



# 2023 PIPELINE EMERGENCY RESPONDER QUICK REFERENCE GUIDE AND CONTACT LIST

COMPANY	EMERGENCY NUMBER	COMPANY	EMERGENCY NUMBER
Acadian Gas Pipeline System .....	1-888-883-6308	KinderHawk Field Services LLC .....	1-866-775-5784
Aethon Energy Operating LLC .....	1-800-274-0033	Kinder Morgan Energy Partners, LP (Cypress Pipeline) .....	1-800-265-6000
Aethon United Pipeline LP .....	1-800-274-0033	Kinetica Partners LLC .....	1-855-395-3958
Air Liquide .....	1-800-364-7378	KM Louisiana Pipeline .....	1-800-733-2490
or .....	1-713-864-7764	LA Storage LLC .....	1-866-279-6094
Air Products, LLC .....	1-800-572-6521	Linde .....	1-225-343-1524
Arcadia Gas Storage, LLC (Toll Free) .....	1-877-489-7213	or .....	1-800-926-9620
or .....	1-318-263-2355	Livingston Parish GUD #1 .....	1-225-667-8273
Atmos Energy .....	1-866-322-8667	LOCAP, LLC .....	1-800-820-5667
Avocet LNG, LLC .....	1-713 345-1063	LOOP, LLC .....	1-800-820-5667
Bayou Bridge .....	1-800-753-5531	Marathon Pipe Line LLC .....	1-833-675-1234
Black Bear Transmission LLC .....	1-844-940-3077	Mardi Gras Midstream LLC .....	1-601-549-3484
Boardwalk Louisiana Gas Transmission, LLC .....	1-800-850-0051	or .....	1-866-240-4431
Boardwalk Louisiana Midstream, LLC .....	1-866-574-4483	Matador Production Company .....	1-972-371-5200
Bobcat Gas Storage / Enbridge .....	1-800-231-7794	Midcontinent Express Pipeline .....	1-800-733-2490
Buckeye Development & Logistics .....	1-866-514-8380	Mid-Valley Pipeline Company .....	1-800-753-5531
Cadeville Gas Storage .....	1-888-572-7967	MOEM Pipeline, L.L.C. ....	1-855-887-9768
Calcasieu Refining Company .....	1-337-478-2130	Natural Gas Pipeline Company of America .....	1-800-733-2490
Calumet Shreveport Fuels, LLC .....	1-318-294-0990	Nustar Pipeline Operating Partnership LP .....	1-800-759-0033
Calumet Specialty Products .....	1-318-832-4236	Olin Chlor Alkali Products (Chemtrec) .....	1-800-424-9300
Cameron Interstate Pipeline .....	1-866-279-6094	Olin Chlor Alkali Products (St. Gabriel Control Room) .....	1-225-642-1835
CenterPoint Energy .....	1-888-876-5786	Olin Chlor Alkali Products (Plaquemine Control Room) .....	1-225-353-8443
Cheniere Energy Inc. ....	1-877-375-5002	Permian Express Partners .....	1-800-753-5531
Chevron Pipe Line Company / Whitecap Pipe Line Co., LLC .....	1-800-762-3404	Perryville Gas Storage .....	1-888-572-7967
CITGO Pipeline Company .....	1-800-248-4675	Phillips 66 Pipeline LLC .....	1-877-267-2290
CITGO Pipeline Company (Lake Charles Manufacturing Complex) .....	1-337-708-6230	Pierre Part South Coast Gas .....	1-985-537-5281
City of Gonzales .....	1-225-647-2841	or .....	1-888-826-8777
Clearfork Midstream .....	1-903-935-2333	Pine Prairie Energy Center, LLC .....	1-337-599-2196
Collins Pipeline Company .....	1-855-887-9768	Pipeline Technology .....	1-888-650-4443
Comstock Oil & Gas .....	1-800-929-4884	Placid Midstream LLC - Bourre' Pipeline .....	1-225-387-0278
Crescent Midstream, LLC .....	1-833-531-1942	Placid Pipeline Company LLC .....	1-225-387-0278
DCP Operating Company, LP .....	1-800-435-1679	Plains Pipeline, LP .....	1-800-708-5071
Delek Logistics Partners, LP .....	1-800-344-5325	Saber Midstream .....	1-800-846-5265
Denbury Inc. ....	1-888-651-7647	Sasol .....	1-337-494-5301
Diversified Gas & Oil Corporation .....	1-877-711-1138	Sea Robin Pipeline Company .....	1-800-225-3913
Dow Pipeline Company .....	1-800-223-4412	Shell Pipeline Company LP .....	1-800-922-3459
