

VIRGINIA



# 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

2024

# EMERGENCY CONTACT LIST

<b>COMPANY</b>	<b>EMERGENCYNUMBER</b>
Appalachian Energy, Inc.....	1-877-377-6671
Appalachian Natural Gas Distribution Company .....	1-866-261-5525
Atmos Energy .....	1-866-322-8667
CNX Resources Corporation – Virginia Operations .....	1-800-498-8225
Columbia Gas of Virginia.....	1-800-544-5606
Diversified Gas & Oil Corporation.....	1-877-711-1138
East Tennessee Natural Gas.....	1-888-231-2294
Eastern Gas Transmission and Storage.....	1-888-264-8240
EnerVest Operating, LLC.....	1-866-454-4265
Equitrans Midstream, as operator of MVP.....	1-833-929-1736
LES Project Holdings, LLC.....	1-703-994-1001
Saltville Gas Storage Company, LLC. ....	1-800-231-7794
Southwestern Virginia Gas.....	1-276-632-5665
Sunoco, LLC.....	1-800-786-7440
TC Energy / Columbia Gas Transmission .....	1-800-835-7191
Williams .....	1-855-945-5762

**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.**

<b>ONE-CALL SYSTEM</b>	<b>PHONE NUMBER</b>
Virginia 811 .....	1-800-552-7001
National One-Call Referral Number.....	1-888-258-0808
National One-Call Dialing Number .....	811

## Table of Contents

Sponsor Listing.....	1
Overview.....	2
Hazardous Liquids Material Data Sheet.....	4
Highly Volatile Liquids Material Data Sheet.....	5
Natural Gas Material Data Sheet.....	6
Emergency Response Guidebook.....	7
Appalachian Energy, Inc.....	8
Appalachian Natural Gas Distribution Company.....	10
Atmos Energy.....	11
CNX Resources Corporation – Virginia Operations.....	12
Columbia Gas of Virginia.....	14
Diversified Gas & Oil Corporation.....	16
East Tennessee Natural Gas (Operated by Enbridge).....	18
Eastern Gas Transmission and Storage.....	19
EnerVest Operating, LLC.....	22
Equitrans Midstream, as operator of MVP.....	23
LES Project Holdings, LLC.....	25
Saltville Gas Storage Company, LLC (Operated by Enbridge).....	26
Southwestern Virginia Gas.....	27
Sunoco, LLC.....	28
TC Energy.....	29
Williams.....	31
Emergency Response.....	33
NENA Pipeline Emergency Operations - Call Intake Checklist.....	35
PSAP - Notification of Potential Rupture Rule.....	36
Pipelines In Our Community / Pipeline Markers / Call Before You Dig.....	37
Signs Of A Pipeline Release / What To Do If A Leak Occurs / Pipeline Emergency.....	38
High Consequence Areas Identification / Identified Sites.....	39
Maintaining Safety and Integrity of Pipelines / How You Can Help Keep Pipelines Safe / NPMS / Training Center.....	40
Pipeline Damage Reporting Law / Websites.....	41
About Paradigm.....	42



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*.

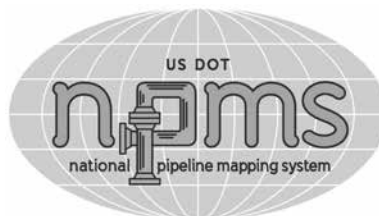
The Guidebook is available at:

<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:**

Appalachian Energy, Inc  
Appalachian Natural Gas Distribution Company  
Atmos Energy  
CNX Resources Corporation – Virginia Operations  
Columbia Gas of Virginia  
Diversified Gas & Oil Corporation  
East Tennessee Natural Gas (Operated by Enbridge)  
Eastern Gas Transmission and Storage  
EnerVest Operating, LLC  
Equitrans Midstream, as operator of MVP  
LES Project Holdings, LLC  
Saltville Gas Storage Company, LLC (Operated by Enbridge)  
Southwestern Virginia Gas  
Sunoco, LLC  
TC Energy / Columbia Gas Transmission  
Williams



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
- H<sub>2</sub>S 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
- H<sub>2</sub>S 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
--

<b>PRODUCT:</b> Diesel Fuel <b>DOT GUIDEBOOK ID #:</b> 1202 <b>GUIDE #:</b> 128
--

<b>PRODUCT:</b> Jet Fuel <b>DOT GUIDEBOOK ID #:</b> 1863 <b>GUIDE #:</b> 128
---

<b>PRODUCT:</b> Gasoline <b>DOT GUIDEBOOK ID #:</b> 1203 <b>GUIDE #:</b> 128
---

*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.

**PRODUCT:** Propane  
**DOT GUIDEBOOK ID #:** 1075  
**GUIDE #:** 115

**PRODUCT:** Butane  
**DOT GUIDEBOOK ID #:** 1075  
**GUIDE #:** 115

**PRODUCT:** Ethane  
**DOT GUIDEBOOK ID #:** 1035  
**GUIDE #:** 115

**PRODUCT:** Propylene  
**DOT GUIDEBOOK ID #:** 1075/1077  
**GUIDE #:** 115

**PRODUCT:** Natural Gas Liquids  
**DOT GUIDEBOOK ID #:** 1972  
**GUIDE #:** 115

*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 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.
- 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.
- 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.

**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.



## LIAISON WITH APPROPRIATE OFFICIALS

Code of Federal Regulations Title 49, Part 192.615 (c) and 192.616 requires operators of natural gas pipelines to 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.

Appalachian Energy, Inc. attends the Paradigm Liaison Services meetings within their operating area and has developed this pamphlet in order to comply with the Code of Federal Regulations Part 192.615 (c) and 192.616.

## WHAT CONSTITUTES A GAS PIPELINE EMERGENCY?

A gas pipeline emergency may be, but is not limited to one or more of the following situations:

- 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 involving a pipeline facility including tornadoes, mine subsidence, flooding, washed-out or exposed pipelines.
- 5) Third party damage of the pipeline.
- 6) Vandalism or sabotage to a pipeline facility.

These are the type of emergencies of which police, fire, and emergency services may be notified.

## RESOURCES OF EMERGENCY RESPONSE ORGANIZATIONS

The various organizations that have been invited to attend the Paradigm Liaison Services meetings within the Appalachian Energy, Inc. operating area have been asked to complete an Emergency Response Report form that includes Public Agency Information, Emergency Information and Emergency Response Capabilities. The information provides Appalachian Energy, Inc. with an understanding of the resources the various agencies have to assist in the event of a gas pipeline emergency. Contact Appalachian Energy, Inc. for more information or availability of its emergency response plan.

## RESPONSIBILITY OF EMERGENCY RESPONSE ORGANIZATIONS

Appalachian Energy, Inc. may request assistance from emergency agencies in the event of a gas pipeline emergency. Following are some guidelines concerning what may be requested from the agencies:

### Police

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Prevent unauthorized personnel from entering the restricted zone.
- Preserve the area for accident investigation.

