

El Paso Questionnaires for 1162 research
 BEHAVIOR RESEARCH CENTER, INC.

JOB ID 2006016

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AFFECTED PUBLIC SURVEY
El Paso Natural Gas
 Spring/Summer 2006

Hello, my name is _____ and I'm with the Behavior Research Center, a national public opinion research firm. We are conducting a survey on public safety among residents in your area and I'd like to speak with you for a few minutes. You may be assured that all your answers will be held strictly confidential.

A. Before we get started, are you the (male/female) head of your household?

 YES

- CONTINUE

 NO

- ASK TO SPEAK WITH MALE/FEMALE HEAD OF HOUSEHOLD, REINTRODUCE YOURSELF AND CONTINUE. IF NOT AVAILABLE, ARRANGE CALL BACK

B. OBSERVED DATA: Gender

Male...1
 Female...2

1. Do you recall if you have ever participated in a survey regarding the safety of natural gas pipelines?

Yes...1
 No...2
 Unsure...3

1a. IF "YES" ASK: How many years ago was that?

2. As far as you know, are any of the following facilities located within one-quarter mile of your home?

	<u>Yes</u>	<u>No</u>	<u>Unsure</u>
A. High pressure cross country gasoline pipelines	1	2	3
B. High pressure cross country natural gas pipelines	1	2	3
C. Natural gas pump station facilities	1	2	3
D. Natural gas processing, handling or storage facilities	1	2	3

2a. If YES TO ANY OF THE ABOVE ASK: How did you become aware of the location of the pipeline or pipeline facility? (CHECK ALL MENTIONED)

Saw markers...1
 Saw it installed...2
 Company sent letter or notice...3
 Other (specify) _____...4
 Don't recall...99

3. Have you ever seen warning signs that mark the location of underground pipelines?

Yes...1
 No...2
 Not sure...3

4. As far as you know, what color are the markers that are used to warn people where natural gas lines are buried?
- Yellow...1
 - Red...2
 - Blue...3
 - White...4
 - Other color...5
 - Not sure...6
5. From what you have read, heard or from your own experience, what are the kinds of things that might tell you that a pipeline is leaking? (DO NOT READ LIST, CHECK ALL MENTIONED)
- Smell (rotten eggs, etc)...01
 - Sight (see the gas)...02
 - Sound (hissing, swoosh, etc)...03
 - Dead vegetation...04
 - Frozen ground...05
 - Flame...06
 - Other (Specify)_____...07
 - Not sure...09
6. Are you aware that some major cross country natural gas pipelines carry unodorized gas?
- Yes.....1
 - No.....2
 - Not sure...3
7. From your experience, how would you describe the odor of natural gas? (DO NOT READ; CHECK ALL MENTIONED)
- Rotten egg like...1
 - Sulphur...2
 - Other (Specify)_____...3
 - Not sure...4
8. If you suspected a pipeline leak or thought that you smelled natural gas somewhere, for example, in a home, in a store or other public building, what are the best procedures to follow? (DO NOT READ LIST/CHECK ALL MENTIONED)
- Leave/evacuate the building/ area...1
 - Warn everyone to get out...2
 - Open windows...3
 - Don't use electricity – don't switch lights on or off...4
 - Don't use flames or create sparks...5
 - Call the gas company...6
 - Call 911...7
 - Other (Specify)_____...8
 - Unsure...9
9. If you thought you smelled natural gas, who is the first party you would call to report the problem?
- Police...1
 - Fire...2
 - 911...3
 - Gas or pipeline company...4
 - Other (Specify) _____...5
 - Not sure...6
10. If you were planning to dig any trenches or holes on your property, what are the best safety practices to follow prior to digging? (DO NOT READ LIST; CHECK ALL MENTIONED)
- Call gas company...1
 - Check to make sure there are no pipelines below the surface...2
 - Call "One Call" for a survey...3
 - Call "Blue Stake" for a survey...4
 - Turn off gas...5
 - Other (Specify)_____...7
 - Not sure...8

11. Have you ever heard of a free notification service called "One Call", or in some areas, "Blue Stake" that people can call before digging or trenching? Yes...Ask 11a
 No...Go to 12
 Unsure...Go to 12

11a. IF YES ASK: As well as you can recall, what happens after One Call or Blue Stake is called? (DO NOT READ LIST/CHECK ALL MENTIONED)

- They mark site to identify gas lines below the surface...1
- They mark site to other underground utilities (water, electric, communications)...2
- Other (specify) _____...3
- Do not know what they do, I just know the name...4

