

NEW YORK



# COORDINATED RESPONSE EXERCISE<sup>®</sup>

## Pipeline Safety Training For First Responders



## EMERGENCY RESPONSE MANUAL

Overview

Operator Profiles

Emergency Response

NENA Pipeline Emergency Operations

Signs of a Pipeline Release

High Consequence Area Identification

Pipeline Industry ER Initiatives

Pipeline Damage Reporting Law

2025

# EMERGENCY CONTACT LIST

<u>COMPANY</u>	<u>EMERGENCY NUMBER</u>
Algonquin Gas Transmission LLC .....	1-800-231-7794
Bowline Power LLC .....	1-845-786-8046
Buckeye Partners, L.P. ....	1-800-331-4115
Chesapeake Energy .....	1-888-460-0003
Corning Natural Gas Corporation .....	1-800-834-2134
DT Midstream – Bluestone Gas (Toll Free) .....	1-800-363-9541
or .....	1-313-235-1026
Eastern Gas Transmission and Storage .....	1-888-264-8240
Empire Pipeline Inc.....	1-800-444-3130
Enbridge (U.S.) Inc. ....	1-800-231-7794
Enterprise Products Operating LLC .....	1-888-883-6308
IMTT Pipeline .....	1-201-437-2200
Kiantone Pipeline Corp / United Refining Company.....	1-814-723-1201
Linde .....	1-800-926-9620
National Fuel Gas Supply Corporation .....	1-800-444-3130
New York State Electric & Gas Corporation .....	1-800-572-1121
Repsol .....	1-800-530-5392
Rochester Gas and Electric Corporation .....	1-800-743-1702
Sunoco LLC.....	1-800-786-2255
Sunoco Pipeline.....	1-800-786-7440
Texas Eastern Transmission LP .....	1-800-231-7794
Wyckoff Gas Storage Company, LLC .....	1-800-290-4572

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**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.**

<u>ONE-CALL SYSTEM</u>	<u>PHONE NUMBER</u>
UDIG NY.....	1-800-962-7962
New York 811.....	1-800-272-4480
National One-Call Referral Number.....	1-888-258-0808
National One-Call Dialing Number .....	811

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To: ALL EMERGENCY OFFICIALS  
From: Paradigm Liaison Services, LLC  
Re: Pipeline Emergency Response Planning Information

This material is provided to your department as a reference to pipelines that operate in your state in case you are called upon to respond to a pipeline emergency.

For more information on these pipeline companies, please contact each company directly. You will find contact information for each company represented throughout the material.

This information only represents the pipeline and/or gas companies who work with our organization to provide training and communication to Emergency Response agencies such as yours. There may be additional pipeline operators in your area that are not represented in this document.

For information and mapping on other Transmission Pipeline Operators please visit the National Pipeline Mapping System (NPMS) at: <https://www.npms.phmsa.dot.gov>.

For information on other Gas and Utility Operators please contact your appropriate state commission office.

Further product-specific information may be found in the US Department of Transportation (DOT) *Emergency Response Guidebook for First Responders*.

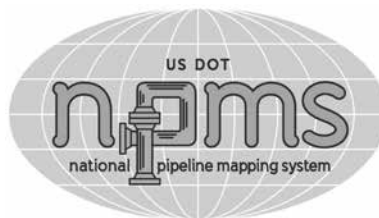
The Guidebook is available at:

<https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2024-04/ERG2024-Eng-Web-a.pdf>

# Pipeline Emergency Response **PLANNING INFORMATION**

## **ON BEHALF OF:**

Algonquin Gas Transmission LLC  
Bowline Power LLC  
Buckeye Partners, L.P.  
Chesapeake Energy  
Corning Natural Gas Corporation  
DT Midstream – Bluestone Gas  
Eastern Gas Transmission and Storage  
Empire Pipeline Inc.  
Enbridge (U.S.) Inc.  
Enterprise Products Operating LLC  
IMTT Pipeline  
Kiantone Pipeline Corp / United Refining Company  
Linde  
National Fuel Gas Supply Corporation  
New York State Electric & Gas Corporation  
Repsol  
Rochester Gas and Electric Corporation  
Sunoco, LLC  
Sunoco Pipeline  
Texas Eastern Transmission LP  
Wyckoff Gas Storage Company, LLC



Note: The enclosed information to assist in emergency response planning is delivered by Paradigm Liaison Services, LLC on behalf of the above sponsoring companies. Visit the National Pipeline Mapping System at <https://www.npms.phmsa.dot.gov> to determine additional companies operating in your area.

**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

## POTENTIAL HAZARDS

### FIRE OR EXPLOSION

- **HIGHLY FLAMMABLE: Will be easily ignited by heat, sparks or flames.**
- Vapors may form explosive mixtures with air.
- Vapors may travel to source of ignition and flash back.
- Most vapors are heavier than air. They will spread along ground and collect in low or confined areas (sewers, basements, tanks).
- Vapor explosion hazard indoors, outdoors or in sewers.
- Those substances designated with a "P" may polymerize explosively when heated or involved in a fire.
- Runoff to sewer may create fire or explosion hazard.
- Containers may explode when heated.
- Many liquids are lighter than water.
- Substance may be transported hot.
- **If molten aluminum is involved, refer to GUIDE 169.**

### HEALTH

- 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.

### PUBLIC SAFETY

- **CALL Emergency Response Telephone Number on Shipping Paper first. If Shipping Paper not available appropriate telephone numbers can be found in the Emergency Response Guidebook.**
- As an immediate precautionary measure, isolate spill or leak area for at least 50 meters (150 feet) in all directions.
- Keep unauthorized personnel away.
- Stay upwind.
- Keep out of low areas.
- Ventilate closed spaces before entering.

### PROTECTIVE CLOTHING

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.

### EVACUATION

#### Large Spill

- Consider initial downwind evacuation for at least 300 meters (1000 feet).

#### Fire

- If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.

## EMERGENCY RESPONSE

### FIRE

**CAUTION: All these products have a very low flash point: Use of water spray when fighting fire may be inefficient.**

**CAUTION: For mixtures containing alcohol or polar solvent, alcohol-resistant foam may be more effective.**

#### Small Fire

- Dry chemical, CO<sub>2</sub>, water spray or regular foam.

#### Large Fire

- Water spray, fog or regular foam.

- Use water spray or fog; do not use straight streams.
- Move containers from fire area if you can do it without risk.

#### Fire involving Tanks or Car/Trailer Loads

- Fight fire from maximum distance or use unmanned hose holders or monitor nozzles.
- Cool containers with flooding quantities of water until well after fire is out.
- Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
- ALWAYS stay away from tanks engulfed in fire.
- For massive fire, use unmanned hose holders or monitor nozzles; if this is impossible, withdraw from area and let fire burn.

### SPILL OR LEAK

- ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area).
- All equipment used when handling the product must be grounded.
- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- Prevent entry into waterways, sewers, basements or confined areas.
- A vapor suppressing foam may be used to reduce vapors.
- Absorb or cover with dry earth, sand or other non-combustible material and transfer to containers.
- Use clean non-sparking tools to collect absorbed material.

### FIRST AID

- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.
- Wash skin with soap and water.
- In case of burns, immediately cool affected skin for as long as possible with cold water. Do not remove clothing if adhering to skin.
- Keep victim warm and quiet.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

<b>PRODUCT:</b> Crude Oil <b>DOT GUIDEBOOK ID #:</b> 1267 <b>GUIDE #:</b> 128
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<b>PRODUCT:</b> Diesel Fuel <b>DOT GUIDEBOOK ID #:</b> 1202 <b>GUIDE #:</b> 128
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<b>PRODUCT:</b> Jet Fuel <b>DOT GUIDEBOOK ID #:</b> 1863 <b>GUIDE #:</b> 128
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<b>PRODUCT:</b> Gasoline <b>DOT GUIDEBOOK ID #:</b> 1203 <b>GUIDE #:</b> 128
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*Refer to the Emergency Response Guidebook for additional products not listed.*



**POTENTIAL HAZARDS**

**FIRE OR EXPLOSION**

- **EXTREMELY FLAMMABLE..**
- Will be easily ignited by heat, sparks or flames.
- Will form explosive mixtures with air.
- Vapors from liquefied gas are initially heavier than air and spread along ground.
- **CAUTION: Hydrogen (UN1049), Deuterium (UN1957), Hydrogen, refrigerated liquid (UN1966) and Methane (UN1971) are lighter than air and will rise. Hydrogen and Deuterium fires are difficult to detect since they burn with an invisible flame. Use an alternate method of detection (thermal camera, broom handle, etc.)**
- Vapors may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief devices.
- Containers may explode when heated.
- Ruptured cylinders may rocket.

**HEALTH**

- Vapors may cause dizziness or asphyxiation without warning.
- Some may be irritating 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.

- or confined areas (sewers, basements, tanks).
- Keep out of low areas.

**PROTECTIVE CLOTHING**

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.
- Always wear thermal protective clothing when handling refrigerated/cryogenic liquids.

**PUBLIC SAFETY**

- **CALL Emergency Response Telephone Number on Shipping Paper first. If Shipping Paper not available appropriate telephone numbers can be found in the Emergency Response Guidebook.**
- As an immediate precautionary measure, isolate spill or leak area for at least 100 meters (330 feet) in all directions.
- Keep unauthorized personnel away.
- Stay upwind.
- Many gases are heavier than air and will spread along ground and collect in low

**EVACUATION**

- **Large Spill**
- Consider initial downwind evacuation for at least 800 meters (1/2 mile).
- **Fire**
- If tank, rail car or tank truck is involved in a fire, ISOLATE for 1600 meters (1 mile) in all directions; also, consider initial evacuation for 1600 meters (1 mile) in all directions.

**EMERGENCY RESPONSE**

**FIRE**

- **DO NOT EXTINGUISH A LEAKING GAS FIRE UNLESS LEAK CAN BE STOPPED. CAUTION: Hydrogen (UN1049), Deuterium (UN1957) and Hydrogen, refrigerated liquid (UN1966) burn with an invisible flame. Hydrogen and Methane mixture, compressed (UN2034) may burn with an invisible flame.**
- **Small Fire**
- Dry chemical or CO2.

**Large Fire**

- Water spray or fog.
- Move containers from fire area if you can do it without risk.

**Fire involving Tanks**

- Fight fire from maximum distance or use unmanned hose holders or monitor nozzles.
- Cool containers with flooding quantities of water until well after fire is out.
- Do not direct water at source of leak or safety devices; icing may occur.
- Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
- ALWAYS stay away from tanks engulfed in fire.
- For massive fire, use unmanned hose holders or monitor nozzles; if this is impossible, withdraw from area and let fire

- Prevent spreading of vapors through sewers, ventilation systems and confined areas.
- Isolate area until gas has dispersed.
- **CAUTION: When in contact with refrigerated/cryogenic liquids, many materials become brittle and are likely to break without warning.**

**FIRST AID**

- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- Clothing frozen to the skin should be thawed before being removed.
- In case of contact with liquefied gas, thaw frosted parts with lukewarm water.
- In case of burns, immediately cool affected skin for as long as possible with cold water. Do not remove clothing if adhering to skin.
- Keep victim warm and quiet.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

**SPILL OR LEAK**

- ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area).
- All equipment used when handling the product must be grounded.
- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- If possible, turn leaking containers so that gas escapes rather than liquid.
- Use water spray to reduce vapors or divert vapor cloud drift. Avoid allowing water runoff to contact spilled material.
- Do not direct water at spill or source of leak.

<b>PRODUCT:</b> Propane		
<b>DOT GUIDEBOOK ID #:</b>	<b>GUIDE #:</b>	
1075	115	
<hr/>		
<b>PRODUCT:</b> Butane		
<b>DOT GUIDEBOOK ID #:</b>	<b>GUIDE #:</b>	
1075	115	
<hr/>		
<b>PRODUCT:</b> Ethane		
<b>DOT GUIDEBOOK ID #:</b>	<b>GUIDE #:</b>	
1035	115	
<hr/>		
<b>PRODUCT:</b> Propylene		
<b>DOT GUIDEBOOK ID #:</b>	<b>GUIDE #:</b>	
1075/1077	115	
<hr/>		
<b>PRODUCT:</b> Natural Gas Liquids		
<b>DOT GUIDEBOOK ID #:</b>	<b>GUIDE #:</b>	
1972	115	
<hr/>		
<i>Refer to the Emergency Response Guidebook for additional products not listed.</i>		

POTENTIAL HAZARDS

FIRE OR EXPLOSION

- **EXTREMELY FLAMMABLE.**
- Will be easily ignited by heat, sparks or flames.
- Will form explosive mixtures with air.
- Vapors from liquefied gas are initially heavier than air and spread along ground.
- **CAUTION: Hydrogen (UN1049), Deuterium (UN1957), Hydrogen, refrigerated liquid (UN1966) and Methane (UN1971) are lighter than air and will rise. Hydrogen and Deuterium fires are difficult to detect since they burn with an invisible flame. Use an alternate method of detection (thermal camera, broom handle, etc.)**
- Vapors may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief devices.
- Containers may explode when heated.
- Ruptured cylinders may rocket.

HEALTH

- Vapors may cause dizziness or asphyxiation without warning.
- Some may be irritating 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.

- or confined areas (sewers, basements, tanks).
- Keep out of low areas.

PROTECTIVE CLOTHING

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.
- Always wear thermal protective clothing when handling refrigerated/cryogenic liquids.

PUBLIC SAFETY

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EVACUATION

Large Spill

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Fire

- If tank, rail car or tank truck is involved in a fire, ISOLATE for 1600 meters (1 mile) in all directions; also, consider initial evacuation for 1600 meters (1 mile) in all directions.

EMERGENCY RESPONSE

FIRE

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- Dry chemical or CO2.

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- Water spray or fog.
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- ALWAYS stay away from tanks engulfed in fire.
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- Prevent spreading of vapors through sewers, ventilation systems and confined areas.
- Isolate area until gas has dispersed.
- **CAUTION: When in contact with refrigerated/cryogenic liquids, many materials become brittle and are likely to break without warning.**

FIRST AID

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- Administer oxygen if breathing is difficult.
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- Clothing frozen to the skin should be thawed before being removed.
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SPILL OR LEAK

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- All equipment used when handling the product must be grounded.
- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- If possible, turn leaking containers so that gas escapes rather than liquid.
- Use water spray to reduce vapors or divert vapor cloud drift. Avoid allowing water runoff to contact spilled material.
- Do not direct water at spill or source of leak.

DOT GUIDEBOOK ID #: 1971  
GUIDE #: 115

CHEMICAL NAMES:

- Natural Gas
- Methane
- Marsh Gas
- Well Head Gas
- Fuel Gas
- Lease Gas
- Sour Gas\*

CHEMICAL FAMILY:

Petroleum Hydrocarbon Mix: Aliphatic Hydrocarbons (Alkanes), Aromatic Hydrocarbons, Inorganic Compounds

COMPONENTS:

Methane, Iso-Hexane, Ethane, Heptanes, Propane, Hydrogen Sulfide\*, (In "Sour" Gas), Iso-Butane, Carbon, Dioxide, n-Butane, Nitrogen, Pentane Benzene, Hexane, Octanes

# 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>



This app is only available on the App Store for iOS devices.

# BOWLINE POWER LLC

## ABOUT BOWLINE POWER LLC:

Bowline Power LLC operates and maintains two (2) natural gas pipelines in your area. The pipelines supply natural gas to the Bowline Power Generation Facility located on Samsondale Avenue, in the Village of West Haverstraw. The natural gas in these pipelines is used solely by the power plant and is not sold for residential or commercial use. As such, if your home uses natural gas and you are experiencing problems with your gas piping or burning equipment, you will need to contact your natural gas provider.

One pipeline originates at Buena Vista Road in the Town of Clarkstown and the other pipeline originates at Eakman Drive in the Village of West Haverstraw. Both share the same right-of-way until terminating at the Bowline Power Generation Facility.

Bowline Power LLC is committed to improving public safety as well as the integrity of its pipelines. This benefits all our neighbors.

## PIPELINE SAFETY

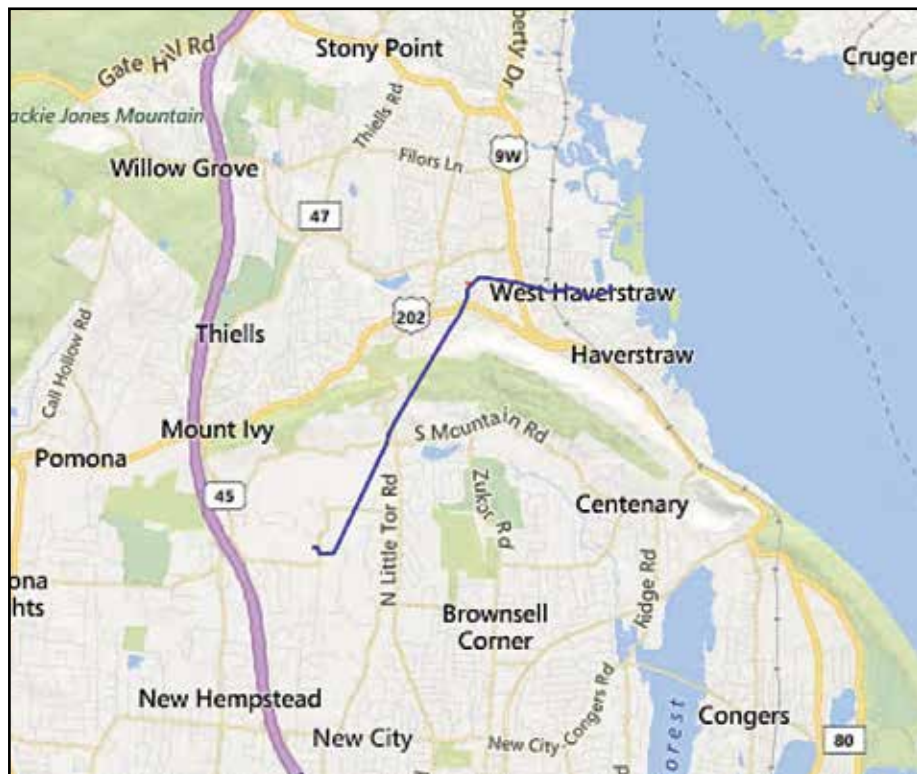
System failures occur infrequently along the nation's network of interstate natural gas pipeline facilities, and many of these are caused by damage from others digging near the pipeline. We watch for unauthorized digging, but we request your help to notify us.