### Fire

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Eliminate potential ignition sources.
- Search and rescue operations.
- Contain and control secondary fires.

## EMERGENCY CONTACT: 1-877-377-6671

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

## VIRGINIA COUNTIES OF OPERATION:

Buchanan

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

## Emergency Services

- Provide medical assistance.
- Provide ambulance service.
- Provide air evacuation service.

## What not to do:

- Do not operate any mainline valves.
- If gas is not burning, do not take any action that may ignite it. If gas is burning, do not attempt to put out the pipeline fire, unless requested to do so by gas company personnel.
- Notify police, fire department, and/ or other appropriate officials.
- Provide a gas company representative to work with appropriate officials during the emergency.
- Establish a staging area to coordinate and develop a plan of action with emergency officials.
- Provide facility maps and hazardous location areas to the appropriate officials.
- Repair the affected facilities.
- Investigate the cause of the incident.

**PIPELINE SAFETY AND INTEGRITY**

We patrol our pipeline rights of way and conduct leak surveys on a regular basis. We conduct periodic inspections of our pipelines and our employees who perform safety sensitive functions receive updated training and are qualified in accordance with the US Department of Transportation regulations for natural gas pipeline operators.

**MUTUAL ASSISTANCE**

The Paradigm Liaison Services meetings afford Appalachian Energy, Inc. the opportunity to discuss with the appropriate officials what steps must be taken to engage in mutual assistance to minimize hazards to life or property in the event of an emergency.

**NATIONAL PIPELINE MAPPING SYSTEM**

The United States Department of Transportation has a list of pipeline operators searchable by state, county and zip code. To obtain this list, visit [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

**APPALACHIAN ENERGY, INC. EMERGENCY PHONE NUMBERS:**

Appalachian Energy, Inc.  
VA: **1-877-377-6671**

For additional information concerning Appalachian Energy, Inc. facilities or the public awareness program contact Appalachian Energy, Inc. at:

Appalachian Energy, Inc.  
PO Box 2406  
Abingdon, VA 24212  
Attention: Edward Diminick  
Phone: 276-619-3880



**Dial 811 or 800-552-7001**

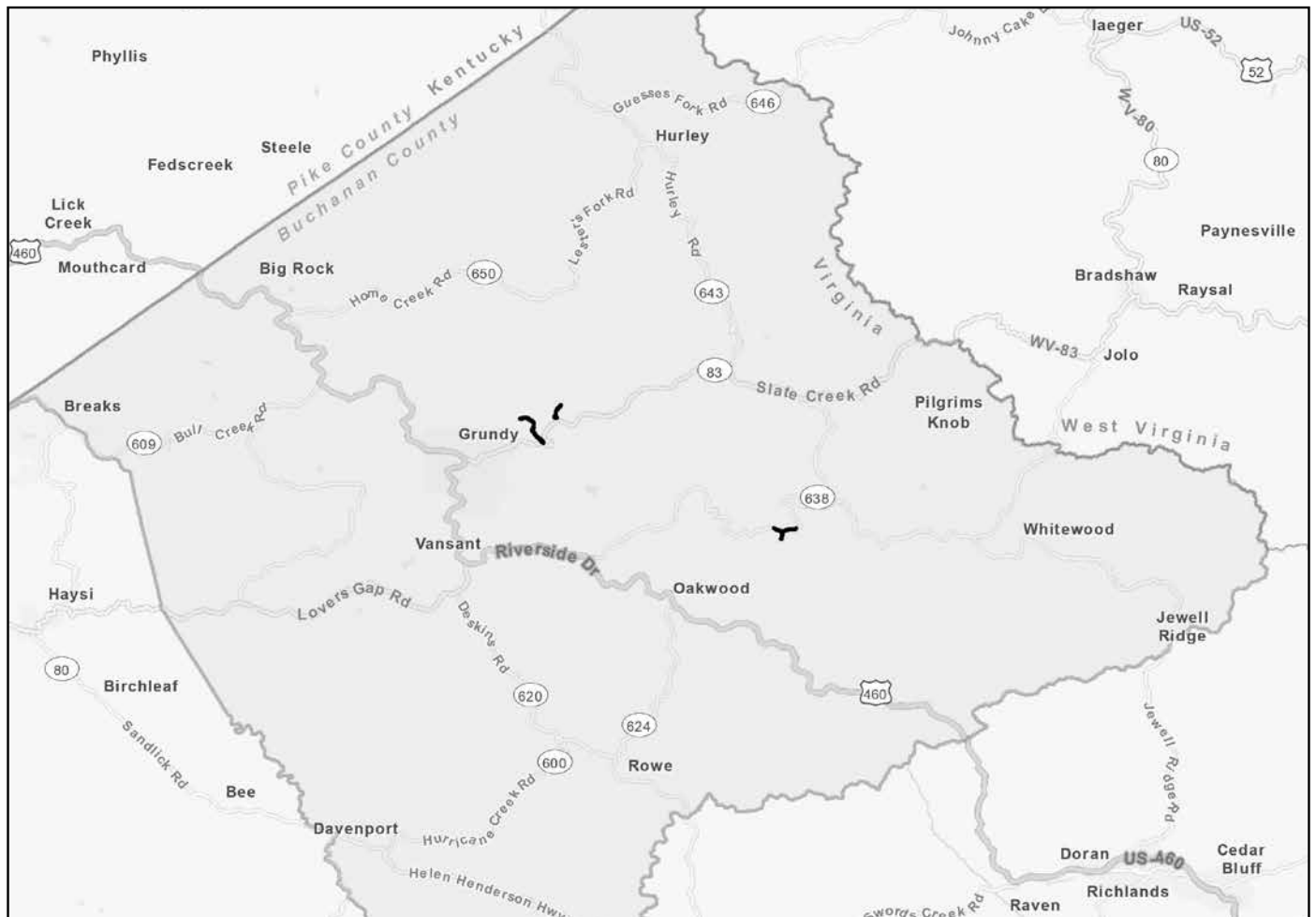
Virginia Utility Protection Service, Inc.

[www.va811.com](http://www.va811.com)

**A Safe Energy Source**

Natural gas is a safe and reliable form of energy. When used properly, natural gas pipelines are the safest way to transport energy; however, as with any type of transportation, you need to use caution.

**Appalachian Energy Inc. operates CLASS 3 Natural Gas Gathering Lines near:**  
**Heritage Hall Nursing Home: 2966 Slate Creek Rd, Grundy, VA 24614**  
**Buchanan General Hospital: 1535 Slate Creek Rd, Grundy, VA 24614**  
**West River Machine & Conveyors: 8936 Dismal River Road, Oakwood, VA 24631**



APPALACHIAN NATURAL



DISTRIBUTION COMPANY

391 Clydesway Rd.  
 Lebanon, VA 24266  
 Phone: 276-698-3129  
 Website: www.appnatgas.com

**WHO IS APPALACHIAN NATURAL GAS DISTRIBUTION COMPANY**

We operate approximately 116 miles of natural gas distribution pipelines in Virginia.

