



2021 PIPELINE EMERGENCY RESPONDER QUICK REFERENCE GUIDE AND CONTACT LIST

COMPANY	EMERGENCY NUMBER
Acadian Gas Pipeline System.....	1-888-883-6308
Aethon Energy Operating LLC.....	1-800-274-0033
Aethon United Pipeline LP.....	1-800-274-0033
Air Liquide.....	1-800-364-7378
or.....	1-713-864-7764
Air Products, LLC.....	1-800-572-6521
Arcadia Gas Storage, LLC (Toll Free).....	1-877-489-7213
or.....	1-318-263-2355
Atmos Energy.....	1-866-322-8667
Avocet LNG, LLC.....	1-713 345-1063
Bayou Bridge.....	1-800-753-5531
Boardwalk Louisiana Midstream, LLC.....	1-866-574-4483
Bobcat Gas Storage / Enbridge.....	1-800-231-7794
Brookston Energy, Inc.....	1-318-947-4480
Buckeye Development & Logistics.....	1-866-514-8380
Cadeville Gas Storage.....	1-888-572-7967
Calcasieu Refining Company.....	1-337-478-2130
Calumet Princeton Refining, LLC.....	1-318-949-2421
Calumet Shreveport Fuels, LLC.....	1-318-632-4193
Calumet Specialty Products.....	1-318-832-4236
Cameron Interstate Pipeline.....	1-866-279-6094
CenterPoint Energy.....	1-888-876-5786
Cheniere Energy Inc.....	1-877-375-5002
Chevron Pipe Line Company.....	1-800-762-3404
CITGO Pipeline Company.....	1-800-248-4675
CITGO Pipeline Company (Lake Charles Manufacturing Complex).....	1-337-708-6230
City of Gonzales.....	1-225-647-2841
CLEPCO, LLC.....	1-318-992-4111
Collins Pipeline Company.....	1-855-887-9768
Comstock Oil & Gas.....	1-800-929-4884
Crescent Midstream, LLC.....	1-866-351-7473
DAPL-ETCO.....	1-800-753-5531
DCP Midstream LP / Black Lake Pipeline.....	1-800-435-1679
Delek Logistics Partners, LP.....	1-800-344-5325
Dixie Pipeline Company, LLC.....	1-888-883-6308
Dow Pipeline Company.....	1-800-223-4412
or.....	1-888-278-3413
DTE Louisiana Gathering, LLC.....	1-877-697-2028
Easton Energy Pipelines, LLC.....	1-888-776-6509
Empire Midstream LLC.....	1-844-252-9894
Enable Gas Transmission / Enable Midstream Partners.....	1-800-474-1954
Enable Mississippi River Transmission.....	1-800-325-4005
Enbridge Offshore (Gas Gathering), LLC.....	1-877-548-1800
Energy Transfer Gas.....	1-877-404-2730
or.....	1-800-392-1965
or.....	1-800-375-5702
Energy Transfer Liquids.....	1-888-844-8134
or.....	1-888-294-3940
EnLink Midstream.....	1-866-394-9839
Entergy New Orleans, LLC / Entergy Louisiana, LLC.....	1-800-648-7411
or local.....	1-504-670-3544
Enterprise Products Operating LLC.....	1-888-883-6308
EnVen Energy Ventures.....	1-985-396-5426
Equistar Chemicals, LP.....	1-800-525-7516
ETC Tiger Pipeline, LLC.....	1-888-844-3735
ExxonMobil Pipeline Company.....	1-800-537-5200
Fieldwood Energy, LLC.....	1-337-354-8000
Florida Gas Transmission Company.....	1-800-238-5066
Genesis Energy, L.P.....	1-800-806-5463
Golden Pass Pipeline LLC.....	1-877-477-5564
GT Operating Company, LLC (Acadia Partners LLC).....	1-877-772-7191
GT Operating Company, LLC (CLE Intrastate Pipeline Company, LLC).....	1-800-388-1392
GT Operating Company, LLC (Cleco Power, LLC Rodemacher Power Station).....	1-800-465-8052
GT Operating Company, LLC (Cleco Power, LLC Teche Power Station).....	1-800-465-8052
Gulf South Pipeline Company, LLC.....	1-800-850-0051
Gulf States.....	1-888-844-3735
Haynesville Gathering LP.....	1-800-274-0033
Harvest Midstream.....	1-713-209-2400
Hilcorp Energy Company.....	1-713-209-2400

