

2024 PIPELINE EMERGENCY RESPONDER QUICK REFERENCE GUIDE - PAL

COMPANY	EMERGENCY NUMBER	COMPANY	EMERGENCY NUMBER
Acadian Gas Pipeline System	1-888-883-6308	Intercontinental Terminals Company (Ext 12)	1-225-389-0170
Aethon Energy Operating LLC	1-800-274-0033	or	1-225-334-9379
Aethon United Pipeline LP	1-800-274-0033	or	1-225-387-5351
Air Liquide.....	1-800-364-7378	KinderHawk Field Services LLC	1-866-775-5784
or	1-713-864-7764	Kinder Morgan Energy Partners, LP (Cypress Pipeline).....	1-800-265-6000
Air Products, LLC	1-800-572-6521	Kinetica Partners LLC.....	1-855-395-3958
Arcadia Gas Storage, LLC (Toll Free)	1-877-489-7213	KM Louisiana Pipeline.....	1-800-733-2490
or	1-318-263-2355	Linde	1-225-343-1524
Atmos Energy	1-866-322-8667	or	1-800-926-9620
Avocet LNG, LLC.....	1-713 345-1063	Livingston Parish GUD #1	1-225-667-8273
Bayou Bridge	1-800-753-5531	LOCAP, LLC	1-800-820-5667
Black Bear Midstream.....	1-877-885-6435	LOOP, LLC	1-800-820-5667
Black Bear Transmission LLC.....	1-844-940-3077	Mardi Gras Midstream LLC	1-601-549-3484
Boardwalk Ethane Pipeline Company, LLC	1-866-506-7160	or	1-866-240-4431
Boardwalk Louisiana Gas Transmission, LLC	1-800-850-0051	Matador Production Company	1-972-371-5200
Boardwalk Louisiana Midstream, LLC	1-866-574-4483	Midcontinent Express Pipeline	1-800-733-2490
Boardwalk Petrochemical Pipeline, LLC.....	1-844-337-8234	Mid-Valley Pipeline Company	1-800-753-5531
Bobcat Gas Storage / (Operated by Enbridge)	1-800-231-7794	MOEM Pipeline, L.L.C.	1-855-887-9768
Buckeye Development & Logistics	1-866-514-8380	Natural Gas Pipeline Company of America.....	1-800-733-2490
Cadeville Gas Storage	1-888-572-7967	NGL Crude Terminals LLC	1-888-529-5558
Calcasieu Refining Company.....	1-337-478-2130	Nustar Pipeline Operating Partnership L.P.	1-800-759-0033
Calumet Shreveport Fuels, LLC	1-318-294-0990	Olin Chlor Alkali Products (Chemtrec)	1-800-424-9300
Calumet Specialty Products	1-318-832-4236	Olin Chlor Alkali Products (St. Gabriel Control Room)	1-225-642-1835
Cameron Interstate Pipeline	1-866-279-6094	Olin Chlor Alkali Products (Plaquemine Control Room)	1-225-692-8766
CenterPoint Energy	1-888-876-5786	Permian Express Partners.....	1-800-753-5531
Cheniere Energy Inc.....	1-877-375-5002	Perryville Gas Storage	1-888-572-7967
Chevron Pipe Line Company / Whitecap Pipe Line Co., LLC	1-800-762-3404	Phillips 66 Pipeline LLC.....	1-877-267-2290
CITGO Pipeline Company.....	1-800-248-4675	Pierre Part South Coast Gas	1-985-537-5281
CITGO Pipeline Company (Lake Charles Manufacturing Complex)	1-337-708-6230	or	1-888-826-8777
City of Gonzales	1-225-647-2841	Pine Prairie Energy Center, LLC	1-337-599-2196
Clearfork Midstream.....	1-903-935-2333	Pipeline Technology	1-888-650-4443
Collins Pipeline Company	1-855-887-9768	Placid Midstream LLC - Bourre' Pipeline.....	1-225-387-0278
Comstock Oil & Gas	1-800-929-4884	Placid Pipeline Company LLC.....	1-225-387-0278
Crescent Midstream, LLC.....	1-833-531-1942	Plains Pipeline, LP	1-800-708-5071
DCP Operating Company, LP.....	1-800-435-1679	Rosefield Operating, LLC	1-409-948-3407