If you observe any unusual or suspicious activity near our pipeline facilities or in the unlikely event an emergency occurs, please call us at any time using one of the numbers listed in this document.

More information on Appalachian Natural Gas Distribution Company can be found at: [www.appnatgas.com](http://www.appnatgas.com).

**WHAT ARE THE SIGNS OF A NATURAL GAS PIPELINE LEAK?**

- Blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Gaseous or hydrocarbon odor
- Dead or discolored vegetation in a green area
- Flames, if a leak has ignited

**WHAT SHOULD I DO IF I SUSPECT A PIPELINE LEAK?**

Your personal safety should be your first concern:

- Evacuate the area and prevent anyone from entering
- Abandon any equipment being used near the area
- Avoid any open flames
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers, 2-way radios)
- Do not start/turn off motor vehicles/ electrical equipment
- Call 911 or contact local fire or law enforcement
- Notify the pipeline company

- Do not attempt to extinguish a natural gas fire
- Do not attempt to operate any pipeline valves

**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. Aerial patrol planes also use the markers to identify the pipeline route. Markers should never be removed or relocated by anyone other than a pipeline operator.

**EMERGENCY CONTACT:**  
**1-866-261-5525**

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

**VIRGINIA**  
**COUNTIES OF OPERATION:**

Buchanan	Tazewell
Carroll	Lee
Dickenson	Norton City
Russell	Wise

*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 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 Appalachian Natural Gas Distribution Company emergency response plans and procedures, contact us at 866-261-5525.





**Bernie Anderson**  
 2833 West Market St.  
 Johnson City, TN. 37604  
 Phone: 423-737-4634  
 bernie.anderson@atmosenergy.com

Atmos Energy is the largest natural gas-only distributor in the country. We safely deliver reliable, affordable, efficient and abundant natural gas to more than 3 million distribution customers in over 1,400 communities across eight states. As part of our vision to be the safest provider of natural gas services, we are modernizing our business and infrastructure while continuing to invest in safety, innovation, environmental sustainability and our communities.

Atmos Energy is committed to safety. In cooperation with other natural gas utilities and pipeline operators, Atmos Energy provides informational programs, materials and training for emergency responders. Our emergency plan is available upon request.

Atmos Energy supports damage prevention programs in order to reduce accidents that can threaten lives and damage property due to careless digging. We actively promote Call 811 Before You Dig; as well as the Virginia 811 Dig with C.A.R.E. program, sponsored by the Virginia SCC, among both professional and residential excavators.

**EMERGENCY CONTACT:**  
**1-866-322-8667**

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

**VIRGINIA**  
**COUNTIES OF OPERATION:**

Montgomery	Smyth
Pulaski	Washington
Radford	Wythe

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

**COMMITMENT TO SAFETY, HEALTH AND ENVIRONMENT**

Atmos Energy's number one priority is the safety of our employees, the public and our natural gas system.

**Atmos Energy is committed to:**

- Providing a safe, healthy and stable work environment for all employees
- Delivering energy that is safe, reliable, affordable and efficient
- Enhancing public safety through safe work practices and public education
- Complying with federal, state and local regulations.



- C** Call Miss Utility @ 811 before you dig.
- A** Allow required time for marking.
- R** Respect the marks.
- E** Excavate carefully.





**ABOUT CNX RESOURCES CORPORATION**

With a history of energy leadership that stretches back more than 150 years, CNX is a premiere independent oil and gas exploration and production company headquartered in Canonsburg, PA and with operations centered in the Appalachian Basin. With a spirit of innovation, we're pioneering a new tomorrow through technological advancements in shale gas exploration and production in the most prolific natural gas basin in the world. From the well head to diverse end-user markets for natural gas, resources from the Marcellus and Utica shale are disrupting the energy paradigm at home and abroad. CNX currently operates more than 5,000 producing gas wells.

**LIAISON WITH APPROPRIATE PUBLIC OFFICIALS**

The Code of Federal Regulations Title 49, Part 192 requires operators of natural gas pipelines to 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.

CNX attends the Paradigm Liaison Services meetings within its operating area and has developed this information in order to comply with the Code of Federal Regulations Part 192.

**WHAT CONSTITUTES A GAS PIPELINE EMERGENCY?**

A gas pipeline emergency may be, but is not limited to one or more of the following situations:

- 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 involving a pipeline facility including subsidence, landslides, flooding, washed-out or exposed pipelines.
- 5) Third party damage of the pipeline.
- 6) Vandalism or sabotage to a pipeline facility.

These are the type of emergencies of which police, fire, and emergency services may be notified.

**RESOURCES OF EMERGENCY RESPONSE ORGANIZATIONS**

The various organizations that have been invited to attend the Paradigm Liaison Services meetings within the CNX operating area have been asked to complete an Emergency Response Report form that includes Public Agency Information, Emergency Information and Emergency Response Capabilities. The information provides CNX with an understanding of the resources the various agencies have to assist in the event of a gas pipeline emergency.

**RESPONSIBILITY OF EMERGENCY RESPONSE ORGANIZATIONS**

CNX may request assistance from emergency agencies in the event of a gas pipeline emergency. Following are some guidelines concerning what may be requested from the agencies:

**Police**

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Prevent unauthorized personnel from entering the restricted zone.
- Preserve the area for accident investigation.

**EMERGENCY CONTACT:**  
**1-800-498-8225**

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Natural Gas	1971	115
<b>Regulated Pipeline Operations</b>		
<b>VIRGINIA COUNTIES</b>		
Buchanan	Tazewell	
<b>WEST VIRGINIA COUNTIES</b>		
McDowell	Wyoming	
Mingo		
<b>KENTUCKY COUNTIES</b>		
Pike		
Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.		

**Fire**

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Eliminate potential ignition sources.
- Search and rescue operations.
- Contain and control secondary fires.





**Emergency Services**

- Provide medical assistance.
- Provide ambulance service.
- Provide air evacuation service.

**What not to do:**

- Do not operate any mainline valves, pipeline components or equipment.
- If gas is not burning, do not take any action that may ignite it. If gas is burning, do not attempt to put out the fire, unless requested to do so by gas company personnel.

**CNX: EMERGENCY PLAN RESPONSES TO A GAS PIPELINE EMERGENCY**

In the event of a gas pipeline emergency, CNX personnel have been trained, qualified and may perform several or all of the following actions depending on the severity of the emergency:

- Locate the site of the emergency.
- Take actions toward protecting the public first and then property, these actions may include:
  - i. Detect presence of gas in atmosphere.
  - ii. Reducing or stopping the flow of gas.
  - iii. Establishing a restricted zone around the emergency site.

- iv. Eliminating potential ignition sources.
- v. Evacuation of buildings within the restricted zone.

- Notify police, fire department, and/or other appropriate officials.
- Provide a company representative to work with appropriate officials during the emergency.
- Establish a staging area to coordinate and develop a plan of action with emergency officials.
- Provide facility maps and information to the appropriate officials.
- Repair the affected facilities.
- Investigate the cause of the incident.