COMPANY	EMERGENCY NUMBER
Ibex Midstream.....	1-800-274-0033
Indorama Ventures Olefins LLC.....	1-877-300-5604
Intercontinental Terminals Company (Ext 12).....	1-225-389-0170
or.....	1-225-334-9379
or.....	1-225-387-5351
Kinetica Partners LLC.....	1-855-395-3958
LA Storage LLC.....	1-866-279-6094
Linde.....	1-225-343-1524
or.....	1-800-926-9620
Livingston Parish GUD #1.....	1-225-667-8273
LOCAP, LLC.....	1-800-820-5667
LOOP, LLC.....	1-800-820-5667
Louisiana State Gas, LLC.....	1-877-495-8595
Magellan Midstream Partners, L.P.....	1-800-720-2417
Marathon Pipe Line LLC.....	1-833-675-1234
Mardi Gras Midstream LLC.....	1-601-549-3484
or.....	1-903-658-1307
Matador Production Company.....	1-972-371-5200
Maurepas Pipeline (Crude).....	1-800-753-5531
Maurepas Pipeline (NGL).....	1-800-839-7473
Maurepas Pipeline (Refined Products).....	1-800-786-7440
Mid-Valley Pipeline Company.....	1-800-753-5531
Mission Natural Gas Company, LP.....	1-866-942-6571
MOEM Pipeline, L.L.C.....	1-855-887-9768
Nustar Pipeline Operating Partnership L.P.....	1-800-759-0033
Olin Chlor Alkali Products (Chemtrek).....	1-800-424-9300
Olin Chlor Alkali Products (St. Gabriel Control Room).....	1-225-642-1835
Olin Chlor Alkali Products (Plaquemine Control Room).....	1-225-353-8443
ORX Resources, L.L.C.....	1-877-406-1140
Permian Express Partners.....	1-800-753-5531
Perryville Gas Storage.....	1-888-572-7967
Phillips 66 Pipeline LLC.....	1-877-267-2290
Pierre Part South Coast Gas.....	1-985-537-5281
or.....	1-888-826-8777
Pine Pipeline.....	1-800-474-1954
Pipeline Technology.....	1-888-650-4443
Placid Pipeline Company LLC.....	1-225-387-0278
Plains All American Pipeline, LP.....	1-800-708-5071
Sea Robin Pipeline Company.....	1-800-225-3913
Shell Pipeline Company LP.....	1-800-922-3459
South Coast Gas Co., Inc.....	1-985-537-5281
Southeast Supply Header.....	1-866-977-7374
Stingray Pipeline.....	1-800-225-3913
Stroud Petroleum, Inc.....	1-866-444-6746
Sunoco Pipeline.....	1-800-753-5531
Targa Resources - Targa Downstream LLC.....	1-800-483-9568
Targa Resources - Targa Intrastate P/L LLC.....	1-877-897-6501
Targa Resources - Targa LA Intrastate LLC.....	1-877-897-6501
Targa Resources - Targa Midstream Svc LLC.....	1-877-897-6501
Targa Resources - Targa NGL P/L Co LLC.....	1-800-483-9568
TC Energy / ANR Pipeline.....	1-800-447-8066
TC Energy / Columbia Gulf Transmission.....	1-866-485-3427
Terbonne Parish Utilities.....	1-985-873-6750
Texas Eastern Transmission L.P. (Enbridge).....	1-800-231-7794
Texas Gas Transmission, LLC.....	1-800-626-1948
Tristate NLA, LLC and Tristate RLA, LLC.....	1-800-568-8793
Trunkline Gas Company.....	1-800-225-3913
Valero Refining - Meroux LLC.....	1-504-278-5211
Valero Refining-New Orleans, L.L.C - St Charles Refinery.....	1-985-764-4696
Valero Partners Operating Co., LLC.....	1-866-423-0898
Westlake Chemical Corporation.....	1-800-375-4629
Westlake Petrochemicals LLC.....	1-337-583-3182
Weyerhaeuser.....	1-318-242-7622
Whitecap Pipe Line Co., LLC.....	1-800-762-3404
Williams Gas Pipeline / Atlantic Gulf.....	1-800-440-8475
Williams Midstream.....	1-800-635-7400
WSP USA Pipeline.....	1-409-839-4400
XTO Energy Inc.....	1-832-625-1100

