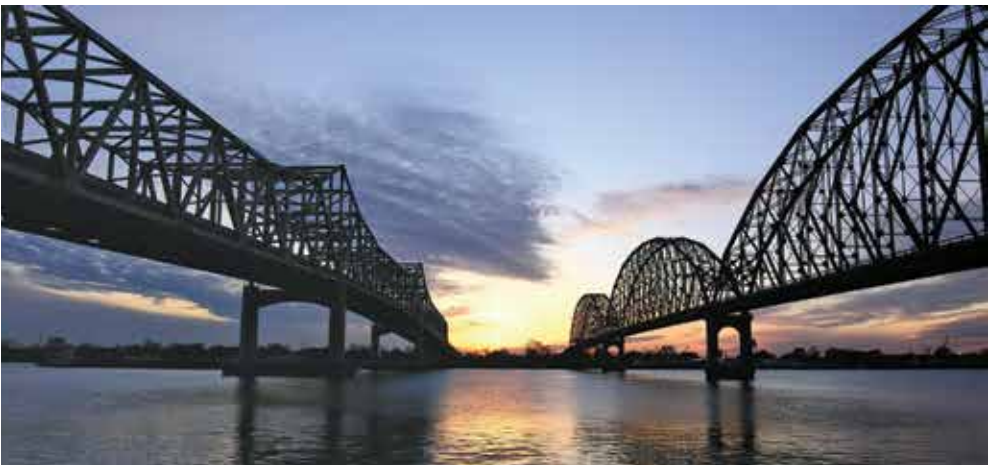




Coordinated Response & Excavator Exercise®

PIPELINE SAFETY TRAINING



PROGRAM GUIDE

Overview

Pipeline Safety

Exercise Outline

Emergency Response Guidebook

NENA Pipeline Emergency Operations

Signs Of A Pipeline Release

High Consequence Areas Identification

Pipeline Industry ER Initiatives

Pipeline Damage Reporting Law

2025

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Pipeline Purpose and Reliability

- Critical national infrastructure
- Over 2.7 million miles of pipeline provide 65% of our nation's energy
- 20 million barrels of liquid product used daily
- 21 trillion cubic feet of natural gas used annually

Safety Initiatives

- Pipeline location
 - Existing right-of-way (ROW)
- ROW encroachment prevention
 - No permanent structures, trees or deeply rooted plants
- Hazard awareness and prevention methods
- Pipeline maintenance activities
 - Cleaning and inspection of pipeline system

Product Hazards and Characteristics**Petroleum (flow rate can be hundreds of thousands of gallons per hour)**

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

<u>Type 1 Products</u>	<u>Flash Point</u>	<u>Ignition Temperature</u>
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)

- Flammable range may be found anywhere within the hot zone
- 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 cavern between the pipe and soil

Propane, Butane and Other Similar Products

- 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

<u>Type 3 Products</u>	<u>Flash Point</u>	<u>Ignition Temperature</u>
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F

Line Pressure Hazards

- Transmission pipelines – steel (*high pressure: average 800-1200psi*)
- Local gas pipeline transmission – steel (*high pressure: average 200-1000psi*)
- Local gas mains and services – steel and/or plastic (*low to medium pressure*)
 - Mains: up to 300psi
 - Service lines: up to regulator
 - Average 30-45psi and below
 - Can be up to 60-100psi in some areas
- At regulator into dwelling: ounces of pressure

Leak Recognition and Response

- Sight, sound, smell – indicators vary depending on product
- Diesel engines – fluctuating RPMs
- 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
- Any sign, gut feeling or hunch should be respected and taken seriously
- Take appropriate safety actions ASAP

High Consequence Area (HCA) Regulation

- Defined by pipeline regulations 192 and 195
- Requires specialized communication and planning between responders and pipeline/gas personnel
- May necessitate detailed information from local response agencies to identify HCAs in area

Emergency Response Basics


- Always follow pipeline/gas company recommendations – pipeline representatives may need escort to incident site
- Advance preparation
 - Get to know your pipeline operators/tour their facilities if possible
 - Participate in their field exercises/request on-site training where available
 - Develop response plans and practice
- Planning partners
 - Pipeline & local gas companies
 - Police – local/state/sheriff
 - Fire companies/HAZMAT/ambulance/hospitals/Red Cross
 - LEPC/EMA/public officials
 - Environmental management/Department of Natural Resources
 - Army Corps of Engineers/other military officials
 - Other utilities
- Risk considerations
 - Type/volume/pressure/location/geography of product
 - Environmental factors – wind, fog, temperature, humidity
 - Other utility emergencies
- 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 reps
- Extinguish fires only
 - To aid in rescue or evacuation
 - To protect exposures
 - When controllable amounts of vapor or liquid present
- Incident notification – pipeline control center or local gas company number on warning marker
 - In **Pipeline Emergency Response Planning Information Manual**
 - Emergency contact list in **Program Guide**
 - Call immediately/provide detailed incident information
- Pipeline security – assist by noting activity on pipeline/gas facilities
 - Report abnormal activities around facilities
 - Suspicious excavation/abandoned vehicles/non-company personnel/non-company vehicles
 - Freshly disturbed soil/perimeter abnormalities

One-Call

- One-Call centers are not responsible for marking lines
- Each state has different One-Call laws. Familiarize yourself with the state you are working in
- Not all states require facility owners to be members of a One-Call
- You may have to contact some facility owners on your own if they are not One-Call members
- In some states, homeowners must call before they dig just like professional excavators


Pipeline Emergency Response Training

First Responders and Contractor/Excavator Personnel



CORE-EX
COORDINATED RESPONSE EXCAVATOR EXERCISE

Instructor: John Cory



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Objectives

- The Cost of Hitting a Pipeline
- Louisiana Dig Law Changes: Excavation & Demolition
 - Excavator Training
 - Project Start Time
 - White Paint
 - Potholing
- Louisiana 811 Ticketing Process
 - Type of tickets
- How the Louisiana 811 System Works
- Excavator Damage Prevention
- Dig Law Enforcement
- Citations & Your Rights

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Transmission Pipeline Network



All 425 Pipelines
Gas Transmission

Dynamic Start Time (did not require law change)

1. A popup calendar will appear for online users allowing excavators/demolishers to select a start time.
2. A popup calendar will appear for online users allowing excavators/demolishers to select a start time.
3. An excavator can choose to extend the start date/time to assist locations in a "High Profile Area", which will give locators additional time and personnel to adequately mark all facilities.

be unavailable and grayed out. Only normal business hours (7AM-6PM) can be chosen as the starting time option.

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Louisiana 811 System Overview - How It Works

How the Louisiana One-Call System Works

1. Call 811 or submit an online locate request
2. Locators mark the lines within 2 full business days
3. You verify the marks and dig safely

Color	Utility Marking Co.
Red	Electric
Yellow	Gas/Oil/Steam
Orange	Communications/CATV
Blue	Potable Water
Green	Sewer/Drain Lines
White	Temporary Excavation
Pink	Temporary Survey Markings

Louisiana 811
Call: 811
Online: LA811.com

Online:
LA811.com

Ticket Life
20 calendar days, then it expires

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\$1749.16 Precautions to Avoid Damage

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The 811 Process – Review

1. NOTIFY
2. WAIT
3. CONFIRM
4. RESPECT
5. DIG CAREFULLY

Notify operators to be aware of the location of the pipeline and the location of the excavation.

Wait for the operators to arrive and mark the lines.

Confirm the location of the pipeline and the location of the excavation.

Respect the location of the pipeline and the location of the excavation.

