

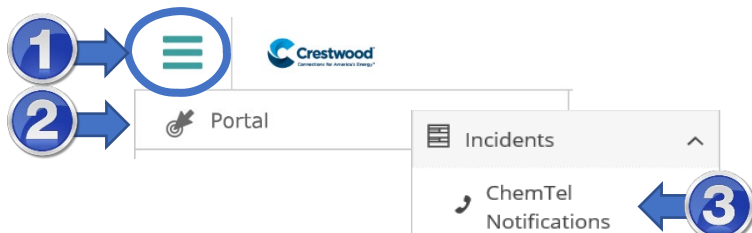


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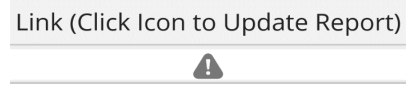
## Navigation Overview

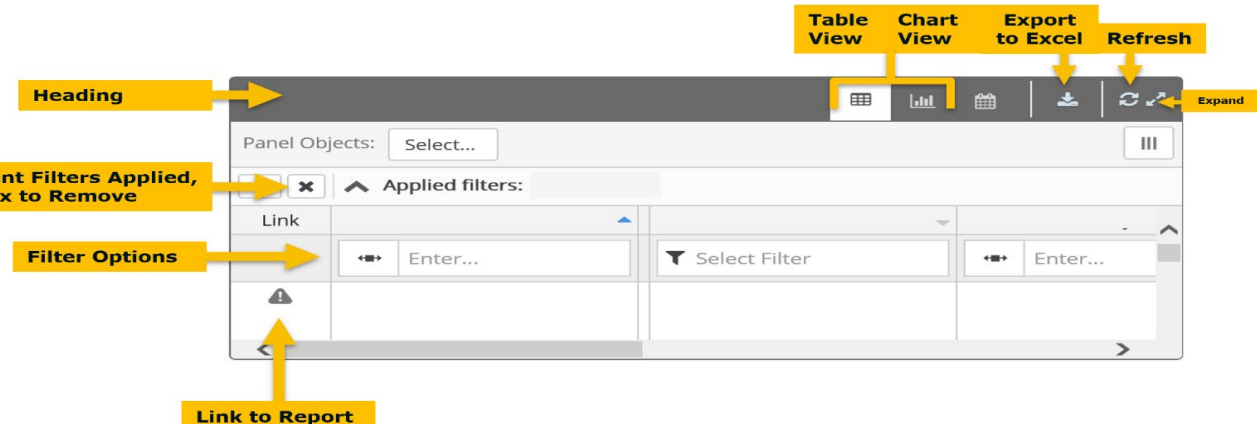
<b>System Access</b>	Account Information:		
	Link to system	<a href="https://go.enviance.com/">https://go.enviance.com/</a>	
	Username	<a href="mailto:ers@chemtelinc.com">ers@chemtelinc.com</a> or individual account "@ehs.com"	
	Password	chemtel123 (all lowercase)	

Note: Upon each log in, you will be returned to the page you last accessed.

<b>Portal</b>	<ol style="list-style-type: none"> <li>Click the System Main Menu button in upper left corner </li> <li>Click on Portal </li> <li>Click on Incidents (Folder), next click the Page called "ChemTel Notifications"</li> </ol> 
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<b>Log Incident</b>	<ol style="list-style-type: none"> <li>Click the action button [ Log New Hotline Call ] which will route to the log incident page to populate the specified fields. Refer to <u>Step by Step Guide on How to Log New Hotline Call</u>.</li> </ol> 
---------------------	--

<b>Update Report</b>	<p>Under the Page called "ChemTel Notifications", use the Panel named "ChemTel Hotline Calls Inventory", locate the report needing updated by using the filters. (To apply filter, click out of the column.) i.e. ChemTel Report ID #, ChemTel Operator, Logged Date, Incident Date, Hotline Call Type</p> <p>Link (Click Icon to Update Report)</p>  <p>Refer to Step by Step Guide on How to Update a Report</p>
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		<p><b>Table View</b> <b>Chart View</b> <b>Export to Excel</b> <b>Refresh</b> <b>Expand</b></p>
--	--	--