To learn more about your local pipeline operators, please visit pal-awareness.com

Note: The above numbers are for emergency situations. Additional pipeline operators may exist in your area. Visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov for companies not listed above.

ONE-CALL SYSTEM	PHONE NUMBER
Louisiana One-Call Center.....	800-272-3020 or 811

2021 PIPELINE EMERGENCY RESPONDER QUICK REFERENCE GUIDE - PAL

INCIDENT RESPONSE

- Always approach from upwind/park vehicle a safe distance away/if vehicle stalls – DO NOT attempt to restart
- Gather information/establish incident command/identify command structure
- Initiate communications with pipeline/gas company representative ASAP
- Control/deny entry: vehicle, boat, train, aircraft, foot traffic, media – refer all media questions to pipeline/gas representatives

RISK CONSIDERATIONS

- Type/volume/pressure/location/geography of product
- Environmental factors – wind, fog, temperature, humidity
- Sight, sound, smell – indicators vary depending on product
- Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- Other utility emergencies

PIPELINE MARKERS

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

The markers display:

- The product transported
- The name of the pipeline operator
- The operator's emergency number



PRODUCT HAZARDS AND CHARACTERISTICS

Petroleum (flow rate can be hundreds of thousands of gallons per hour) TYPE 1

- Flammable range may be found anywhere within the hot zone
- H2S can be a by-product of crude oil

Type 1 Products	Flash Point	Ignition Temperature
Gasoline	- 45 °F	600 °F
Jet Fuel	100 °F	410 °F
Kerosene	120 °F	425 °F
Diesel Fuel	155 °F	varies
Crude Oil	25 °F	varies

Natural Gas (flow rate can be hundreds of thousands of cubic feet per hour) TYPE 2

- Flammable range may be found anywhere within the hot zone between 4% and 15%
- Rises and dissipates relatively quickly
- H2S can be a by-product of natural gas – PPM = PARTS PER MILLION
 - 0.02 PPM Odor threshold
 - 10.0 PPM Eye irritation
 - 100 PPM Headache, dizziness, coughing, vomiting
 - 200-300 PPM Respiratory inflammation within 1 hour of exposure
 - 500-700 PPM Loss of consciousness/possible death in 30-60 min.
 - 700-900 PPM Rapid loss of consciousness; death possible
 - Over 1000 PPM Unconsciousness in seconds; death in minutes

- Incomplete combustion of natural gas may release carbon monoxide
- Storage facilities may be present around populated areas/ can be depleted production facilities or underground caverns
- Gas travel may be outside the containment vessel along the natural space between the pipe and soil
- Lower/Upper Explosive Limit depends on characteristics of gas (SDS)

Propane, Butane and Other Similar Products - TYPE 3 (*e.g. Carbon Dioxide / Anhydrous Ammonia)

- Flammable range may be found anywhere within the hot zone
- Products cool rapidly to sub-zero temperatures once outside the containment vessel
- Vapor clouds may be white or clear

Type 3 Products	Flash Point	Ignition Temperature
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F
Anhydrous Ammonia	- 51 °F	1204-1560 °F

- * Caustic - Can freeze/burn skin
- * Expands Rapidly
- * Liquid to a fog gas state!

