WBT	5/21/2015
HENDRICKS	PHILLIP	PHMSA-PL3322 Evaluation of Operator Qualification (OQ) Programs Course	7/8/2016
HUT	PETER	PHMSA-PL3322 Evaluation of Operator Qualification (OQ) Programs Course	5/5/2016
HUT	PETER	PHMSA-PL3355 Safety Evaluation of Control Room Management Programs	10/21/2016

HUT	PETER	PHMSA-PL1245 Safety Evaluation of Distribution Integrity Management Programs (DIMP) Course	4/27/2011
HUT	PETER	PHMSA-PL1310 Plastic and Composite Materials Course	4/24/2009
HUT	PETER	PHMSA-PL3242 Welding and Welding Inspection of Pipeline Materials Course	4/24/2009
HUT	PETER	PHMSA-PL3275 General Pipeline Safety Awareness Course	10/19/2012
HUT	PETER	PHMSA-PL3267 Fundamentals of Integrity Management Course	4/12/2013
HUT	PETER	PHMSA-PL3292 Safety Evaluation of Inline Inspection (ILI)/Pigging Programs Course	8/23/2013
HUT	PETER	PHMSA-PL3291 Fundamentals of (SCADA) System Technology and Operation Course	3/7/2014
HUT	PETER	PHMSA-PL3600 Root Cause/Incident Investigation Course	6/13/2014
HUT	PETER	PHMSA-PL-RT3306 External Corrosion Direct Assessment (ECDA) Field Course Retest	
HUT	PETER	PHMSA-PL1297 Gas Integrity Management (IM) Protocol Course	3/12/2015
HUT	PETER	PHMSA-PL3293 Corrosion Control of Pipeline Systems Course	4/16/2010
HUT	PETER	PHMSA-PL4253 Liquefied Natural Gas (LNG) Safety Technology and Inspection Course	1/28/2011
HUT	PETER	PHMSA-PL30Q Operator Qualification WBT Course	6/26/2015
HUT	PETER	PHMSA-PL31C - Investigating and Managing Internal Corrosion of Pipelines WBT Course	3/30/2014
HUT	PETER	PHMSA-PL3257 Pipeline Safety Regulation Application and Compliance Procedures Course	9/25/2009
HUT	PETER	PHMSA-PL3256 Pipeline Failure Investigation Techniques Course	1/16/2009
HUT	PETER	PHMSA-PL3254 Joining of Pipeline Materials Course	4/24/2009
HUT	PETER	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	11/2/2007
HUT	PETER	PHMSA-PL1255 Gas Pressure Regulation and Overpressure Protection Course	4/30/2009
PONDS	ANNETTE	PHMSA-PL1245 Safety Evaluation of Distribution Integrity Management Programs (DIMP) Course	3/31/2016
PONDS	ANNETTE	PHMSA-PL3267 Fundamentals of Integrity Management Course	4/22/2016
PONDS	ANNETTE	PHMSA-PL3600 Root Cause/Incident Investigation Course	6/24/2016
PONDS	ANNETTE	PHMSA-PL1255 Gas Pressure Regulation and Overpressure Protection Course	4/26/2012
PONDS	ANNETTE	PHMSA-PL3293 Corrosion Control of Pipeline Systems Course	10/21/2011
PONDS	ANNETTE	PHMSA-PL3365 Public Awareness Program Effectiveness Evaluation (PAPEE) Seminar	9/14/2011
PONDS	ANNETTE	PHMSA-PL3275 General Pipeline Safety Awareness Course	10/19/2012
PONDS	ANNETTE	PHMSA-PL3256 Pipeline Failure Investigation Techniques Course	5/3/2013
PONDS	ANNETTE	PHMSA-PL1310 Plastic and Composite Materials Course	2/28/2014
PONDS	ANNETTE	PHMSA-PL3242 Welding and Welding Inspection of Pipeline Materials Course	7/19/2013
PONDS	ANNETTE	PHMSA-PL3257 Pipeline Safety Regulation Application and Compliance Procedures Course	9/20/2013
PONDS	ANNETTE	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	5/6/2011
THOMPSON	TIM	PHMSA-PL3242 Welding and Welding Inspection of Pipeline Materials Course	10/28/2016
THOMPSON	TIM	PHMSA-PL1310 Plastic and Composite Materials Course	7/1/2016
THOMPSON	TIM	PHMSA-PL3293 Corrosion Control of Pipeline Systems Course	6/10/2016

