

NOTE:

Email notification to recipients must be sent out within 5-10 minutes of call-intake so Crestwood personnel can effectively provide support to on-scene individuals following an incident. If experiencing technical issues, proceed with additional protocol after 15 minutes.

Reminders:

- When contacting the OCTM, alert them of the technical difficulties & that the email notification will not be in normal format.
- Crestwood has subsequent internal communications that occur based on ChemTel email notifications. Emails need to go out promptly.
 - ChemTel's system builds the email content based on answers during the call. Therefore, the body of the email contents will not be constructed according to the various specifications for each incident category.

Technical Issues Protocol

System - If ChemTel system is experiencing technical issues preventing normal email notification, follow the protocol below.

Send out email notification manually.

- Use Email Body/Content Template Language (explains why it is not in the normal format)
[intentional space between sentences & Please see attachment....]

Our system is currently experiencing technical issues. To prevent delay, this notification is not in the usual format.

Please see attachment for incident details.

- Include pdf report attachment.

Email – If ChemTel's email is not functioning properly, proceed with notifying the personnel below (in order 1, 2, 3) until verbal contact is made. Contact will send the notification as needed. ChemTel will send normally when email service resumes.

1.	Dana Chapman	(304) 476-1113
2.	Julie Allison	(281) 714-1097
3.	Colin Lackey	(281) 635-0647