If you would like to discuss or obtain a copy of our Emergency Response Plan, please contact us using the information provided at the top of the company page.

**PIPELINE SAFETY AND INTEGRITY**

The company's Communications/ Control Center operates 24-hours a day, seven days a week all throughout the year. We patrol our pipeline rights of way and conduct leak surveys on a regular basis. We conduct periodic inspections of our pipelines and our employees who perform safety sensitive functions receive updated training and are qualified in accordance with

the US Department of Transportation regulations for natural gas pipeline operators.

**NATIONAL PIPELINE MAPPING SYSTEM**

The United States Department of Transportation has a list of pipeline operators searchable by state, county and zip code. To obtain this list, visit [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

**CNX RESOURCES EMERGENCY PHONE NUMBER:**

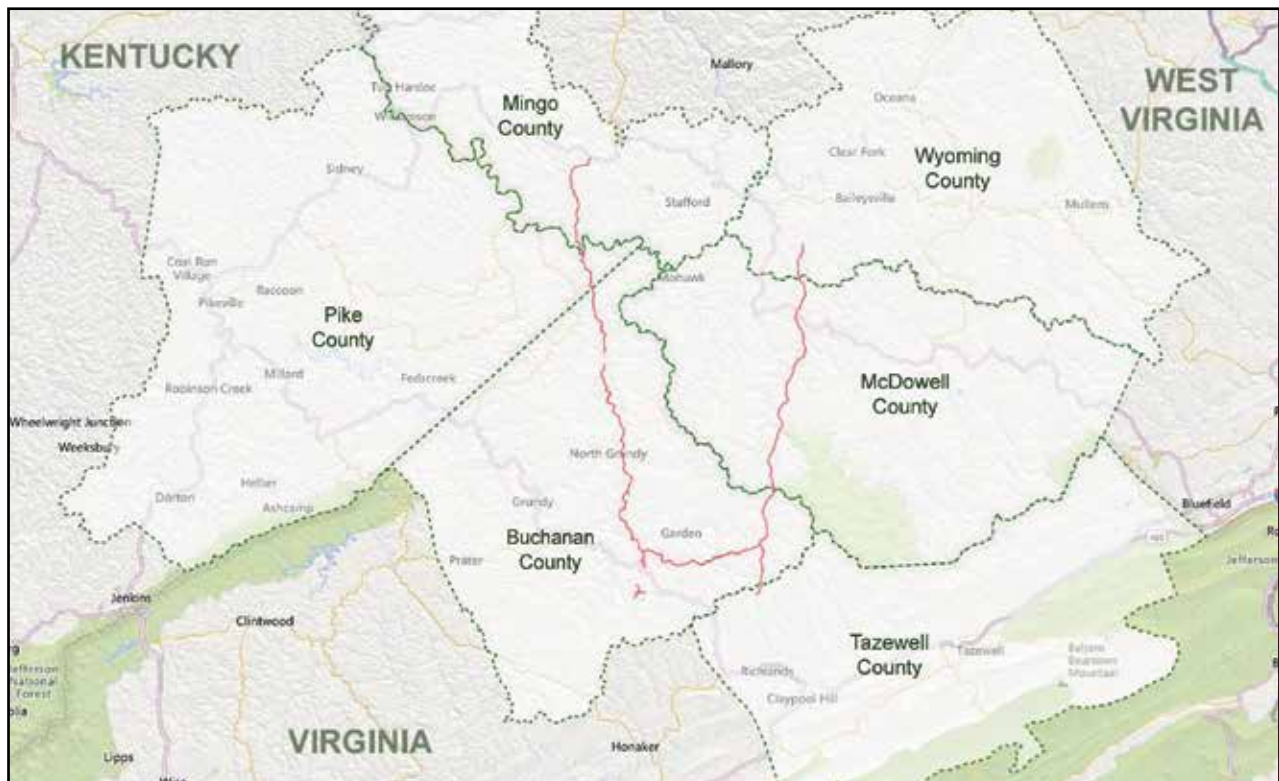
CNX Resources VA:  
**1-800-498-8225**

For additional information concerning CNX Resources facilities or the public awareness program contact CNX Resources Corporation at:

CNX Resources Corporation  
1000 Horizon Vue Drive  
Canonsburg, PA 15317-6506  
**Attn: Stanley Schurdak**  
Phone: (724) 485-4342



**Dial 811 or 1-800-552-7001**  
[www.va811.com](http://www.va811.com)





1809 Coyote Drive  
 Chester, VA 23836  
 Emergency Number: 1-800-544-5606  
 Customer Care Number: 1-800-543-8911  
 Website: www.columbiagasva.com

**COLUMBIA GAS OF VIRGINIA**

Columbia Gas of Virginia serves approximately 290,000 natural gas and propane customers in more than 100 communities across the Commonwealth. With headquarters in Chester, Va., it is one of six regulated utility companies of NiSource (NYSE: NI), one of the largest fully regulated utility companies in the United States, serving approximately 3.2 million natural gas customers and 470,000 electric customers through its local Columbia Gas and NIPSCO brands.

**PIPELINE SAFETY**

Each day, the underground network of over a million miles of pipeline carries and delivers natural gas safely and reliably from supply areas to customers' homes, businesses and factories across the country. While the natural gas industry has a proven record of safety, an on-going working relationship with excavators, contractors, emergency responders and public officials is essential to maintain the safe operation of this important energy delivery system.

At Columbia Gas, providing safe, reliable service to the communities we serve is a top priority. We are committed to keeping the public and our pipelines safe and take steps to ensure the ongoing safe operations of our pipeline system. We make a significant investment each year to replace and upgrade our pipeline infrastructure. We regularly patrol our pipeline rights-of-way and conduct regular inspections of our pipeline system.

Our gas control and monitoring center operates 24-hours a day, seven days a week. Our operations employees receive regular training and are qualified under U.S. Department of Transportation standards for natural gas pipeline operators and are on-call at all times to respond to any emergency situation.

In accordance with federal regulations, some segments along the pipeline have been designated as High

Consequence Areas. We have developed supplemental assessments and prevention plans for these highly populated areas with transmission pipelines.

Columbia Gas works with emergency responders to educate them on pipeline safety and how to respond in an emergency. Columbia Gas follows FEMA's Incident Command System and utilizes its Emergency Manual as a tool providing guidance during natural gas related incidents or emergency situations.

Three critical areas we include in our Emergency Manual used during critical incident response involving natural gas facilities are Incident Preparation, Incident Management, and Incident Review & Reporting.

To learn more, please reach out to us through the contact information provided in the Additional Information section.



**SAFETY IS IN YOUR HANDS.  
 EVERY DIG. EVERY TIME.**

**CONTACT 811 BEFORE YOU DIG**

By law, anyone planning to excavate in Virginia is required to contact Virginia 811 by calling 811 or visiting VA811.com at least three business days before work begins. Excavation projects include, but aren't limited to: digging, planning to cross pipeline rights-of-way with heavy equipment and blasting in the vicinity of any pipelines.

