

TO: Missouri Natural Gas Operators

FROM: Robert Leonberger, Missouri Public Service Commission

SUBJECTS: Public Awareness Surveys
MANGO Meeting

Note: Copies are not sent to all operator personnel. Please forward to the appropriate person(s).

Public Awareness Surveys

In the Staff's All Operator's letter from 1/7/11, an end of the year submission item was inadvertently left off the list. The results of the public awareness survey(s) required by API RP 1162 should also be submitted with the 2010 annual report data.

API RP 1162 recommends that the effectiveness of public awareness programs be evaluated at intervals of not more than four years. The suggested evaluation techniques include surveys of stakeholder audiences, assessing changes in stakeholder behavior, etc. Operators were required to have public awareness programs that met the requirements of API RP 1162 written by June 20, 2006. This would mean the maximum interval of four years occurred in 2010.

Staff will require all operators to submit a summary of the effectiveness evaluations of their public awareness programs with their 2010 annual reports (no later than February 28, 2011).

MANGO Meeting

The next MANGO meeting has been scheduled for Wednesday, March 9, 2011 in Jefferson City. The meeting will be on the 4th floor (Room 450, Ballroom) of the Governor Office Building (GOB). Further details on the time and agenda will be provided at a later date.