Dig carefully to avoid damage to the pipeline.

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Dig Law Enforcement

DEPARTMENT OF ENERGY AND NATURAL RESOURCES

FOR WRITERS • FOR EMPLOYEES

Office of Gas/Oil

Contact DNR at (833) 726-0410 or email PipelineInspectors@la.gov

All Others

Or contact State Police or Local Law Enforcement

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How Can You Be Cited for Violating Dig Law?

Enforcement agencies can cite:

Excavators who:

- fail to notify 811 prior to excavation activity
- fail to wait for the "mark-by" time before digging
- work off of an expired dig ticket
- "piggyback" off of someone else's dig ticket
- unsafe excavation
- fail to notify owners/operators of damage

Owner/operators who:

- are required to be members of Louisiana 811 & fail to mark or provide information

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Rights of the Excavator

\$1749.14 Regional notification center

F. (1) An excavator or demolitionist who has properly notified the appropriate regional notification center and has complied with the provisions of this Part shall not be liable for damages in the area of the proposed excavation nor shall the excavator or demolitionist be liable for damages to any owner or operator who:

- (a) Was required by the provisions of this Part to participate in, or share the cost of a regional notification center.
- (b) Failed to mark the excavation in accordance with the provisions of this Part.

(2) The immunity to civil liability for excavator or demolitionist shall not apply if the excavator or demolitionist:

KNOW YOUR RIGHTS

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Our Work Affects Our Community

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Questions, Comments, or Concerns?

Call Center Help/Training: help@louisiana811.com or 811

North LA
Jeff Morrison
jeff@louisiana811.com
(504) 464-7374
Damage Prevention Coordinator

Central LA
Raymond Souder
raymond@louisiana811.com
(225) 290-1300
Damage Prevention Coordinator

South and Southeast LA
Bobby Vance
bobby@louisiana811.com
(337) 224-7434
Damage Prevention Manager

Southeast LA
JP Parker
jep@louisiana811.com
(225) 349-0910
Damage Prevention Coordinator

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Feedback

TELL US HOW WE'RE DOING



<https://bit.ly/LA811Feedback>

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Dredging Operations

If your company conducts dredging operations, shoreline stabilization or pile driving activities, please be aware of the following:

- Underground hazardous liquids and natural gas pipelines do traverse lakes and navigable waterways
- 811 requirements to submit a one-call ticket prior operations commencing, to include a sub-aqueous ticket option
- Identify all pipeline warning markers near the shorelines where you will be working
- Contact the pipeline company as part of your pre-planning before work begins




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Logging Operator Responsibilities

- Notify pipeline company before work begins
- No skidding of logs on right of way
- Crossing of pipeline must be approved
- Drop cut trees away from pipeline
- Do not remove existing cover
- Restore right of way



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Safe Digging Practices

<https://commonwealthalliance.com/>

CGA

New 811 PSAs

Next Practice Case Study

BEST Practice Version 2.0

DIST Special Report

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Coordinated Response Exercise®

- Learn your roles and responsibilities as emergency responders should a pipeline emergency happen in your jurisdiction. As well as your access to resources.
- Acquaint you with the operator's ability to respond to a pipeline emergency.
- Identify the types of pipeline emergencies.
- Plan how all parties can engage in mutual assistance to minimize hazards to life, property and the environment.

Code of Federal Regulations (CFR): 49 CFR Parts 192 and 195

By attending this session today, you are preparing, along with the pipeline companies, to create a coordinated effort in responding to pipeline incidents and accidents. These programs take place over 1,000 times in 46 states annually.



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Industrial Overview

3 MILLION MILES

THERE ARE OVER THREE MILLION MILES OF PIPELINE

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Liberty County Emergency Communications Secretary: Liberty County Emergency Communications, how may I direct your call?

Pipeline Operator: The line lines with ABC Pipeline Company (the calling party direct number because I am in special operations in our SCADA center) entered in incident track. We are required to give you a "Notice of Potential Release" on one of our pipelines in your jurisdiction.

Liberty County Emergency Communications Secretary: Is this an emergency? If so, I need to transfer you to an emergency call center.

Pipeline Operator: We are unsure of the exact location, we are working through the dispatch with our local operations and need to ensure we are in communication with local responders as much as possible. Yes, please transfer me to the 9-1-1 dispatcher, thank you.

Emergency Dispatch: Liberty County 9-1-1 - What is your emergency?

Pipeline Operator: We are unsure of the exact location, we are working through the dispatch with our local operations and need to ensure we are in communication with local responders as much as possible. Yes, please transfer me to the 9-1-1 dispatcher, thank you.

Emergency Dispatch: OK, do you know the exact location of the potential release?

Pipeline Operator: We do not have a specific location at this time - it could be in Liberty County or Central County next door to you.

Emergency Dispatch: What company are you with again?

Pipeline Operator: ABC Pipeline, our SCADA center is in Houston, Texas but the potential release could be on line 1234 which runs through 30 miles of Liberty County and 20 miles of Central County - in the jurisdiction next to you. We want to ensure we make you aware and open the line of communication if response is needed.

Emergency Dispatch: So, what emergency service do you need and in what location?

Pipeline Operator: We are unsure at this time because we are required by PHMSA to give you this "notice of potential release" before we have actual confirmation. We will keep your 9-1-1 informed as soon as information becomes available. We want you to be aware of the situation so you can get other calls.

Emergency Dispatch: Where is pipeline 1234 located?

Pipeline Operator: We have 50 miles of pipeline in Liberty County. We have yet to confirm there is an actual release. The pipeline is 20 inches in diameter and has an MAMP of 800 PSI.

Emergency Dispatch: What actions do you need us to take right now?

Pipeline Operator: I agree the pipeline emergency response procedures for a potential pipeline emergency, and identify by additional information. The goal is to provide notice of potential release to those affected (9-1-1) to be monitoring it as it moves.

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Central Dispatch Receives a call...



Table and / or Group Discussion



- Your dispatch has just received a NOTICE OF POTENTIAL RUPTURE. The caller represents a pipeline company following their in-house emergency response plans.
- Now, discuss with those around you how your dispatch will handle this information. What existing policies and procedures are applicable to this call? Describe, at least generally, those relevant policies and procedures.
- Work with the pipeline operators present to discuss, evaluate and prepare for a response to a potential rupture on their facilities.

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Pipeline Outreach to Stakeholders

- Mailings (More than 20 Million pieces annually)
- Over 1,000 Liaison Meetings with Emergency Officials, Public Officials, and Excavators
- Face-to-Face Meetings with Emergency Officials at their agencies
- Emergency Response Planning Portal (ERP)



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Pipeline Operators Emergency Response Plans

Natural gas and hazardous liquids

- Notify appropriate fire, police, and other public officials of gas or liquid pipeline emergencies, coordinate planned responses, and actual responses during an emergency
- Identify the type of incident
- Prompt and effective response measures
- Availability of personnel and equipment
- Make safe any actual or potential hazard to life, property, and the environment
- Incident investigation and review

Natural gas (49 CFR 192.615)

- Establish and maintain communication with fire, police, and other public officials
- Direct actions to protect people, then property
- Emergency shutdown to minimize hazard to life, property, and the environment
- Safely restore service

Hazardous liquid (49 CFR 195.402)

- Take necessary actions, such as emergency shutdown and pressure reduction
- Control of released hazardous liquid or carbon dioxide at scene to minimize hazards
- Minimize public exposure to injury by taking appropriate actions such as evacuations or traffic controls
- Use instrumentation to assess vapor cloud coverage and determine hazardous areas

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Emergency Response and 811

Derailments, car accidents, excavating/farming mishaps, natural disasters, and wildfires

PHMSA Advisory Bulletin (2012-08)

- Based on National Transportation Board recommendation
- Inform emergency responders about the benefits of 811
- Identify underground utilities in the area
- Notify underground utilities in the area



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Integrity Management

Pipeline companies are required to have Integrity Management programs to insure safe and efficient operations:

- Internal and external cleaning and inspection, of the pipeline and affected areas
 - Rights-of-Way and valves
- Supervisory Control and Data Acquisition (SCADA)
- Identification of High Consequence Areas (HCA)
- Aerial Rights-of-Way Patrols
- Public Awareness Outreach to stakeholders
- Participation as a member of 811
- Operator Qualification (OQ) Training
- Local Distribution Company (LDC)
 - Meter Testing
 - Leak Surveys
 - May also be utilized on transmission pipelines



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Other challenges impacting pipelines...