THOMPSON	TIM	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	12/11/2015
THOMPSON	TIM	PHMSA-PL3256 Pipeline Failure Investigation Techniques Course	4/29/2016
THOMPSON	TIM	PHMSA-PL1297 Gas Integrity Management (IM) Protocol Course	11/3/2017
THOMPSON	TIM	PHMSA-PL1245 Safety Evaluation of Distribution Integrity Management Programs (DIMP) Course	11/16/2017
THOMPSON	TIM	PHMSA-PL3257 Pipeline Safety Regulation Application and Compliance Procedures Course	7/21/2017
THOMPSON	TIM	PHMSA-PL3267 Fundamentals of Integrity Management Course	9/15/2017
THOMPSON	TIM	PHMSA-PL3306 External Corrosion Direct Assessment (ECDA) Field Course	8/30/2017
THOMPSON	TIM	PHMSA-PL1255 Gas Pressure Regulation and Overpressure Protection Course	10/19/2017
THOMPSON	TIM	PHMSA-PL30Q Operator Qualification WBT Course	2/19/2016
THOMPSON	TIM	PHMSA-PL3IC - Investigating and Managing Internal Corrosion of Pipelines WBT Course	5/11/2016
THOMPSON	TIM	PHMSA-PL3DA Drug and Alcohol Testing for the Pipeline Industry WBT	7/6/2015
THOMPSON	TIM	PHMSA-PL3322 Evaluation of Operator Qualification (OQ) Programs Course	5/5/2016
WILKINSON	TED	PHMSA-PL3IC - Investigating and Managing Internal Corrosion of Pipelines WBT Course	8/10/2017
WILKINSON	TED	PHMSA-PL3257 Pipeline Safety Regulation Application and Compliance Procedures Course	7/21/2017
WILKINSON	TED	PHMSA-PL3DA Drug and Alcohol Testing for the Pipeline Industry WBT	6/23/2017
WILKINSON	TED	PHMSA-PL30Q Operator Qualification WBT Course	2/2/2017
WILKINSON	TED	PHMSA-PL3256 Pipeline Failure Investigation Techniques Course	8/18/2017
WILKINSON	TED	PHMSA-PL1250 Safety Evaluation of Gas Pipeline Systems Course	10/21/2016
WILKINSON	TED	PHMSA-PL3293 Corrosion Control of Pipeline Systems Course	9/29/2017
WILKINSON	TED	PHMSA-PL1310 Plastic and Composite Materials Course	6/16/2017
WILKINSON	TED	PHMSA-PL1255 Gas Pressure Regulation and Overpressure Protection Course	12/1/2016
WILKINSON	TED	PHMSA-PL3322 Evaluation of Operator Qualification (OQ) Programs Course	2/24/2017

Attachment 7 Notes



Attachment 8 - Compliance with Federal Regulations

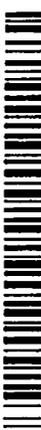
STATE COMPLIANCE WITH FEDERAL REQUIREMENTS AS OF DECEMBER 31, 2017

No.	Effective Date	Impact	Adoption Date	Adoption Status
1		Maximum Penalties Substantially same as DOT (\$285,638/\$2,056,308). State must adopt minimum penalties of at least (\$100,000/\$1,000,000). Indicate actual amount in notes.	09/1971	Adopted Other
Note ¹		TCA Section 65-28-108: Any person who violates any provisions of section 65-28-104 to 65-28-111 or any regulation issued under such section is subject to a civil penalty not to exceed ten thousand dollars (\$10,000) for each violation for each day that such violation persists, except that the maximum civil penalty shall not exceed five hundred thousand dollars (\$500,000) for any continuing series of violations		
2		191.23 and 191.25 Safety-Related Conditions (through current amendment 191-14)	08/1989	Adopted
Note ¹				
3		Part 192 Amendments		
01-90	Pre 2002	[All applicable amendments prior to and including 2002]	12/2000	Adopted
Note ¹				
91	4/23/2004	Definition of high consequence areas for gas transmission lines	04/2004	Adopted
Note ¹				
92	9/4/2003	Procedures for Producer-operated outer continental shelf natural pipelines that cross directly into state waters	09/2003	Adopted
Note ¹				
93	10/15/2003	various changes to gas pipeline safety standards from NAPS recommendations	10/2003	Adopted
Note ¹				
94	5/6/2005	Modification to the definition of a Transmission Line	05/2005	Adopted
Note ¹				

95 Note ¹	5/26/2004	Pipeline integrity management for transmission lines in HCAs	05/2004	Adopted
96 Note ¹	9/14/2004	Pressure limiting and regulating stations	09/2004	Adopted
97 Note ¹	7/28/2004	Passage of internal inspection devices on new and retrofitted transmission pipelines	07/2004	Adopted
98 Note ¹	9/9/2004	Performance of periodic underwater inspections	09/2004	Adopted
99 Note ¹	6/20/2005	API RP 1162 Public awareness campaign	06/2005	Adopted
100 Note ¹	7/15/2005	PSIA Statuory changes to Operator Qualification Program	07/2005	Adopted
101 Note ¹	11/25/2005	Adoption of NACE Standard as a direct assesment standard	11/2005	Adopted
102 Note ¹	4/14/2006	Definition of a Gathering Line	04/2006	Adopted
103 Note ¹	7/10/2006	Incorporate by Reference various Standards	07/2006	Adopted
103a Note ¹	2/1/2007	Update Incorporated by Reference and Correction	2/2007	Adopted
72 FR 20055 Note ¹	4/23/2007	Design and Construction Standards to Reduce Internal Corrosion in Gas Transmission Pipelines	04/2007	Adopted
104 Note ¹	5/23/2007	Integrity Management Program Modifications and Clarifications	05/2007	Adopted

105 Note ¹	12/13/2007	Applicability of Public Awareness Regulations to Certain Gas Distribution Operators	12/2007	Adopted
106-73 FR 16562 Note ¹	3/28/2008	Administrative Procedures, Updates and Technical Amendments (73 FR 16562)	3/2008	Adopted
107-73 FR 62147 Note ¹	10/17/2008	Standards for Increasing the Maximum Allowable Operating Pressure for Gas Transmission Pipelines (73 FR 62147)	10/2008	Adopted
108-73 FR 79002 Note ¹	12/24/2008	PA-11 Design Pressures (73 FR 79005)	12/2008	Adopted
109-74 FR 2889 Note ¹	1/16/2009	Administrative Procedures, Address Updates , and Technical Amendments	1/2009	Adopted
110-74 FR 17099 Note ¹	4/14/2009	Incorporation by Reference Update: American Petroleum Institute (API) Standards 5L and 1104	4/2009	Adopted
111-74 FR 62503 Note ¹	11/30/2009	Editorial Amendments to Pipeline Safety Regulations	11/2009	Adopted
112-74 FR 63310 Note ¹	12/3/2009	Control Room Management/Human Factors	12/2009	Adopted
113-74 FR 63906 Note ¹	12/4/2009	Integrity Management Program for Gas Distribution Pipelines	12/2009	Adopted
114 - 75 FR 48593 Note ¹	8/11/2010	Periodic Updates of Regulatory References to Technical Standards and Miscellaneous Edits	8/2010	Adopted
115 - 75 FR 72878 Note ¹	11/26/2010	Updates to Pipeline and Liquefied Gas Reporting Requirements	11/2010	Adopted