**ALWAYS CALL 811 BEFORE YOU DIG!**



## PIPELINE LOCATION AND MARKERS

Pipeline markers are used to indicate the approximate location of a natural gas pipeline and to provide contact information. Markers should never be removed or relocated by anyone other than a pipeline operator.



## EMERGENCY CONTACT: 1-845-786-8046

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:		
Natural Gas	1971	115

## NEW YORK COUNTIES OF OPERATION:

Rockland

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

You can also find out where other companies' pipelines are in your area by going to the National Pipeline Mapping System website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).



## EMERGENCY RESPONSE PLANS

An Emergency Response Plan is developed to contain, control and mitigate the various types of emergency conditions/situations that could occur at our facility. For more information regarding the Bowline Power LLC emergency response plans and procedures, contact us directly.



Scan to visit our Public Awareness website!



**BUCKEYE PARTNERS**

6161 Hamilton Blvd | Allentown, PA | 18106

**Contact Information**

**Public Awareness Non-Emergency Phone Number:** (866) 432-4960  
**Public Awareness Email Address:** PublicAwareness@buckeye.com  
**Public Awareness Website:** buckeye.com/public-awareness

**ABOUT BUCKEYE PARTNERS, L.P.**

Buckeye Partners, L.P. (Buckeye) provides mid-stream energy logistics services. Buckeye owns and operates one of the nation's largest independent petroleum products common carrier pipeline networks providing refiners, wholesalers, marketers, airlines, railroads, and other commercial end-users with dependable, all-weather transportation of liquid petroleum products through over 5,000 miles of pipelines. Buckeye transports liquid petroleum products by pipeline principally in the Northeastern and upper Midwestern states. Buckeye also operates and maintains pipelines it does not own, primarily in the Gulf Coast region, under contracts with major oil and petrochemical companies. The combination of experienced and responsive professional staff, technical expertise, and modern transportation facilities has earned Buckeye a reputation for providing high-quality, safe, reliable, and efficient pipeline transportation services.

In addition to pipeline transportation services, Buckeye provides terminalling, storage, and liquid petroleum product distribution services. Buckeye owns more than 130 liquid petroleum products terminals with an aggregate storage capacity of approximately 125 million barrels, and markets liquid petroleum products in certain regions served by its pipeline and terminal operations. Buckeye's flagship marine terminal in the Bahamas, Buckeye Bahamas Hub, is one of the largest crude oil and petroleum products storage facilities in the world, serving the international markets as a premier global logistics hub.

To learn more about Buckeye, log on to [www.buckeye.com](http://www.buckeye.com). **To view the approximate location of pipelines in your area, visit the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).** For general information about pipelines, visit [www.pipeline101.com](http://www.pipeline101.com).

**COMMITMENT TO HEALTH, SAFETY, AND THE ENVIRONMENT**

Buckeye is committed to preventing hazards to the public, to the environment, and to Buckeye's facilities. Buckeye utilizes various programs to ensure the safety of its pipelines. Our control centers operate 24 hours a day, 7 days a week monitoring our pipeline leak detection system. Our Integrity Management Program consists of corrosion control, risk engineering, geographic information systems, and pipeline inspection. We also perform pipeline patrols and various other inspections. Our Public Awareness Program is designed to establish communications and provide information necessary to help the public understand that pipelines are the major transportation system for petroleum products and natural gas in the United States, how pipelines function, and the public's responsibilities to help prevent damage to pipelines. Accordingly, heightened awareness and a better understanding by the public of Buckeye's pipeline operations will supplement and enhance our current maintenance, operations, and safety policies and procedures. For more information about these programs, please visit Buckeye's website listed above or call **Buckeye's non-emergency Public Education number at 866-432-4960.**

**EMERGENCY RESPONSE:**

Since pipelines are the safest and most efficient method of transporting petroleum products, pipeline incidents are rare. Buckeye appreciates the hard work and effort of the many emergency responders that may be involved in helping us return the community to normal in the event of an incident. In an emergency, Buckeye may utilize the Incident Command System during a response to a pipeline incident. The following are examples of critical tasks would need to be considered during a pipeline release:

**EMERGENCY CONTACT:  
1-800-331-4115**

**PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:**

Diesel Fuel	1202/1993	128
Fuel Oil	1202/1993	128
Gasoline	1203	128
Jet Fuel	1223	128
Kerosene	1223	128

**NEW YORK  
COUNTIES OF OPERATION:**

Broome	Oneida
Cayuga	Onondaga
Cortland	Ontario
Erie	Oswego
Genesee	Queens
Kings	Richmond
Livingston	Seneca
Madison	Tioga
Monroe	Tompkins
Nassau	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

- Public Safety / Evacuation
- Responder Safety
- Traffic Control
- Vapor Suppression
- Site Security
- Firefighting
- Product Containment

Federal regulations require specific qualifications to operate pipeline equipment; therefore, Buckeye employees will perform these duties. DO NOT attempt to operate any pipeline equipment, such as valves, because doing so could make the situation worse.

Additional information on how to respond to incidents involving pipelines is available by contacting Buckeye or by obtaining training materials from the National Association of State Fire Marshals' sponsored Pipeline Emergencies Program. This training can be found at <https://nasfm-training.org/pipeline/>.

**BUCKEYE'S RESPONSE IN AN EMERGENCY**

Buckeye is engaged in constant activity to maintain safe pipeline operations. In the event of a pipeline release, Buckeye will take the following steps to ensure public safety and protect the environment:

- Shut down the pipeline
- Close valves to isolate the problem
- Identify hazardous areas
- Dispatch personnel to the scene
- Excavate and repair the damaged pipeline
- Work with emergency responders and the public in the affected area.

Buckeye's emergency response plan is available upon request.



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

**ACTIVITY ON THE RIGHT OF WAY**

**Always be sure to contact 811 before any digging activities occur.** Accidental damage caused by excavation, construction, farming activities, and homeowner projects is one of the greatest threats to pipeline safety. For more information on safe digging, see [www.call811.com](http://www.call811.com). If you hit a pipeline, you must report it to the pipeline operator. Even if damage looks

minor or nonexistent, it is critical that the operator inspects the pipeline. A minor scratch, scrape, gouge, or dent to the pipeline or coating has the potential to cause a safety issue in the future. Also, if you see suspicious activity on or near the pipeline right of way, immediately notify your local law enforcement agency. Lastly, if you see power lines down on or near Buckeye's pipeline right of way, immediately call Buckeye's emergency number listed on this page. Electricity discharging to the ground can damage buried pipelines.





# CHESAPEAKE ENERGY

## ABOUT NATURAL GAS AND PETROLEUM PRODUCT PIPELINES

Pipelines are the safest and most efficient method to transport natural gas and petroleum products to market. This ever-expanding infrastructure fills a vital public need by transporting natural gas and petroleum products to fuel electric generation plants, power vehicles and increase U.S. energy security. Natural gas and petroleum drilling and production operations in New York generate millions of dollars in revenue and taxable income.

To ensure maximum safety, natural gas and petroleum product pipelines are regulated at both the federal and state level by a number of agencies including the Pipeline and Hazardous Materials Safety Administration (PHMSA) of the U.S. Department of Transportation (USDOT) and the New York Public Service Commission.

## PIPELINE SAFETY

Pipelines have a proven safety record with more than 2 million miles of natural gas and petroleum product pipelines in the U.S. Chesapeake Energy Corporation meets or exceeds regulatory safety requirements, in many cases designing, installing and maintaining our pipelines to more stringent standards than required by the federal or state governments.

After the pipelines have been installed, we conduct periodic ground or aerial inspections of our pipeline rights-of-way, narrow strips of land leased and reserved for the pipeline, to locate leaks, encroachments, excavation activities or other unusual threats. We also routinely monitor for corrosion

and other abnormalities using internal methods and external tools. In addition, we identify our pipelines with prominent markers along rights-of-way and at all road crossings. These important safety signs display the product being transported along with our name and 24-hour emergency number, 888-460-0003. Markers are NOT, however, intended to show the exact location, depth or number of pipelines located within the right-of-way.

Before any activity involving excavation or earth movement takes place, New York law requires the excavator to call 811 or the New York one-call hotline at 800-962-7962 at least 48 hours prior to digging.

If while digging you strike a Chesapeake pipeline or facility, you should stop immediately and contact the Chesapeake Operations Center at 888-460-0003. It is extremely important that we inspect the pipeline for potential damage. Even minor or undetected scratches, scrapes, gouges, dents or creases to the pipeline or its coating could result in future safety problems.

## HOW TO RECOGNIZE A GAS PIPELINE LEAK

Although pipeline leaks are uncommon, it is important to be able to recognize the proper warning signs.

### You should look for:

- Dirt being blown or appearing to be thrown into the air
- Water bubbling or being blown into the air at a pond, creek, river or other area

*Continued on next page*

### EMERGENCY CONTACT: 1-888-460-0003

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:		
Natural Gas	1971	115

### NEW YORK COUNTIES OF OPERATION:

Chemung                      Steuben

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*



■ Counties with Regulated Pipeline  
 ■ Counties with Non-Regulated Pipeline



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

**NEW YORK ONE CALL:  
digsafelynewyork.com  
800-962-7962**





- Fire coming from the ground or appearing to burn above it
- Dead or dying vegetation on or near a right-of-way in an otherwise green area
- An abnormal dry or frozen spot on a right-of-way

You can also detect a natural gas leak by listening for a roaring, blowing or hissing sound or the presence of an unusual gas or petroleum odor.

**If you suspect a gas pipeline leak, you should:**

- Turn off and abandon any motorized equipment you may be operating.
- Evacuate the area quickly and cautiously.
- Move to higher ground and upwind if possible.
- Warn others nearby to clear the area.
- Call your local fire or police department or 911 and the pipeline operator once you have reached a safe location. Chesapeake's Operation Center is available 24 hours a day, seven days a week at 888-460-0003.
- **DO NOT** use open flames or anything that could ignite a spark (cell phones, flashlights, motor vehicles, tools, etc.).
- **DO NOT** attempt to operate pipeline valves. Wait for a trained technician.

**EMERGENCY RESPONSE**

Though rare, pipeline failures can occur. Hazards associated with pipeline failure include line rupture, fire, blowing gas, explosion and, if gas is present in a confined space, possible asphyxiation.

Chesapeake has an established emergency response plan and our pipeline technicians are prepared to handle emergencies should one arise. We work closely with local emergency responders to provide education about our pipeline operations and how to respond in the unlikely event of an emergency.

**In the event of a pipeline emergency, our personnel will respond immediately and:**

- Locate the site of the emergency and stop or reduce gas flow to the area.
- Work with the appropriate public safety officials.
- Repair the facility and restore service to affected customers as soon as possible.
- Fully investigate the cause of the incident.

**ABOUT CHESAPEAKE**

Chesapeake's operations are focused on discovering and developing its large and geographically diverse resource base of unconventional oil and natural gas assets onshore in the United States. The company's focus on financial discipline and profitable and efficient growth from captured resources includes balancing capital expenditures with cash flow from operations, reducing operational risk and complexity, promoting a culture of safety and integrity, and being a great business. Chesapeake has leading positions in top U.S. oil and natural gas plays from South Texas to Pennsylvania.

Chesapeake operates approximately 51 miles of gas gathering pipelines in New York, 6.5 miles of which are federally regulated. These low pressure pipelines range in diameter from 2" to 6" and have associated valve sites, compressor stations and delivery stations.

**CHESAPEAKE**  
ENERGY

**24-HOUR EMERGENCY  
PHONE NUMBER:**

Chesapeake Operations Center  
**888-460-0003**

**NEW YORK ONE CALL:  
digsafelynewyork.com  
800-962-7962**

**WARNING**  
**GAS**  
**PIPELINE**  
**IN CASE OF EMERGENCY**  
**CALL:**  
**1-888-460-0003**  
**CHESAPEAKE**  
ENERGY

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**  
Natural Gas 1971 115

Chesapeake Energy Corporation  
P.O. Box 18496  
Oklahoma City, OK 73154-0496



330 West William Street  
 Corning, NY 14830  
 Phone: (800) 834-2134  
 Website: www.corninggas.com



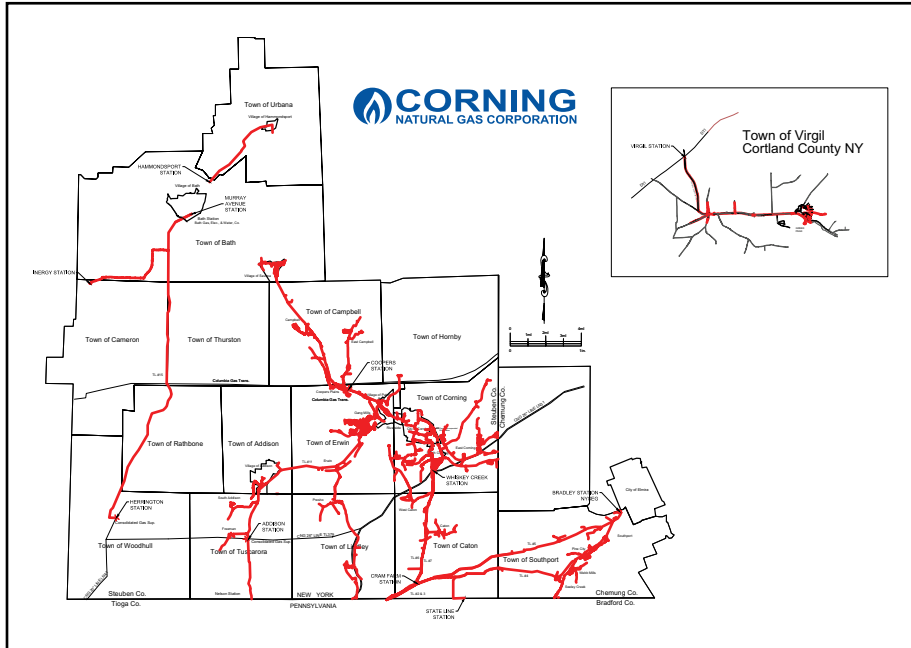
Corning Natural Gas Corporation is a local gas distribution company that provides natural gas, transportation, storage and other unbundled energy services. Our service territory, encompassing an area of about 700 square miles, is located in the Finger Lakes area of the Southern Tier of New York State, serving 21 municipalities with 432 miles of pipeline through 15,000 meters. The company provides gas delivery services to NYSEG in Elmira N.Y., the town of Virgil N.Y. and to the village of Bath N.Y.

The mission of Corning Natural Gas Corporation is to maximize customer satisfaction by providing competitively priced energy services safely, reliably and efficiently.

Our actions are guided by the following principles:

- That each customer is a valued and respected individual
- That the safety of our customers, employees and the general public must always come first
- That we provide improving value to our customers and shareholders through innovation and creativity in our jobs, our products and the services we provide
- That we take responsibility and ownership in the performance of our duties
- That we create a culture to stimulate excellence by all employees
- That we continue to be active in our community's growth and changes

See the map below for Corning Natural Gas Corporation service territory.



**EMERGENCY CONTACT:**  
**1-800-834-2134**

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**

Natural Gas	1971	115
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**NEW YORK COUNTIES OF OPERATION:**

Chemung                      Steuben  
 Cortland

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*





**AN IMPORTANT MESSAGE ABOUT DT MIDSTREAM NATURAL GAS PIPELINES**

DT Midstream’s Bluestone Pipeline system includes 11.3 miles of natural gas transmission pipeline in the State of New York that traverses the Town of Sanford, Broome County, New York. DTM Bluestone Pipeline is committed to providing reliable, quality service to our customers – while making safety a priority.

DT Midstream diligently monitors its network of underground pipelines that carry clean burning natural gas from production to the interconnect at the Millennium pipeline. These pipelines help fuel our economy and way of life. Our trained employees inspect gas delivery systems, both by air and land, to look for evidence of a pipeline leak or damage.

Natural gas pipelines are very safe. In fact, the U.S. Department of Transportation records show that pipelines consistently have the highest safety record among all major transportation systems.

If you are among the many people who live or work near a natural gas pipeline, we need your cooperation to help ensure the safety of our pipeline system and your neighborhood. Please read the information provided so that you can become familiar with our pipelines and emergency processes. Thank you.

Sincerely,  
DT Midstream

**EMERGENCY CONTACT:**  
**1-877-697-2028**

<b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b>		
Natural Gas	1971	115

**NEW YORK COUNTIES OF OPERATION:**

Broome

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*



**GUIDELINES FOR RESPONDING TO AN EMERGENCY AT A BLUESTONE FACILITY**

DT Midstream has 11.3 miles of underground pipeline as well as above ground pipeline facilities in the state of New York. The above ground facilities consist of 1 main line valve, a pipeline receiver and valves, and 1 measurement and regulating station.

**WHAT TO DO**

- Call DT Midstream at the telephone number on our pipeline markers 1-877-697-2028.
- Cordon off the area and begin to evacuate persons a safe distance away.
- Direct traffic away from the hazardous area.
- Control or limit secondary fire damage only to property or buildings that are not part of the pipeline.
- Coordinate with DT Midstream personnel in effecting a safe return to service of our pipeline facilities.

**WHAT NOT TO DO**

- DO NOT attempt to extinguish a fire on any of our pipeline facilities unless requested to do so by DT Midstream personnel.
- DO NOT attempt to gain access to any of our fenced and locked facilities.
- DO NOT attempt to close any of our valves.
- NEVER attempt to repair any of our damaged pipeline facilities.

DT Midstream, along with your help, can minimize the hazards to persons and property resulting from a leak, fire or explosion.

**HOW TO IDENTIFY A PIPELINE**

DT Midstream has underground pipelines located in Broome County, New York. Buried pipelines are out of sight so it’s easy to forget about them. Sometimes pipelines are generally marked by above-ground markers, but sometimes they are not. DT Midstream uses these markers to indicate approximate, but not exact, locations of pipelines.

Please remember . . . before you break ground, New York law requires that you call 811 or contact DSNY at least three working days in advance to have the location of underground pipelines marked. Natural gas pipelines will be marked with yellow paint, flags or stakes. You can also contact DSNY by dialing 800-962-7962. It’s FAST, It’s Free, and it’s the LAW.