Natural Disasters

- Tornadoes
- Wildfires/Forest Fires
- Flooding/Mudslides/Slips
- Earthquakes

Human Error

- Vehicle accidents involving above ground valve sites
- Third party strikes by contractors and excavators
- Agricultural activities, field tilling

National Security Threats

- Cyberterrorism involving pipeline systems
- IED's on pipeline assets



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Pipeline Operator / Responder Challenges

- Timely notification of the incident
- Denied entry at scene of incident
- Quick access to remote valves/ICP
- Getting equipment into the area
- Communications with incident command
- Clear lines of communication (both ways)
- Face to face meetings with local officials
- Pre-planning with emergency services



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Pipeline Company - Internal Responsibilities

- Regular pressure testing of the pipeline
- Smart pigging in a timely manner of the pipeline
- Personnel logistics – Drive time and other factors
- Personnel training – Actual practice of closing a Pipeline
- Tool placement / positioning
- Human reaction to working under stress
- Working with local Public officials and First Responders



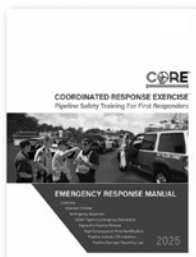
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Local Operator Information*

- Operator and/or company name
- Pipeline systems and products
- Location of pipelines
- Pipeline size/operating pressure(s)
- Operator Response(s) to a pipeline emergency

*Information in the materials may not represent all pipeline companies in your area.



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Program Resources

la.pipeline-awareness.com

Meeting Materials:

- 2020 Emergency Response Manual
- 2020 CORE Program Guide
- 2020 CORE Program Guide
- 2020 Emergency Response Guide Reference Guide
- 2020 Emergency Response Guide Reference Guide

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Program Resources

COORDINATED RESPONSE EXERCISE
Pipeline Safety Training for 2020 Responders
2020

Carbon Dioxide (CO₂) Emergency Response Tactical Guidance Document
New Practice Guidelines for Responders
and Public Awareness of Pipeline Risks
of Carbon Dioxide (CO₂)
2020
Updated November 2020

<https://www.core-ex.com/media/files/co2/carbon-co2-tactical-guidance>

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Right-of-Way (ROW) and Pipeline Markers

WARNING
NATURAL GAS PIPELINE
REMOVE OR DESTROY A PIPELINE MARKER

DAMAGE OR REMOVAL OF THIS SIGN IS A FEDERAL OFFENSE SUBJECT TO A \$5,000 FINE AND/OR ONE YEAR IMPRISONMENT

REMOVE OR DESTROY A PIPELINE MARKER

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National Pipeline Mapping System (NPMS)

<https://www.npms.dot.gov/>

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Product Characteristics

Hazardous Liquids

- ER Guide 128 (Pages 186-187)
- Crude oil, jet fuel, gasoline and other refined products
 - Liquid in and liquid out of the pipeline

Highly Volatile Liquids

- ER Guide 115 (Pages 160-161)
- Propane, Butane, Ethane and natural gas liquids
 - Liquid in and vapor out of the pipeline

Natural Gas

- ER Guide 115 (Pages 160-161)
- Gas in and gas out of the pipeline
 - Odorant Mercaptan added where required



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Product Characteristics Resources

Mobile Applications: Android and iPhone



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Petroleum Products Batching



PIPELINE COMPANIES USE BATCHING LINES

Paradigm

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Temporary Containment Strategies

- Booming
- Culvert blocking
- Drain blocking
- Pallett Containment



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Above Ground Storage Tanks

Considerations when responding to tank farms/ terminals

Work with your local operator to:

- Develop an effective response plan
- Identify products and hazards
- Determine evacuation radius

Response recommendations:

- Cool tank(s) or nearby containers by flooding with water
- Use unmanned hose holders/monitor nozzles
- Do not direct water at safety devices or icing may occur
- Let product burn, even after air supply lines/system is closed
- Beware of the potential for Boiling Liquid Expanding Vapor Explosion (BLEVE)



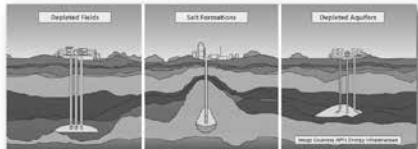
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ExxonMobil

Underground Storage Fields

Emergency response "non-intervention"

- Emergency contact information found on pipeline markers and all wellhead locations
- Always be aware of wind direction; walk into the wind, away from hazardous fumes
- Do not drive into a leak or vapor cloud
- Monitor combustible atmosphere
- Determine hazardous area and escape routes

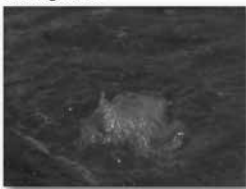


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Leak Recognition

- Pools of liquid on the ground near a pipeline
- Dense white cloud or fog over a pipeline
- Discolored vegetation surrounding a pipeline
- Unusual dry spot in an otherwise moist field
- Dirt blowing up from the ground
- Bubbling in marshland, rivers or creeks
- Oily sheen appearing on water surfaces
- Frozen ground near a pipeline
- Unusual noise coming from a pipeline
- Unusual smell or gaseous odor



SIGHT

SOUND

SMELL

CORE-EX

ExxonMobil

Local Distribution Systems

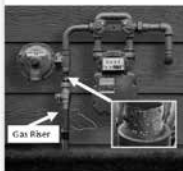
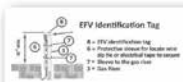
Caution

- Be aware, not all natural gas leaks are from excavation, unintended leaks from stoves, water heaters, furnaces, etc. can occur
- When called out on natural gas leak events, use combustible gas indicators
- Mercaptan can be stripped as it travels through soil
- Frost heaves, breaking pipes
- Gas meter breaks due to snow buildup from melting snow falling from roofs

Excess flow valve meter tags

Identification tags [192.381(c)]

- The presence of an excess flow valve on the service lines may or may not be marked with an identification tag. The identification tag (if present) will typically be located at the top of the service riser below the meter stop valve



CORE-EX

ExxonMobil

Excess Flow Valve (EFV)

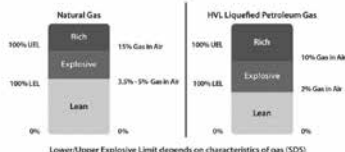
Local Distribution Lines

- Automatic reduction of gas flow should a service line break
- May not completely stop the flow of natural gas
- May not hear a distinct hissing sound
- Migration and ignition sources may still exist
- Always work a coordinated response with your local operator
- Not all service lines have an EFV installed