Pipeline damage is most frequently caused by excavation projects conducted without prior location of underground utility lines and failing to protect buried utility lines during excavation. Don't take chances! Dig-ins may result in loss of life, personal injury, property damage, fines or liability for costly repairs.

If you expose, hit or touch a pipeline or other natural gas equipment, immediately vacate the area and from a safe location call 911 and our

**EMERGENCY CONTACT:  
 1-800-544-5606**

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

**VIRGINIA  
 COUNTIES OF OPERATION:**

Albemarle	Fairfax	Page
Alleghany	Fauquier	Pittsylvania
Amherst	Fluvanna	Powhatan
Appomattox	Giles	Prince George
Augusta	Goochland	Prince William
Bedford	Greene	Rockbridge
Botetourt	Greensville	Rockingham
Brunswick	Halifax	Shenandoah
Buckingham	Isle of Wight	Southampton
Campbell	Loudoun	Spotsylvania
Caroline	Louisa	Stafford
Chesterfield	Madison	Surry
Culpepper	Mecklenburg	Sussex
Dinwiddie	Orange	Warren

**VIRGINIA  
 CITIES & TOWNS OF OPERATION:**

Altavista	Lawrenceville
Bridgewater	Lexington
Broadway	Lynchburg
Brookneal	Manassas
Buena Vista	Manassas Park
Chase City	Narrows
Chatham	Pearisburg
Chesapeake	Petersburg
Clifton Forge	Portsmouth
Colonial Heights	Quantico
Covington	Rich Creek
Culpeper	Scottsville
Dayton	Smithfield
Dumfries	South Boston
Fredericksburg	South Hill
Glasgow	Stanardsville
Gordonsville	Staunton
Harrisonburg	Suffolk
Haymarket	Surry
Herndon	Timberville
Hopewell	Warrenton
Hurt	Waynesboro

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

emergency number at 800-544-5606. Even if it looks minor at the time, a scratch, scrape, gouge, dent or crease to the pipe or coating might cause a safety problem in the future. It's important that we inspect any potential damage, whether or not it's apparent.

**RECOGNIZING GAS LEAKS**

In its natural state, natural gas is colorless and odorless. We add an odorant called mercaptan to natural gas as a safety precaution to give it a distinctive smell similar to rotten eggs or sulfur. Gas leaks can also be detected by sight and sound. Be aware of signs such as blowing dirt, bubbling water or dead vegetation and a hissing or roaring sound.

If you suspect a natural gas leak, STOP what you are doing, LEAVE the area immediately and CALL 911 and our emergency number at 800-544-5606 from a safe location. Wait for our service crew to arrive. Don't light a match or candle, or operate anything that could cause a spark, including cell phones, lights, appliances, flashlights, garage door openers, machinery, etc. Don't open the windows and doors in an attempt to ventilate.

**OPERATION OF GAS VALVES**

Do not operate above or below ground main line valves when responding to an emergency. Strict procedures must be followed prior to and during the operation of any main line gas valve in order to achieve the desired effect on the system and to assure safety of the

public and employees. Operating a gas valve can further worsen an incident. Gas valves on city gates and supply lines, regulator stations, and gas mains should only be operated by Columbia Gas and under the supervision of Columbia Gas Operations and Engineering Departments.

Similarly, never attempt to squeeze-off a plastic (polyethylene) pipe with improvised equipment such as the jaws-of-life or actual squeeze-off jacks in an attempt to shut off the flow of gas. It is okay to close a meter valve or service line curb valve in order to make a situation safe. If a valve is closed, only a Columbia Gas representative should turn it back on.

Please report these actions to Columbia Gas immediately so that appropriate follow-up safety checks can be conducted. Do not assume that closing a meter or service line valve has eliminated a hazardous condition – leakage upstream of the valve could be migrating. It is absolutely vital to monitor the situation and any concentrations of natural gas in the vicinity. Columbia Gas operations personnel will perform the necessary safety checks and restore service when safe to do so.

**PIPELINE MARKERS & RIGHTS-OF-WAY**

Natural gas pipelines are sometimes identified by markers placed at intervals along pipeline rights-of-way. Markers display 24-hour emergency telephone numbers and might provide other identifying information. Pipeline markers

may be round, flat, or triangular. The tops of markers may be yellow or orange with black text.

They are generally placed wherever needed to indicate the presence of a pipeline, such as where a pipeline easement intersects a street, railroad or river and in heavily congested areas. Line markers are not always directly over the main but indicate that a gas pipeline is in the area. The absence of above-ground markers DOES NOT indicate that there are no gas lines in the area.

While markers are helpful in indicating the presence of pipelines in the area they do not show the exact location, depth or how many pipelines are in the rights-of-way or easement, so always contact 811 before digging.



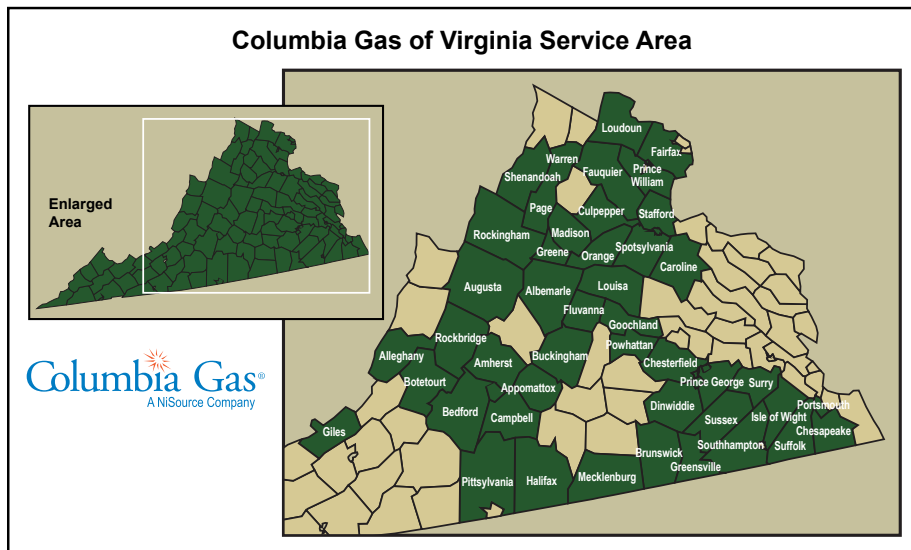
**NATIONAL PIPELINE MAPPING SYSTEM**

Visit the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) website at [phmsa.dot.gov](http://phmsa.dot.gov) for more information and to view pipeline locations using the National Pipeline Mapping System (NPMS) public map view. PHMSA is the federal agency that regulates safety aspects of the natural gas industry.

**ADDITIONAL INFORMATION**

Please contact us to schedule training or to learn more about natural gas safety and safe digging.