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### Step by Step Guide on How to Log New Hotline Call

<b>Question 1.</b>	<p><b>Incident Information (Select only ONE for each field)*</b></p> <div> <p>Site   Location:</p> <input type="text" value="Start typing..."/> </div> <div> <p>Project (If not applicable, select None):</p> <input type="text" value="Start typing..."/> </div> <div> <p>POI:</p> <input type="text" value="Start typing..."/> </div>
<b>Site   Location</b>	<p>Use <u>Incident Information</u> Location Details on Crestwood Incident Report</p> <p>For a Motor Carrier (MC) related incident, type “Transportation”</p> <ul style="list-style-type: none"> <li>Reported by a Crestwood Employee/Affiliate, select the Region the driver is associated with/based out of. Transportation Facilities: i.e. 1) Transportation-Bridgeton, NJ (East Region) 2) Transportation-Waterloo, IN (Central Region) 3) Transportation-Wheeling, WV (Central Region)</li> <li>Reported by a <u>Private Citizen</u>, always select “Transportation-Waterloo, IN (Central Region)”</li> </ul> <p>For a Construction Projects location, select “Construction Project”</p> <p>For non-MC incident,</p> <ul style="list-style-type: none"> <li>Reported by a Crestwood Employee/Affiliate, select the facility the incident occurred or the location the caller is associated/based.</li> <li>Reported by a <u>Private Citizen</u>, see pages 7-11</li> </ul>
<b>Project</b>	<p>If the incident is <u>Not</u> Project Related, type “None”. Select None-Not Related to a Project</p> <p>For a Construction Projects location, type the first 3 letters of the project name to narrow down the list results. Select the correct project name.</p> <p>If the correct Project Name is not available or unknown, select “Other”</p>

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<b>POI</b>	<p>Use <u>Caller's Information</u> on Crestwood Incident Report</p> <p>For Crestwood employees, type the first 3 letters of the name to narrow down the list results. Select the correct employee name.</p> <p>For Contractors, type the first 3 letters of the contractor's name to narrow down the list results. Select the correct name.</p> <p>If unknown, reference the On-Call Schedule and use the On-Call Team Member (OCTM).</p> <ul style="list-style-type: none"> <li>• Non-MC</li> <li>• All Motor Carrier (MC)</li> </ul> <p>If the correct POI name is not available or unknown, select "Other"</p> <ul style="list-style-type: none"> <li>• Private Citizens – select "Other"</li> </ul>
	<p><b>Definitions</b></p> <p><b>Site   Location - Use location of incident. If occurred at an offsite location, use associated office, (Note: For Construction Projects, use Construction Projects.)</b></p> <p><b>Project Names - If not related to a project, select None.</b></p> <p><b>POI - Employee or Contractor Involved. (For POI, please select only one Employee or Contractor Name.)</b></p>
<b>Question 2.</b>	<p>Are you a Crestwood Employee or ChemTel Operator?</p> <div> -- Select -- </div> <div> -- Select -- </div> <div> Crestwood Employee </div> <div> ChemTel Operator </div>
<b>Question 3.</b>	<p>Hotline Call Type</p> <div> -- Select -- </div> <p>ChemTel Description</p> <div> </div> <p>ChemTel Report ID #</p> <div> </div> <p>ChemTel Operator</p> <div> -- Select -- </div>

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**Question 4.****Incident Categories**

|  
 Agency Action  
 Drill or Safety System Test  
 Fire  
 Injury or Illness  
 Line Strike  
 Near Miss  
 Observation - Safe  
 Observation - Unsafe  
 Property Damage  
 Spill or Release  
 Security Threat/Suspicious Activity  
 Theft  
 Third Party Complaint/Concern  
 Vehicle Incident  
 Workplace Violence

Select all that apply\* (except for Private Citizen Calls, only select Third Party Complaint/Concern)

– Options Available match^ Incident Classification List on the Scripts, see below.