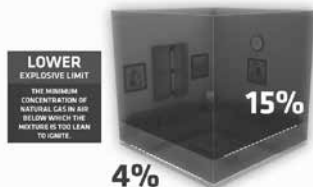
Explosive Limits

Explosive Limits vs. Percent of Gas in Air



Lower/Upper Explosive Limit depends on characteristics of gas (SDS)

Explosive Limits



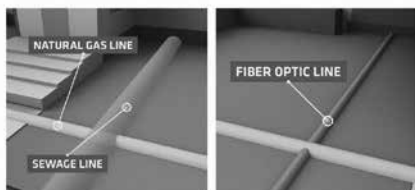
FOR NATURAL GAS RANGES BETWEEN ROUGHLY FOUR PERCENT *Paradigm*

Farm Taps

- Mainly in rural areas, some natural gas pipeline companies may have facilities commonly referred to as "farm tap"
- These natural gas settings are made up of valves, pipes, regulators, relief valves and a meter. It may be located near the home or within the general vicinity
- To report the smell of gas near a farm tap, call 911 and the local gas company from a safe distance
- The lines after a farm tap or residential meter may or may not be PRIVATE LINES, be aware of these



Horizontal Directional Drilling (Cross Bore)



THROUGH A SEWAGE LINE, LOCAL DISTRIBUTION, TRANSMISSION *Paradigm*

CORE-EX

InfraGard – Protecting Critical Infrastructure

InfraGard is a partnership between the FBI and members of the private sector for the protection of U.S. Critical Infrastructure.



<https://infogard.org>

16 Critical Infrastructure Sectors:

- Chemical
- Commercial Facilities
- Communications
- Critical Manufacturing
- Dams
- Defense Industrial Base
- Emergency Services
- Energy
- Financial Services
- Food and Agriculture
- Government Facilities
- Healthcare and Public Health
- Information Technology
- Nuclear Reactors, Materials, and Waste
- Transportation Services
- Water & Wastewater Systems

CORE-EX

Emergency Response Portal (ERP)

PHMSA Advisory Bulletin issued October 2010

<https://www.spartanobjects.com/admin/register/ERP/>

Provides agencies secure access to participating pipeline operator profiles include:

- Contact information
- Counties of operation
- Product(s) transported

*Additional Information updated to share pipeline mapping, emergency response plans.



CORE-EX

Pipeline Preparedness Training Center

Share with others in your agency unable to attend today's program

- Access to your local pipeline sponsor information
- Download the same documents presented in this program
- Certificate of completion provided upon completion of course: trainingcenter.pdigm.com

Use Code: 2025CORE or 2025EX

Ahora en Español



911 Communications Director: Appreciate the opportunity to do this online and have it available for my staff. Very informative!

Battalion Chief: Thank you for the information. I also like the fact of being able to take the course online when I cannot make the live sessions.

Commissioner: Very informative and increased my awareness of the resources available to our county leadership in case of an emergency.

Deputy Emergency Management Coordinator: Excellent presentation, Thank you for the resources and useful web pages.

Director of Public Safety: Excellent presentation, Thank you for the ability to take class online due to scheduling conflict.

CORE-EX

Product INFORMATION



The Emergency Response Guidebook is available at:
<https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2024-04/ERG2024-Eng-Web-a.pdf>



EMERGENCY RESPONSE PLANS FOR GAS AND HAZARDOUS LIQUID PIPELINE OPERATORS

Federal regulations for both gas and hazardous liquid pipelines require operators to have written procedures for responding to emergencies involving their pipeline facility. Because pipelines are often located in public space, the regulations further require that operators include procedures for planning with emergency and other public officials to ensure a coordinated response. Please contact your local pipeline operators for information regarding their company specific emergency response plan.

Natural Gas

Each operator shall establish written procedures to minimize the hazard resulting from a gas pipeline emergency. At a minimum, the procedures must provide for the following:

- Receiving, identifying, and classifying notices of events which require immediate response by the operator.
- Establishing and maintaining adequate means of communication with appropriate fire, police, and other public officials.
- Prompt and effective response to a notice of each type of emergency, including the following:
 1. Gas detected inside or near a building.
 2. Fire located near or directly involving a pipeline facility.
 3. Explosion occurring near or directly involving a pipeline facility.
 4. Natural disaster.
- The availability of personnel, equipment, tools, and materials, as needed at the scene of an emergency.
- Actions directed toward protecting people first and then property.
- Emergency shutdown and pressure reduction in any section of the operator's pipeline system necessary to minimize hazards to life or property.
- Making safe any actual or potential hazard to life or property.
- Notifying appropriate fire, police, and other public officials of gas pipeline emergencies and coordinating with them both planned responses and actual responses during an emergency.
- Safely restoring any service outage.
- Each operator shall establish and maintain liaison with appropriate fire, police, and other public officials to:
 1. Learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency;
 2. Acquaint the officials with the operator's ability in responding to a gas pipeline emergency;
 3. Identify the types of gas pipeline emergencies of which the operator notifies the officials; and
 4. Plan how the operator and officials can engage in mutual assistance to minimize hazards to life or property.

**Reference 49 CFR 192.615*

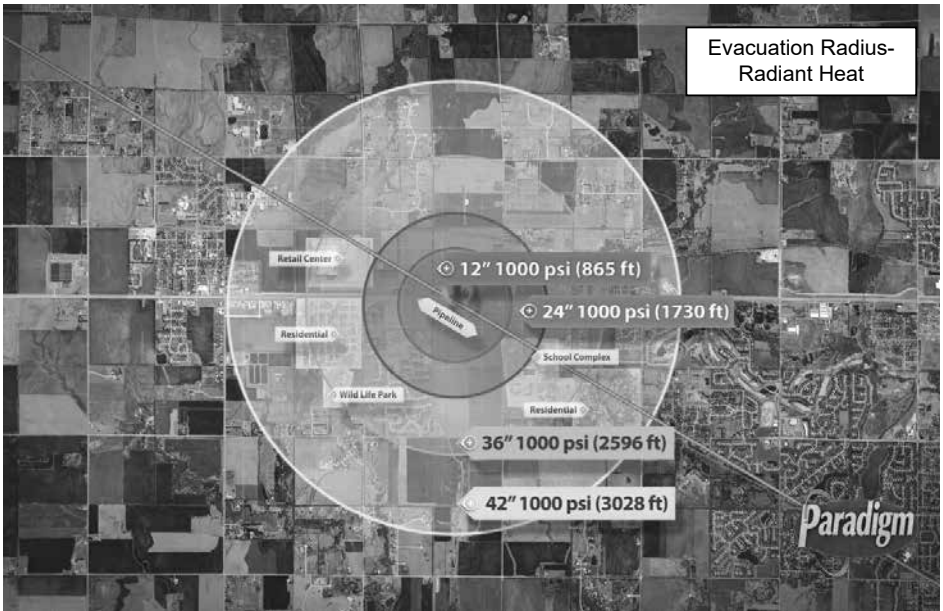
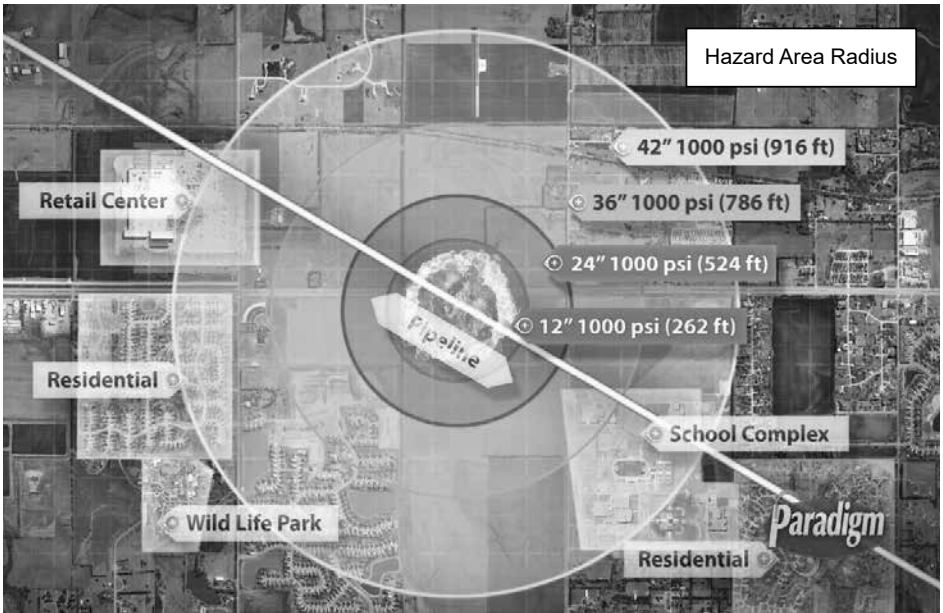
HAZARDOUS LIQUIDS