## WHAT HAPPENS IF A PIPELINE IS DAMAGED?

Damage to pipelines occurs most often when people dig near a pipeline location. Pipelines can be accidentally hit, dented, scraped or gouged. Sometimes, there may not be any apparent damage to the pipeline.

When a pipeline is damaged, the supply of natural gas could be interrupted. A damaged pipeline can leak natural gas – possibly causing fires, explosions or asphyxiation. These hazards could also be caused by:

- Extreme natural events such as floods and tornadoes
- Fire or explosion near a pipeline
- Collapsed buildings that break or damage gas pipelines
- Water main breaks that weaken roadways and pavement, damaging gas pipelines
- Under or overpressure in the gas system
- Equipment failure
- Uncontrolled escaping gas

Automated control centers monitor our gas system. Alarms are activated when any abnormalities occur in gas pressure, flow, or temperature. We quickly respond to any natural gas emergency. If your digging equipment or tools make contact with the pipeline, **stop your excavation and contact the utility company immediately.**

### Possible signs of a gas pipeline leak:

- A blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- An odor similar to the smell of rotten eggs
- Dead or discolored vegetation in an otherwise green area
- Abnormally dry or hardened soil
- Flames, if a leak has ignited

## If a pipeline leak or emergency occurs:

- Evacuate occupants from the building and/or area. Do not use any telephones (including cell phones), doorbells, light switches, pagers or any other electrical equipment.
- Avoid all open flames. Do not smoke.
- Do not start up or shut down any machinery, vehicles or equipment in or near the area.
- Keep people at a safe distance from the area.
- Upwind of a leak is the safest place to be.
- Do not attempt to stop the leak. If the gas is burning –let it burn. Do not attempt to extinguish the flame. Burning gas will not explode.
- Call DT Midstream pipeline emergency number, 1-877-697-2028 immediately from an outside phone that is a good distance away from the leak area.

## PLANNING TO EXCAVATE?

### Call 811 or contact DSNY first.

If you are planning to excavate, DT Midstream wants to remind you to dig safely through four simple steps:

- 1. Call 811 or contact DSNY.**  
It's fast. It's free. It's the law.
- 2. Wait until marks are present.**  
Allow at least three business days for DT Midstream and all other utilities to mark the lines in your designated work area.
- 3. Expose utility lines by hand-digging.**  
Before using any power equipment, carefully hand-dig where the utility lines are marked to expose them. If you are unable to locate the utility lines, please contact DT Midstream and wait for assistance.
- 4. Respect the marks.**  
Stay aware of all underground utility line locations, even if you're not working near them. And never drive heavy vehicles or store materials over marked utility lines. Remind children not to remove the flags and if a child pulls out the utility flags, do not attempt to place the flags back in the ground. Call 811 or contact DSNY to indicate the utility lines need to be marked again.



Notify DT Midstream if your digging equipment or tools contact our underground pipelines. Minor damage, such as nicks, scratches, cuts, scrapes, dents or gouges, can result in pipeline failure or a major incident in the future if not properly assessed beforehand. Contact DT Midstream before back-filling your excavation..

## FACTS ABOUT NATURAL GAS

**Natural gas is a safe fuel.** It has a very limited range of flammability. It requires the right mixture of air and natural gas before it will burn – roughly between four percent and fifteen percent natural gas. Natural gas has a very high ignition temperature, about 1100° F.

**Natural gas is naturally odorless.** Natural gas has no odor or color. In New York, DT Midstream adds a harmless chemical to give natural gas its distinctive scent. It smells kind of like rotten eggs – that helps all of us easily detect gas leaks. Please note: Not all pipelines carry odorized natural gas. Dead vegetation, blowing dirt, hissing or roaring noises are signs that a natural gas leak could be present..

**Natural gas is non-toxic and lighter than air.** In large concentrations it will displace the air in enclosed spaces and cause suffocation because of the lack of oxygen. However, it will rise and disperse if released into open air.

## CHANGES ON THE PIPELINE ROUTE

DT Midstream would like to know if there are any changes to how routes along the pipeline are being used. Changes could include new churches, schools, hospitals, day-care centers, assisted living facilities, campgrounds or other buildings and outside areas where people congregate.

You can help by alerting us to any of these identified sites or reporting any unusual activity that is near our pipeline facilities. Go to [www.dtmidstream.com](http://www.dtmidstream.com) and click on Safety/Community to report new activity.

# DT Midstream – Bluestone Gas

Please contact DT Midstream for more specific information regarding our emergency response program.

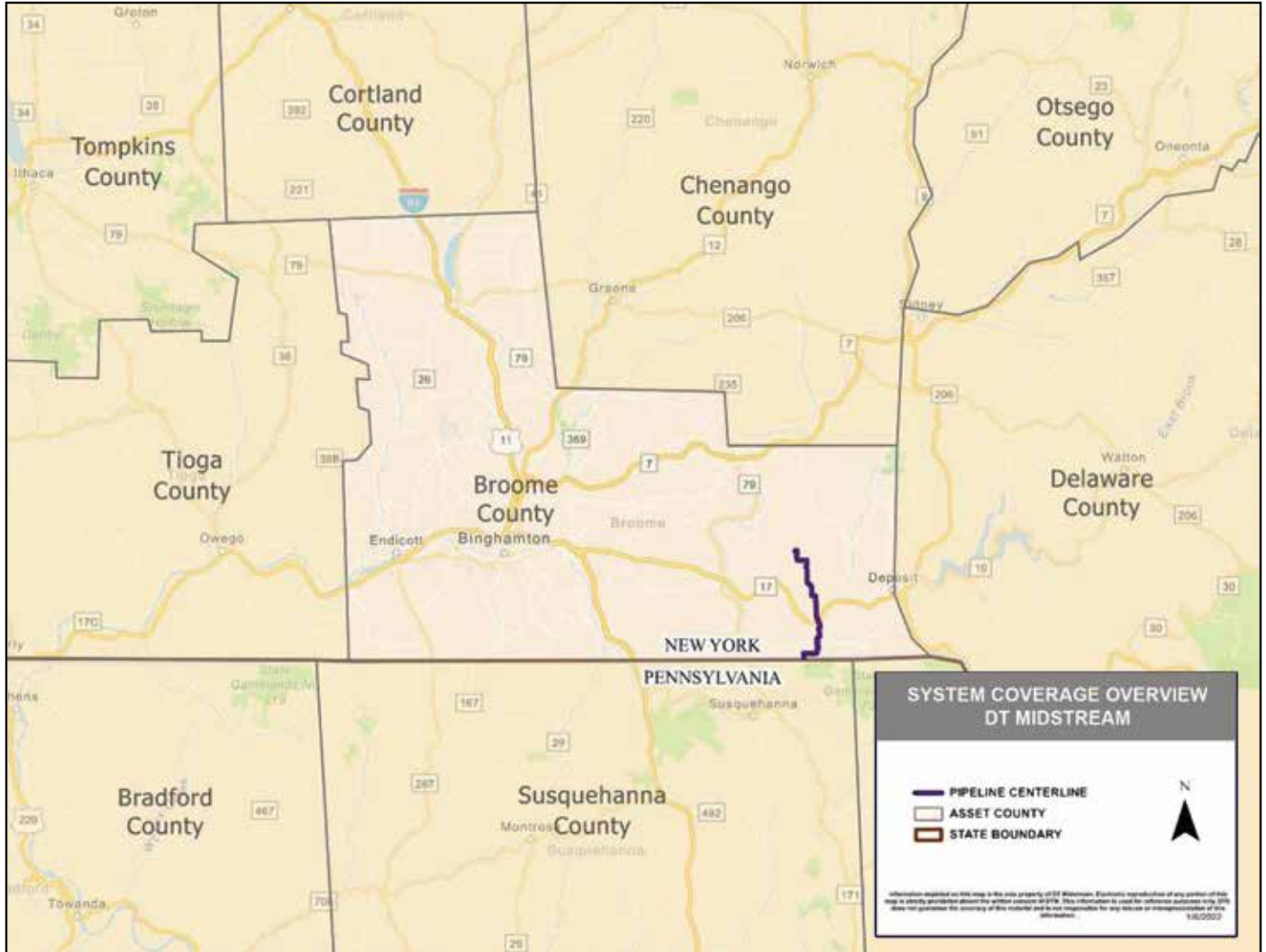
To view a list of pipeline operators in your area, visit : [nps.phmsa.dot.gov](http://nps.phmsa.dot.gov)

If you would like additional information about excavation safety and damage prevention, contact DSNY.

Thank you for taking time to read this information. Your cooperation helps to ensure the safety of our natural gas pipeline system and your neighborhood.

## CONTACT

Mike Graves  
Phone: (570) 280-3103





**PIPELINE PURPOSE, SAFETY & RELIABILITY**

Safety is more than manuals and rules. At Eastern Gas Transmission & Storage (EGTS), safety is a way of doing business. EGTS is committed to safe operations, safe facilities and safety-minded employees.

**PURPOSE**

EGTS operates assets in your area that could include natural gas pipelines, compressor stations, storage wells and other facilities. These facilities are used to deliver natural gas to local gas distribution companies and large consumers. Pipelines have proven to be one of the safest methods of transporting energy. However, they can be damaged by earth disturbance activities such as excavation, drilling, blasting, land movement and vandalism. Interference with pressurized pipelines and connected equipment by untrained persons can be very dangerous. While it is highly unlikely that these facilities will experience problems, we are providing this safety information so you will know what to do if problems occur.

**SAFETY & RELIABILITY**

The two major hazards for pipelines are third-party damage and corrosion. The EGTS system uses pipelines made of only high strength materials that meet or exceed the standards of the natural gas industry and federal regulations. Pipelines that run through populated areas use pipes with a greater wall thickness to provide an even higher level of protection.

To protect pipe, it is coated with special materials that help block corrosion. The welds that join pieces of pipe into a single long line are wrapped with a special protective material before the pipeline is placed in the ground. All EGTS pipelines are tested and inspected regularly to identify potential problems. Our operational emphasis on safety also involves regular aerial patrols and routine ground patrols for a more detailed line examination.

EGTS maintains an Integrity Management Program that embraces the U.S. Department of Transportation's goal of improving safety and raising public confidence in the natural gas industry.

To access additional information about EGTS's Integrity Management Program, please visit <https://www.bhegts.com/safety-and-environment/operational-safety/PIM> or call 681-842-3200.

**EMERGENCY COMMUNICATION & RESPONSE**

**REPORTING & COMMUNICATION**

In any emergency, accurate communication and quick cooperation between EGTS and fire or police units will be essential. When EGTS initially communicates with any emergency response units, we will indicate the facilities involved, the design and operating parameters, the nature of the product involved and the details of our response to the situation. Normally we will dispatch personnel to the area immediately. We also will establish and maintain mobile communications with the site until the emergency has been resolved.

Usually any emergency or potential emergency will be detected and reported immediately through EGTS's ongoing monitoring of its facilities. However, there may be situations when emergency units may report emergencies where our facilities are directly or indirectly involved.

If you are reporting such an emergency to EGTS, please provide all the data you can. Information about the facility, the nature of the product, the location, and the observed condition of our facilities is needed. Your information will be used to determine our initial response to the situation.

**EMERGENCY CONTACT:**

**1-888-264-8240**

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**

Natural Gas	1971	115
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**NEW YORK COUNTIES OF OPERATION:**

Albany	Oneida
Allegany	Onondaga
Cattaraugus	Ontario
Cayuga	Oswego
Chemung	Rensselaer
Cortland	Schenectady
Erie	Schuyler
Genesee	Seneca
Herkimer	Steuben
Livingston	Tompkins
Madison	Wyoming
Montgomery	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**EASTERN GAS TRANSMISSION & STORAGE EMERGENCY RESPONSE**

When EGTS gets a report of an emergency involving our facilities, we:

- Identify the type of facility and the exact location. We also gather information on injuries, if any.
- Act immediately to notify emergency response agencies and organizations in the area if necessary.
- Isolate the affected facility and take all possible steps to stop gas flow at the point of the leak.
- Designate a single company person as contact for all outside agencies and organizations.

When our personnel arrive at the scene of the problem, we ask responding emergency units to:

- Establish perimeter control around the affected area.
- Communicate and work with our designated company spokesman in responding to the situation.

**GUIDELINES FOR RESPONDING EMERGENCY UNITS**

Escaping natural gasoline presents both fire and no-fire emergency situations.

When there is a fire:

- Do not attempt to extinguish the fire unless life is in danger.
- Protect the area surrounding the fire.

When no fire is involved:

- Remove any open flame or other possible sources of ignition from the area and prohibit smoking.
- Position equipment at a safe distance and have all personnel in protective clothing.

- Control any secondary fires.
- Assist with personal injuries and coordinate evacuation, if necessary.
- Assist EGTS personnel with access to valve locations as needed.
- If appropriate, help with news media.
- Please remember that shutting off the product flow is the responsibility of Eastern Gas Transmission & Storage. Non-company personnel should never attempt to use valves and controls.

For detailed information, visit the National Pipeline Mapping System at [www.nmps.phmsa.dot.gov](http://www.nmps.phmsa.dot.gov) or contact the appropriate EGTS representatives listed below.

**EMERGENCY RESPONDER ONLINE TRAINING PORTAL**



<https://bhegts.e-smartresponders.com/>

**Five Examples of Eastern Gas Transmission Pipeline/HCA markers**



1. Vent Pipe  
 2. Linemarker and cathodic protection test station  
 3. High-consequence area entrance or exit marker (arrow on top)  
 4. HCA line-of-sight marker  
 5. HCA marker and cathodic protection test station

**COMPANY REPRESENTATIVES**

**Dale Hecox / Dan Clark**

1103 Higby Road  
 New Hartford, NY 13413  
 Office Phone: (315) 735-8793  
 Counties: Albany, Herkimer, Montgomery, Oneida, Rensselaer, Schenectady

**Terri Hilliard**

219 Ellis Hollow Creek Road  
 Ithaca, NY 14850-9619  
 Office Phone: (607) 256-8964  
 Counties: Cayuga, Cortland, Madison, Onondaga, Ontario, Oswego, Schuyler, Seneca, Tompkins

**Leigh Tomb**

5094 Route 349  
 Westfield, PA 16950  
 Office Phone: (814) 628-6077  
 Counties: Chemung, Steuben

**James Kazimer**

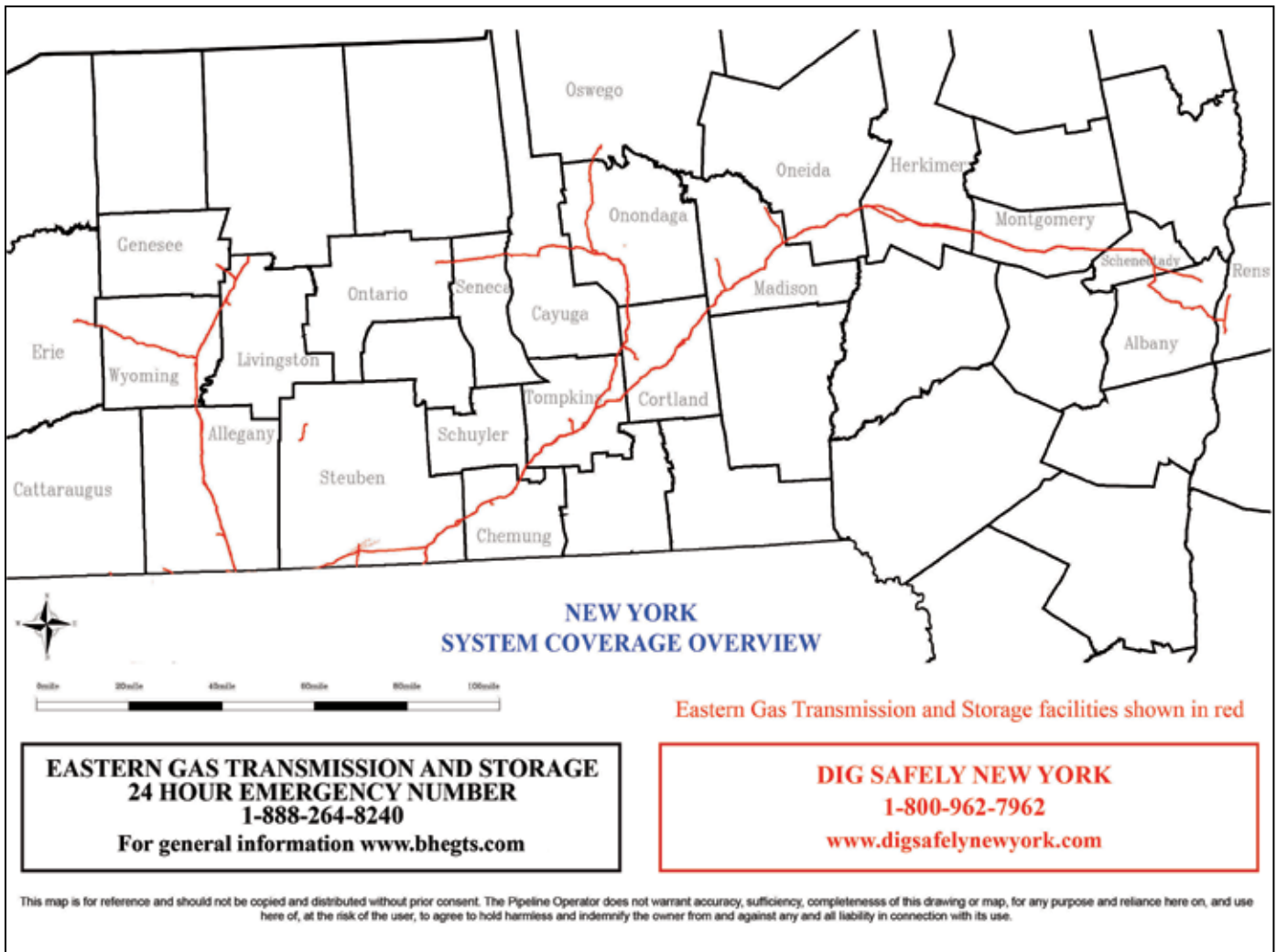
5094 Route 349  
 Westfield, PA 16950  
 Office Phone: (814) 628-6048  
 Counties: Allegany, Cattaraugus, Erie, Genesee, Livingston, Ontario, and Wyoming

Please contact the representatives listed for additional information, including that related to site-specific emergency response plans.

EGTS will close valves, isolate product, supply available tools, allow fire departments to extinguish fires if necessary and assist police department with traffic control if required.