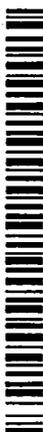
116 - 76 FR 5494	4/4/2011	Mechanical Fitting Failure Reporting Requirements	4/2011	Adopted
Note ¹				
117-76 FR 35130	8/15/2011	Control Room Management/Human Factors	8/2011	Adopted
Note ¹				
118 - 78 FR 58897	9/28/2013	Administrative Procedures, Updates, and Technical Corrections (Not applicable to States)	9/2013	Adopted
Note ¹				
119 - 80 FR 168	3/6/2015	Periodic Updates of Regulatory References to Technical Standards and Miscellaneous Edits	3/6/2015	Adopted
Note ¹				
120 - 80 FR 12779	10/1/2015	Miscellaneous Changes to Pipeline Safety Regulations (Part 192.305 DELAYED)	10/1/2015	Adopted
Note ¹				
121 - 81 FR 70989	4/14/2017	Expanding the Use of Excess Flow Valves in Gas Distribution Systems to Applications Other Than Single-Family Residences	04/14/2017	Adopted
Note ¹				
122 - 81 FR 91860	1/18/2017	Safety of Underground Natural Gas Storage Facilities	1/18/2017	Adopted
Note ¹				
123 - 82 FR 7972	3/24/2017	Operator Qualification, Cost Recovery, Accident and Incident Notification, and Other Pipeline Safety Changes	3/24/2017	Adopted
Note ¹				
4		Part 193 Amendments (applicable only where state has jurisdiction over LNG)		
01-17	Pre 2002	[All applicable amendments prior to and including 2002]	01/2001	Adopted
Note ¹				
18	4/9/2004	Updated LNG standards by section	04/2004	Adopted
Note ¹				
19	7/10/2006	Incorporate by Reference various Standards	07/2006	Adopted
Note ¹				



20-73 FR 16562	3/28/2008	Administrative Procedures, Updates and Technical Amendments (73 FR 16562)	03/2008	Adopted
Note ¹				
21-74 FR 2889	1/16/2009	Administrative Procedures, Address Updates and Technical Amendments	1/2009	Adopted
Note ¹				
22 - 75 FR 48593	8/11/2010	Periodic Updates of Regulatory References to Technical Standards and Miscellaneous Edits	1/2009	Adopted
Note ¹				
23 - 75 FR 72878	11/26/2010	Updates to Pipeline and Liquefied Gas Reporting Requirements	11/2010	Adopted
Note ¹				
24 - 78 FR 58897	9/28/2013	Administrative Procedures, Updates, and Technical Corrections	9/2013	Adopted
Note ¹				
25 - 80 FR 168	3/6/2015	Periodic Updates of Regulatory References to Technical Standards and Miscellaneous Edits	3/6/2015	Adopted
Note ¹				
5		Part 199 - Drug Testing	05/1991	Adopted
Note ¹				
6		Part 199 Amendments		
01-19	Pre 2002	[All applicable amendments prior to and including 2002]	01/2001	Adopted
Note ¹				
20	3/12/2003	Definition of Administrator	03/2003	Adopted
Note ¹				
21	12/31/2003	Instructions for Single Use Form for MIS	12/2003	Adopted
Note ¹				
22	7/14/2004	New address for reporting	07/2004	Adopted
Note ¹				



23 Note ¹	3/8/2005	Administration name change	03/2005	Adopted
24-73 FR 16562 Note ¹	3/28/2008	Administrative Procedures, Updates and Technical Amendments (73 FR 16562)	03/2008	Adopted
25 - 78 FR 58897 Note ¹	9/28/2013	Administrative Procedures, Updates, and Technical Corrections	09/2013	Adopted
26 - 80 FR 168 Note ¹	3/6/2015	Periodic Updates of Regulatory References to Technical Standards and Miscellaneous Edits	3/6/2015	Adopted
27 - 82 FR 7972 Note ¹	3/24/2017	Operator Qualification, Cost Recovery, Accident and Incident Notification, and Other Pipeline Safety Changes	3/24/2017	Adopted
7	State Adoption of Part 198 State One-Call Damage Prevention Program			
a. Note ¹		Mandatory coverage of areas having pipeline facilities	07/1999	Adopted
b. Note ¹		Qualification for operation of one-call system	07/1999	Adopted
c. Note ¹		Mandatory excavator notification of one-call center	07/1999	Adopted
d. Note ¹		State determination whether calls to center are toll free	07/1999	Adopted
e. Note ¹		Mandatory intrastate pipeline operator participation	07/1999	Adopted
f. Note ¹		Mandatory operator response to notification	07/1999	Adopted



g.	Mandatory notification of excavators/public	07/1999	Adopted
Note ¹			
h.	Civil penalties/injunctive relief substantially same as DOT	07/1999	Adopted but Different Dollar Amounts
Note ¹	UUDP Board requires training for first offense, and \$2,500 for additional offenses up to a maximum of \$5,000.		