(a) General: Each operator shall prepare and follow for each pipeline system a manual of written procedures for conducting normal operations and maintenance activities and handling abnormal operations and emergencies. This manual shall be reviewed at intervals not exceeding 15 months, but at least once each calendar year, and appropriate changes made as necessary to insure that the manual is effective. This manual shall be prepared before initial operations of a pipeline system commence, and appropriate parts shall be kept at locations where operations and maintenance activities are conducted.

Emergencies. The manual required by paragraph (a) of this section must include procedures for the following to provide safety when an emergency condition occurs:

- Receiving, identifying, and classifying notices of events which need immediate response by the operator or notice to fire, police, or other appropriate public officials and communicating this information to appropriate operator personnel for corrective action.
- Prompt and effective response to a notice of each type emergency, including fire or explosion occurring near or directly involving a pipeline facility, accidental release of hazardous liquid or carbon dioxide from a pipeline facility, operational failure causing a hazardous condition, and natural disaster affecting pipeline facilities.
- Having personnel, equipment, instruments, tools, and material available as needed at the scene of an emergency.
- Taking necessary action, such as emergency shutdown or pressure reduction, to minimize the volume of hazardous liquid or carbon dioxide that is released from any section of a pipeline system in the event of a failure.
- Control of released hazardous liquid or carbon dioxide at an accident scene to minimize the hazards, including possible intentional ignition in the cases of flammable highly volatile liquid.
- Minimization of public exposure to injury and probability of accidental ignition by assisting with evacuation of residents and assisting with halting traffic on roads and railroads in the affected area, or taking other appropriate action.
- Notifying fire, police, and other appropriate public officials of hazardous liquid or carbon dioxide pipeline emergencies and coordinating with them preplanned and actual responses during an emergency, including additional precautions necessary for an emergency involving a pipeline system transporting a highly volatile liquid.
- In the case of failure of a pipeline system transporting a highly volatile liquid, use of appropriate instruments to assess the extent and coverage of the vapor cloud and determine the hazardous areas.
- Providing for a post accident review of employee activities to determine whether the procedures were effective in each emergency and taking corrective action where deficiencies are found.

**Reference 49 CFR 195.402*



In accordance with NENA Pipeline Emergency Operations Standard/Model Recommendation NENA 56-007 (<https://www.nena.org/?page=PipelineEmergStd>)

GOALS FOR INITIAL INTAKE:

1. Obtain and Verify Incident Location, Callback and Contact Information
2. Maintain Control of the Call
3. Communicate the Ability to HELP the Caller
4. Methodically and Strategically Obtain Information through Systematic Inquiry to be Captured in the Agency's Intake Format
5. Recognize the potential urgency of situations involving the release of dangerous gases or liquids related to pipelines or similar events of this nature and immediately begin the proper notifications consistent with agency policy
6. Perform all Information Entries and Disseminations, Both Initial and Update

FIRST RESPONSE CALL INTAKE CHECK LIST

The focus of this Standard is on the first minute of the call intake process. Actions taken during this time frame significantly impact the effectiveness of the response and are critical to public safety.

The following protocol is intended as a solid framework for call intake, but should not in any manner rescind or override agency procedures for the timing of broadcasts and messaging.

These procedures are established as recommended practices to consider with existing agency policy and procedure to ensure the most swift and accurate handling of every incident involving the release of dangerous gases or hazardous liquids.

All information should be simultaneously entered, as it is obtained by the telecommunicator, into an electronic format (when available) that will feed/populate any directed messages which will be sent to emergency responders in conjunction with on-air broadcasts.

Location:

Request exact location of the incident (structure addresses, street names, intersections, directional identifiers, mile posts, etc.) and obtain callback and contact information.

Determine Exactly What Has Happened:

Common signs of a pipeline leak are contained in Table 1 below. If any of these conditions are reported, THIS IS A PIPELINE EMERGENCY.

**TABLE 1
Common Indications of a Pipeline Leak**

Condition	Natural Gas (lighter than air)	LPG & HVL (heavier than air)	Liquids
An odor like rotten eggs or a burnt match	X	X	
A loud roaring sound like a jet engine	X	X	
A white vapor cloud that may look like smoke		X	
A hissing or whistling noise	X	X	
The pooling of liquid on the ground			X
An odor like petroleum liquids or gasoline		X	X
Fire coming out of or on top of the ground	X	X	
Dirt blowing from a hole in the ground	X	X	
Bubbling in pools of water on the ground	X	X	
A sheen on the surface of water		X	X
An area of frozen ground in the summer	X	X	
An unusual area of melted snow in the winter	X	X	
An area of dead vegetation	X	X	X

Signs Of A Pipeline Release

SIGHT*

- Liquid on the ground
- Rainbow sheen on water
- Dead vegetation in an otherwise green area
- Dirt blowing into the air
- White vapor cloud
- Frozen area on ground

*Signs vary based upon product

SMELL

- Odors such as gas or oil
- Natural gas is colorless and odorless
 - Unless Mercaptan has been added (*rotten egg odor*)

OTHER - NEAR PIPELINE OPERATIONS

- Burning eyes, nose or throat
- Nausea

SOUND

- A hissing or roaring sound

What To Do If A Leak Occurs

- Evacuate immediately upwind
- Eliminate ignition sources
- Advise others to stay away
- **CALL 911** and the pipeline company – number on warning marker
 - Call collect if necessary
- Make calls from safe distance – not “hot zone”
- Give details to pipeline operator:
 - Your name
 - Your phone number
 - Leak location
 - Product activity
 - Extent of damage
- DO NOT drive into leak or vapor cloud
- DO NOT make contact with liquid or vapor
- DO NOT operate pipeline valves (*unless directed by pipeline operator*):
 - Valve may be automatically shut by control center
 - Valve may have integrated shut-down device
 - Valve may be operated by qualified pipeline personnel only, unless specified otherwise
- Ignition sources may vary – a partial list includes:
 - Static electricity
 - Metal-to-metal contact
 - Pilot lights
 - Matches/smoking
 - Sparks from telephone
 - Electric switches
 - Electric motors
 - Overhead wires
 - Internal combustion engines
 - Garage door openers
 - Firearms
 - Photo equipment
 - Remote car alarms/door locks
 - High torque starters – diesel engines
 - Communication devices

Pipeline Emergency

Call Gas Control Or Pipeline Control Center

Use **Pipeline Emergency Response Planning**

Information Manual for contact information

Phone number on warning markers

Use state One-Call System, if applicable

Control Center Needs To Know

Your name & title in your organization

Call back phone number – primary, alternate

Establish a meeting place

Be very specific on the location (**use GPS**)

Provide City, County and State

Injuries, Deaths, Or Property Damage

Have any known injuries occurred?