For additional information contact:  
 Kristie Kubovic  
 Public Awareness Program Manager  
 Phone: 412-268-0932  
[kkubovic@nisource.com](mailto:kkubovic@nisource.com)





**DIVERSIFIED**  
 energy

**LIAISON WITH APPROPRIATE OFFICIALS**

Code of Federal Regulations Title 49, Part 192.615 (c) and 192.616 requires operators of natural gas pipelines to 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.

Diversified Gas & Oil Corporation attends the Paradigm Liaison Services meetings within their operating area and has developed this pamphlet in order to comply with the Code of Federal Regulations Part 192.615 (c) and 192.616.

**WHAT CONSTITUTES A PIPELINE EMERGENCY?**

A gas pipeline emergency may be, but is not limited to one or more of the following situations:

- 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 such as flood, tornado, mine subsidence, etc.

These are the type of emergencies of which police, fire, and emergency services may be notified.

**RESOURCES OF EMERGENCY RESPONSE ORGANIZATIONS**

The various organizations that have been invited to attend the Paradigm Liaison Services meetings within the Diversified Gas & Oil Corporation operating area have been asked to complete an Emergency Response Report form that includes Public Agency Information, Emergency Information and Emergency Response Capabilities. The information provides Diversified Gas & Oil Corporation with an understanding of the resources the various agencies have to assist in the event of a gas pipeline emergency.

**RESPONSIBILITY OF EMERGENCY RESPONSE ORGANIZATIONS**

Diversified Gas & Oil Corporation may request assistance from emergency agencies in the event of a gas pipeline emergency. Following are some guidelines concerning what may be requested from the agencies:

**Police**

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Prevent unauthorized personnel from entering the restricted zone.
- Preserve the area for accident investigation.

**Fire**

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Eliminate potential ignition sources.
- Search and rescue operations.
- Contain and control secondary fires.

**Emergency Services**

- Provide medical assistance.
- Provide ambulance service.
- Provide air evacuation service.

**EMERGENCY CONTACT:**  
**1-877-711-1138**

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Natural Gas	1971	115
<p><b>VIRGINIA</b>  <b>COUNTIES OF OPERATION:</b></p> <p>Dickenson                      Wise</p> <p><i>Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.</i></p>		

**What Not To Do:**

- Do not operate any mainline valves.
- If natural gas is not burning, do not take any action that may ignite it. If natural gas is burning, do not attempt to put out the pipeline fire, unless requested to do so by company personnel.

**DIVERSIFIED GAS & OIL CORPORATION: EMERGENCY PLAN ACTIONS ABILITY TO RESPOND TO A PIPELINE EMERGENCY**

In the event of a pipeline emergency, Diversified Gas & Oil Corporation personnel have been trained to and may perform several or all of the following actions depending on the severity of the emergency:

- Locate the site of the emergency.
- Take actions toward protecting the public first and then property, these actions may include:
  - i. Reducing or stopping the flow of natural gas.
  - ii. Establishing a restricted zone around the emergency site.
  - iii. Eliminating potential ignition sources.
  - iv. Evacuation of buildings within the restricted zone.

- Notify police, fire department, and/or other appropriate officials
- Provide a company representative to work with appropriate officials during the emergency.
- Establish a staging area to coordinate and develop a plan of action with emergency officials.
- Provide facility maps to the appropriate officials.
- Repair the affected facilities.
- Restore supply to the affected area and service to customers.
- Investigate the cause of the incident.

**MUTUAL ASSISTANCE**

The Paradigm Liaison Services meetings afford Diversified Gas & Oil Corporation the opportunity to discuss with the appropriate officials what steps must be taken to engage in mutual

assistance to minimize hazards to life or property in the event of an emergency. A question and answer session is included in the programs and guests are invited to visit the companies display table for additional discussion and information.

**NATIONAL PIPELINE MAPPING SYSTEM**

The United States Department of Transportation has a list of pipeline operators searchable by state, county and zip code. To obtain this list, visit [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

**DIVERSIFIED GAS & OIL CORPORATION  
EMERGENCY PHONE NUMBER**

1-877-711-1138

**For additional information contact:**

1600 Corporate Drive  
Birmingham, AL 35242  
Phone: 205-408-0909  
Website: [www.dgoc.com](http://www.dgoc.com)





915 N. Eldridge Parkway, Suite 1100  
Houston, TX 77079  
Public Awareness: 1-877-799-2650  
Email: uspublicawareness@enbridge.com  
Website: 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. You can also find out where other

**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**.

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.

**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

**EMERGENCY CONTACT:  
1-888-231-2294**

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

**VIRGINIA  
COUNTIES OF OPERATION:**

Bristol	Montgomery	Smyth
Carroll	Patrick	Tazewell
Dickenson	Pulaski	Washington
Floyd	Roanoke	Wythe
Henry	Russell	
Lee	Scott	

**VIRGINIA INDEPENDENT  
CITIES OF OPERATION:**

Bristol	Roanoke
Radford	Salem

**NORTH CAROLINA  
COUNTIES OF OPERATION:**

Rockingham

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

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



**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.

**EASTERN GAS TRANSMISSION & STORAGE EMERGENCY RESPONSE**

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

**EMERGENCY CONTACT:**  
1-888-264-8240

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Natural Gas	1971	115
<b>VIRGINIA</b>		
<b>COUNTIES OF OPERATION:</b>		
Chesterfield	Henrico	
Fairfax	Loudoun	
Fauquier	Prince William	
Hanover	Warren	
<i>Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.</i>		

- 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 representative listed below.

## 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

#### Charles Vanek

40741 Consolidated Lane  
Leesburg, VA 20175  
(703) 431-6753

#### Bromekas Gibson

6309 Bull Run Post Office Rd  
Centerville, VA 20120  
703-244-8503

#### Jacob Higgins

40741 Consolidated Lane  
Leesburg, VA 20175  
(571) 492-2265

#### Brian Probst

91 Gas Plant Lane  
Renova, PA 17764  
(570) 404-7839

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.