To access information about EGTS's Integrity Management Program please visit <https://www.bhegts.com/PIM> or call **1-888-264-8240**.

The following page shows a state overview map of EGTS lines. For detailed information, visit the National Pipeline Mapping System at [www.nmps.phmsa.dot.gov](http://www.nmps.phmsa.dot.gov) or contact the appropriate EGTS representative listed.







**Gregory Kruppa**  
 14851 Konert Road  
 Collins, NY 14034  
 Phone: (716) 532-4441

Website: <https://www.nationalfuel.com/pipeline-storage/empire-pipeline/>

## IF YOU LIVE OR WORK NEAR A PIPELINE

There are thousands of miles of pipelines in the United States and it is possible that you have a pipeline for a neighbor. According to the Department of Transportation, pipelines are the safest method of transporting petroleum products and natural gas that we use in our everyday life. Stationary pipelines are polite and quiet neighbors, but they are hard working too. They operate every year effectively and safely, and are vital to our economy. So please be a good neighbor and watch out for your local pipeline. Here are some tips for living and working near your pipeline neighbors:

## HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?

### Look for these signs

Since pipelines are buried underground, line markers like the ones shown above are used to indicate their approximate location along the route. The markers can be found where a pipeline intersects a street, highway or railway.

The markers display the material transported in the line, the name of the pipeline operator, and a telephone number where the operator can be reached in the event of an emergency.



Located near roads, railroads and along pipeline right-of-ways

Marker for pipeline patrol plane

Pipeline casing vent

Painted metal or plastic posts

## ARE PIPELINE MARKERS ALWAYS PLACED ON TOP OF THE PIPELINE?

Markers indicate the general location of a pipeline. They cannot be relied upon to indicate exact position of the pipeline they mark. Also, the pipeline may not follow a straight course between

markers. And, while markers are helpful in locating pipelines, they are limited in the information they provide. They provide no information, for example, on the depth or number of pipelines in the vicinity.

## PIPELINE CONTENTS

- Pipelines carry gaseous materials.
- Many pipelines contain colorless and odorless products.
- Some pipeline gases are lighter than air and will rise.
- Other heavier-than-air gases and liquids will stay near the ground and collect in low spots.
- All petroleum gases are flammable.
- Any pipeline leak can be potentially dangerous.

## IF YOU OR YOUR COMPANY DOES EXCAVATION WORK

If your company does excavation work, or if you are a homeowner, developer or a farmer plowing more than 16 inches deep, we need your help in preventing pipeline emergencies. Before starting any excavation activity on your property, you are required by state law to call the One-Call Notification Center or 8-1-1.

Records show that damage from excavation-related activities, particularly from equipment digging into pipelines, is the number one cause of pipeline accidents. Without proper coordination, excavation activities in the vicinity of underground pipelines can result in very dangerous situations.

A nation-wide 811 "Call Before You Dig" phone number simplifies the process of contacting your local One Call center. A call to 811 quickly begins the process of getting underground utilities marked. On receipt of a call, the national center passes the request on to the local level. One Call Center personnel in your area will then notify affected underground utilities who will send crews to mark underground lines for free. Please call

## EMERGENCY CONTACT:

**1-800-444-3130**

### PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
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### NEW YORK COUNTIES OF OPERATION:

Cayuga	Ontario
Chemung	Oswego
Erie	Schuyler
Genesee	Steuben
Monroe	Wayne
Niagara	Yates
Onondaga	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

811 at least 3 working days before digging. This service is free at no cost to you.

## LOOK FOR PIPELINE MARKERS

To determine if there are pipelines in the area where excavation is planned, look for pipeline markers at nearby roads, railroads and fences. Don't try to guess the route or location of the pipeline from where the markers are placed. Call the pipeline company collect at the telephone number shown on the marker. They will send a representative to mark the exact location, route, and depth of the pipeline at no charge.

## WHAT TO DO IF YOU ARE DIGGING AND DISTURB A PIPELINE

Even if you cause what seems to be only minor damage to the pipeline, notify the pipeline company immediately. A gouge, scrape, dent or crease to the pipe or coating may cause a future break or leak. It is imperative that the pipeline owner inspect and repair any damage to the line.

**IF YOU ARE A PUBLIC SAFETY OFFICIAL**

**Emergency action procedures for Public Safety Officials**

If you are a public safety official, you know to take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered as a guide:

- Secure the area around the leak to a safe distance. This could include the evacuation of people from homes, businesses, schools, and other locations, the erection of barricades to control access to the emergency site and similar precautions.
- If the pipeline leak is not burning, take steps to prevent ignition. This could include prohibiting smoking, rerouting traffic, and shutting off the electricity and residential gas supply.
- If the pipeline leak is burning, try to prevent the spread of fire but do not attempt to extinguish it. Burning petroleum products will not explode. If the fire is extinguished, gas or vapor will collect and could explode when reignited by secondary fires.
- Contact the pipeline company as quickly as possible. Pipeline marker signs show the pipeline company's name, emergency telephone number and pipeline contents.

**EMPIRE PIPELINE'S ACTIONS DURING AN EMERGENCY**

We will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in the response to the emergency. We will also take the necessary operating actions starting and stopping equipment, closing and opening valves, and similar steps to minimize the impact of the leak. But PLEASE: Public safety personnel and others unfamiliar with the pipeline involved in the emergency should not attempt to operate any of the valves on the pipeline. Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

**For additional information about pipelines in your community, visit the National Pipeline Mapping System web site at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)**

**HOW TO RECOGNIZE A PIPELINE LEAK**

**Sight • Sound • Smell**

**LOOK** - A spot of dead or discolored vegetation amid healthy plants, bubbles coming from bodies or pools of water, dirt being blown in the air, or fire at or below ground level are signs of a possible leak around the pipeline area.

**LISTEN** - Listen for any unusual noise like a hissing or roaring sound.

**SMELL** - An unusual smell or odor will sometimes accompany a pipeline leak.

**DETECTING A GAS ODOR**

Natural gas is colorless and odorless. We add an odorant that produces a distinctive "gas smell" so that leaks are easier to detect.

If you detect a faint gas smell or a strong gas smell near any pipeline:

- Don't switch lights on or off or use any electrical appliances or equipment.
- Don't light any matches or cause any type of ignition.
- Immediately leave the area or premises.
- Do call National Fuel's 24-hour gas emergency line, 1-800-444-3130, from another location.

**ASK FOR IDENTIFICATION OF SUSPICIOUS PERSONS NEAR ANY PIPELINE**

For your safety, every National Fuel Gas representative carries an identification card. If the card is not clipped onto their clothing for easy viewing, ask to see it. If representatives display proper ID, please let them complete their job. If you are suspicious or have questions, contact us immediately at 1-800-444-3130. If you feel there might be a problem, call your local police.

**WHAT YOU SHOULD DO IF YOU SUSPECT A LEAK**

1. Turn off and abandon equipment.
2. Immediately leave the area quickly in an upwind direction.
3. Warn others.
4. Avoid driving into the suspected leak area.
5. Avoid direct contact from escaping products because physical injury can occur.

6. Do not light a match, start an engine, use a telephone or cell phone, or turn on / off any electrical appliances.
7. Avoid creating sparks or sources of heat which could cause gas or vapors to ignite and burn.
8. Seek the aid of local authorities.

**FOR YOUR SAFETY, CALL**

If there is an Emergency call 911 or your local Fire or Police Authorities directly.

**CALL BEFORE YOU DIG, DRILL OR BLAST IT'S THE LAW!**

A new, national 811 "Call Before You Dig" phone number and website – [www.call811.com](http://www.call811.com) - make it easier than ever to call before you dig.

All excavation projects require a call – even small projects like planting trees and shrubs, or installing a fence or mailbox. If you damage an underground utility line while digging, you run the risk of harming yourself or those around you, disrupting service to an entire neighborhood and potentially being held responsible for fines and repair costs.

Empire Pipeline is a member of One-Call, a damage prevention system for excavators. Please call 811 at least 3 business days before you do any digging or excavating.



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

**ADDITIONAL INFORMATION ABOUT EMPIRE PIPELINE OPERATIONS**

If you ever have any questions or require additional information concerning Empire Pipeline operations in your community, please contact us at :

**Empire Pipeline**  
6363 Main Street  
Williamsville, NY 14221  
(800) 365-3234



915 N. Eldridge Parkway, Suite 1100  
Houston, TX 77079  
Public Awareness: 1-888-293-7867  
Email: [uspublicawareness@enbridge.com](mailto:uspublicawareness@enbridge.com)  
Website: [www.enbridge.com](http://www.enbridge.com)

Life takes energy: to heat our homes, to feed our families, to fuel our vehicles. Enbridge connects people to the energy they need to help fuel their quality of life.

In the United States alone, more than two million miles of pipelines deliver petroleum and natural gas products. Every year, Enbridge invests in the latest technology and training to meet the high environmental and safety standards our neighbors expect, and to keep pipelines the safest, most efficient and most reliable way to move energy resources.

**Call or click before you dig**

**811** and **ClickBeforeYouDig.com** are free services designed to keep you safe when digging. Calling or clicking is always the safest option anytime you are moving dirt. At least two to three business days before your project (depending on state law), simply call 811 or visit **www.ClickBeforeYouDig.com** with important details about your work, including:

- The type of work you'll be doing and a description of the area
- The date and time your project will begin
- Your worksite's address, the road on which it's located and the nearest intersection
- Driving directions or GPS coordinates
- Within two to three business days, professional locators will mark underground utility lines—including pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

**Pipeline location and markers**

All pipeline markers provide the name of the pipeline operator, product being transported and a telephone number for reporting pipeline emergencies. These markers should never be used as a reference for a pipeline's exact location.

**Emergency responder education program**

Enbridge offers a free online education program to provide public safety and local public officials with the information needed to safely and effectively respond to a pipeline emergency. This program focuses on information specific to the disciplines of firefighting, law enforcement, 9-1-1 dispatch, emergency medical services, emergency management and local government. Additionally, course completion may count for state-level continuing education (CE) credits. Register for the training at [www.mypipelinetraining.com](http://www.mypipelinetraining.com).

You can also find out where other companies' pipelines are in your area by going to the National Pipeline Mapping System website at <https://www.npms.phmsa.dot.gov>.



Marker appearance may vary in your area.

**What if there is an emergency?**

Enbridge facilities are designed to be quickly isolated with block valves for rapid containment in the event of an emergency. We have pre-arranged plans with local emergency personnel and periodically conduct emergency drills with these groups.

**EMERGENCY CONTACT:  
1-800-231-7794**

**PRODUCTS / DOT GUIDEBOOK ID# / GUIDE#:**

Crude Oil	1267	128
Natural Gas	1971	115

**NEW YORK  
COUNTIES OF OPERATION:**

New York	Rockland
Putnam	Westchester
Richmond	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**Incident Command System**

Enbridge utilizes the Incident Command System (ICS) for managing a response to an emergency.

The ICS organizational structure is designed to coordinate with other responding agencies and to include those agencies inside a unified Command Post for a coordinated response.

**In the event of an emergency**

1. Abandon any equipment being used in or near the area, moving upwind of the product release
2. Warn others to stay away
3. **If emergency services have not been notified, call 911 and then call the 24-hour pipeline emergency number for your area**
4. Follow instructions given to you by local emergency responders and Enbridge

**Actions Specific to Emergency Officials**

1. Secure the site and determine a plan to evacuate or shelter in place
2. Monitor for hazardous atmospheres
3. Control and redirect traffic as needed
4. Provide immediate access to Enbridge Pipeline representatives
5. Implement your local emergency plan



1100 Louisiana  
Houston, TX 77002  
Public Awareness: 1-888-806-8152  
Email: [publicawareness@eprod.com](mailto:publicawareness@eprod.com)  
Website: [www.enterpriseproducts.com](http://www.enterpriseproducts.com)

## COMPANY INFORMATION, ASSETS AND PRODUCTS TRANSPORTED

Enterprise Products Partners L.P. is a leading North American provider of midstream energy services to producers and consumers of natural gas, Natural Gas Liquids (NGL), crude oil, refined products and petrochemicals. Enterprise transports natural gas, NGLs, petrochemicals and crude oil through a network of pipelines throughout the United States.

The TE Products Pipeline System extends over 9,000 miles of NGL pipelines through 13 states. In New York, it operates approximately 200 miles pipeline throughout the state. The products transported through this system include: Liquid Petroleum Gas, Propane. For additional information about Enterprise, visit [www.enterpriseproducts.com](http://www.enterpriseproducts.com).

## LOCATING ENTERPRISE PIPELINES – PIPELINE VIEWER TOOL

To find more information regarding location and products transported in our pipelines within one (1) mile of a specific address, visit our website at: [www.enterpriseproducts.com/pipelineviewer](http://www.enterpriseproducts.com/pipelineviewer). Please note the asset map and pipeline viewer tool are for informational purposes only.

You can also find out where other companies' pipelines are in your area by going to the National Pipeline Mapping System website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

## EMERGENCY RESPONSE PLAN

An Emergency Response Plan is developed for each pipeline facility to contain, control and mitigate the various types of emergency conditions/situations that could occur at one of our facilities. For more information regarding Enterprise Products emergency response plans and procedures, contact us at [publicawareness@eprod.com](mailto:publicawareness@eprod.com).

## EMERGENCY RESPONSE CAPABILITIES

The Company's qualified personnel are trained in safe operations and emergency response activities and participate in exercises reflecting various types of emergency scenarios and environmental sensitivities. The Company utilizes the First Responder/Emergency Response Team concept to handle emergency incidents at its facilities. Employees receive hands on training in fire fighting, hazardous material spill response and rescue/medical/first aid training. In addition, we maintain a well trained team of employees from various Company locations as members of the Corporate Emergency Organization. This team, as well as an array of emergency response equipment (including, but not limited to, cell phones, fire extinguisher and air monitoring equipment), can be mobilized and deployed to assist in handling emergency situations that may occur at a Company facility or pipeline location.

Enterprise Products utilizes its 24-hour/365 day a year, Pipeline Operations Control Center (888-883-6308) as a hub of communications in emergency response situations. Our manned control center monitors the flow, pressure, temperatures, and other conditions throughout the pipeline systems and is an integral part of our communication during emergency situations.

## ENTERPRISE PRODUCTS' RESPONSE IN AN EMERGENCY

- We will immediately dispatch personnel to help handle the emergency at the site.
- We will provide information to public safety officials to aid in their response to the emergency.
- We will take necessary operating actions such as closing and opening valves to minimize the impact of the leak.

## EMERGENCY CONTACT:

1-888-883-6308

### PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

LPG	1075	115
Propane	1075	115

### NEW YORK COUNTIES OF OPERATION:

Albany	Otsego
Chemung	Schoharie
Chenango	Schuyler
Cortland	Steuben
Delaware	Tompkins

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

- Public safety personnel and others unfamiliar with the pipeline should not attempt to operate any of the valves on the pipeline, unless instructed to do so by Enterprise Products personnel. Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

## INCIDENT COMMAND SYSTEM

Enterprise Products utilizes an expandable Incident Command System. Depending upon the size and complexity of an incident, additional Company or contract personnel may be added as needed. Additional federal, state or local agencies may be integrated into the Incident Command System by utilizing a Unified Command Structure.



**CONTACTS**

**SELKIRK AREA**

(Albany, Chenango, Cortland,  
Delaware, Otsego, Schoharie,  
Tompkins):

**Donald McConnell**

291 Route 200, PO Box 179  
Harford, NY 13784  
Phone: (607) 844-5437  
Cell: (607) 725-5547  
E-mail: dhmcconnell@eprod.com

**WATKINS GLEN AREA**

(Chemung, Schuyler, Steuben,  
Tompkins):

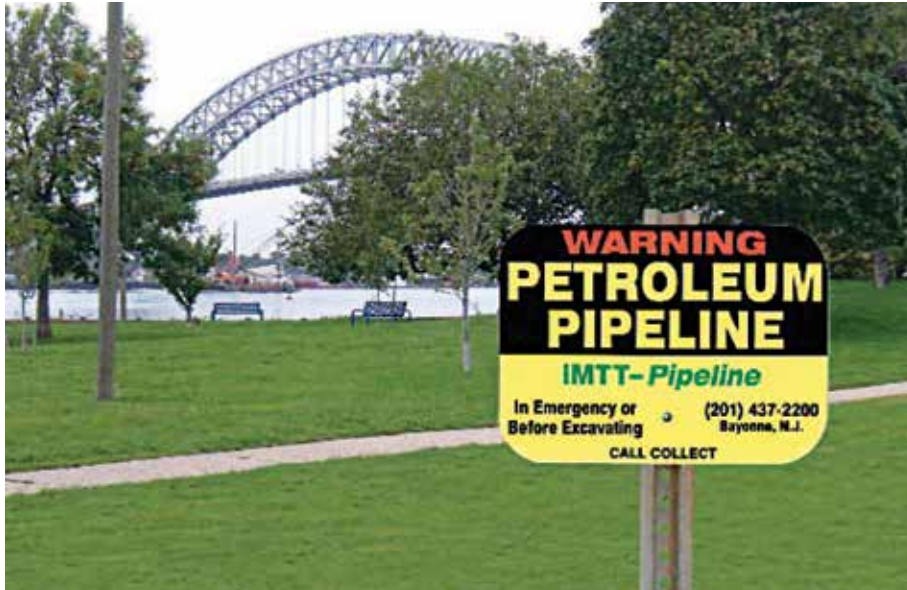
**Jeffrey Carter**

3691 SR 14 North, PO Box 312  
Watkins Glen, NY 14891  
Phone: (607) 535-8718  
Cell: (518) 764-0618  
E-mail: jdcarter@eprod.com



# iMTT-Pipeline

**Robert Mieczkowski**  
 250 East 22nd Street  
 Bayonne, NJ 07002  
 Phone: 201-823-5334  
 Email: robertmieczkowski@imtt.com  
 Website: www.ImttPipeline.com



**EMERGENCY CONTACT:  
 1-201-437-2200**

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**

Gasoline	1202	128
Heating Oil	1203	128

**NEW YORK  
 COUNTIES OF OPERATION:**

Richmond

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**PIPELINE PRECAUTION**

Pipeline markers are located along pipeline routes in order to identify the approximate location of our pipelines. The information listed on the markers includes the pipeline company and the emergency telephone number. It is important to remember that pipeline markers may not illustrate the exact location of the pipeline and do not indicate pipeline depth.