'If Adoption Status is No, Please provide an explanation

State Attendance at 2017 NAPS Regional Meeting:

Attended full time (Lead rep or alternative pipeline staff)

Frequency of General Legislative Session: Annually

Attachment 8 Notes

Current maximum penalty is \$10,000/\$500,000. Tennessee Public Utility Commission is proposing a bill to increase minimum penalties to \$100,000/\$1,000,000 during 2018 legislative session.



Attachment 10 - Performance and Damage Prevention Questions

CALENDAR YEAR (CY) 2017

Planned Performance: What are your Planned Annual and Long-term goals for your Pipeline Safety Program?

We expect to have a full staff of 7 inspectors. At the end of 2018 we will have 5 inspectors with complete training to conduct all inspections for distribution, intrastate transmission, master meter and LNG. The other 2 inspectors' training should be complete within 2 years, assuming no turnover. With more inspectors completing all required training we hope to conduct more construction inspections and perhaps designate one inspector full time for construction and one for operator training. However, these would be longer term goals of 5 years or longer. We continue to try to increase salaries of inspectors to retain them and limit turnover.

Past Performance: What did the Pipeline Safety Program accomplish during the subject year (to this document) to contribute toward the program's annual and long-term goals?

The program added an inspector to get the number of inspectors up to 7 full time inspectors. However, one inspector left for more money after a market place increase for engineers (all inspectors are degreed engineers) that would have provided our inspectors a \$6,000 raise in salary each was approved, then failed to become effective after our Executive Director became convinced that our program did not have to have engineers as inspectors. We are in the process of replacing that inspector. During 2018, we intend to conduct DIMP, OQ, Public Awareness and Drug & Alcohol inspections on the majority of our operators. Some will also get standard inspections. Memphis Light Gas & Water, which is the largest operator in the state with approximately 315,000 services, will be divided into 4 inspection units instead of one. This should provide better coverage of all of the system with respect to field inspection activities. We will continue to get 4 of our inspectors all of their training to complete training for all inspections conducted in our state during 2018. Two of our newer inspectors (including the new one to be hired in 2018) will be enrolled in courses as time and availability allows. We hope to be able to conduct more construction inspections now that most of our inspectors have most of their required training.

1. Has the state or agency reviewed the Damage Prevention Assistance Program (DPAP) document in the last twelve months?

Yes

2. Has the state or agency developed or is in the process of developing a plan to address the nine elements contained in the PIPES Act of 2006 for an effective State Damage Prevention Program?

Yes

If yes to question 2, where does the state or agency stand on implementation of the nine elements contained in the PIPES Act of 2006? Please provide a description of how the state or agency has or will meet each element. If not, please provide a brief passage explaining the reasons why the state or agency has not.

The underground damage prevention program has been deemed inadequate by PHMSA. No enforcement actions were taken in 2016. Enforcement actions began in 2017. There are still some parties that are exempt from enforcement.

In our pipeline program review of our individual operators excavation damages, we have confirmed that the primary group of operators driving the state damages higher than national averages are the public utility district operators. As part of our pipeline program DIMP inspections in 2018, we are focusing our attention on excavation damage, as it has been shown to be the highest risk for most of our operators. We intend to review their accelerated actions and performance measures associated with this risk and mandate additional actions as necessary for operators, as appropriate, to help reduce individual risks for excavation damages. We hope to see a significant impact in reduction of our damages with this process through our pipeline program.

Attachment 10 Notes



Pipeline Safety Program Cost Summary Explanations -- Calendar Year 2017

DIRECT COSTS

PERSONNEL

Supervisory Personnel	Thresholds not exceeded; therefore an explanation is not needed.
Supervisory Fringe Benefits	Thresholds not exceeded; therefore an explanation is not needed.
Technical Personnel	Budget estimate based on an approved raise that did not occur for inspectors. Also, some inspectors were not hired and employed for the entire 12 months of the calendar year.
Technical Fringe Benefits	Budget estimate based on an approved raise that did not occur for inspectors. Also, some inspectors were not hired and employed for the entire 12 months of the calendar year.
Administrative Personnel	Estimate was based on having 2 full time administrative personnel for calendar year 2017. One of the employees was transferred out of the program and the position was not filled.
Administrative Fringe Benefits	Estimate was based on having 2 full time administrative personnel for calendar year 2017. One of the employees was transferred out of the program and the position was not filled.
Damage Prevention/Technical Personnel	Thresholds not exceeded; therefore an explanation is not needed.
Damage Prevention/Technical Fringe Benefits	Thresholds not exceeded; therefore an explanation is not needed.

ACTIVITIES

Communication and Transportation Costs	Costs were less than anticipated and budgeted.
Maintenance and Repair Costs	Thresholds not exceeded; therefore an explanation is not needed.
Memberships, subscriptions and professional activities	Costs were less than anticipated and budgeted.
Professional Service Costs	Thresholds not exceeded; therefore an explanation is not needed.
Publication and Printing	Costs were less than anticipated and budgeted.
Rental Costs of Real Property and Equipment	Costs are for rent of facilities only. Budget increase is a result of recalculation per instruction of Glynn Blanton during 2017 PHMSA audit. Methodology was changed resulting a differential of approximately \$20,000.
Training and Education Costs	Costs were less than anticipated and budgeted.
Travel	Thresholds not exceeded; therefore an explanation is not needed.