Have any known deaths occurred?

Has any severe property damage occurred?

Traffic & Crowd Control

Secure leak site for reasonable distance

Work with company to determine safety zone

No traffic allowed through any hot zone

Move sightseers and media away

Eliminate ignition sources

Fire

Is the leak area on fire?

Has anything else caught on fire besides the leak?

Evacuations

Primary responsibility of emergency agency

Consult with pipeline/gas company

Fire Management

Natural Gas – DO NOT put out until supply stopped

Liquid Petroleum – water is NOT recommended;

foam IS recommended

Use dry chemical, vaporizing liquids, carbon dioxide

Ignition Sources

Static electricity (*nylon windbreaker*)

Metal-to-metal contact

Pilot lights, matches & smoking, sparks from phone

Electric switches & motors

Overhead wires

Internal combustion engines

Garage door openers, car alarms & door locks

Firearms

Photo equipment

High torque starters – diesel engines

Communication devices – not intrinsically safe

Pipeline safety regulations use the concept of "High Consequence Areas" (HCAs), to identify specific locales and areas where a release could have the most significant adverse consequences. Once identified, operators are required to devote additional focus, efforts, and analysis in HCAs to ensure the integrity of pipelines.

Releases from pipelines can adversely affect human health and safety, cause environmental degradation, and damage personal or commercial property. Consequences of inadvertent releases from pipelines can vary greatly, depending on where the release occurs, and the commodity involved in the release.

What criteria define HCAs for pipelines?

Because potential consequences of natural gas and hazardous liquid pipeline releases differ, criteria for HCAs also differ. HCAs for natural gas transmission pipelines focus solely on populated areas. (Environmental and ecological consequences are usually minimal for releases involving natural gas.) Identification of HCAs for hazardous liquid pipelines focuses on populated areas, drinking water sources, and unusually sensitive ecological resources.

HCAs for hazardous liquid pipelines:

- Populated areas include both high population areas (called "urbanized areas" by the U.S. Census Bureau) and other populated areas (areas referred to by the Census Bureau as a "designated place").
- Drinking water sources include those supplied by surface water or wells and where a secondary source of water supply is not available. The land

area in which spilled hazardous liquid could affect the water supply is also treated as an HCA.

- Unusually sensitive ecological areas include locations where critically imperiled species can be found, areas where multiple examples of federally listed threatened and endangered species are found, and areas where migratory water birds concentrate.

HCAs for natural gas transmission pipelines:

- An equation has been developed based on research and experience that estimates the distance from a potential explosion at which death, injury or significant property damage could occur. This distance is known as the "potential impact radius" (or PIR), and is used to depict potential impact circles.
- Operators must calculate the potential impact radius for all points along their pipelines and evaluate corresponding impact circles to identify what population is contained within each circle.
- Potential impact circles that contain 20 or more structures intended for human occupancy; buildings housing populations of limited mobility; buildings that would be hard to evacuate. (Examples are nursing homes, schools); or buildings and outside areas occupied by more than 20 persons on a specified minimum number of days each year, are defined as HCA's.

* <https://primis.phmsa.dot.gov/comm/FactSheets/FSHCA.htm>

Identified Sites*

Owners and companies of gas transmission pipelines are regulated by the US Department of Transportation (DOT). According to integrity management regulations, gas pipeline companies are required to accept the assistance of local public safety officials in identifying certain types of sites or facilities adjacent to the pipeline which meets the following criteria:

- A small, well-defined outside area that is occupied by twenty or more persons on at least 50 days in any twelve-month period (the days need not be consecutive). Examples of such an area are playgrounds, parks, swimming pools, sports fields, and campgrounds.
- A building that is occupied by 20 or more persons on at least 5 days a week for 10 weeks in any 12 month period (the days and weeks need not be consecutive). Examples included in the definition are: religious facilities, office buildings, community centers, general stores, 4-H facilities, and roller rinks.
- A facility that is occupied by persons who are confined, are of impaired mobility, or would be difficult to evacuate. Examples of such a facility are hospitals, schools, elder care, assisted living/nursing facilities, prisons and child daycares.

Identified Site Registry

Pipeline operators need your help keeping people and property safe.

Identified Sites - locations where many people occupy an area near a pipeline asset or facility. These are places where people may gather from time to time for a variety of reasons.

Some of these sites are very difficult for companies to obtain without help from those with local knowledge of the area.

Please use the following website to gain secure access, so you can assist in identifying sites where people congregate in your community:

my.spatialobjects.com/admin/register/ISR

Pipeline operators are required by law to work with public officials who have safety or emergency response, or planning responsibilities that can provide quality information regarding identified sites.



In 1999, the Department of Transportation sponsored the Common Ground Study. The purpose of the Common Ground Study was to identify and validate existing best practices performed in connection with preventing damage to underground facilities. The collected best practices are intended to be shared among stakeholders involved with and dependent upon the safe and reliable operation, maintenance, construction, and protection of underground facilities. The best practices contain validated experiences gained that can be further examined and evaluated for possible consideration and incorporation into state and private stakeholder underground facility damage prevention programs.

The current Best Practices Field Manual is divided into nine chapters that provide a collection of current damage prevention best practices. The nine chapters include:

1. Planning & Design Best Practices
2. One Call Center Best Practices
3. Location & Marking Best Practices
4. Excavation Best Practices
5. Mapping Best Practices
6. Compliance Best Practices
7. Public Education Best Practices
8. Reporting & Evaluation Best Practices
9. Miscellaneous Practices

To view the latest version of the Best Practices please visit www.commongroundalliance.com



Pipelines In Our Community

According to National Transportation Safety Board statistics pipelines are the safest and most efficient means of transporting natural gas and petroleum products, which are used to supply roughly two-thirds of the energy we use. These pipelines transport trillions of cubic feet of natural gas and hundreds of billions of ton/miles of liquid petroleum products in the United States each year.

This system is comprised of three types of pipelines: transmission, distribution and gathering. The approximately 519,000 miles of transmission pipeline* transport products, including natural gas and petroleum products, across the country and to storage facilities. Compressor stations and pumping stations are located along transmission and gathering pipeline routes and help push these products through the line.

Approximately 2.2 million miles of distribution pipeline* is used to deliver natural gas to most homes and businesses through underground main and utility service lines. Onshore gathering lines are pipelines that transport gas from a current production operation facility to a transmission line or main. Production operations are piping and equipment used in production and preparation for transportation or delivery of hydrocarbon gas and/or liquids.

*mileage according to the Pipeline Hazardous Materials Safety Administration (PHMSA).



**Know what's below.
Call before you dig.**

Training Center

Supplemental training available for agencies and personnel that are unable to attend:

- Train as your schedule allows
- Download resources including pipeline operator specific information
 - Sponsoring pipeline operator contact information
 - Product(s) transported
- Submit Agency Capabilities Survey
- Receive Certificate of Completion

Visit <https://trainingcenter.pdigm.com/> to register for training



Damage Prevention Programs

Pursuant to 49 CFR Parts 192.614 (c)(2)(i) and 195.442 (c)(2)(i) pipeline operators must communicate their Damage Prevention Program's "existence and purpose" to the public in the vicinity of the pipeline and persons who normally engage in excavation activities in the area in which the pipeline is located.

