

2025 PIPELINE EMERGENCY RESPONDER QUICK REFERENCE GUIDE - PAL

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
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
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

COMPANY	EMERGENCY NUMBER
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 LP	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
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



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!