MATERIALS

Materials and Supplies including costs of computing devices	Computers and other electronic devices purchased for use were not charged to the grant program.
---	---

2017 Gas Year End Payment Request Cost Summary

<u>DIRECT COSTS</u>	<u>Estimated</u>	<u>Actual</u>
<u>Compensation for Personnel Services</u>		
A. Supervisory personnel who are directly engaged in the administration of the Pipeline Safety Program	\$100,000.00	\$92,258.72
A1. Supervisory fringe benefits	\$39,728.00	\$36,058.92
B. Technical personnel who conduct pipeline safety inspections, failure investigations and review plans, etc.	\$490,667.00	\$381,212.78
B1. Technical fringe benefits	\$192,595.00	\$154,341.49
C. Administrative personnel whose duties are directly related to the Pipeline Safety Program.	\$92,000.00	\$58,800.44
C1. Administrative fringe benefits	\$41,000.00	\$21,059.87
D. Damage Prevention/Technical personnel include damage prevention personnel, GIS personnel and other technical personnel directly related to the pipeline safety program	\$0.00	\$0.00
D1. Damage Prevention/Technical fringe	\$0.00	\$0.00
<u>ACTIVITIES</u>		
Communication and Transportation Costs.....	\$5,000.00	\$4,381.29
Maintenance and Repair Costs.....	\$0.00	\$0.00
Memberships, subscriptions and professional activity costs.....	\$2,500.00	\$800.00
Professional Service Costs.....	\$0.00	\$0.00
Publication and printing costs.....	\$2,000.00	\$417.73
Rental Costs of Real Property and Equipment	\$43,000.00	\$63,366.08
Training and Education Costs.....	\$5,000.00	\$2,875.00
Travel costs.....	\$115,000.00	\$110,197.88
<u>MATERIALS</u>		
Materials and Supplies including costs of computing devices.....	\$20,000.00	\$3,004.50
Equipment and other Capital Expenditures	\$315,000.00	\$0.00
<u>INDIRECT COSTS</u>		
Indirect costs incurred by State Agency(i.e. Public Utilities Commission, Public Service Commission, State Corporation Commission).	\$110,549.00	\$86,540.86
TOTAL	\$1,574,039.00	\$1,015,315.56

TENNESSEE PUBLIC UTILITY COMMISSION



Title VI Limited English Proficiency (LEP) Policy

The Tennessee Public Utility Commission is committed to ensuring that Tennessee citizens with Limited English Proficiency (LEP) are provided with the means and opportunity to participate fully in the services and information that the Tennessee Public Utility Commission provides. As such, we set forth the following policy directives to maintain this standard.

- The **Tennessee Public Utility Commission** will take the certain actions and steps to ensure that persons with Limited English Proficiency (LEP) will have an equal opportunity and purposeful access to the information and services made available by the TRA.
- The **Tennessee Public Utility Commission** will endeavor to maintain an established means of communication to persons with LEP by means of an established language translation service provider.
- The translators, interpreters and other aids needed to comply with the **Tennessee Public Utility Commission's** policy will be offered without cost to the LEP population being served.
- Such provided services will be made available through the use of bilingual translators, fluent in multiple languages.
- CSD staff shall be provided with translation services contact information, such as service provider information cards and informational posters and kept current on new updates to translation services provided, such as new languages offered.
- CSD will maintain a record of LEP interactions. This information shall be available for review by the public if requested.
- If requested, the translation of **Tennessee Public Utility Commission** documents will be provided to persons with LEP.
- CSD staff is advised to contact the agency's Title VI coordinator, if additional LEP resources are needed.

- Language translation will be provided through the State of Tennessee's contract service provider, Avaza Language Service Corporation, or through another State of Tennessee approved vendor of such services.
- Language Translation Service Contact information: Avaza Translation Service, 5209 Linbar Drive, Suite 603, Nashville, TN 37211.

TENNESSEE PUBLIC UTILITY COMMISSION



Title VI Complaint Form

Name: (Optional)

Address:

Phone:

Email:

Please describe the incident in detail (use a separate sheet if necessary)

Circle below the basis of the complaint:

Race Color National Origin

Name, address and phone number of other individuals who may have knowledge of the discriminatory event (if applicable):

Date of the alleged discriminatory event:

Please mail or fax form to: Tennessee Public Utility Commission, Title VI Coordinator, 502 Deaderick St, Nashville, TN 37243, Fax: (615) 741-5015, or to the Tennessee Human Rights Commission, William R. Snodgrass Building, Tennessee Towers, 312 Rosa L. Parks Blvd, 23rd floor, Fax (615) 253-1886.

ATTACHMENT D

Tennessee Public Utility Commission Title VI Complaint Log

Name (optional)	Address, City, Zip	Phone	Email
-----------------	--------------------	-------	-------

- 1)
- 2)
- 3)
- 4)
- 5)

*Please complete a complaint form to describe the incident in detail

2018 Title VI Training

Each year the Tennessee Public Utility Commission is required to reaffirm its commitment to comply with the Title VI law of the Civil Rights Act of 1964. The following training module is designed to ensure that each employee understands and is aware of the Tennessee Public Utility Commission's commitment to Title VI and our efforts to support it.

1. As an employee of the Tennessee Public Utility Commission, do you reaffirm the agency's commitment to the Title VI law of the Civil Rights Act of 1964 that prohibits entities from denying services or benefits based on race, color, or national origin?

Yes

No

2. The Tennessee Public Utility Commission is committed to serving citizens with Limited English Proficiency to ensure that they are provided with equal opportunity and access to the services and information provided by the Commission. Do you?

Support

Oppose

3. The Tennessee Public Utility Commission utilizes language translation services for Limited English Proficiency (LEP) citizens. Do you agree to assist LEP citizens by forwarding such inquiries to the appropriate division or person for assistance?

Yes

No

4. Title VI also prohibits providing services or benefits in a discriminatory manner. One such example would include overlooking certain population sectors of the state to promote the Lifeline program in favor of other population sectors. As a Tennessee Public Utility Commission employee do you reaffirm the agency's commitment to providing services or benefits without partiality?