^Except for:

- Regulator Visit, utilize “Agency Action”
- Injury, utilize Injury or Illness
- Illness or Chemical Exposure, utilize Injury or Illness
- Hazard Report, utilize “Near Miss”

Note: The statement “For Near Miss or Observations - choose only ONE” applies only to Near Miss and Observations.


**Reference:**

When caller responds in the affirmative, that is the Incident Category.  
Keep progressing to "best fit" classification until caller affirms selection.

- |                                       |   |
|---------------------------------------|---|
| <b>1</b> Workplace Violence           | <b>8</b> Line Strike                          |
| <b>2</b> Third-Party Complaint        | <b>9</b> Hazard Report                        |
| <b>3</b> Vehicle Accident             | <b>10</b> Property Damage                     |
| <b>4</b> Spill or Release             | <b>11</b> Theft                               |
| <b>5</b> Injury                       | <b>12</b> Regulator Visit                     |
| <b>6</b> Illness or Chemical Exposure | <b>13</b> Drill or Safety System Test         |
| <b>7</b> Fire                         | <b>14</b> Security Threat/Suspicious Activity |

**Question 5.**

**Incident Date \***



**Incident Time cannot be determined**

☐

**Incident Time**



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**Question 6.**

Did this incident take place at a Crestwood Site, Project, or Offsite Location?

-- Select --

-- Select --

Crestwood Site

Crestwood Project

Offsite Location

If "Offsite Location" is selected, Incident Address/Location field will become visible to type the location address.

Incident Address/Location

**Question 7.**

When all information is complete, click button "Assign Incident Report"

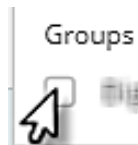
Assign Incident Report

Assign to HSE Rep Group & Caller (same as POI) by clicking in the search field

Assign to \*

Search...

1. Select the HSE Rep Group



2. If the caller is a Crestwood Employee, Select their name (Same as POI)
  - Type the first 3 letters of the name to narrow down the list results. Select the correct employee name.

If the caller is not a Crestwood Employee, only assign to the HSE Rep Group.

Please assign below

Assign to \*

Big Horn Compressor Station HSERep X

Dana Chapman X

Search...

HSE Rep Group

Caller Name, Crestwood Employee (Same as POI)

Then, Click Assign

Assign

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Entry is complete. No additional steps necessary, unless the above information needs updated. If so, refer to [Step by Step Guide on How to Update a Report](#)

To return back to Portal, click on the icon in the upper left corner.  
Then, click Back to Portal.



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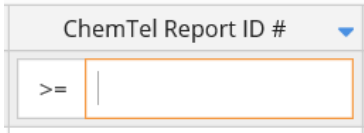
### Step by Step Guide on How to Update a Report

1.

In the Panel named “ChemTel Hotline Calls Inventory”, locate the incident needing updated by using the filters. (To apply filter, click out of the column or hit the enter key.)

i.e. ChemTel Report ID #\*, ChemTel Operator, Logged Date, Incident Date, Hotline Call Type

\* Using ChemTel Report ID # is easiest.