Delek Logistics Partners, LP	1-800-344-5325	Sasol	1-337-494-5301
Denbury Inc.....	1-888-651-7647	Saber Midstream	1-800-846-5265
Diversified Gas & Oil Corporation	1-877-711-1138	Sea Robin Pipeline Company.....	1-800-225-3913
Dow Pipeline Company.....	1-800-223-4412	Sentinel Midstream Operating, LLC	1-888-303-3460
or	1-888-278-3413	Shell Pipeline Company LP.....	1-800-922-3459
DTM Louisiana Gathering, LLC	1-877-697-2028	South Coast Gas Co., Inc.....	1-985-537-5281
Easton Energy Pipelines, LLC.....	1-888-776-6509	Southeast Supply Header	1-866-977-7374
Egan Hub.....	1-800-231-7794	Southern Natural Gas.....	1-800-252-5960
Empire Midstream LLC	1-844-252-9894	Stabilis LNG Port Allen, LLC	1-225-478-8636
Enable Gas Transmission/ Pine Pipeline.....	1-800-474-1954	Stingray Pipeline	1-800-225-3913
Enable Mississippi River Transmission.....	1-800-325-4005	Talos Energy	1-713-470-0335
Enbridge Offshore (Gas Gathering), LLC.....	1-877-548-1800	Targa Resources Inc. - Gas	1-800-722-7098
Energy Transfer Crude Oil	1-800-753-5531	Targa Resources Inc. - Liquid.....	1-800-483-9568
Energy Transfer Gas.....	1-877-404-2730	TC Energy Natural Gas.....	1-800-447-8066
or	1-800-392-1965	TC Energy Columbia Gulf Transmission	1-866-485-3427
Energy Transfer Liquids	1-800-375-5702	Tennessee Gas Pipeline	1-800-231-2800
or	1-888-844-8134	Terrebonne Parish Utilities	1-985-873-6750
or	1-888-294-3940	Texas Eastern Transmission L.P. (Enbridge)	1-800-231-7794
or	1-800-753-5531	Texas Gas Transmission, LLC.....	1-800-626-1948
or	1-800-839-7473	TG Natural Resources LLC	1-844-888-9549
or	1-800-786-7440	Third Coast Midstream	1-800-926-4352
EnLink Midstream.....	1-866-394-9839	Tiger Pipeline.....	1-888-844-3735
Entergy New Orleans, LLC / Entergy Louisiana, LLC	1-800-648-7411	Tristate NLA, LLC, Tristate RLA, LLC and Tristate RTX, LLC	1-800-568-8793
or local	1-504-670-3544	Trunkline Gas Company.....	1-800-225-3913
Enterprise Products Operating LLC	1-888-883-6308	Valero Partners Operating Co., LLC.....	1-866-423-0898
Equistar Chemicals, LP	1-800-525-7516	Valero Refining - Meraux LLC.....	1-504-278-5211
ExxonMobil Pipeline Company.....	1-800-537-5200	Valero Refining - New Orleans, L.L.C - St Charles Refinery.....	1-985-764-4696
Florida Gas Transmission Company	1-800-238-5066	Venice Gas Gathering.....	1-409-948-3407
Genesis Energy, L.P.....	1-800-806-5463	Westlake	1-800-375-4629
Gillis Hub Pipeline.....	1-866-279-6094	Westlake Petrochemicals LLC.....	1-337-583-3182
Golden Pass Pipeline LLC.....	1-877-477-5564	Williams Gas Pipeline / Atlantic Gulf.....	1-855-945-5762
GOM Shelf, LLC	1-337-415-1040	XTO Energy Inc.	1-832-625-1100
Gulf Run Transmission, LLC	1-800-325-4005		
Gulf South Pipeline Company, LLC	1-800-850-0051		
Haynesville Gathering LP	1-800-274-0033		
Harvest Midstream Company	1-713-289-2921		
Hilcorp Energy Company	1-713-209-2400		
Ibex Midstream	1-800-274-0033		
Indorama Ventures Olefins LLC	1-877-300-5604		



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

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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!