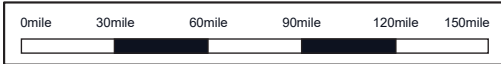
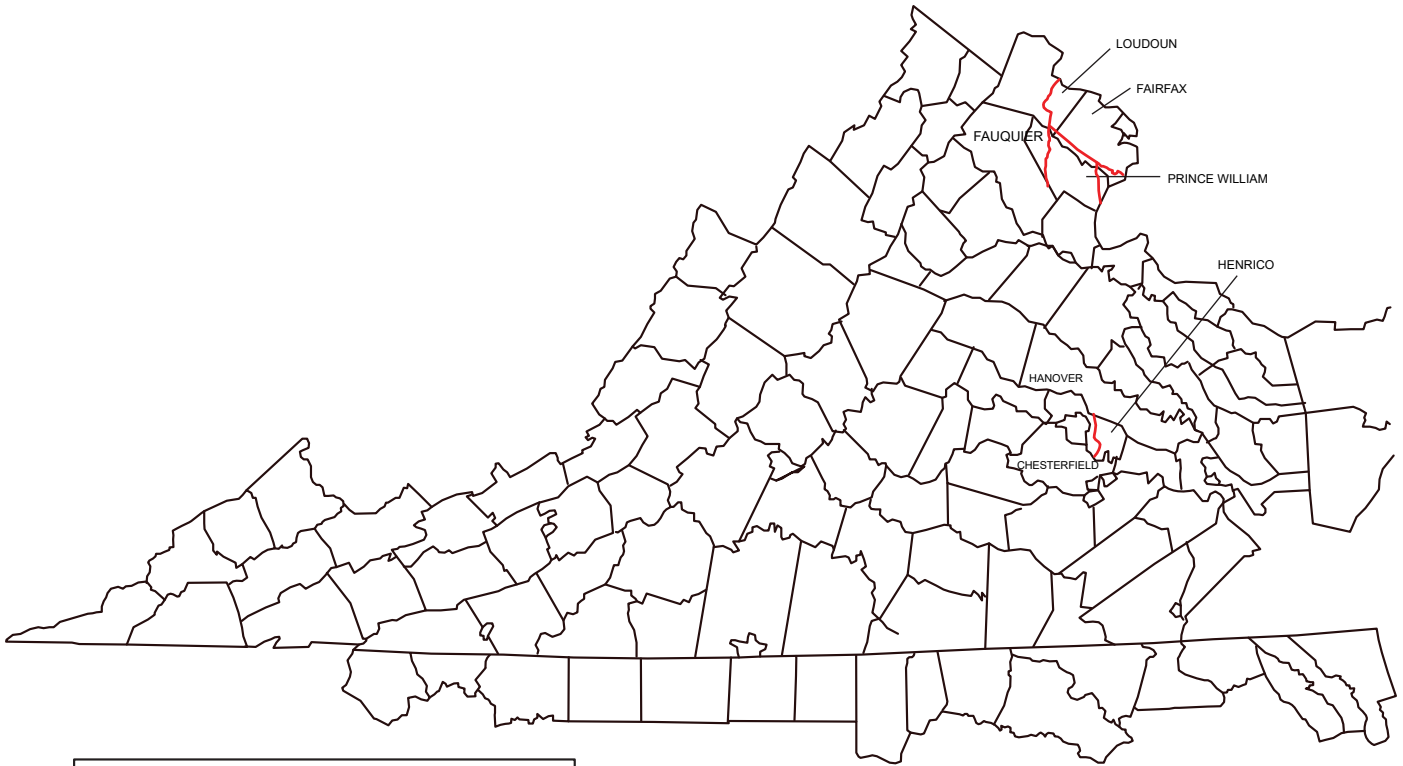
To access information about EGTS's Integrity Management Program please visit <https://www.bhegts.com/PIM> or call **1-888-264-8240**.

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.





# Eastern Gas Transmission and Storage



*EASTERN GAS TRANSMISSION AND STORAGE*  
*24 HOUR EMERGENCY NUMBER*  
*1-888-264-8240*  
*For general information: [www.bhegts.com](http://www.bhegts.com)*

*EASTERN GAS TRANSMISSION PIPELINES SHOWN IN RED*

*MISS UTILITY*  
*1-800-552-7001*  
*[www.missutilityofvirginia.com](http://www.missutilityofvirginia.com)*

"This map is for reference and should not be copied and distributed without prior written consent. The Pipeline operator does not warrant accuracy, sufficiency, completeness of this drawing or map, for any purpose and reliance here on, and use here of, at the risk of the user, to agree to hold harmless and indemnify the owner from and against any and all liability in connection with it's use."





ENERVEST

**WHAT ARE THE SIGNS OF A NATURAL GAS PIPELINE LEAK?**

- Blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Gaseous or hydrocarbon odor
- Dead or discolored vegetation in a green area
- Flames, if a leak has ignited

**WHAT SHOULD I DO IF I SUSPECT A PIPELINE LEAK?**

Your personal safety should be your first concern:

- Evacuate the area and prevent anyone from entering
- Abandon any equipment being used near the area
- Avoid any open flames
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers, 2-way radios)
- Do not start/turn off motor vehicles/ electrical equipment
- Call 911 or contact local fire or law enforcement
- Notify the pipeline company
- Do not attempt to extinguish a natural gas fire
- Do not attempt to operate any pipeline valves

**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 too.

We participate in One-Call Centers and strongly encourage those who are going to dig to call their state One-Call Center or the 811 “Call before you dig” hotline to allow pipeline companies and owners of other buried utilities a chance to mark the underground facilities in the area before digging begins.

**PIPELINE LOCATION AND MARKERS**

Pipeline markers (see below) like these are used to indicate the approximate location of a natural gas pipeline and to provide contact information. Aerial patrol planes also use the markers to identify the pipeline route. Markers should never be removed or relocated by anyone other than a pipeline operator.

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 CONTACT:  
 1-866-454-4265**

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

**VIRGINIA  
 COUNTIES OF OPERATION:**

Buchanan	Russell
Dickenson	Wise

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

**CALL BEFORE YOU DIG. IT’S FREE, AND IT’S THE LAW!**

One easy phone call to 811 starts the process to get your underground pipelines and utility lines marked for FREE. When you call 811 from anywhere in the country, your call will be routed to your state One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can dig safely. More information regarding 811 can be found at [www.call811.com](http://www.call811.com).

Call your state’s One-Call Center by dialing 811 before any excavation begins. 811 is the national “Call Before You Dig” phone number.



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



2200 Energy Drive  
 Canonsburg, PA 15317  
 Phone: (724) 271-7650  
 Website: www.equitransmidstream.com

**LIAISON WITH APPROPRIATE OFFICIALS**

Code of Federal Regulations Title 49, Part 192.615 (c) and 192.616 requires operators of natural gas pipelines to 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 pipeline emergency;
- 2) Acquaint the officials with the operator’s ability in responding to a pipeline emergency;
- 3) Identify the types of 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.

As operator of the Mountain Valley Pipeline (MVP), Equitrans Midstream has developed this document to comply with the Code of Federal Regulations Part 192.615 (c) and 192.616.

**WHAT CONSTITUTES A PIPELINE EMERGENCY?**

A pipeline emergency may be, but is not limited to one or more of the following situations:

- 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 such as flood, tornado, mine subsidence, etc.

These are the type of emergencies of which police, fire, and emergency services may be notified.

**EMERGENCY SERVICES ORGANIZATIONS**

The organizations invited to attend Mountain Valley Pipeline’s Emergency Services Overview meetings have been asked to complete an Emergency Response Report that includes public agency information, emergency information, and emergency response capabilities. This information provides Mountain Valley Pipeline, and Equitrans Midstream, as operator of MVP, with an understanding of the various agencies’ available resources, which may be needed to assist in the event of a pipeline emergency.

**RESPONSIBILITY OF EMERGENCY RESPONSE ORGANIZATIONS**

As operator of the Mountain Valley Pipeline, Equitrans Midstream may request assistance from emergency agencies in the event of a pipeline emergency. A few guidelines regarding what may be requested from agencies include:

**Police**

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Prevent unauthorized personnel from entering the restricted zone.
- Preserve the area for accident investigation.