← Type in the #

Heading

Current Filters Applied, Click x to Remove

Filter Options

Link to Report

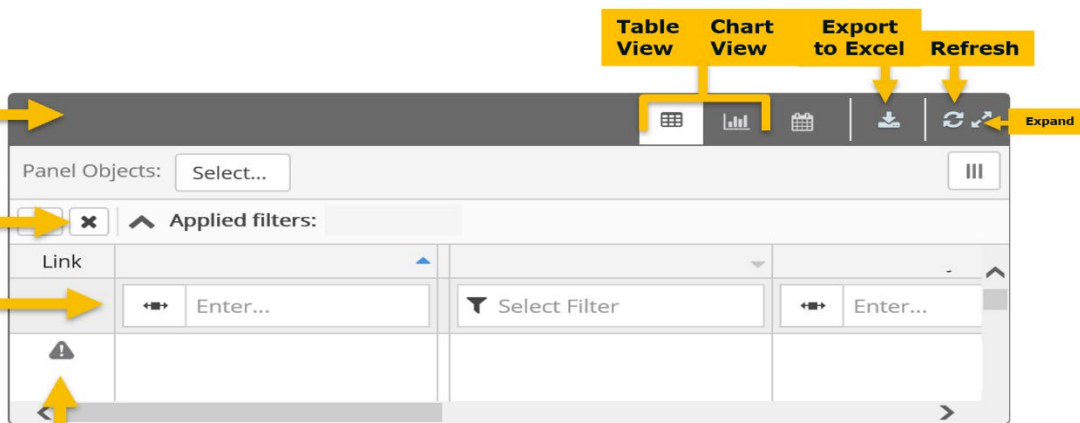


Table View Chart View Export to Excel Refresh


Panel Objects: Select...

Applied filters:

Select Filter

Expand

2.

Click the action button [  ] which will route to the log incident page to update the necessary fields.

Link (Click Icon to Update Report)



3.

Progress Bar:



Notice, the incident report will be in Step 2 of the process.

- Update the necessary fields
- Click Button “Save Incident Details” (not Submit for Review)

Save Incident Details

Submit for Review

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## **Private Citizen Calls - Pipeline Systems**

- For Calls to the Pipeline # x7473, use the State & County to select the Pipeline System for entry into Enviance.
- For Private Citizen calls to General Incident # x7377, use the State & County to select the Pipeline System for entry into Enviance.

State	Counties	Operator	Pipeline System (Enviance)
New Mexico	Eddy	Crestwood New Mexico Pipeline	Willow Lake Pipeline System
North Dakota	Dunn, McKenzie	Crestwood Arrow Pipeline	Arrow Pipeline System
North Dakota	Williams	Crestwood Dakota Pipeline	Colt Dakota Pipeline System
South Carolina	Chester, Kershaw, Lancaster, York	Crestwood Midstream Partners / Crestwood Services, LLC.	Blue Ridge Pipeline System
Texas	Loving, Winkler, Ward	Crestwood Delaware Basin Pipeline	Nautilus Pipeline System
Texas	Culberson, Reeves	Crestwood Delaware Basin Pipeline	Orla Pipeline System
Texas	Colorado, Matagorda, Wharton	Tres Palacios Gas Storage	Tres Palacios Pipeline System
West Virginia	Harrison	Crestwood Marcellus Pipeline	Clarksburg Pipeline System
West Virginia	Doddridge	Crestwood Marcellus Pipeline	Greenbriar Pipeline System
Wyoming	Converse	Jackalope Gas Gathering Services	Jackalope Pipeline System



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## **Private Citizen Calls - Facilities/Sites**

- For Private Citizen calls to General Incident # x7377, use the State & City/County to select the Facility/Site. The private citizen may be able to tell you the Facility/Site name from a sign. If not & unable, confirm the Facility/Site name with the OCTM.