Yes

No

5. Any person alleging discrimination based on race, color, or national origin has a right to file a complaint with the Tennessee Public Utility Commission within 180 days of the alleged incident. As a Tennessee Public Utility Commission employee do you reaffirm the

5. Any person alleging discrimination based on race, color, or national origin has a right to file a complaint with the Tennessee Public Utility Commission within 180 days of the alleged incident. As a Tennessee Public Utility Commission employee do you reaffirm the agency's commitment to the complaint filing process and agree to forward all such complaints to the appropriate division?

Yes

No

6. Title VI allows for complaints to be filed either in written form or verbally and the identity of the person filing the complaint is not necessary. As a Tennessee Public Utility Commission employee do you reaffirm the agency's commitment to the complaint filing process?

Yes

No

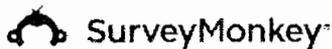
7. All Title VI complaints may be filed with the Tennessee Public Utility Commission's Communications and External Affairs Division or with the Executive Director's office.

Accept

Oppose

Done

Powered by



See how easy it is to [create a survey](#).

[Privacy & Cookie Policy](#)

Spanish-speaking Callers

October (2017)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
10/10/2017	15 Minutes	Uilty
10/17/2017	10 Minutes	Do Not Call

Spanish-speaking Callers

November (2017)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
11/28/17	20 minutes	Underground

Spanish-speaking Callers

December (2017)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
12/18/17	45 minutes	Utility Complaint
12/18/17	17 minutes	Lifeline
12/29/17	22 minutes	Utility

Spanish-speaking Callers

February (2018)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
2/2/18	45 minutes	Utility
2/6/18	15 minutes	Lifeline
2/6/18	20 minutes	Utility

Spanish-speaking Callers

March (2018)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
3/7/2018	5 minutes	Utility
3/13/2018	35 minutes	Utility
3/26/2018	40 minutes	Utility
3/27/2018	55 minutes	Utility
3/28/2018	10 minutes	Utility

Spanish-speaking Callers

April (2018)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
4/5/2018	12 minutes	Utility
4/16/2018	45 minutes	Lifeline
4/20/2018	33 minutes	Utility
4/25/2018	25 minutes	Utility
4/30/2018	7 minutes	Lifeline

Spanish-speaking Callers

May (2018)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
5/8/2018	12 minutes	Utility
5/14/2018	43 minutes	Utility
5/15/2018	7 minutes	Utility

Spanish-speaking Callers

July (2018)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
7/6/2018	37 minutes	Utility
7/6/2018	7 minutes	Utility
7/6/2018	3 minutes	Utility
7/25/2018	3 minutes	Utility
7/26/2018	10 minutes	Underground

Spanish-speaking Callers

August (2018)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
8/8/2018	7 minutes	Utility
8/20/2018	3 minutes	Utility
8/20/2018	5 minutes	Utility
8/27/2018	10 minutes	Lifeline

Spanish-speaking Callers

September (2018)

<u>Date</u>	<u>Call Duration</u>	<u>Comments</u>
9/04/2018	12 minutes	Utilities
09/10/2018	5 minutes	Utilities

Programa de Lifeline: Formulario de Aplicación



Universal Service
Administrative Co.

1. Sobre Lifeline

Lifeline es un beneficio federal que reduce el costo mensual de servicio telefónico o de internet.

Reglas

Si califica, su hogar puede obtener Lifeline para servicio de teléfono o internet, pero no ambos.

- Si obtiene Lifeline para servicio telefónico, puede obtener el beneficio para un teléfono móvil o telefonía fija, pero no para los dos.
- Si obtiene Lifeline para servicio de internet, puede obtener el beneficio para internet móvil o internet fijo, pero no para los dos.
- Si obtiene Lifeline para un paquete de servicio de teléfono e internet, puede obtener el beneficio para un paquete de teléfono móvil o un paquete residencial, pero no para los dos.

Su hogar no puede obtener Lifeline a través de más de una compañía telefónica o de internet.

Sólo se permite un beneficio de Lifeline por hogar, no por persona. Si más de una persona en su hogar recibe Lifeline, esta infringiendo las reglas de la FCC y perderá su beneficio.

¿Qué es un hogar?

Un hogar es un grupo de personas que viven juntas y comparten ingresos y gastos (aunque no sean parientes).

No le de su beneficio a otra persona

Lifeline no es transferible. No puede darle su beneficio de Lifeline a otra persona, aunque califique.

Se honesto en este formulario

Tiene que dar información precisa y verdadera en este formulario y en todos los formularios o cuestionarios relacionados con Lifeline. Si da información falsa o fraudulenta, perderá su beneficio de Lifeline (es decir, cancelación de su suscripción o exclusión del programa) y el gobierno de los Estados Unidos podrá tomar acciones legales en su contra. Esto puede incluir (pero no limitado a) multas o encarcelamiento.

Es posible que necesite mostrar otros documentos

Si su compañía de teléfono o internet no puede comprobar que usted o alguien en su hogar califica usando solamente este formulario y bases de datos, es posible que necesites mostrar un documento oficial de uno de los programas de gobierno que califican o demostrar sus ingresos anuales. Puede entregar copias de sus documentos oficiales con esta aplicación o esperar hasta que su compañía de teléfono o internet se los pida. Para agregarlos ahora, incluye a los documentos en la opción 1 o la opción 2:

1. Si califica a través de un programa de gobierno: copias de su tarjeta de identificación estatal y de un documento oficial del programa que esta usando para calificar (su tarjeta SNAP, tarjeta de Medicaid, o otro)
2. Si calificas a través de sus ingresos: copias de su tarjeta de identificación estatal y comprobantes de pago para 3 meses consecutivos (o otros documentos aceptados)

Visita a lifelinesupport.org para ver la lista completa de documentos aceptados.