**HOW CAN YOU RECOGNIZE  
 A PIPELINE LEAK?**

A pipeline leak can be extremely dangerous. In the event of a possible leak, use your senses.

**Sight.**

The majority of pipeline leaks can be detected visually. A liquid leak may appear as a pool of liquid or discolored earth. A vapor may be seen as a foggy mist or

**WHY PIPELINES?**

Pipelines are the safest means of transporting liquids. That is why nearly 50% of interstate tonnage shipped in the United States is shipped via pipeline. There are 173,000 miles of liquid pipelines in the United States that transport tens of millions of gallons of products each day and even with such a high volume of combustible liquids carried, pipelines have the safest record in the land transportation industry. Before a pipeline is put into operation, it must be tested at a higher pressure than it will be used on a daily basis to ensure its safety. Once the pipeline is functional, it is monitored 24 hours a day by manned control centers.

**IMTT PIPE LINE COMPANY**

IMTT Pipeline is committed to providing a safe way to transport petroleum product. We also want to supply you with all the necessary guidelines and precautions when it comes to pipeline safety. This brochure was designed to keep you informed of the appropriate methods and precautions needed in case of a pipeline emergency. If you should encounter an emergency, always call us collect at **201-437-2200**.

**PRODUCTS WE TRANSPORT VIA  
 PIPELINE**

Our pipelines transport gasoline and distillates.

**HELP PREVENT PIPELINE  
 EMERGENCIES**

The number one cause of pipeline leaks is excavation with construction equipment and tools owned by a party other than the pipeline company. Even a gouge or scrape could cause the pipe to leak or break. In most cases, damage is preventable by calling us before you start any construction near a pipeline. In fact, taking time to call us before you dig can prevent accidents and injuries. Before you dig or excavate, contact your local One-Call system:

New Jersey: **1- 800-272-1000**  
 New York: **1-800-272-4480**  
 Or 811

If you see someone using construction equipment or machinery near a pipeline marker, call us collect at **201-437-2200**.

dense white cloud around the pipeline. Dead or discolored vegetation in an otherwise green and fertile environment is another sign of possible leakage.

**Sound.**

A pipeline leak may be identified by a sound that can range from a slight hissing to a loud roaring. The sound will vary depending on the leak size.

**Smell.**

One of the first indications of a leak may be a strange or unusual odor in the vicinity of a pipeline. Each petroleum product has a unique and distinct smell, making it easier to identify the product type.

**WHAT YOU SHOULD DO IF YOU ENCOUNTER A LEAK**

If you encounter a pipeline leak, you should follow these important guidelines:

- Leave the area immediately and direct any bystanders to leave.
- Avoid direct contact with the escaping liquids.
- Avoid driving into any vapor clouds.
- Avoid creating sparks or sources of heat that could cause the liquids or vapors to ignite and burn.
- Do NOT light a match.

- Do NOT start an engine or an electric light.
- Do NOT ring doorbells or use spark-causing knockers to notify others of the leak. Knock with your hand instead.
- Immediately notify the pipeline operator. Always call collect.
- If the pipeline operator number is not easily accessible, contact your local fire department, police department or state police
- NEVER try to shut a pipeline valve.



550 Meyer Road  
 P.O. Box 129  
 West Seneca, NY 14224  
 KPC Phone: (716) 675-2767  
 KPC Line 10 Phone: (855) 939-7473  
 (814) 723-1201  
 E-mail: kiantoneinfo@urc.com

**KIANTONE & UNITED REFINING**

Kiantone Pipeline is a coated steel transmission pipeline that extends from Buffalo, New York to Warren, Pennsylvania. Its sole purpose is to deliver crude oil to United Refining Company's refinery, where it is transformed into usable fuels such as gasoline, diesel fuel, propane, butane, asphalt, and a variety of other petroleum products. The crude oil originates in western Canada providing for a line of products generated entirely in North America. Kiantone Pipeline is owned by United Refining Company and was built in 1971.

Kiantone Pipeline (KPL) is owned and operated through the parent company United Refining Company (URC) located in Warren, PA.

**RIGHT-OF-WAYS & FACILITIES**

Kiantone Pipeline traverses approximately 102 miles of right-of-way (ROW) from the Canadian border at the West Niagara River crossing into Buffalo, NY and then proceeds to its final destination in Warren, PA. The ROW includes a variety of properties from highways and parking lots to fields and wilderness. The law requires these ROWs to be kept clear of trees, buildings or other structures except for pipeline markers. This allows for regular surveillance to ensure no unauthorized activities or encroachment occurs that could damage the pipeline. Any land use in these areas is minimized to ensure quick and unobstructed access in case of an emergency.

In addition to monitoring land use, both operators regularly provide notice to landowners, excavators, and the affected public about their obligation to call 811 prior to all digs. Emergency responders should also remember that any digging during a response requires an emergency one-call notification to 811. Public safety and environmental protection are top priority in an emergency response.

In addition to its pipelines, Kiantone and URC also maintain tank facilities and pumping operations. These locations are regularly manned and maintain a strict level of security. Response plans are on file at each Control Center that detail the pipeline assets, emergency procedures, structure (e.g. unified command), and other response information. For more information please contact the corresponding pipeline manager above.

**INTEGRITY MANAGEMENT**

To ensure our pipelines perform their jobs quietly and safely, Kiantone and URC also maintain integrity management programs. These programs are used to evaluate the pipeline conditions and the surrounding environments, including zones deemed as high consequence areas (HCAs) by the DOT. These HCAs are given special attention to ensure pipeline integrity is managed at a higher level as impacts would be greater.

The integrity management program includes several monitoring systems to verify the condition of the pipelines and to ensure they are controlled at a safe operating level. In addition, a variety of assessment technologies are used to check both the inside and outside of the pipelines and their corrosion prevention systems. All data is then regularly evaluated through risk modeling to provide a complete look at where risk is higher so that preventive and mitigative measures can be implemented as needed. More information on integrity management can be obtained by calling the pipeline manager above.

**SIGNS OF A RELEASE**

- Oil on the ground
- Rainbow sheen on water
- Dirt blowing into the air
- Mud or water bubbling up
- Dead vegetation in an otherwise green area
- A hissing or roaring sound
- Oily odor

**EMERGENCY CONTACT:**  
**1-814-723-1201**

<b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b>		
Crude Oil (KPL)	1267	128

**NEW YORK  
 COUNTIES OF OPERATION:**

Cattaraugus                      Erie

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**HAZARDS FROM A RELEASE**

- Fire or explosion
- Harmful vapors
- Environmental damage

**PIPELINE MARKERS**

Markers display the:

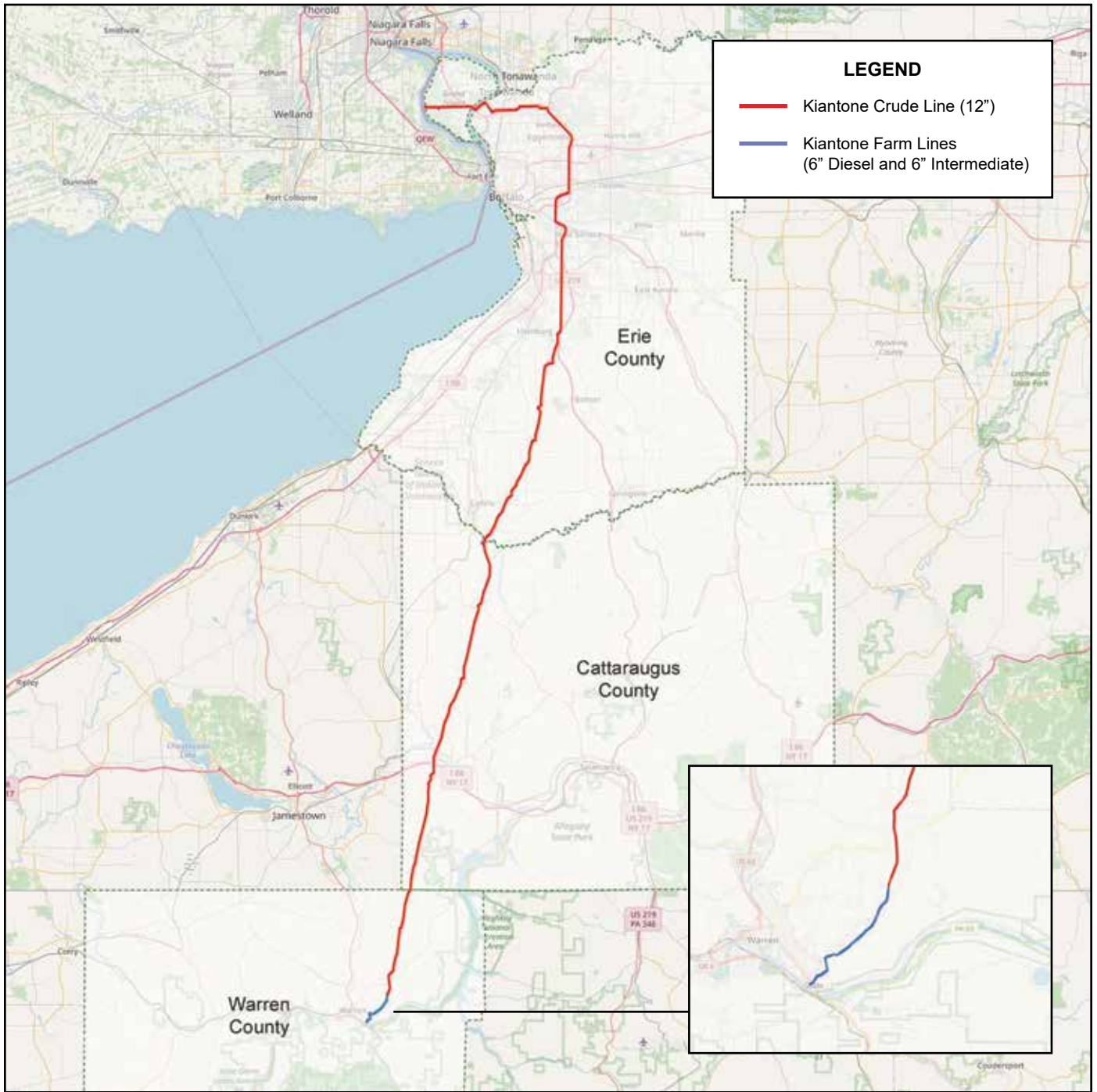
- Material transported
- Name of the pipeline operator
- Operator's emergency number
- Approximate area of pipeline operation

Markers do not:

- Show exact location
- Indicate depth
- Indicate pipeline pressure







Base map courtesy of [openstreetmap.org](https://openstreetmap.org)



**Justin Betts**  
 4501 Royal Avenue  
 Niagara Falls, NY 14304  
 Phone: (716) 286-4601  
 Website: www.linde.com

Linde, Inc. operates a hydrogen pipeline in Niagara County that transports low pressure hydrogen gas from the gas producer to our facility in Niagara Falls. Our facility purifies and liquefies the gas, which is then transported by truck to industrial customers throughout the Northeastern United States. Our customers use the hydrogen to anneal steel and to produce cleaner gasoline and diesel fuel, among other things.

Linde's pipeline operations have an excellent safety record. As an industry, the National Transportation Safety Board has recognized pipelines for having a safety record unparalleled by any other mode of transporting products. Linde's pipelines are monitored 24 hours per day, seven days per week using sophisticated computers, alarms, and meters. They are also regularly patrolled to check for leaks and abnormal conditions. Pipeline system integrity is monitored and maintained using regularly scheduled inspections and preventative maintenance activities.

Hydrogen is highly flammable and will displace oxygen in the air we breathe. It is colorless and odorless so it is not possible to detect it by sight or scent. Leaks in pipelines may develop when they are damaged by excavation, blasting, drilling, land movement, heavy surface loads, fire, or other factors. Acts of nature such as tornadoes, earthquakes, or soil erosion may also damage pipelines.

#### BE ALERT TO THESE DANGER SIGNS:

- Unexplained dead vegetation in the pipeline right-of-way.
- Blowing dirt.
- Hissing sound.
- Fire.
- Heat waves above the pipeline during daytime.

#### WHAT TO DO:

- Leave the area immediately.
- Do not light a match, start an engine or equipment, use a telephone, switch a light on or off, or do anything that might create a spark.
- Do not drive into the area; automobile engines may ignite vapors.
- From a safe distance, call 9-1-1 or the telephone number shown the Linde pipeline marker sign. Describe the leak and its location.
- Warn others when possible.
- Do not attempt to extinguish any pipeline fire that may start.

Linde communicates regularly with local public officials and has an on-going relationship with local emergency responders, who would respond in the event of an emergency. During an emergency, Linde will immediately dispatch personnel to the location to help handle the emergency, and to provide information to public officials to aid in their response to the emergency. Our personnel will take the necessary steps to minimize the impact of the situation such as starting and stopping equipment, closing and opening valves, and similar operating actions.

#### BEFORE YOU DIG OR EXCAVATE

Call **811** or **Dig Safely New York** at **1-800-962-7962**. Please call 48 hours before you start your project, whether landscaping, building fences, or starting major construction. Linde will mark the location of our lines at no cost to you. Remember, pipeline and utility markers may not show the exact location of buried lines. **CALL BEFORE YOU DIG!** Failure to call before excavation is the leading cause of damage to buried pipelines.



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

#### EMERGENCY CONTACT: 1-800-926-9620

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Hydrogen Gas	1049	115

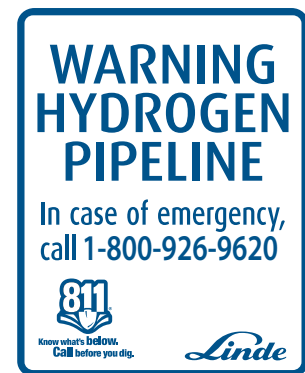
#### NEW YORK COUNTIES OF OPERATION:

Niagara

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

#### IF YOU DIG AND DAMAGE OR DISTURB A PIPELINE

Even if you cause what appears to be only minor damage to the pipeline, notify Linde immediately. A gouge, scrape, dent, or crease to the pipe or coating may cause damage to the line or related equipment. State law requires all damage to be reported to the pipeline operator. Do not attempt to make repairs to the pipeline yourself



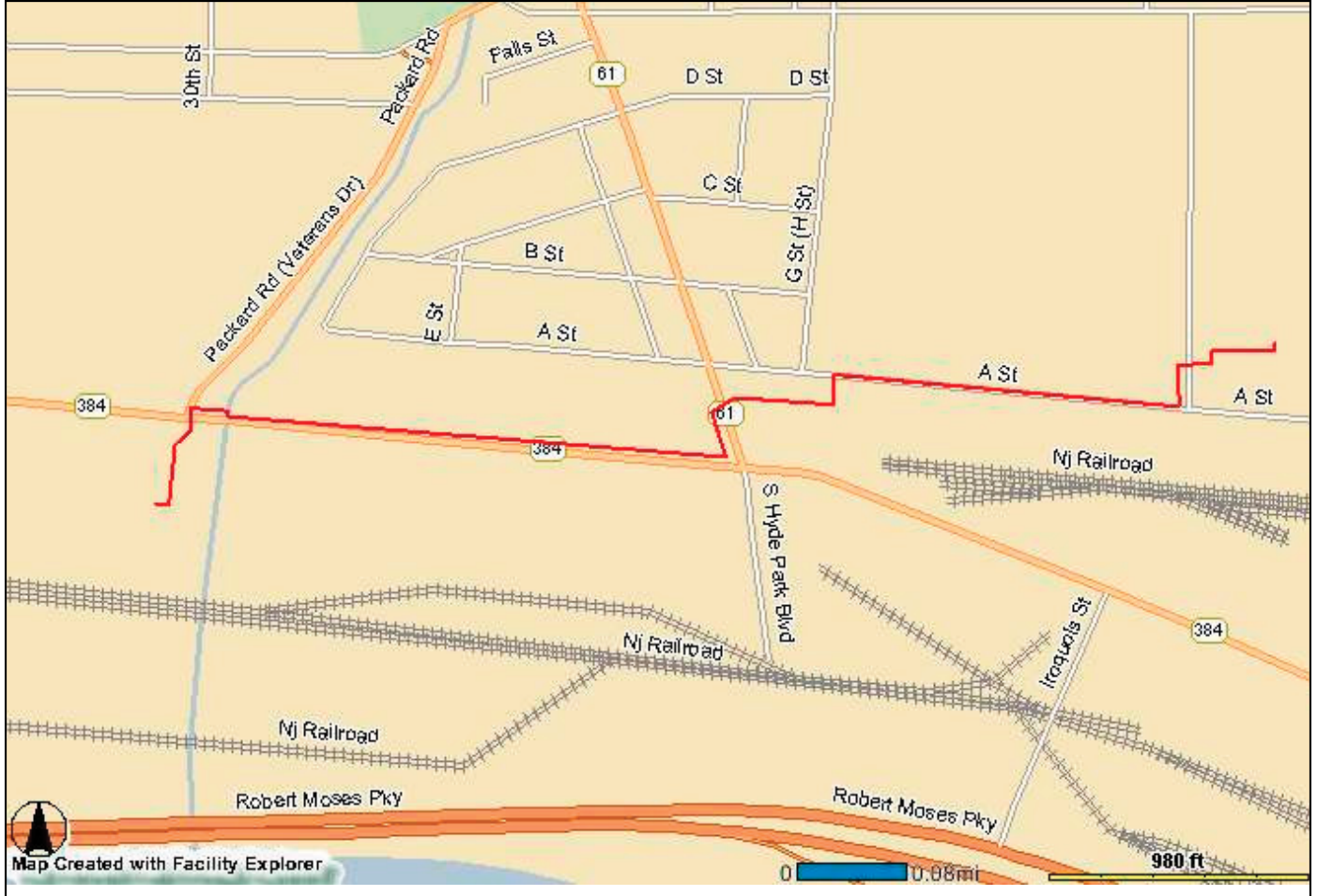
**Pipeline markers** have been placed at pipeline crossings of public roads, railroads, navigable waterways and other locations to mark the presence of underground pipelines. Linde pipeline markers are generally white rectangular signs with blue or green lettering. These markers display the material transported in the pipeline and the phone number to call in the event of an emergency or if a leak is suspected. You should be

# Linde

aware of any pipeline markers in your neighborhood. Pipeline markers are important for the safety of the general public. It is a federal crime for any person to willfully deface, damage, remove, or destroy any pipeline sign or right-of-way marker.