State	City	County	Facility/Site (Enviance)	Region
Colorado	Denver	Denver	Denver Office Facility	PSG
Indiana	Seymour	Jackson	Seymour, IN Terminal Facility	S&L (LPG Storage Terminals)
Michigan	Alto	Kent	Alto, MI Terminal Facility	S&L (LPG Storage Terminals)
Missouri	Kansas City	Jackson	Kansas City Office Facility	S&L (LPG Storage Terminals)
New Hampshire	Claremont	Sullivan	Claremont, NH Terminal	S&L (LPG Storage Terminals)
New Jersey	Bridgeton	Cumberland	South Jersey Terminal Facility	S&L (LPG Storage Terminals)
New Mexico	Carlsbad	Eddy	Laguna Grande Separator Facility	PSG
New Mexico	Carlsbad	Eddy	Laguna Treating Facility	PSG
New Mexico	Loving	Eddy	Dublin Ranch Big Chief 4 Facility	PSG
New Mexico	Loving	Eddy	Brantley Compressor Station Facility	PSG
New Mexico	Loving	Eddy	Carlsbad Plant 1 Facility	PSG
New Mexico	Loving	Eddy	Carlsbad Plant 2 Facility	PSG
New Mexico	Loving	Eddy	Dublin Ranch Big Chief 9 Facility	PSG
New Mexico	Loving	Eddy	Dublin Ranch Compressor Station Facility	PSG
New Mexico	Loving	Eddy	Dublin Ranch Treating Station Facility	PSG
New Mexico	Loving	Eddy	Mosaic Compressor Station Facility	PSG
New Mexico	Loving	Eddy	Pecos Compressor Station Facility	PSG
New Mexico	Loving	Eddy	Road Side Park Facility	PSG
New Mexico	Loving	Eddy	State Compressor Station Facility	PSG
New Mexico	Malaga	Eddy	Black River Compressor Station Facility	PSG
New Mexico	Malaga	Eddy	Bounds Compressor Station Facility	PSG
New Mexico	Malaga	Eddy	Branson Dos Compressor Station Facility	PSG

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State	City	County	Facility/Site (Enviance)	Region
New Mexico	Malaga	Eddy	Howitzer Compressor Station Facility	PSG
New Mexico	Malaga	Eddy	Willow Lake Compressor Station Facility	PSG
New Mexico	Malaga	Eddy	Willow Lake Gas Plant Facility	PSG
New Mexico	Malaga	Eddy	Willow Lake Gas Plant Facility 2	PSG
New York	Montgomery	Orange	Montgomery Terminal Facility	S&L (LPG Storage Terminals)
New York	Bath	Steuben	Bath (Savona) Storage Finger Lakes LPG Terminal	S&L (LPG Storage Terminals)
North Carolina	Rose Hill	Duplin	Rose Hill, NC Terminal	S&L (LPG Storage Terminals)
North Dakota			City of Williston (COW) Pipeline System	Roughrider/Wild Basin
North Dakota			Wild Basin Gas Plant Facility	Roughrider/Wild Basin
North Dakota	Keene	Dunn	Arrow Pipeline Station #7	Arrow/Colt
North Dakota	Manadree	Dunn	Arrow Pipeline Station #3	Arrow/Colt
North Dakota	Manadree	Dunn	Arrow Pipeline Station #4	Arrow/Colt
North Dakota	Manadree	Dunn	Arrow Pipeline Station #5	Arrow/Colt
North Dakota	Manadree	Dunn	Arrow Pipeline Station #6	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow Central Delivery Point (CDP) Facility	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow Central SWD	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow Gondor SWD	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow Pipeline Station #1	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow Pipeline Station #2	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow Pipeline Station #8	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow State 16 SWD	Arrow/Colt
North Dakota	Keene	McKenzie	Arrow Thompson SWD	Arrow/Colt
North Dakota	Watford City	McKenzie	Bear Den Gas Processing Plant Facility	Arrow/Colt
North Dakota	Epping	Williams	Colt Hub Terminal	Arrow/Colt
North Dakota	Epping	Williams	Dry Fork Terminal Facility	Arrow/Colt
Ohio	Green Springs	Seneca	Green Springs, OH Terminal	S&L (LPG Storage Terminals)

