

AGA Mutual Assistance Program Frequently Asked Questions

GETTING STARTED

1. What is the MOAA?

The [Master Operations Assistance Agreement \(MOAA\)](#) creates no immediate obligations among the AGA member companies which have reviewed and signed the MOAA.

In time of need, there is a Requesting Company (the company needing assistance and doing the requesting) and a Responding Company (the company answering the call for assistance and doing the responding). The MOAA provides the basic foundation for expectations of the Requesting company and the Responding company. Thus, in the event of a disaster, the participating companies have a basic understanding of the game rules for short-term assistance; so that crews and/or equipment may be deployed immediately -- avoiding administrative delays.

When your company signs the MOAA, it becomes a participant in the Mutual Assistance Program. There is no fee for participation and participation does not mean your company must respond if requested. Participation simply means your company agrees to the basic game rules outlined in the MOAA and may be contacted by another participant should they need assistance.

2. Must a company be an AGA member to participate in the AGA Mutual Assistance Program?

Yes. The participating company must be a Full, Limited or Associate member company of AGA.

3. Does my company need to sign the MOAA in order to be listed in the Mutual Assistance Database?

Yes. The AGA Mutual Assistance Program takes a comprehensive approach to mutual assistance. This requires that all participating companies agree with the terms of the MOAA. The purpose for this requirement is to provide all companies a basic understanding of the game rules for short-term assistance; so that crews and/or equipment may be deployed immediately -- avoiding administrative delays.

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4. Does my company need to be listed in the Mutual Assistance Database if my company signed the MOAA?

Yes. The AGA Mutual Assistance Program takes a comprehensive approach to mutual assistance. This requires that once the MOAA has been signed and submitted, the participating company populates the Mutual Assistance Database with resources the company may have available to a Requesting Company should the need arise.

5. What is the RFA?

As the Requesting Company, you will use the [Request For Assistance \(RFA\)](#) form to document the Requesting Company's labor and/or material needs. The RFA serves as the binding agreement between the Requesting Company and the Responding Company. Until an RFA is signed by both parties, there are no obligations and there is no agreement. The RFA touches on general areas of necessity for agreement. The RFA is intentionally non-descriptive to account for the wide-spectrum of operational differences across North America.

6. How is AGA's program different from local or regional mutual assistance programs?

The intent of the AGA program is to complement and supplement the regional and local programs in the event the need goes beyond the capabilities of that region. Participants are strongly encouraged to preliminarily contact and coordinate with their local/regional programs.

7. What types of companies can participate in the AGA Mutual Assistance Program?

Gas Utilities, Transmission Companies, and Service Providers/Manufacturers

8. Do any of the signed documents represent a binding contract?

- a. MOAA – No. The MOAA serves only to establish the baseline terms within which participants are expected to perform should two participants agree to and sign and RFA.
- b. RFA – Yes. The RFA form is used to document Requesting Company's labor and/or material needs. The RFA serves as the binding agreement between the

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Requesting Company and the Responding Company. Until the RFA is signed by both parties, there are no obligations and there is no agreement.

MUTUAL ASSISTANCE DATABASE ADMINISTRATION

1. How do I access the database?

To access the Mutual Assistance Database, go to www.aga.org, then in the main navigation bar at the top of the page, scroll over “**Safety and Operations**” and go down to “**Emergency Planning**”. Once you’re in the Emergency Planning webpage, click on “**Mutual Assistance Database**.” Please then click the link titled [Mutual Assistance Database](#). You can also access the database by [clicking here](#).

2. What information is included in the database?

The Mutual Assistance Database provides access to participating companies’ emergency contact information, service territories, State or regional association affiliation, field capabilities, field personnel available, and other key information pertaining to mutual assistance.

3. How do I add my company’s profile to the database?

Adding your company’s profile to the AGA Mutual Assistance Database is the second step of the 3-step process as a participant of the AGA Mutual Assistance Program. Please be sure that you have reviewed and signed the [MOAA](#) before adding your company’s profile to the AGA Mutual Assistance Database. To see if your company is in the database, you must log in using your AGA username/password. Once you are logged in, you may do a search for your company. In some instances, your company profile may automatically pop up and you may edit your company’s information.

If you do NOT see your company, please contact [Vanessa George](#) to have your company added to the database. She will then contact you once your company is added and you will be able to update your profile.

4. How do I update my company’s information listed in the database?

Once you have ensured that your company has signed the MOAA and that your company has been added to the database, you may then edit your information. You will

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need to be logged in as an AGA member. Once you're logged in and in the database, type in your company's name in "Company Name" and hit search. You will then see your company's listing. Click on your company and hit "edit organization" to edit your company's profile. Complete the fields with the appropriate information for your company and click on the "Save" button at the bottom of the page.

5. How do I remove/delete my company's profile from the database?

If your company's name has changed, for example, and you would like to remove the existing company profile and add the information for the new company, please contact AGA ([Mike Bellman](#) or [Vanessa George](#)) to request the company to be deleted.

6. My company operates in multiple States, how do I represent this in the database?

As you are completing your company's information, in the "Gas Utility Additional Information" section, you have the option to enter the areas and States your company services. To list multiple States, click on the "Select State" field, select the desired State then click on the save icon (looks like a floppy disk). Repeat the same steps to add another State.

ACTIVATION

1. What is AGA's role relative to the local/regional mutual assistance programs?

The intent of the AGA Mutual Assistance Program is to complement and supplement the regional and local programs in the event the need goes beyond the capabilities of that region. Participants are strongly encouraged to preliminarily contact and coordinate with their local/regional programs.

2. Can I directly contact a company listed in the database or must I go through AGA?

Once your company is listed in the database, you are strongly encouraged to review the listing for participating companies in your region, and reach out to them in advance as a matter of introduction. In time of need, correspondences should be made directly with others in the database, since AGA does not have a 24/7 operation. However, AGA may be used to initiate mass communication with companies nationwide or to facilitate communication with multiple companies.

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3. If a Requesting Company contacts mine, does my company have a right to refuse assistance?

Yes. There is no obligation of any participating company to offer assistance to the Requesting Company prior to the signing of the RFA.

4. Will AGA coordinate the distribution of material and human resource from the Responding Company to the Requesting Company in time of need?

No. However, AGA will facilitate communications that alert participants to other participants' emergency or immediate needs and will defer to the Requesting Company to coordinate with the Responding Company for receipt of material and human resource.