State and federally regulated pipeline companies maintain Damage Prevention Programs. The purpose of which is to prevent damage to pipelines and facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, backfilling, or by any other digging activity.

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.

The markers display:

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

MARKER INFORMATION

- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth (*never assume pipeline depth*)
- DOES NOT indicate pipeline pressure



Call Before You Dig

Statistics indicate that damage from excavation related activities is a leading cause of pipeline accidents. If you are a homeowner, farmer, excavator, or developer, we need your help in preventing pipeline emergencies.

1. Call your state's One-Call center before excavation begins - regulatory mandate as state law requires.
2. Wait the required amount of time.
3. A trained technician will mark the location of the pipeline and other utilities (private lines are not marked).
4. Respect the marks.
5. Dig with care.

National One-Call Dialing Number:



Know what's below.
Call before you dig.

For More Details Visit: www.call811.com

American Public Works Association (APWA) Uniform Color Code

	WHITE - Proposed Excavation
	PINK - Temporary Survey Markings
	RED - Electric Power Lines, Cables, Conduit and Lighting Cables
	YELLOW - Gas, Oil, Steam, Petroleum or Gaseous Materials
	ORANGE - Communication, Alarm or Signal Lines, Cables or Conduit
	BLUE - Potable Water
	PURPLE - Reclaimed Water, Irrigation and Slurry Lines
	GREEN - Sewers and Drain Lines

OSHA General Duty Clause

Section 5(a)(1) of the Occupational Safety and Health Act (OSHA) of 1970, employers are required to provide their employees with a place of employment that "is free from recognizable hazards that are causing or likely to cause death or serious harm to employees."

<https://www.osha.gov/laws-regs/oshact/section5-duties>

Product Characteristics

PRODUCT	LEAK TYPE	VAPORS
HIGHLY VOLATILE LIQUIDS [SUCH AS: BUTANE, PROPANE, ETHANE, PROPYLENE, AND NATURAL GAS LIQUIDS (NGL)]	Gas	Initially heavier than air, spread along ground and may travel to source of ignition and flash back. Product is colorless, tasteless and odorless.
HEALTH HAZARDS	Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite. Fire may produce irritating and/or toxic gases.	

PRODUCT	LEAK TYPE	VAPORS
NATURAL GAS	Gas	Lighter than air and will generally rise and dissipate. May gather in a confined space and travel to a source of ignition.
HEALTH HAZARDS	Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite.	

PRODUCT	LEAK TYPE	VAPORS
HAZARDOUS LIQUIDS [SUCH AS: CRUDE OIL, DIESEL FUEL, JET FUEL, GASOLINE, AND OTHER REFINED PRODUCTS]	Liquid	Initially heavier than air and spread along ground and collect in low or confined areas. Vapors may travel to source of ignition and flash back. Explosion hazards indoors, outdoors or in sewers.
HEALTH HAZARDS	Inhalation or contact with material may irritate or burn skin and eyes. Fire may produce irritating, corrosive and/or toxic gases. Vapors may cause dizziness or suffocation. Runoff from fire control or dilution water may cause pollution.	

EXCAVATOR RESPONSIBILITIES:

- ☐ Call Before You Dig - It's the Law!
- ☐ Wait the required time for the markings!
(state specific time – check your local One Call Law)
- ☐ Tolerance Zones – May vary by state and/or company!
- ☐ Respect the marks!
- ☐ Dig with care!

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



- ☐ White Lining (Pre-marking)
 - ☐ One Call Facility Request
 - ☐ One Call Access
 - ☐ Locate Reference Number
-
- ☐ Separate Locate Request
 - ☐ Pre-excavation Meeting
 - ☐ Facility Relocations
 - ☐ One Call Reference Number at Site
 - ☐ Contact Names and Numbers
 - ☐ Positive Response
 - ☐ Facility Owner/Operator Failure to Respond
 - ☐ Locate Verification
 - ☐ Work Site Review with Company Personnel
 - ☐ Documentation of Marks
 - ☐ Facility Avoidance
 - ☐ Marking Preservation
 - ☐ Excavation Observer
 - ☐ Excavation Tolerance Zone
 - ☐ Excavation within the Tolerance Zone
 - ☐ Vacuum Excavation
 - ☐ Mismarked Facilities
 - ☐ Exposed Facility Protection
 - ☐ Locate Request Updates
 - ☐ Facility Damage Notification
 - ☐ Notification of Emergency Personnel
 - ☐ Emergency Coordination with Adjacent Facilities
 - ☐ Emergency Excavation
 - ☐ Backfilling
 - ☐ As-built Documentation
 - ☐ Trenchless Excavation
 - ☐ No Charge for Providing Underground Facility Locations
 - ☐ Federal and State Regulations



Pipeline Damage Reporting Law As Of 2007

H.R. 2958 Emergency Alert Requirements

Any person, including a government employee or contractor, who while engaged in the demolition, excavation, tunneling, or construction in the vicinity of a pipeline facility;

- A. Becomes aware of damage to the pipeline facility that may endanger life or cause serious bodily harm or damage to property; or
- B. Damages the pipeline facility in a manner that may endanger life or cause serious bodily harm or damage to property, shall promptly report the damage to the operator of the facility and to other appropriate authorities.

Websites:

Call Before You Clear

www.callbeforeyouclear.com

Association of Public-Safety Communications Officials - International (APCO)

www.apcointl.org/

Common Ground Alliance

www.commongroundalliance.com

Federal Emergency Management Agency

www.fema.gov

Federal Office of Pipeline Safety

www.phmsa.dot.gov

National One-Call Dialing Number: 811

www.call811.com

Government Emergency Telecommunications

www.dhs.gov/government-emergency-telecommunications-service-gets

Infrastructure Protection – NIPC

www.dhs.gov/national-infrastructure-protection-plan

National Emergency Number Association

<https://www.nena.org/?>

National Fire Protection Association (NFPA)

www.nfpa.org

National Pipeline Mapping System

www.npms.phmsa.dot.gov

National Response Center

<https://www.epa.gov/emergency-response/national-response-center> or 800-424-8802

Paradigm Liaison Services, LLC

www.pdigm.com

United States Environmental Protection Agency (EPA)

www.epa.gov/cameo

Wireless Information System for Emergency Responders (WISER)

<https://wiser.nlm.nih.gov/>

FOR MORE INFORMATION ON THE NASFM PIPELINE EMERGENCIES PROGRAM

www.pipelineemergencies.com

FOR EMERGENCY RESPONSE INFORMATION, REFER TO DOT GUIDEBOOK.

FOR COPIES: (202) 366-4900

www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg



Register for access to
Training Center
Code: CORE or EX



Register for access
to the Emergency
Response Portal



Paradigm is public awareness. We provide public awareness and damage prevention compliance services to assist with the regulatory requirements of 49 CFR 192 and 195, as well as API RP 1162. Since 2001, the oil and gas industry has worked with Paradigm to fulfill public education and community awareness requirements.

Our history of implementing public awareness programs and compliance services pre-dates API RP 1162. Most of the pipeline industry's large, mid-sized and small operators, as well as many local distribution companies utilize Paradigm's compliance services.

In serving our clients, Paradigm performs full-scope compliance programs from audience identification through effectiveness measurement. In addition, we offer consulting services for plan evaluation and continuous improvement. At the completion of each compliance program, we provide structured documentation which precisely records all elements of the program's implementation to assist with audits.