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State	City	County	Facility/Site (Enviance)	Region
Pennsylvania	Rook	Allegheny	Rook, PA Terminal	S&L (LPG Storage Terminals)
Pennsylvania	Avondale	Chester	Avondale, PA Terminal	S&L (LPG Storage Terminals)
Pennsylvania	Trainer	Delaware	Trainer, PA Terminal Facility	S&L (LPG Storage Terminals)
Pennsylvania	Lebanon	Lebanon	Lebanon, PA Office Facility	S&L (LPG Storage Terminals)
Pennsylvania	Newmanstown	Lebanon	Schaefferstown Newmanstown, PA Terminal	S&L (LPG Storage Terminals)
Rhode Island	North Kingston	Washington	Davisville LPG Terminal	S&L (LPG Storage Terminals)
South Carolina	Heath Springs	Lancaster	Heath Springs, SC Terminal	S&L (LPG Storage Terminals)
South Carolina	York	York	Tirzah York, SC Terminal	S&L (LPG Storage Terminals)
Texas			Pilot RBJ Delivery Point Facility	PSG
Texas		Culberson	Bowser Salt Water Disposal Facility	PSG
Texas		Culberson	Twister State Receipt Point Facility	PSG
Texas		Culberson/Reeves	North China Draw Receipt Point Facility	PSG
Texas		Culberson/Reeves	South China Draw Receipt Point Facility	PSG
Texas	Houston	Harris	Houston Office Facility	PSG
Texas	Mentone	Loving	Dew Point Plant	PSG
Texas	Mentone	Loving	East Slash Ranch Compressor Station Facility	PSG
Texas	Mentone	Loving	West Slash Ranch Compressor Station Facility	PSG
Texas	Markham	Matagorda	Tres Palacios Facility	PSG
Texas	Barstow	Monahans	Barstow HP Delivery Facility	PSG
Texas	Orla	Reeves	Orla Plant	PSG
Texas	Fort Worth	Tarrant	Lake Arlington Compressor Station Facility	PSG
Texas		Ward	West Quito Compressor Station Facility	PSG
Texas	Kermit	Winkler	Kermit Facility	PSG
Varies	Varies	Varies	Construction Projects	Varies
Varies	Varies	Varies	Transportation-Bridgeton, NJ (East Region)	Transportation
Varies	Varies	Varies	Transportation-Waterloo, IN (Central Region)	Transportation
Varies	Varies	Varies	Transportation-Wheeling, WV (Central Region)	Transportation

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<i>State</i>	<i>City</i>	<i>County</i>	<i>Facility/Site (Enviance)</i>	<i>Region</i>
West Virginia	New Milton	Doddridge	Banner Compressor Station Facility	PSG
West Virginia	Salem	Doddridge	Morgan Compressor Station Facility	PSG
West Virginia	Salem	Doddridge	Perkins Compressor Station Facility	PSG
West Virginia	Salem	Doddridge	Stark Compressor Station Facility	PSG
West Virginia	West Union	Doddridge	Victoria Compressor Station Facility	PSG
West Virginia	Greenwood	Doddridge	West Union Compressor Station Facility	PSG
West Virginia	Clarksburg	Harrison	Clarksburg Office Facility	PSG
West Virginia	Clarksburg	Harrison	Clarksburg Pipeyard Facility	PSG
West Virginia	Salem	Harrison	Jarvisville Compressor Station Facility	PSG
West Virginia	Salem	Harrison	Salem Compressor Station Facility	PSG
West Virginia	Lost Creek	Harrison	Tichenal Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Antelope Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Appaloosa Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Big Horn Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Bucking Horse Processing Plant 1 Facility	PSG
Wyoming	Douglas	Converse	Bucking Horse Processing Plant 2 Facility	PSG
Wyoming	Douglas	Converse	Douglas Rail Terminal	S&L (LPG Storage Terminals)
Wyoming	Douglas	Converse	Douglas, WY Office Facility	PSG
Wyoming	Douglas	Converse	Gray Wolf Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Gumbo Hill Compressor Station Facility	PSG
Wyoming	Douglas	Converse	No Name Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Pale Horse Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Pronghorn Compressor Station Facility	PSG
Wyoming	Douglas	Converse	Rawhide Compressor Station Facility	PSG

## **Crestwood & Affiliates Calls - Facilities/Sites/Pipeline Systems**

- Use Page 5 – 9 “Facilities/Sites List” of Crestwood’s Emergency Hotline Notification Guide