12. If you observed suspicious behavior near a pipeline facility, whom would you call? Police...1
 Fire...2
 911...3
 Gas Company...4
 Other (specify)...5
 Not sure...6

13. If you needed safety information pertaining to natural gas lines, where would you go for that information. (DO NOT READ LIST – CHECK ALL MENTIONED)
- Library...1
 - Internet...2
 - Magazines...3
 - Newspaper...4
 - Television...5
 - Radio...6
 - Friend or neighbor...7
 - Government office *(city/county)...8
 - Fire department or police...9
 - Pipeline Company...10
 - Gas company...11
 - Other (Specify) _____...12
 - Not Sure...99

14. Have you ever called a pipeline company to obtain information of any kind? Yes...1
 Not sure/No...2

14a. IF YES ASK: What was it you called them about? _____

15. Have you ever seen, read or heard a lot, some, little or nothing at all regarding the following things: (ASK EACH ITEM; ROTATE ORDER AT RANDOM)

	A Lot	Some	A Little	Nothing At All
A. Any natural gas safety messages	1	2	3	4
B. Messages about what to do if you see, hear or smell a natural gas leak	1	2	3	4
C. Messages on what to do if you witness someone tampering with a pipeline	1	2	3	4
D. Heard anything about in-school programs to teach children teach children about natural gas safety	1	2	3	4
E. Messages on how to recognize the smell of natural gas	1	2	3	4
F. Messages on whom to call before digging holes or trenches to make sure gas lines are located before digging	1	2	3	4

16. (IF R ANSWERS "1" "2" OR "3" TO ANY OF THE ABOVE ASK:)

Where did you hear, read or see these messages? (DO NOT READ LIST/CHECK ALL MENTIONED)

- Mail...1
- On calendars...2
- Handouts/Inserts/flyers...3
- Newspaper...4
- Television...5
- Radio...6
- Internet...7
- School info (brought home by children)...8
- Pipeline company...9
- Gas Company...10
- Other (Specify) _____...11
- Can't Recall/Don't know...99

17. Next, let me be a little more specific. Have you ever heard of a company called "El Paso" before I read it to you just now? (AGAIN, I RECOMMEND WE ASK THIS IN ALL STATES)

Continue Yes...1
 Go to Demographics No...2
 Go to Demographics Unsure...3

18. IF AWARE OF EL PASO ASK: Is your impression of El Paso very favorable, favorable, unfavorable or very unfavorable?

Very Favorable...1
 Favorable...2
 Unfavorable...3
 Very Unfavorable...4
 Unsure...5

18a. And what makes you say your impression of the company is (repeat answer in 18)(PROBE AND CLARIFY)

Very Favorable...1
 Favorable...2
 Unfavorable...3
 Very Unfavorable...4
 Unsure...5

19. As well as you can recall, were these natural gas safety messages sponsored by the following companies?

	<u>Yes</u>	<u>No</u>	<u>Unsure</u>
A. El Paso Corporation (Asked in all states)	1	2	3
B. Need names here	1	2	3
C. Need names here	1	2	3
D. Need names here	1	2	3

DEMOGRAPHICS

A. Before I finish, I need a few pieces of information about yourself for classification purposes only. First, in what year were you born? / / / / /
Refused..9999

B. Which of the following categories best describes your ethnic origin? **(READ EACH)**
Caucasian...1
African-American...2
Hispanic...3
Native American...4
Asian/Pacific Islander...5
Or something else (SPECIFY) _____
(DO NOT READ) Not Sure..99

C. And which of the following languages are most often spoken in your home?
English...1
Spanish...2
Native American (Specify which) _____...3

D. Are you now or have you ever been employed in an energy related business?
Yes...1
No...2

E. What is your home zip code? / / / / /
Refused..9999

Thank you very much, that completes this interview. My supervisor may want to call you to verify that I conducted this interview so may I have your first name so that they may do so? **(VERIFY PHONE NUMBER)**

NAME: _____ PHONE #: _____

STATE: _____

Thank you. Would you like to receive additional information from El Paso on pipeline safety in the workplace and at home? IF R ANSWERS "YES" RECORD THEIR NAME, ADDRESS, CITY, STATE AND ZIP CODE.

TIME END: _____ TOTAL TIME: _____

ADMINISTRATIVE DATA:

INTERVIEWER NAME: _____ #: _____

VALIDATED BY: _____ #: _____

CODED BY: _____ #: _____