Paradigm leads the way in industry service. Pipeline operators and local distribution companies trust in Paradigm to implement their public awareness and damage prevention programs. Each year we:

- Distribute 25 million pipeline safety communications
- Compile and analyze roughly 250,000 stakeholder response surveys
- Facilitate over 1,200 liaison programs
- Implement approximately 1,000 public awareness compliance programs
- Provide audit support and assistance with over 50 public awareness audits

Contact Paradigm for more information regarding custom public awareness solutions.

Contact us:

Paradigm Liaison Services, LLC
PO Box 9123
Wichita, KS 67277
(877) 477-1162
Fax: (888) 417-0818
www.pdigm.com



HSEEP
Homeland Security Exercise
and Evaluation Program

EMERGENCY CONTACT LIST

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
Black Bear Transmission LLC.....	1-844-940-3077
Boardwalk Ethane Pipeline Company, LLC.....	1-866-506-7160
Boardwalk Louisiana Gas Transmission, LLC.....	1-800-850-0051
Boardwalk Louisiana Midstream, LLC.....	1-866-574-4483
Boardwalk Petrochemical Pipeline, LLC.....	1-844-337-8234
Bobcat Gas Storage / (Operated by Enbridge).....	1-800-231-7794
Buckeye Development & Logistics	1-866-514-8380
Cadeville Gas Storage	1-888-572-7967
Calcasieu Refining Company.....	1-337-478-2130
Calumet Shreveport Fuels, LLC	1-318-294-0990
Calumet Specialty Products.....	1-318-832-4236
Cameron Interstate Pipeline	1-866-279-6094
Cheniere Energy Inc.....	1-877-375-5002
Chevron Pipe Line Company / Whitecap Pipe Line Co., LLC	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
Collins Pipeline Company.....	1-855-887-9768
Comstock Oil & Gas	1-800-929-4884
Crescent Midstream, LLC.....	1-833-531-1942
DCP Operating Company, LP	1-800-435-1679
Delek Logistics Partners, LP	1-800-344-5325
Denbury Inc.	1-888-651-7647
Delta Utilities.....	1-833-335-8299
or	1-800-648-7411
Diversified Gas & Oil Corporation	1-877-711-1138
Dow Pipeline Company.....	1-800-223-4412
or	1-888-278-3413
DTM Louisiana Gathering, LLC	1-877-697-2028
Egan Hub.....	1-800-231-7794
Empire Midstream LLC.....	1-844-252-9894
Enable Gas Transmission/ Pine Pipeline.....	1-800-474-1954
Enable Mississippi River Transmission	1-800-325-4005
Enbridge Offshore (Gas Gathering), LLC.....	1-877-548-1800
Energy Transfer Crude Oil.....	1-800-753-5531
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
or	1-800-753-5531
or	1-800-839-7473
or	1-800-786-7440
EnLink Midstream.....	1-866-394-9839
Enterprise Products Operating LLC	1-888-883-6308
ExxonMobil Pipeline Company.....	1-800-537-5200
Florida Gas Transmission Company	1-800-238-5066
FP Balboa LA Midstream, LLC.....	1-844-509-5768
Genesis Energy, L.P.....	1-800-806-5463
Gillis Hub Pipeline.....	1-866-279-6094

EMERGENCY CONTACT LIST

GOM Shelf, LLC	1-337-415-1040
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
Intercontinental Terminals Company (Ext 12)	1-225-389-0170
or	1-225-334-9379
or	1-225-387-5351
KinderHawk Field Services LLC	1-866-775-5784
Kinder Morgan Energy Partners, LP (Cypress Pipeline)	1-800-265-6000
Kinetica Partners LLC	1-855-395-3958
KM Louisiana Pipeline	1-800-733-2490
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
M6 Midstream LLC	1-888-650-8099
Mardi Gras Midstream LLC	1-601-549-3484
or	1-866-240-4431
Matador Production Company	1-972-371-5200
Midcontinent Express Pipeline	1-800-733-2490
Mid-Valley Pipeline Company	1-800-753-5531
MOEM Pipeline, L.L.C.	1-855-887-9768
Momentum Midstream	1-888-650-8099
Natural Gas Pipeline Company of America	1-800-733-2490
Nadel & Gussman	1-316-255-8616
NGL Crude Terminals LLC	1-888-529-5558
Nustar Pipeline Operating Partnership L.P.	1-800-759-0033
Olin Chlor Alkali Products (Chemtrec)	1-800-424-9300
Olin Chlor Alkali Products (St. Gabriel Control Room)	1-225-642-1835
Olin Chlor Alkali Products (Plaquemine Control Room)	1-225-692-8766
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 Prairie Energy Center, LLC	1-337-599-2196
Pipeline Technology	1-888-650-4443
Placid Midstream LLC - Bourre' Pipeline	1-225-387-0278
Placid Pipeline Company LLC	1-225-387-0278
Rosefield Operating, LLC	1-409-948-3407
Saber Midstream	1-800-846-5265
Sasol	1-337-494-5301
Sea Robin Pipeline Company	1-800-225-3913
Sentinel Midstream Operating, LLC	1-888-303-3460
Shell Pipeline Company LP	1-800-922-3459
South Coast Gas Co., Inc.	1-985-537-5281
Southeast Supply Header	1-866-977-7374
Southern Natural Gas	1-800-252-5960
Stabilis LNG Port Allen, LLC	1-225-478-8636
Stingray Pipeline	1-800-225-3913
Talos Energy	1-713-470-0335
Targa Resources Inc. - Gas	1-800-722-7098
Targa Resources Inc. - Liquid	1-800-483-9568
Tennessee Gas Pipeline	1-800-231-2800
Terrebonne Parish Utilities	1-985-873-6750
Texas Eastern Transmission L.P. (Enbridge)	1-800-231-7794

EMERGENCY CONTACT LIST

Texas Gas Transmission, LLC.....	1-800-626-1948
TG Natural Resources LLC.....	1-844-888-9549
Third Coast Midstream	1-800-926-4352
Tiger Pipeline.....	1-888-844-3735
Trunkline Gas Company.....	1-800-225-3913
Valero Partners Operating Co., LLC	1-866-423-0898
Valero Refining - Meraux LLC.....	1-504-278-5211
Valero Refining - New Orleans, L.L.C - St Charles Refinery.....	1-985-764-4696
Venice Gas Gathering.....	1-409-948-3407
Voyager Midstream.....	1-833-601-7473
Washington Parish Gas Utility District #2	1-985-839-5026
Westlake	1-800-375-4629
Westlake Petrochemicals LLC.....	1-337-583-3182
Weyerhaeuser	1-318-263-2529
Williams Gas Pipeline / Atlantic Gulf.....	1-855-945-5762
XTO Energy Inc.	1-832-625-1100

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	1-800-272-3020 or 811
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Louisiana 811
2215 West Boardwalk Drive
Baton Rouge, LA 70816

TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS				NOTIFICATIONS ACCEPTED						
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Remarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	N	N	Y	Y	N	N	Y	Y	Y	Y	Y	18"

Law Link: <http://www.louisiana811.com/index.php/dig-law>



THE TIME TO PLAN FOR A PIPELINE EMERGENCY IS BEFORE YOU NEED IT

Emergency Response Portal (ERP™) provides:

- A secure web and mobile-friendly portal to access important response-planning information for participating pipeline companies
- The opportunity to PRE-PLAN with pipeline operators in your area
- The ability to contact pipeline companies instantly if more information is needed
- Access to:
 - Participating pipeline company profiles
 - State-Level emergency response manual
 - Important contact information