Linde has submitted our pipeline locations to the National Pipeline Mapping System (NPMS) to improve pipeline safety and emergency preparedness. The nation's infrastructure, including pipelines, is a matter of national security. If you witness

suspicious activity on a pipeline right of way please report it to the appropriate local authorities as soon as possible, or call Linde at **1-800-926-9620**.





**Gregory Kruppa**  
 14851 Konert Road  
 Collins, NY 14034  
 Phone: (716) 532-4441  
 Website: <https://www.nationalfuel.com/>

**IF YOU LIVE OR WORK NEAR A PIPELINE**

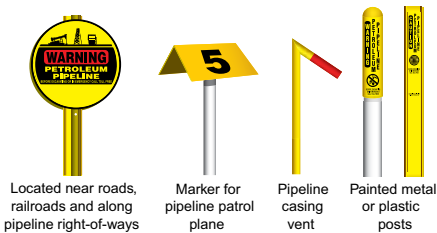
There are thousands of miles of pipelines in the United States and it is possible that you have a pipeline for a neighbor. According to the Department of Transportation, pipelines are the safest method of transporting petroleum products and natural gas that we use in our everyday life. Stationary pipelines are polite and quiet neighbors, but they are hard working too. They operate every year effectively and safely, and are vital to our economy. So please be a good neighbor and watch out for your local pipeline. Here are some tips for living and working near your pipeline neighbors:

**HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?**

**Look for these signs**

Since pipelines are buried underground, line markers like the ones shown above are used to indicate their approximate location along the route. The markers can be found where a pipeline intersects a street, highway or railway.

The markers display the material transported in the line, the name of the pipeline operator, and a telephone number where the operator can be reached in the event of an emergency.



Located near roads, railroads and along pipeline right-of-ways

Marker for pipeline patrol plane

Pipeline casing vent

Painted metal or plastic posts

**ARE PIPELINE MARKERS ALWAYS PLACED ON TOP OF THE PIPELINE?**

Markers indicate the general location of a pipeline. They cannot be relied upon to indicate exact position of the pipeline they mark. Also, the pipeline may not follow a straight course between markers. And, while markers are helpful

in locating pipelines, they are limited in the information they provide. They provide no information, for example, on the depth or number of pipelines in the vicinity.

**PIPELINE CONTENTS**

- Pipelines carry both gaseous and liquid materials.
- Many liquids form gaseous vapor clouds when released into the air.
- Many pipelines contain colorless and odorless products.
- Some pipeline gases are lighter than air and will rise.
- Other heavier-than-air gases and liquids will stay near the ground and collect in low spots.
- All petroleum gases and liquids are flammable.
- Any pipeline leak can be potentially dangerous.

**IF YOU OR YOUR COMPANY DOES EXCAVATION WORK**

If your company does excavation work, or if you are a homeowner, developer or a farmer plowing more than 16 inches deep, we need your help in preventing pipeline emergencies. Before starting any excavation activity on your property, you are required by state law to call the One-Call Notification Center or 8-1-1.

Records show that damage from excavation-related activities, particularly from equipment digging into pipelines, is the number one cause of pipeline accidents. Without proper coordination, excavation activities in the vicinity of underground pipelines can result in very dangerous situations.

A nation-wide 811 “Call Before You Dig” phone number simplifies the process of contacting your local One Call center. A call to 811 quickly begins the process of getting underground utilities marked. On receipt of a call, the national center passes the request on to the local level. One Call Center personnel in your area will then notify affected underground

**EMERGENCY CONTACT:  
 1-800-444-3130**

<b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b>		
Natural Gas	1971	115

**NEW YORK  
 COUNTIES OF OPERATION:**

Allegany	Livingston
Cattaraugus	Niagara
Chautauqua	Steuben
Erie	Wyoming

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

utilities who will send crews to mark underground lines for free. Please call 811 at least 3 working days before digging. This service is free at no cost to you.

**LOOK FOR PIPELINE MARKERS**

To determine if there are pipelines in the area where excavation is planned, look for pipeline markers at nearby roads, railroads and fences. Don't try to guess the route or location of the pipeline from where the markers are placed. Call the pipeline company collect at the telephone number shown on the marker. They will send a representative to mark the exact location, route, and depth of the pipeline at no charge.

**WHAT TO DO IF YOU ARE DIGGING AND DISTURB A PIPELINE**

Even if you cause what seems to be only minor damage to the pipeline, notify the pipeline company immediately. A gouge, scrape, dent or crease to the pipe or coating may cause a future break or leak. It is imperative that the pipeline owner inspect and repair any damage to the line.

**IF YOU ARE A PUBLIC SAFETY OFFICIAL**

**Emergency action procedures for Public Safety Officials**

If you are a public safety official, you know to take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered as a guide:

- Secure the area around the leak to a safe distance. This could include the evacuation of people from homes, businesses, schools, and other locations, the erection of barricades to control access to the emergency site and similar precautions.
- If the pipeline leak is not burning, take steps to prevent ignition. This could include prohibiting smoking, rerouting traffic, and shutting off the electricity and residential gas supply.
- If the pipeline leak is burning, try to prevent the spread of fire but do not attempt to extinguish it. Burning petroleum products will not explode. If the fire is extinguished, gas or vapor will collect and could explode when reignited by secondary fires.
- Contact the pipeline company as quickly as possible. Pipeline marker signs show the pipeline company's name, emergency telephone number and pipeline contents.

**NATIONAL FUEL'S ACTIONS DURING AN EMERGENCY**

We will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in the response to the emergency. We will also take the necessary operating actions starting and stopping equipment, closing and opening valves, and similar steps to minimize the impact of the leak. But PLEASE: Public safety personnel and others unfamiliar with the pipeline involved in the emergency should not attempt to operate any of the valves on the pipeline. Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

**For additional information about pipelines in your community, visit the National Pipeline Mapping System web site at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)**

**HOW TO RECOGNIZE A PIPELINE LEAK**

**Sight • Sound • Smell**

**LOOK** - A spot of dead or discolored vegetation amid healthy plants, bubbles coming from bodies or pools of water, dirt being blown in the air, or fire at or below ground level are signs of a possible leak around the pipeline area.

**LISTEN** - Listen for any unusual noise like a hissing or roaring sound.

**SMELL** - An unusual smell or odor will sometimes accompany a pipeline leak.

**DETECTING A GAS ODOR**

Natural gas is colorless and odorless. We add an odorant that produces a distinctive "gas smell" so that leaks are easier to detect.

If you detect a faint gas smell or a strong gas smell near any pipeline:

- Don't switch lights on or off or use any electrical appliances or equipment.
- Don't light any matches or cause any type of ignition.
- Immediately leave the area or premises.
- Do call National Fuel's 24-hour gas emergency line, 1-800-444-3130, from another location.

**ASK FOR IDENTIFICATION OF SUSPICIOUS PERSONS NEAR ANY PIPELINE**

For your safety, every National Fuel Gas representative carries an identification card. If the card is not clipped onto their clothing for easy viewing, ask to see it. If representatives display proper ID, please let them complete their job. If you are suspicious or have questions, contact us immediately at 1-800-444-3130. If you feel there might be a problem, call your local police.

**WHAT YOU SHOULD DO IF YOU SUSPECT A LEAK**

1. Turn off and abandon equipment.
2. Immediately leave the area quickly in an upwind direction.
3. Warn others.
4. Avoid driving into the suspected leak area.

5. Avoid direct contact from escaping products because physical injury can occur.
6. Do not light a match, start an engine, use a telephone or cell phone, or turn on / off any electrical appliances.
7. Avoid creating sparks or sources of heat which could cause gas or vapors to ignite and burn.
8. Seek the aid of local authorities.

**FOR YOUR SAFETY, CALL**

If there is an Emergency call 911 or your local Fire or Police Authorities directly.

**CALL BEFORE YOU DIG, DRILL OR BLAST IT'S THE LAW!**

A new, national 811 "Call Before You Dig" phone number and website – [www.call811.com](http://www.call811.com) - make it easier than ever to call before you dig.

All excavation projects require a call – even small projects like planting trees and shrubs, or installing a fence or mailbox. If you damage an underground utility line while digging, you run the risk of harming yourself or those around you, disrupting service to an entire neighborhood and potentially being held responsible for fines and repair costs.

National Fuel Gas is a member of One-Call, a damage prevention system for excavators. Please call 811 at least 3 business days before you do any digging or excavating.



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

**ADDITIONAL INFORMATION ABOUT NATIONAL FUEL OPERATIONS**

If you ever have any questions or require additional information concerning National Fuel operations in your community, please contact us at :

**National Fuel Gas**  
6363 Main Street  
Williamsville, NY 14221  
(800) 365-3234



**Jason Marsh**  
 Supervisor – Damage Prevention  
 152 Border City Road  
 Geneva, NY 14456  
 Cell: 585.734.7229  
 Email: jmarsh@nyseg.com  
 Websites: nyseg.com, rge.com

NYSEG, a subsidiary of Avangrid, serves approximately 907,336 electricity customers and 270,204 natural gas customers across more than 40% of upstate New York. Affiliated with Iberdrola S.A., Avangrid owns eight electricity, natural gas or combination utilities in Connecticut, Maine, Massachusetts, and New York. The utilities serve 2.2 million electricity customers, 1 million natural gas customers, and are recognized for safe, reliable energy delivery, excellent customer service, and a commitment to the community and environment.

For more information, visit nyseg.com and avangrid.com.

**OUR COMMITMENT TO SAFETY**

We work with industry groups to continually enhance natural gas pipeline safety and training methods. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents. And, as new technologies are developed in natural gas pipeline design, construction, inspections, and operations, we will continue to invest in pipeline integrity programs that will allow for the safe and reliable delivery of natural gas.

**OUR ROLES IN ENSURING SAFETY**

**The work we do every day is essential to natural gas safety. Our work includes:**

- Using the latest technology to monitor our natural gas delivery system around the clock.
- Conducting aerial and ground inspections.
- Extensive maintenance.
- Participating in UDig NY.
- Training, testing and qualifying employees under U.S. Department of Transportation standards for pipeline operators.

- Operating under time-proven operating and maintenance procedures and emergency response plans that are regularly reviewed and revised.
- Partnering with emergency responders and local officials to help prevent emergencies and prepare to respond to emergencies.

**THE PUBLIC’S ROLES IN ENSURING SAFETY**

**How to recognize a natural gas leak:**

- **Smell:** We add a non-toxic odorant to natural gas so that you’ll be able to detect leaks. (The odorant smells like rotten eggs.)
- **Sight:** You may see a white cloud, mist, fog, bubbles in standing water, dirt being blown into the air or vegetation that appears to be dead or dying for no apparent reason.
- **Sound:** You may hear an unusual noise like roaring, hissing or whistling.

**How to respond to a natural gas leak:**

- Move to safe surroundings and warn others to stay away. (If the odor is inside, get up, get out and call NYSEG from another location.)
- Call **NYSEG** at 1.800.572.1121. (Or call 911.)
- DO NOT strike a match, use a cell phone or switch on/off appliances, lights or even a flashlight in the area where you smell natural gas. These items can produce sparks.
- Do not attempt to make any repairs.
- Do not attempt to put out a fire.

**Additional leak response steps for Emergency Personnel:**

- Secure the area.
- Evacuate as necessary.
- Take steps to eliminate possible sources of ignition.

**EMERGENCY CONTACT:  
1.800.572.1121**

<b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b>		
Natural Gas	1971	115

**NEW YORK  
COUNTIES OF OPERATION:**

Allegany	Ontario
Broome	Orange
Cattaraugus	Orleans
Cayuga	Otsego
Chemung	Putnam
Chenango	Saratoga
Clinton	Schoharie
Columbia	Schuyler
Cortland	Seneca
Delaware	Steuben
Herkimer	Sullivan
Lewis	Tioga
Livingston	Tompkins
Madison	Wayne
Niagara	Wyoming
Oneida	Yates
Onondaga	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**Additional leak response steps for Excavators:**

- Stop all work and move workers away.
- Keep the public and traffic away.
- Do not attempt to repair the leak or slow the rate of leaking natural gas.
- Do not attempt to extinguish a natural gas-fed fire.
- If you suspect or become aware of a dent, scratch or coating damage to a NYSEG pipeline, notify the company immediately at 1.800.572.1121.

**PIPELINE MARKERS**

NYSEG installs pipeline markers near roads, highways and at other locations along company rights of way. These markers show the approximate location of pipelines and provide emergency contact number information. Not all buried pipelines have markers. Whether or not a natural gas pipeline is marked – and even if you believe you know the location of a natural gas pipeline, always call 811 or UDig NY directly at 1.800.962.7962 to determine the location of the natural gas pipeline before doing any excavation.

**PREVENTING DAMAGE TO NATURAL GAS FACILITIES**

Whether you're putting up a fence or planting a tree, protect yourself and the safety of others by dialing 811 or contacting UDig NY directly at 1.800.962.7962 to have underground facilities marked.

(Please call at least two working days but not more than 10 working days before any excavation starts.)

Excavation must always be done carefully. Even minor damage must be reported as it is imperative for the pipeline owner to inspect and repair any damage.

**WORKING TOGETHER ENSURES SAFE, RELIABLE NATURAL GAS SERVICE**

**NYSEG:** To report a natural gas emergency, call **1.800.572.1121**

*For all non-emergency natural gas services contact a plumbing and heating or appliance professional.*

Repsol (formerly Talisman Energy)  
 337 Daniel Zenker Drive  
 Horseheads, NY 14845  
 Phone: 1-866-566-4747  
[https://www.repsol.com/us\\_en/InfoUS@repsol.com](https://www.repsol.com/us_en/InfoUS@repsol.com)



Repsol, one of the world's leading integrated, global oil and gas companies, purchased Talisman Energy in 2015. The US operations officially changed its name to Repsol Oil & Gas USA, LLC on Dec. 30, 2016.

Repsol has 27,000 employees in 40 countries, and eight decades of energy sector experience. Our activities span the entire energy value chain, from oil and gas exploration, production and refining to manufacturing and marketing oil and gas products and petrochemicals. Our commitment to technological innovation enables us to respond sustainably, efficiently and safely to meet current and future energy needs.

Repsol's acquisition of Talisman Energy significantly increased our presence in the U.S., a strategic growth region. Repsol has exploration and production assets in the Gulf of Mexico, the Marcellus Shale in Pennsylvania, the Eagle Ford Shale in South Texas, the Mississippi Lime in Oklahoma and Kansas and the North Slope of Alaska. Repsol's corporate headquarters are in Madrid, Spain. Its local offices are in Horseheads, NY, and Pittsburgh, PA.

**EMERGENCY CONTACT:  
1-800-530-5392**

<b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b>		
Natural Gas	1971	115

**NEW YORK  
COUNTIES OF OPERATION:**

Chemung	Steuben
Schuyler	Tioga

**PENNSYLVANIA  
COUNTIES OF OPERATION:**

Bradford	Tioga
Susquehanna	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**REPSOL'S CULTURE OF SAFETY**

Repsol promotes a positive culture of safety, seeking to achieve optimal performance in all operations, protecting the people, facilities and environment around it. We believe in providing high quality and effective safety awareness communication and training for emergency responders in the communities where we work. Our sponsorship and participation in pipeline safety awareness programs is an example of that commitment.

**OUR PIPELINES**

In our Marcellus and Trenton Black River operations in New York and Pennsylvania, we produce clean, odorless, colorless natural gas. This is a highly flammable gas found in geologic formations in the earth, obtained from formations ranging from 6,000 to 12,000 feet deep. Our main method of safely transporting it is through pipelines.

Our natural gas pipelines are made of durable materials that meet or exceed the specifications set by state and federal regulations. Ranging from 2- to 20- inches in diameter, coated or wrapped to prevent damage, they carry natural gas to large, interstate transmission pipelines. The majority of our lines are buried, although we do operate some above-ground facilities and valves. Our pipeline are monitored by Repsol employees to ensure their integrity, and include emergency shutdown

valves throughout our pipeline network. We also maintain a damage prevention program in accordance with state and federal guidelines.

**OUR PIPELINE MARKERS**

In 2017, we will change our all pipeline marker identification signage from our old company name to our new name. In all cases, the emergency number listed there will connect you to our personnel who are trained to respond to your call.





**Repsol** (formerly Talisman Energy)  
337 Daniel Zenker Drive  
Horseheads, NY 14845  
Phone: 1-866-566-4747  
[https://www.repsol.com/us\\_en/](https://www.repsol.com/us_en/)  
InfoUS@repsol.com



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## EMERGENCY RESPONSE

If you are called to respond to an incident at one of our pipelines, please follow these important guidelines:

### DO:

- Report the emergency, including type (leak, fire, rupture) and location to Repsol at 1-800-530-5392
- Secure the site, control access and evacuate people, if necessary
- Wait for instructions from a Repsol employee
- Allow Repsol employees access to the site, and work with them to control the situation
- Stay upwind and be aware of potential gas migration and secondary fires
- Preserve the scene for future incident investigation

### DON'T:

- Introduce an ignition source, such as automobile engines, cell phones, portable compressors
- Enter the site until a Repsol representative arrives and describes operating procedures
- Fight pipeline fires, except under the direct supervision of Talisman personnel
- Operate pipeline valves
- Enter areas that may contain deadly hydrogen sulfide (H<sub>2</sub>s). If a foul odor, similar to rotten eggs, is noticeable, H<sub>2</sub>s may be present. However, since H<sub>2</sub>s quickly causes you to lose your sense of smell, H<sub>2</sub>s detection equipment is necessary. If in doubt, do not proceed without proper protection.
- Attempt to rescue someone who is down without appropriate respiratory protection and any other necessary personal protective equipment.

As local public safety officials and emergency responders, you play an important role in helping Repsol safeguard the public, our pipelines and facilities.

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If you would like more information about our facilities and procedures, please contact:

**Repsol**  
**Emergency calls, 24/7: 1-800-530-5392**  
**General information: 1-866-566-4747**



**Jason Marsh**  
 Supervisor – Damage Prevention  
 152 Border City Road  
 Geneva, NY 14456  
 Cell: 585.734.7229  
 Email: jmarsh@nyseg.com  
 Websites: nyseg.com, rge.com

RG&E, a subsidiary of Avangrid, serves approximately 385,925 electricity customers and 319,737 natural gas customers in a nine-county region centered on the City of Rochester. Affiliated with Iberdrola S.A., Avangrid owns eight electricity, natural gas or combination utilities in Connecticut, Maine, Massachusetts, and New York. The utilities serve 2.2 million electricity customers, 1 million natural gas customers, and are recognized for safe, reliable energy delivery, excellent customer service, and a commitment to the community and environment.