Aplicar

Para aplicar por un beneficio de Lifeline, llena todas las secciones de este formulario requeridas, ingresa sus iniciales en cada declaración del acuerdo, y firma la última página.

Para aplicar, trae o envía por correo este formulario a su compañía de teléfono o internet.

Programa de Lifeline: Formulario de Aplicación



Universal Service
Administrative Co.

3. Califica para Lifeline

Llene esta sección para demostrar que usted, su dependiente, o alguien en su hogar califica para Lifeline.

Puede calificar a través de algunos programas de asistencia de gobierno o a través de sus ingresos (no necesita calificar a través de los dos).

Califica a través de un programa de gobierno:

Marca a todos los programas que usted o alguien en su hogar tiene:

- Programa de Asistencia para Nutrición Suplementaria (SNAP) (Estampillas para Alimentos)
- Ingreso Suplementario de Seguridad (SSI)
- Medicaid
- Asistencia Federal para la Vivienda Pública (FPHA)
- Beneficio de Pensión para Veteranos y Sobrevivientes

Programas específicos para Tribus

- Asistencia General del Bureau of Indian Affairs (BIA)
- Asistencia Temporal para Familias Necesitadas de Tribus (TANF Tribal)
- Programa de Distribución de Alimentos en Reservas Indígenas (FDPIR)
- Head Start (sólo los hogares que cumplen con el estándar de ingresos)

0

Califica a través de sus ingresos:

(Sólo llena este formulario si no califica a través de un programa de gobierno.)

¿Incluyéndote a ti, cuántas personas viven en su hogar? (marca una casilla)	¿Sus ingresos son iguales o menores que la cantidad enumerada para su estado y tamaño del hogar? (Solo marca sí o no al lado de la cantidad que le corresponde al tamaño de su hogar)			
	Todos los 48 estados y DC (no Alaska y Hawái)	Alaska	Hawái	
<input type="checkbox"/> 1	\$16,389	\$20,493	\$18,846	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> 2	\$22,221	\$27,783	\$25,555.50	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> 3	\$28,053	\$35,073	\$32,265	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> 4	\$33,885	\$42,363	\$38,974.50	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> 5	\$39,717	\$49,653	\$45,684	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> 6	\$45,549	\$56,943	\$52,393.50	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> 7	\$51,381	\$64,233	\$59,103	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> 8	\$57,213	\$71,523	\$65,812.50	<input type="checkbox"/> Sí <input type="checkbox"/> No
<input type="checkbox"/> Si son más de 8, agrega esta cantidad por cada persona adicional:	Agrega \$5,832	Agrega \$7,290	Agrega \$6,709.50	<input type="checkbox"/> Sí <input type="checkbox"/> No

135% de las Guías Federales de Pobreza 2018
*Las Guías de Pobreza Federal se actualizan típicamente a fines de enero.

Programa de Lifeline: Formulario de Aplicación



Universal Service
Administrative Co.

4. Acuerdo

Acepto, bajo pena de perjurio, las siguientes declaraciones:

Ingrese sus iniciales junto a cada declaración.

Actualmente, yo (o mi dependiente u otra persona en mi hogar) recibo beneficios del programa de gobierno enumerada en este formulario o los ingresos anuales de mi hogar son iguales o menores al 135% de las Guías Federales de Pobreza (la cantidad enumerada en la tabla de Guías Federales de Pobreza en este formulario).
Iniciales

Estoy de acuerdo en que si me mudo, le daré a mi proveedor de servicios mi nueva dirección dentro de 30 días.
Iniciales

Entiendo que necesito informar a mi proveedor de servicios dentro de 30 días si ya no califico para Lifeline, incluyendo:
Iniciales

- 1) Yo, o la persona de mi hogar que califica, ya no califico a través de un programa de gobierno o de ingresos.
- 2) Yo o alguien en mi hogar recibe más de un beneficio de Lifeline (incluyendo, más de un servicio de internet de banda ancha Lifeline, más de un servicio telefónico Lifeline, o los dos servicios telefónico Lifeline e internet de banda ancha Lifeline).

Sé que mi hogar sólo puede obtener un beneficio de Lifeline y, a mi entender, mi familia no recibe más de un beneficio de Lifeline.
Iniciales

Estoy de acuerdo en que mi proveedor de servicios pueda darle al administrador del Programa de Lifeline toda la información que estoy dando en este formulario. Entiendo que esta información está destinada a ayudar a ejercer al Programa de Lifeline y que si no permito que lo entreguen al administrador, no podré obtener los beneficios de Lifeline.
Iniciales

Todas las respuestas y acuerdos que he escrito en este formulario son verdaderos y correctos a mi entender.
Iniciales

Sé que dar información falsa o fraudulenta voluntariamente para obtener beneficios del Programa de Lifeline es castigable por la ley y puede resultar en multas, tiempo de cárcel, la cancelación de mi suscripción, o exclusión del programa.
Iniciales

Es posible que en cualquier momento, mi proveedor de servicios tenga que comprobar si todavía califico. Si necesito recertificar (renovar) a mi beneficio de Lifeline, entiendo que tengo que responder antes de la fecha límite o que me eliminarán del Programa de Lifeline y mi beneficio Lifeline parará.
Iniciales

Yo fui sincero cuando indiqué si vivo o no vivo en tierras tribales, como se define en la sección 2 de este formulario.
Iniciales

Doy mi consentimiento para que USAC me contacte en mi número de teléfono de Lifeline para recibir recordatorios y actualizaciones importantes sobre mi servicio de Lifeline. Se pueden aplicar tarifas de mensajes y datos. Envíe STOP por mensaje de texto para detener a los mensajes.