or .....	1-888-278-3413	South Coast Gas Co., Inc. ....	1-985-537-5281
DTM Louisiana Gathering, LLC .....	1-877-697-2028	Southeast Supply Header .....	1-866-977-7374
Easton Energy Pipelines, LLC .....	1-888-776-6509	Southern Natural Gas .....	1-800-252-5960
Empire Midstream LLC .....	1-844-252-9894	Stabilis LNG Port Allen, LLC .....	1-225-478-8636
Enable Midstream Partners .....	1-800-474-1954	Stingray Pipeline .....	1-800-225-3913
Enable Mississippi River Transmission .....	1-800-325-4005	Sunoco Pipeline .....	1-800-753-5531
Enable Gas Transmission / Pine Pipeline .....	1-800-474-1954	Talos Energy .....	1-713-470-0335
Enbridge Offshore (Gas Gathering), LLC .....	1-877-548-1800	Targa Resources - Targa Downstream LLC .....	1-800-483-9568
Energy Transfer Crude Oil .....	1-800-753-5531	Targa Resources - Targa Intrastate P/L LLC .....	1-877-897-6501
Energy Transfer Gas .....	1-877-404-2730	Targa Resources - Targa LA Intrastate LLC .....	1-877-897-6501
or .....	1-800-392-1965	Targa Resources - Targa Midstream Svc LLC .....	1-877-897-6501
or .....	1-800-375-5702	Targa Resources - Targa NGL P/L Co LLC .....	1-800-483-9568
Energy Transfer Liquids .....	1-888-844-8134	TC Energy / ANR Pipeline .....	1-800-447-8066
or .....	1-888-294-3940	TC Energy / Columbia Gulf Transmission .....	1-866-485-3427
EnLink Midstream .....	1-866-394-9839	Tennessee Gas Pipeline .....	1-800-231-2800
Enterprise Products Operating LLC .....	1-888-883-6308	Terbonne Parish Utilities .....	1-985-873-6750
Entergy New Orleans, LLC / Entergy Louisiana, LLC .....	1-800-648-7411	Texas Eastern Transmission L.P. (Enbridge) .....	1-800-231-7794
or local .....	1-504-670-3544	Texas Gas Transmission, LLC .....	1-800-626-1948
Equistar Chemicals, LP .....	1-800-525-7516	TG Natural Resources LLC .....	1-844-888-9549
ExxonMobil Pipeline Company .....	1-800-537-5200	Tiger Pipeline, LLC .....	1-888-844-3735
Florida Gas Transmission Company .....	1-800-238-5066	Tristate NLA, LLC and Tristate RLA, LLC .....	1-800-568-8793
Genesis Energy, L.P. ....	1-800-806-5463	Trunkline Gas Company .....	1-800-225-3913
Golden Pass Pipeline LLC .....	1-877-477-5564	Valero Partners Operating Co., LLC .....	1-866-423-0898
GOM Shelf, LLC .....	1-337-415-1040	Valero Refining - Meraux LLC .....	1-504-278-5211
Gulf Run Transmission, LLC .....	1-800-325-4005	Valero Refining - New Orleans, L.L.C. - St Charles Refinery .....	1-985-764-4696
Gulf South Pipeline Company, LLC .....	1-800-850-0051	Venice Gas Gathering .....	1-409-948-3407
Haynesville Gathering LP .....	1-800-274-0033	Westlake .....	1-800-375-4629
Harvest Midstream Company .....	1-713-289-2921	Westlake Petrochemicals LLC .....	1-337-583-3182
Hilcorp Energy Company .....	1-713-209-2400	Williams Gas Pipeline / Atlantic Gulf .....	1-855-945-5762
Ibex Midstream .....	1-800-274-0033	Williams Midstream .....	1-855-945-5762
Indorama Ventures Olefins LLC .....	1-877-300-5604	XTO Energy Inc. ....	1-832-625-1100
Intercontinental Terminals Company (Ext 12) .....	1-225-389-0170		
or .....	1-225-334-9379		
or .....	1-225-387-5351		

To learn more about your local pipeline operators, please visit [pal-awareness.com](http://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](http://www.npms.phmsa.dot.gov) for companies not listed above.

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

# 2023 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!