For more information, visit [rge.com](http://rge.com) and [avangrid.com](http://avangrid.com).

**OUR COMMITMENT TO SAFETY**

We work with industry groups to continually enhance natural gas pipeline safety and training methods. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents. And, as new technologies are developed in natural gas pipeline design, construction, inspections, and operations, we will continue to invest in pipeline integrity programs that will allow for the safe and reliable delivery of natural gas.

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- Using the latest technology to monitor our natural gas delivery system around the clock.
- Conducting aerial and ground inspections.
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- Training, testing and qualifying employees under U.S. Department of Transportation standards for pipeline operators.

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**THE PUBLIC’S ROLES IN ENSURING SAFETY**

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- **Sight:** You may see a white cloud, mist, fog, bubbles in standing water, dirt being blown into the air or vegetation that appears to be dead or dying for no apparent reason.
- **Sound:** You may hear an unusual noise like roaring, hissing or whistling.

**How to respond to a natural gas leak:**

- Move to safe surroundings and warn others to stay away. (If the odor is inside, get up, get out and call RG&E from another location.)
- Call **RG&E** at 1.800.743.1702. (Or call 911.)
- DO NOT strike a match, use a cell phone or switch on/off appliances, lights or even a flashlight in the area where you smell natural gas. These items can produce sparks.
- Do not attempt to make any repairs.
- Do not attempt to put out a fire.

**Additional leak response steps for Emergency Personnel:**

- Secure the area.
- Evacuate as necessary.
- Take steps to eliminate possible sources of ignition.

**EMERGENCY CONTACT:**  
**1.800.743.1702**

<b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b>		
Natural Gas	1971	115

**NEW YORK  
 COUNTIES OF OPERATION:**

Genesee	Orleans
Livingston	Wayne
Monroe	Wyoming
Ontario	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**Additional leak response steps for Excavators:**

- Stop all work and move workers away.
- Keep the public and traffic away.
- Do not attempt to repair the leak or slow the rate of leaking natural gas.
- Do not attempt to extinguish a natural gas-fed fire.
- If you suspect or become aware of a dent, scratch or coating damage to a RG&E pipeline, notify the company immediately at 1.800.743.1702.

**PIPELINE MARKERS**

RG&E installs pipeline markers near roads, highways and at other locations along company rights of way. These markers show the approximate location of pipelines and provide emergency contact number information.

Not all buried pipelines have markers. Whether or not a natural gas pipeline is marked – and even if you believe you know the location of a natural gas pipeline, always call 811 or UDig NY directly at 1.800.962.7962 to determine the location of the natural gas pipeline before doing any excavation.

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Excavation must always be done carefully. Even minor damage must be reported as it is imperative for the pipeline owner to inspect and repair any damage.

**WORKING TOGETHER ENSURES  
SAFE, RELIABLE NATURAL GAS  
SERVICE**

**RG&E:** To report a natural gas emergency, call **1.800.743.1702**

*For all non-emergency natural gas services contact a plumbing and heating or appliance professional.*



1300 Main St  
Houston, TX 77002  
Phone: (713) 989-7000  
Website: www.energytransfer.com

Energy Transfer, a Texas-based energy company founded in 1996 as a small intrastate natural gas pipeline company, is now one of the largest and most diversified master limited partnerships in the United States.

Strategically positioned in all of the major U.S. production basins, the company owns and operates a geographically diverse portfolio of energy assets, including midstream, intrastate and interstate transportation and storage assets. Energy Transfer, or one of its affiliates, operates more than 130,000 miles of natural gas, crude oil, natural gas liquids and refined products pipelines and related facilities, including terminalling, storage, fractionation, blending and various acquisition and marketing assets in 44 states.

SUNOCO, LLC is a wholly owned subsidiary of Sunoco LP (SUN), a master limited partnership based in Dallas, Texas. Sunoco is the largest independent fuel distributor in the country that also owns and/or operates 4 transmix processing facilities along with 42 refined product terminal facilities. Sunoco's operations also include transportation assets to support the distribution of motor fuel to approximately 10,000 convenience stores, independent dealers, commercial customers, and distributors located in more than 30 states, including Hawaii and Puerto Rico. Sunoco LP's general partner is owned by Energy Transfer.

**EMERGENCY CONTACT:  
1-800-765-2255**

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**

Diesel Fuel	1993	128
Gasoline	1203	128
Kerosene	1223	128

**NEW YORK  
COUNTIES OF OPERATION:**

Chemung                      Richmond  
Monroe

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

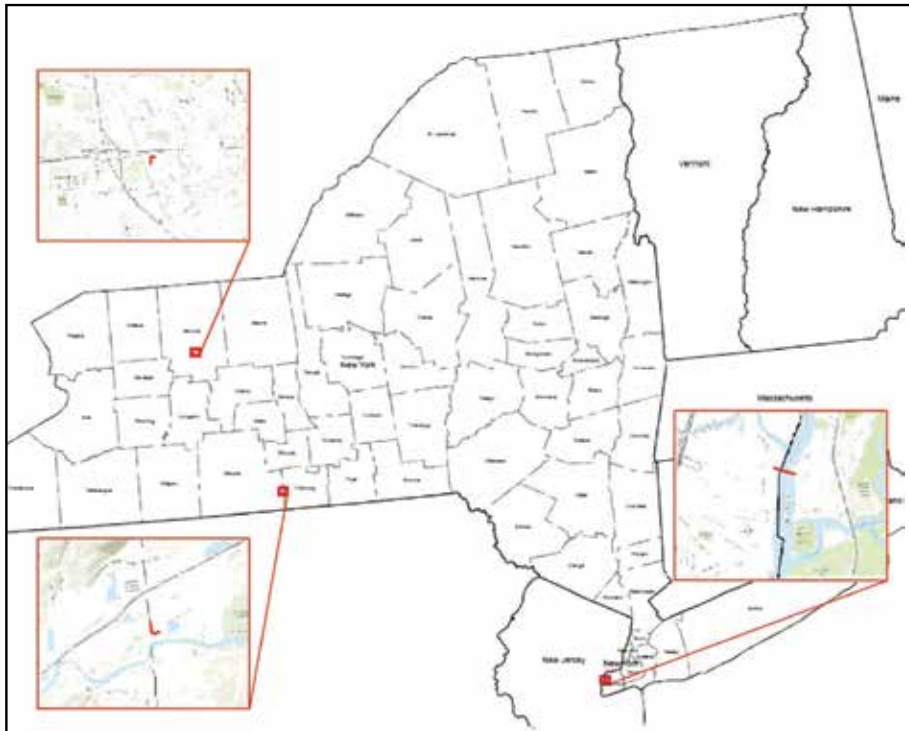
For more information about local operations of **Sunoco**, please contact us:

**Chemung and Monroe counties:**

Raymond Foster  
Terminal Operations Supervisor  
607-358-6075 (w), 607-742-7272 (m)  
raymond.foster@sunoco.com

**Richmond county:**

Michael Paraskevas  
Sr. Operations Manager  
908-986-5570 (w)  
michael.paraskevas@sunoco.com





1300 Main St.  
Houston, TX 77002  
Phone: (713) 989-7000  
Website: www.energytransfer.com

Energy Transfer, a Texas-based energy company founded in 1996 as a small intrastate natural gas pipeline company, is now one of the largest and most diversified master limited partnerships in the United States.

Strategically positioned in all of the major U.S. production basins, the company owns and operates a geographically diverse portfolio of energy assets, including midstream, intrastate and interstate transportation and storage assets. Energy Transfer, or one of its affiliates, operates more than 130,000 miles of natural gas, crude oil, natural gas liquids and refined products pipelines and related facilities, including terminalling, storage, fractionation, blending and various acquisition and marketing assets in 44 states.

**Sunoco Pipeline** operates a geographically diverse portfolio of energy assets including, pipelines, terminalling and marketing assets. Crude oil, refined products and natural gas liquids are transported through a 6,000-mile pipeline system that traverses 11 states.

For more information about local operations of **Sunoco Pipeline**, please contact us:

**Broome, Chemung, Cortland, Erie, Genesee, Livingston, Monroe, Onodaga and Steuben counties:**  
Rob Phelps  
Operations Supervisor  
607-562-7201 (w), 607-738-7014 (m)  
rob.phelps@energytransfer.com

**EMERGENCY CONTACT:  
1-800-786-7440**

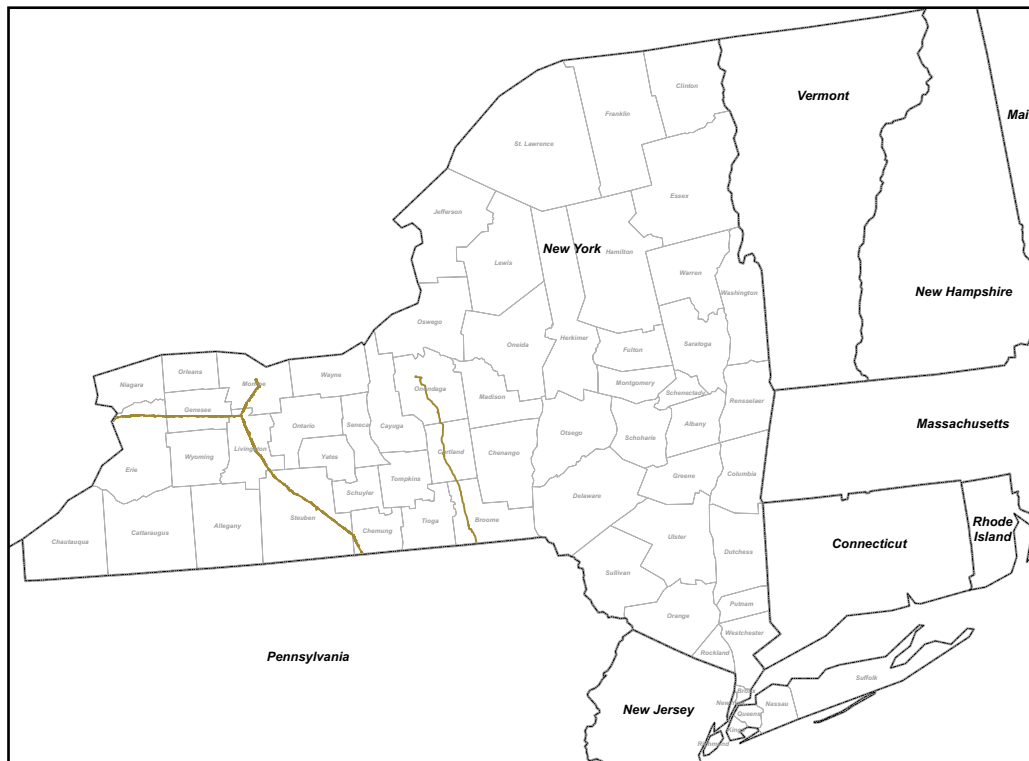
**PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:**

Diesel Fuel	1993	128
Fuel, Aviation	1863	128
Fuel Oil	1993	128
Gasoline	1203	128
Kerosene	1223	128

**NEW YORK  
COUNTIES OF OPERATION:**

Broome	Livingston
Chemung	Monroe
Cortland	Onodaga
Erie	Steuben
Genesee	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*



**Ted Williamson**  
 2409 Timmerman Road  
 Greenwood, NY 14839  
 Phone: (607) 792-9788

# WYCKOFF GAS STORAGE

## ABOUT WYCKOFF GAS STORAGE COMPANY, LLC

Wyckoff Gas Storage Company, LLC is a private company that owns and operates natural gas transmission lines and underground storage in Steuben County, New York. The pipeline system is comprised of 20 miles of 6", 8", 14" and 16" pipe.

## COMMITMENT TO SAFETY, HEALTH AND THE ENVIRONMENT

Wyckoff Gas Storage Company, LLC constantly strives for continuous improvement in environmental, health and safety performance. This corporate responsibility is a reflection of our core value to conduct business in a socially responsible and ethical manner to help achieve the greatest benefit for all our stakeholders. We conduct our business in a responsible manner that is environmentally, socially and economically sustainable. It is our policy to meet all applicable environmental, health and safety laws and regulations, and to be good stewards of the natural resources and wildlife in our care

Safety is viewed as a fundamental responsibility and top priority of every person employed by our company. We lead, train, and equip employees to anticipate hazards and risks in order to avoid injuries and accidents. We constantly target a zero accident culture.

## DAMAGE PREVENTION

Wyckoff Gas Storage Company, LLC is committed to protecting our pipelines from third party damage. We do this by clearly marking our pipeline right of ways, participating in the New York Dig Safely One-Call program and by routinely patrolling and inspecting our pipeline right of ways.

## EMERGENCY RESPONSE

Wyckoff Gas Storage Company, LLC is committed to operating and maintaining our pipelines in a safe manner. In the unlikely event of a pipeline release,

Wyckoff will take the following steps to ensure public safety and protect the environment:

- Shut down the pipeline
- Identify hazardous areas
- Ensure the safety of the public
- Dispatch personnel and emergency responders to the scene
- Excavate and repair the damaged line
- Work with emergency responders, the public and officials in the affected area

### EMERGENCY CONTACT: 1-800-290-4572

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Natural Gas	1971	115

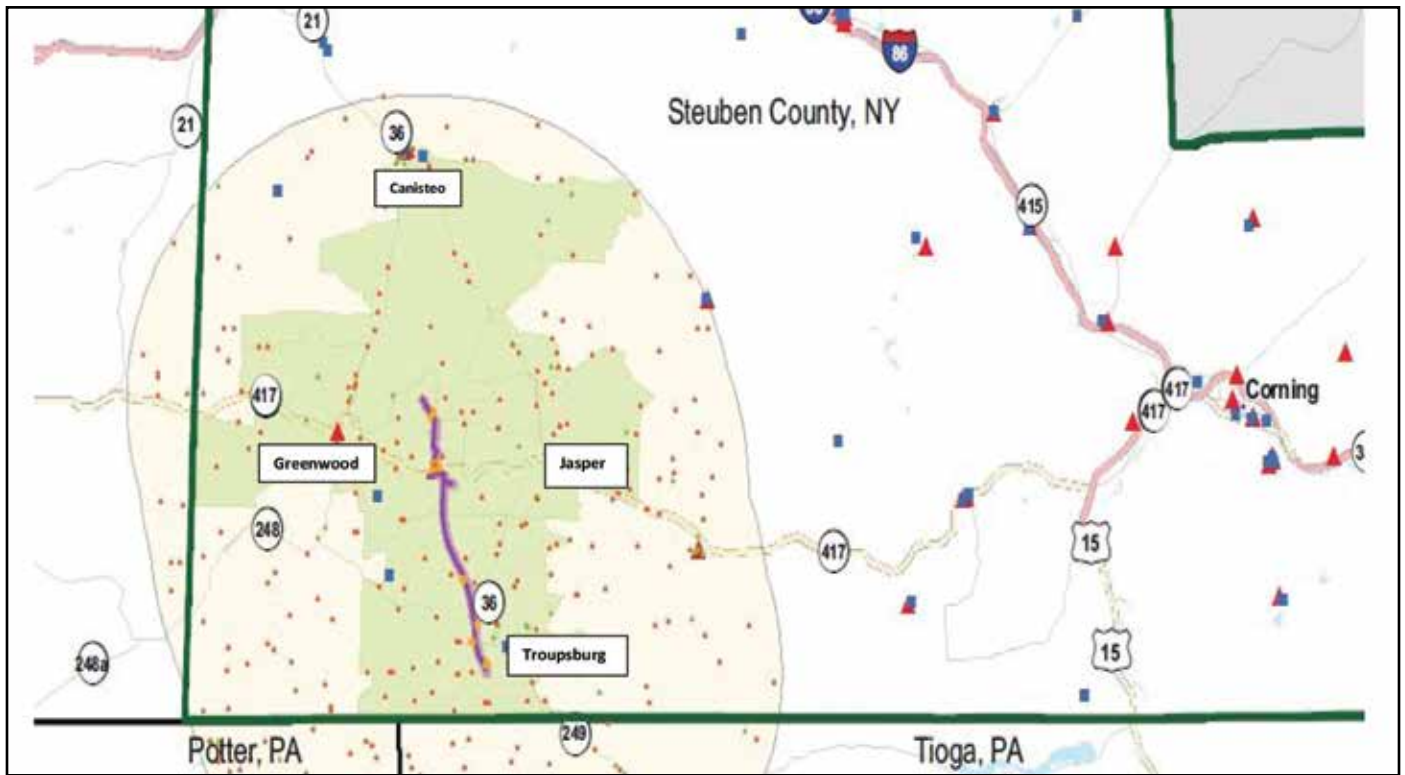
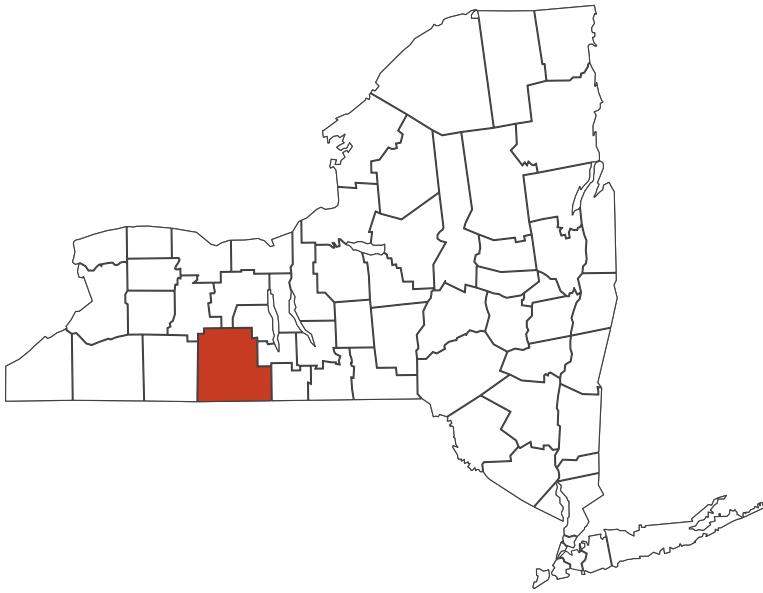
### NEW YORK COUNTIES OF OPERATION:

Steuben

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*



Pipeline markers



\*Note: In PURPLE is the Wyckoff Gas Storage Pipeline Right of Way

### **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**

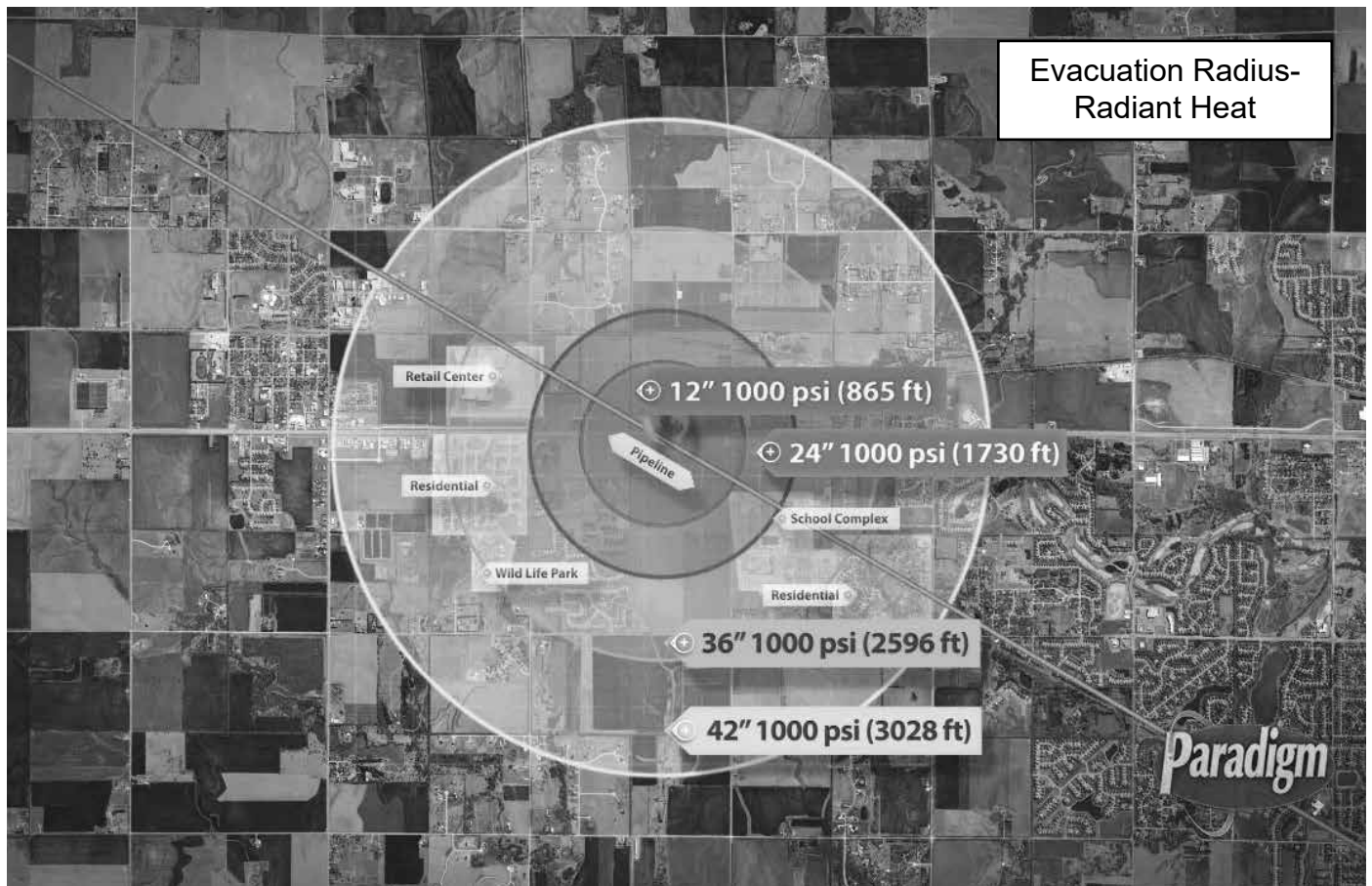
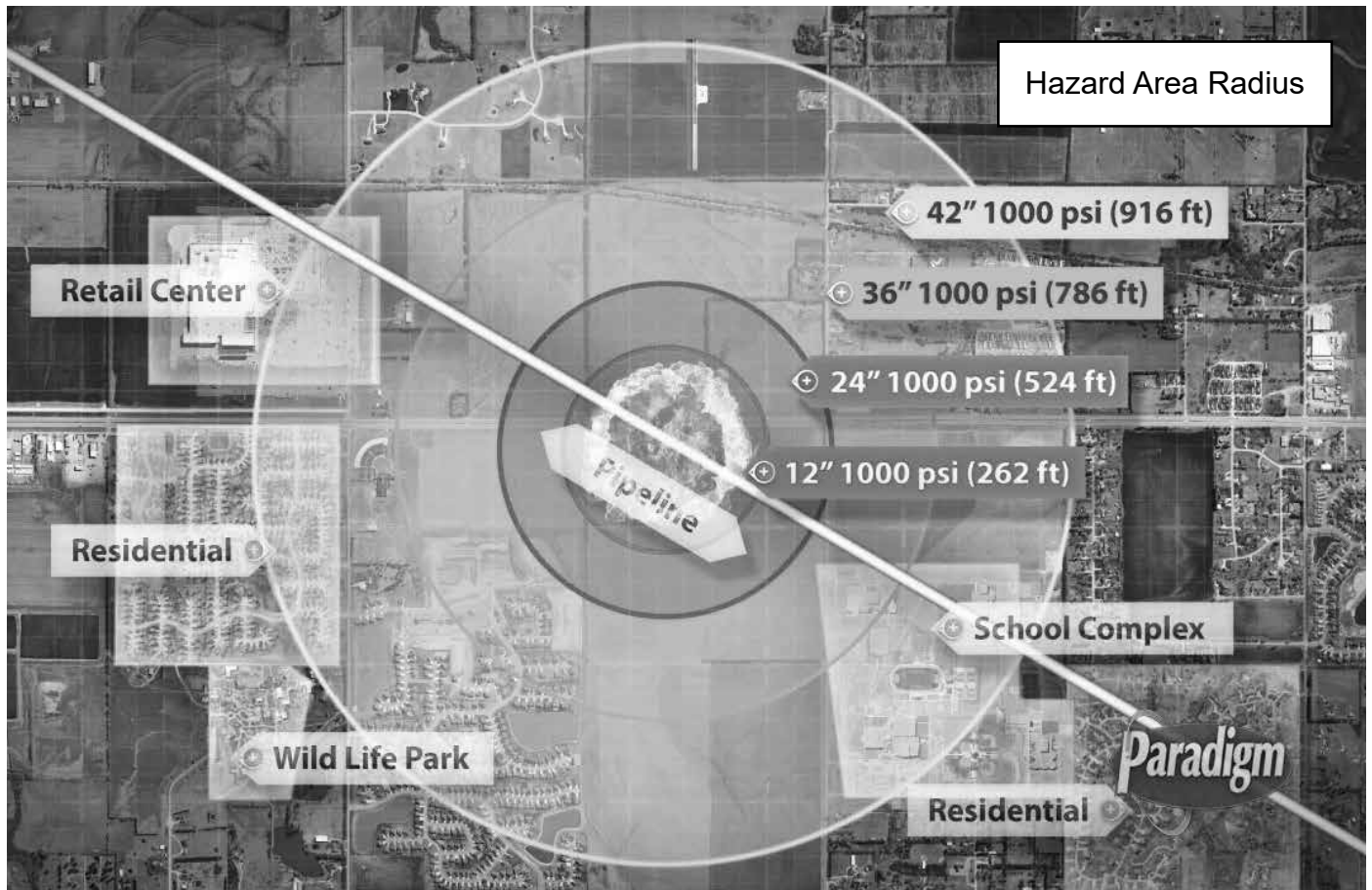
**(a) General:** Each operator shall prepare and follow for each pipeline system a manual of written procedures for conducting normal operations and maintenance activities and handling abnormal operations and emergencies. This manual shall be reviewed at intervals not exceeding 15 months, but at least 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*





## NENA Pipeline Emergency Operations - Call Intake Checklist

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

### 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 CHECKLIST

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

From April Heinze at NENA October 2022

A recent change made at the federal level will begin to impact your Emergency Communications Center (ECC) very soon. In April 2022, the Pipeline and Hazardous Materials Safety Administration (PHMSA), a subset of the National Highway Traffic Safety Administration (NHTSA), updated a rule for Pipeline Operators. The rule went into effect on October 5, 2022. The PHMSA rule is 49 CFR § 192.615(a)(8) and § 195.402(e)(7). It requires pipeline operators to contact the appropriate PSAP immediately upon notification of a potential rupture. The rule specifies the following:

A **Notification of Potential Rupture** is an observation of any unanticipated or unexplained:

- Pressure loss outside of the pipeline's normal operating pressure
- Rapid release of a large volume of a commodity (e.g., natural gas or hazardous liquid)
- Fire or explosion in the immediate vicinity

ECCs will begin to receive calls from pipeline operators for situations that may not be dispatchable. Of the three potential rupture notifications, the "pressure loss outside of the pipeline's normal operating pressure" will be the most difficult for responders to locate and mitigate. The operators will contact the ECC at the same time they are sending a technician to check the potential problem and determine the actual location. Many pipeline segments span an extensive area that could cross multiple ECC and Fire Department boundaries. Based on recent discussions with pipeline operators, they will call ECCs to fulfill the rule requirements to place the ECC on standby for a potential problem. They also want the ECC to contact them if the ECC receives any calls that may confirm there is a problem.

PHMSA and pipeline operators lack an understanding of local ECC and first responder policies and procedures. Some pipeline operators have already sent letters to ECCs that serve the areas their pipeline infrastructure is located. It does not appear that PHMSA engaged the ECC community before adopting the rule, nor have they communicated this information to the responder community.

So, what does this mean for your ECC? ECCs are responsible for intaking information and dispatching appropriate resources. They are not in the habit of intaking details of a potential emergency and doing nothing with it. To do nothing creates liability issues for your ECC. ECC Managers should work with local Fire Departments to develop local policy regarding handling these calls. The policy will need to address whether to hold the information until further information is provided from the pipeline operator or, if a dispatch is to be made, what resources need to be sent. The policy should also address how to properly notify the pipeline operator if the ECC or responders discover that a potential rupture is, in fact, an actual rupture. ECC management should incorporate pipeline maps into their local GIS systems or maintain a map easily accessible to call-takers of the pipeline infrastructure within their jurisdiction. PHMSA has a pipeline mapping system that ECCs can use, <https://www.npms.phmsa.dot.gov/>. In addition, the ECC should consider specific questions within their call intake guides.

Specific Questions that ECCs may want to incorporate for potential rupture situations include:

1. What commodity might be leaking, and how severe does the potential leak appear?
2. What is the point-to-point location span of the potential rupture?
3. Is any special equipment needed for responders to mitigate the potential problem?

To comply with the new PHMSA rule, pipeline operators must contact ECCs reliably. Some pipeline operators are local or regional companies with existing relationships with the ECCs in their area. However, many pipeline operators serve a large geographic area and may not have established relationships with every ECC within their service area. Those pipeline operators may utilize the NENA Enhanced PSAP Registry and Census (EPRC) to obtain PSAP contact information. NENA strongly encourages you to verify the accuracy of your PSAP's contact information in the EPRC database. ECC 24/7/365 emergency contact number(s) should be 10-digit lines answered as quickly as possible. Callers should not be required to interact with a phone tree or wait on hold if possible. Access to the EPRC is free for ECCs. To learn more and to request user accounts if you do not already use the EPRC, visit [nena.org/eprc](http://nena.org/eprc).

## 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).

## 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

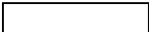
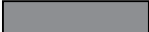

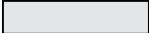




- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth (*never assume pipeline depth*)
- DOES NOT indicate pipeline pressure



## 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.

American Public Works Association (APWA) Uniform Color Code	
	<b>WHITE</b> - Proposed Excavation
	<b>PINK</b> - Temporary Survey Markings
	<b>RED</b> - Electric Power Lines, Cables, Conduit and Lighting Cables
	<b>YELLOW</b> - Gas, Oil, Steam, Petroleum or Gaseous Materials
	<b>ORANGE</b> - Communication, Alarm or Signal Lines, Cables or Conduit
	<b>BLUE</b> - Potable Water
	<b>PURPLE</b> - Reclaimed Water, Irrigation and Slurry Lines
	<b>GREEN</b> - Sewers and Drain Lines

National One-Call Dialing Number:



Know what's below.  
Call before you dig.

For More Details Visit: [www.call811.com](http://www.call811.com)

## 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
- Mud or water bubbling up
- 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

## High Consequence Areas Identification\*

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) 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.
- (b) 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.
- (c) 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.

Sites within your jurisdiction will fit the above requirements, please go to [my.spatialobjects.com/admin/register/ISR](https://my.spatialobjects.com/admin/register/ISR) to provide this valuable information to pipeline companies.

\* 49 CFR §192.903.

### **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](https://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.



## Maintaining Safety and Integrity of Pipelines

Pipeline companies invest significant time and capital maintaining the quality and integrity of their pipeline systems. Most active pipelines are monitored 24 hours a day via manned control centers. Pipeline companies also utilize aerial surveillance and/or on-ground observers to identify potential dangers. Control center personnel continually monitor the pipeline system and assess changes in pressure and flow. They notify field personnel if there is a possibility of a leak. Automatic shut-off valves are sometimes utilized

to isolate a leak. Gas transmission and hazardous liquid pipeline companies have developed supplemental hazard and assessment programs known as Integrity Management Programs (IMPs). IMPs have been implemented for areas designated as "high consequence areas" (HCAs) in accordance with federal regulations. Specific information about companies' programs may be found on their company web sites or by contacting them directly.

## How You Can Help Keep Pipelines Safe

While accidents pertaining to pipeline facilities are rare, awareness of the location of the pipeline, the potential hazards, and what to do if a leak occurs can help minimize the number of accidents. A leading cause of pipeline incidents is third-party excavation damage. Pipeline companies are responsible for the safety and security of their respective pipelines. To help maintain the integrity of pipelines and their right-of-way, it is essential that pipeline and facility neighbors protect against unauthorized excavations or other destructive activities. You can help by:

- Being aware of any unusual or suspicious activities or unauthorized excavations taking place within or near the pipeline right-of-way or pipeline facility.
  - Develop contacts and relationships with pipeline company representatives, i.e. participate in mock drill exercises with your local pipeline company.
  - Share intelligence regarding targeting of national infrastructure, and specific threats or actual attacks against pipeline companies.
- Assist with security steps for pipeline facilities during heightened national threat levels, i.e., increased surveillance near facilities.
- Monitor criminal activity at the local level that could impact pipeline companies, and anti-government/pipeline groups and other groups seeking to disrupt pipeline company activities.
- Keeping the enclosed fact sheets for future reference.
- Attending an emergency response training program in your area.
- Familiarizing yourself and your agency with the Pipelines and Informed Planning Alliance (PIPA) best practices regarding land use planning near transmission pipelines.
- Completing and returning the enclosed postage-paid survey.
- Report to the pipeline company localized flooding, ice dams, debris dams, and extensive bank erosion that may affect the integrity of pipeline crossings.

## National Pipeline Mapping System (NPMS)

The National Pipeline Mapping System (NPMS) is a geographic information system created by the U.S. Department of Transportation (DOT), Pipeline and Hazardous Materials Safety Administration (PHMSA), Office of Pipeline Safety (OPS) in cooperation with other federal and state governmental agencies and the pipeline industry to provide information about companies and their pipelines. The NPMS web site is searchable by ZIP Code or by county and state, and can display a printable county map.

Within the NPMS, PHMSA has developed the Pipeline Integrity Management Mapping Application (PIMMA) for use by pipeline companies and federal, state, and

local government officials only. The application contains sensitive pipeline infrastructure information that can be viewed via internet browsers. Access to PIMMA is limited to federal, pipeline companies. PIMMA access cannot be given to any person who is not a direct employee of a government agency.

For a list of companies with pipelines in your area and their contact information, or to apply for PIMMA access, go to [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov). Companies that operate production facilities, gas/liquid gathering piping, and distribution piping are not represented by NPMS nor are they required to be.

## 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



**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.

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**Websites:**

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

[www.apcointl.org/](http://www.apcointl.org/)

**Common Ground Alliance**

[www.commongroundalliance.com](http://www.commongroundalliance.com)

**Federal Emergency Management Agency**

[www.fema.gov](http://www.fema.gov)

**Federal Office of Pipeline Safety**

[www.phmsa.dot.gov](http://www.phmsa.dot.gov)

**Government Emergency Telecommunications**

[www.dhs.gov/government-emergency-telecommunications-service-gets](http://www.dhs.gov/government-emergency-telecommunications-service-gets)

**Infrastructure Protection – NIPC**

[www.dhs.gov/national-infrastructure-protection-plan](http://www.dhs.gov/national-infrastructure-protection-plan)

**National Emergency Number Association**

[https://www.nena.org/?](https://www.nena.org/)

**National Fire Protection Association (NFPA)**

[www.nfpa.org](http://www.nfpa.org)

**National Pipeline Mapping System**

[www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

**National Response Center**

[www.nrc.uscg.mil](http://www.nrc.uscg.mil) or 800-424-8802

**Paradigm Liaison Services, LLC**

[www.pdigm.com](http://www.pdigm.com)

**United States Environmental Protection Agency (EPA)**

[www.epa.gov/cameo](http://www.epa.gov/cameo)

**Wireless Information System for Emergency Responders (WISER)**

[www.wiser.nlm.nih.gov](http://www.wiser.nlm.nih.gov)

**FOR MORE INFORMATION ON THE NASFM PIPELINE EMERGENCIES PROGRAM**

[www.pipelineemergencies.com](http://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](http://www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg)



## About Paradigm

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  
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# HSEEP

Homeland Security Exercise  
and Evaluation Program

Presenter/Contact Information:

Key Take-Aways:


✓
✓
✓
✓
✓

Comments to Remember


Questions to Ask


New Concepts to Explore






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