Firma	Fecha de hoy

Programa de Lifeline: Formulario de Aplicación



Universal Service
Administrative Co.

Notificación

NOTIFICACIÓN DE LA LEY DE REDUCCIÓN DE TRÁMITES: la sección 54.410 de las normas de la Comisión Federal de Comunicaciones (Federal Communications Commission, FCC) exige que todos los suscriptores de Lifeline demuestren su elegibilidad para recibir los servicios de Lifeline. Esta recopilación de información se deriva de la autoridad de la Comisión según la Sección 254 de la Ley de Comunicaciones de 1934, en su forma enmendada, Título 47 del Código de los Estados Unidos (United States Code, U.S.C.) sección 254. Usando esta autoridad, la FCC designó a la Compañía Administrativa de Servicio Universal (Universal Service Administrative Company, USAC) como la administradora permanente de Lifeline. La FCC publicó las normas que detallan cómo los consumidores pueden calificar para los servicios de Lifeline y cuáles servicios pueden recibir (título 47 del Código de Regulaciones Federales [Code of Federal Regulations, CFR], sección 54.400 et seq.). La USAC utilizará la información proporcionada en respuesta a esta recopilación de información para verificar la elegibilidad del solicitante para los servicios de Lifeline.

Estimamos que cada respuesta a esta recopilación de información tomará, en promedio, entre 0.25 y 0.75 horas. Nuestra estimación incluye el tiempo para leer las preguntas, examinar los registros existentes, recopilar la información necesaria y en efecto completar y revisar el formulario o la respuesta. Si tiene algún comentario sobre esta estimación, o sobre cómo podemos mejorar la recopilación y reducir la carga que representa para usted, escriba a la Comisión Federal de Comunicaciones, a la Oficina del Director General de la División de Evaluación del Desempeño y Gestión de Registros (Office of Managing Director-Performance Evaluation and Records Management, OMD-PERM), Proyecto de Reducción de Trámites (3060-0819), Washington, D.C. 20554. También aceptaremos sus comentarios a través de Internet si los envía a PRA@fcc.gov. NO ENVÍE Las formas LLENOS DE RECOPIACIÓN DE INFORMACIÓN A ESTA DIRECCIÓN.

Recuerde – no es necesario que responda a una recopilación de información patrocinada por el gobierno federal y el gobierno no puede realizar ni patrocinar esta recopilación, a menos que muestre un número de control vigente de la Oficina de Administración y Presupuesto (Office of Management and Budget, OMB). A esta recopilación se le asignó el número de control de la OMB 3060-0819.

La Comisión está autorizada, de acuerdo con la Ley de Comunicaciones de 1934, en su forma enmendada, a recopilar la información que solicitamos en este formulario. Si creemos que puede haber una violación o posible violación de un estatuto o reglamento, norma u orden de la Comisión, su respuesta podría remitirse a la agencia federal, estatal o local responsable de investigar, enjuiciar, hacer cumplir o implementar el estatuto, norma, regulación u orden.

Si no proporciona la información que solicitamos en este formulario, usted no será elegible para recibir los servicios de Lifeline, de acuerdo con las normas del programa Lifeline, título 47 del C.F.R., sección 54.400-54.423.

La Ley de Reducción de Trámites de 1995, P.L. No. 104-13, título 44 del U.S.C., sección 3501, et seq, exige la notificación que precede

DECLARACIÓN DE LA LEY DE PRIVACIDAD: la Ley de Privacidad es una ley que exige que la Comisión Federal de Comunicaciones (FCC) y la Compañía Administrativa de Servicio Universal (USAC) expliquen por qué le pedimos a las personas información personal y lo que vamos a hacer con esta información una vez que la recopilamos.

Autoridad: la Sección 254 de la Ley de Comunicaciones (título 47 del U.S.C., sección 254), en su forma enmendada, autoriza a la FCC a operar el programa Lifeline. Usando esta autoridad, la FCC designó a la USAC como la administradora permanente de Lifeline. La FCC publicó las normas que detallan cómo los consumidores pueden calificar para los servicios de Lifeline y cuáles servicios pueden recibir (título 47 del CFR, sección 54.400 et seq.).

Propósito: recopilamos esta información personal para que podamos verificar que usted califica para el programa Lifeline y para que podamos brindarle de manera eficiente los servicios de Lifeline. Accedemos, mantenemos y utilizamos su información personal de la manera descrita en la Notificación del Sistema de Registros (System of Records Notice, SORN) de Lifeline, FCC/WCB-1, que publicamos en 82 Fed. Reg. 38686 (15 de agosto de 2017).

Usos de rutina: podemos compartir la información personal que ingrese en este formulario con otras partes para fines específicos, tales como: con contratistas que nos ayudan a operar el programa Lifeline; con otras agencias gubernamentales federales y estatales que nos ayudan a determinar su elegibilidad para Lifeline; con las compañías de telecomunicaciones que le brindan el servicio de Lifeline; y con fuerzas policiales y otros funcionarios que investigan posibles violaciones de las normas de Lifeline.

Una lista completa de las formas en que podemos usar su información se publica en la SORN de Lifeline descrita en el párrafo "Propósito" de esta declaración.

Divulgación: usted no está obligado a proporcionar la información que solicitamos en este formulario, pero si no lo hace, no será elegible para recibir los servicios de Lifeline según las normas del programa Lifeline, título 47 del C.F.R., sección 54.400-54.423.