

2025 PIPELINE EMERGENCY QUICK REFERENCE GUIDE - NEW YORK

EMERGENCY CONTACT LIST

Company Name	Emergency Number
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	1-877-697-2028
DT Midstream – Bluestone Gas	1-800-363-9541
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

To learn more about your local pipeline operators, please visit ny.pipeline-awareness.com

Note: The above numbers are for emergency situations. Additional pipeline operators/companies may exist in your area. Visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov for transmission companies not listed above.

One-Call System	Phone Number
Dig Safely New York	1-800-962-7962 or 811
New York 811.....	1-800-272-4480 or 811

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INCIDENT RESPONSE

- Always approach from upwind/park vehicle a safe distance away/if vehicle stalls – DO NOT attempt to restart
- Gather information/establish incident command/identify command structure
- Initiate communications with pipeline/gas company representative ASAP
- Control/deny entry: vehicle, boat, train, aircraft, foot traffic, media – refer all media questions to pipeline/gas representatives

RISK CONSIDERATIONS

- Type/volume/pressure/location/geography of product
- Environmental factors – wind, fog, temperature, humidity
- Sight, sound, smell – indicators vary depending on product
- Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- Other utility emergencies

PIPELINE MARKERS

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

The markers display:

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



PRODUCT HAZARDS AND CHARACTERISTICS

Petroleum (flow rate can be hundreds of thousands of gallons per hour) **TYPE 1**

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

Type 1 Products	Flash Point	Ignition Temperature
Gasoline	- 45 °F	600 °F
Jet Fuel	100 °F	410 °F
Kerosene	120 °F	425 °F
Diesel Fuel	155 °F	varies
Crude Oil	25 °F	varies

Natural Gas (flow rate can be hundreds of thousands of cubic feet per hour) **TYPE 2**

- Flammable range may be found anywhere within the hot zone between 4% and 15%
- Rises and dissipates relatively quickly
- H2S can be a by-product of natural gas – PPM = PARTS PER MILLION
 - 0.02 PPM Odor threshold
 - 10.0 PPM Eye irritation
 - 100 PPM Headache, dizziness, coughing, vomiting
 - 200-300 PPM Respiratory inflammation within 1 hour of exposure
 - 500-700 PPM Loss of consciousness/possible death in 30-60 min.
 - 700-900 PPM Rapid loss of consciousness; death possible
 - Over 1000 PPM Unconsciousness in seconds; death in minutes

- Incomplete combustion of natural gas may release carbon monoxide
- Storage facilities may be present around populated areas/ can be depleted production facilities or underground caverns
- Gas travel may be outside the containment vessel along the natural space between the pipe and soil
- Lower/Upper Explosive Limit depends on characteristics of gas (SDS)

Propane, Butane and Other Similar Products - **TYPE 3** (*e.g. Carbon Dioxide / Anhydrous Ammonia)

- Flammable range may be found anywhere within the hot zone
- Products cool rapidly to sub-zero temperatures once outside the containment vessel
- Vapor clouds may be white or clear

Type 3 Products	Flash Point	Ignition Temperature
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F
Anhydrous Ammonia	- 51 °F	1204-1560 °F

* Caustic - Can freeze/burn skin

* Expands Rapidly

* Liquid to a fog gas state!