**Fire**

- Establish a restricted zone around the emergency site.
- Evacuate buildings within the restricted zone.
- Eliminate potential ignition sources.
- Search and rescue operations.
- Contain and control secondary fires.

**Emergency Services**

- Provide medical assistance.
- Provide ambulance service.
- Provide air evacuation service.

**EMERGENCY CONTACT:**

**1-833-929-1736**

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

Natural Gas	1971	115
-------------	------	-----

**VIRGINIA  
 COUNTIES OF OPERATION:**

Craig	Montgomery
Franklin	Pittsylvania
Giles	Roanoke

**WEST VIRGINIA  
 COUNTIES OF OPERATION:**

Fayette	Monroe
Greenbrier	Summers

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

**What not to do:**

- Do not operate any mainline valves.
- If pipeline product is not burning, do not take any action that may ignite it. If pipeline product is burning, do not attempt to put out the pipeline fire, unless requested to do so by Equitrans Midstream company personnel.

**MOUNTAIN VALLEY PIPELINE EMERGENCY PLAN AND RESPONSE TO A NATURAL GAS PIPELINE EMERGENCY**

In the event of a natural gas pipeline emergency, Equitrans Midstream personnel, as operator of MVP, have been trained to perform the following actions, which are dependent upon the severity of the emergency:

- Locate the site of the emergency.
- Take actions toward protecting the public first and then property, these actions may include:
  - i. Reducing or stopping the flow of pipeline product
  - ii. Establishing a restricted zone around the emergency site.



iii. *Eliminating potential ignition sources.*

iv. *Evacuation of buildings within the restricted zone.*

- Notify police, fire department, and/ or other appropriate officials.
- Provide a company representative to work with appropriate officials during the emergency.
- Establish a staging area to coordinate and develop a plan of action with emergency officials.
- Provide facility maps and hazardous location areas to the appropriate officials.
- Repair the affected facilities.
- Restore supply to the affected area and service to customers.
- Investigate the cause of the incident.

#### **MUTUAL ASSISTANCE**

Mountain Valley Pipeline's Emergency Services Overview meetings afford an opportunity for Equitrans Midstream,

as operator of MVP, to have an open dialogue with appropriate local officials, which includes discussing the necessary steps for engaging in mutual assistance to minimize hazards to life or property in the event of an emergency.

#### **NATIONAL PIPELINE MAPPING SYSTEM**

The United States Department of Transportation has a list of pipeline operators searchable by state, county and zip code. To obtain this list, visit [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

**MVP EMERGENCY PHONE NUMBER:  
833-929-1736**

Equitrans Midstream Headquarters  
2200 Energy Drive  
Canonsburg, PA 15317  
724-271-7600  
[www.equitransmidstream.com](http://www.equitransmidstream.com)



# LES Project Holdings

## ABOUT LES PROJECT HOLDINGS

LES Project Holdings, headquartered in Lorton, VA, is a 8-inch plastic natural gas transmission pipeline that is approximately 3 miles in length. The Pipeline begins at the Fairfax County Landfill and terminates at the Fairfax County Department of Public Works (Noman M. Cole, Jr., Pollution Control Plant) where the landfill gas is used as a boiler fuel.

## WHAT DOES LES PROJECT HOLDINGS DO IF A LEAK OCCURS?

To prepare for the event of a leak, pipeline companies regularly communicate, plan and train with local emergency responders. Upon the notification of an incident or leak the pipeline company will immediately dispatch trained personnel to assist emergency responders.

Pipeline operators and emergency responders are trained to protect life, property and facilities in the case of an emergency.

Pipeline operators will also take steps to minimize the amount of product that leaks out and to isolate the pipeline emergency.

## MAINTAINING SAFETY AND INTEGRITY OF PIPELINES

LES Project Holdings invests 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. LES Project Holdings also utilizes 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 operators have developed supplemental hazard and assessment programs known as Integrity Management Programs (IMPs). Specific information about LES Project Holdings' program may be found on our Web site, or by contacting us directly.

## PRODUCTS TRANSPORTED IN YOUR AREA

**Product:** Natural Gas

**Leak Type:** Gas

**Vapors:** Lighter than air and will generally rise and dissipate. May gather in a confined space and travel to a source of ignition.

**Health Hazards:** Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite.

## EMERGENCY CONTACT: 1-703-994-1001

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

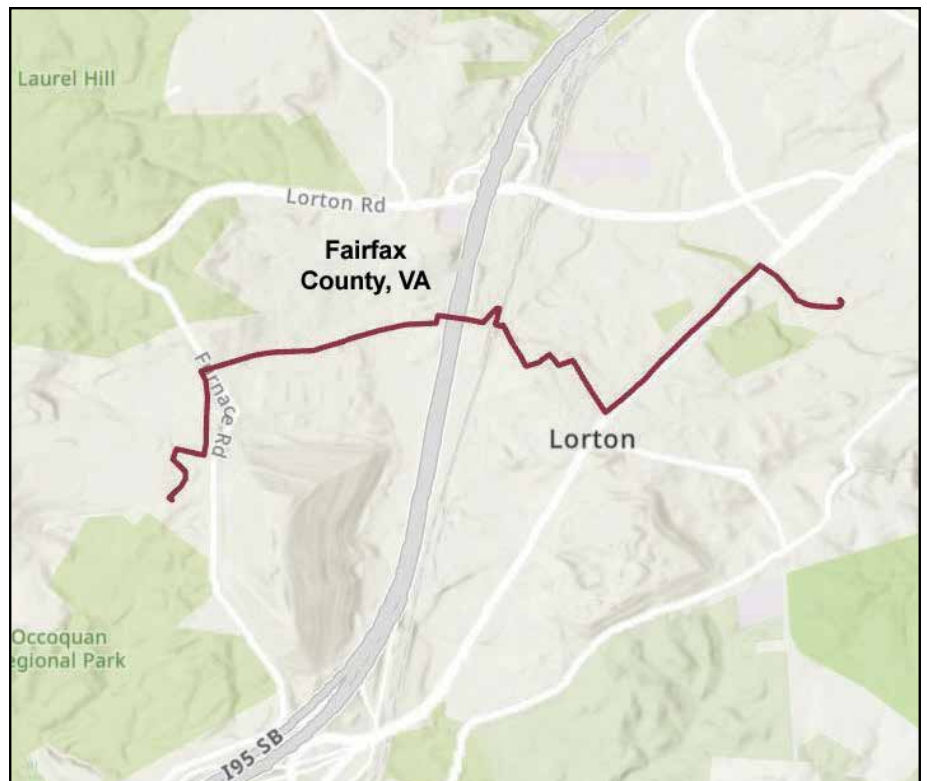
## VIRGINIA COUNTIES OF OPERATION:

Fairfax

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

## HOW TO GET ADDITIONAL INFORMATION

For an overview of LES Project Holdings' IMP, call us at 703-994-1001.





Energy Center V, Suite 1100  
 915 North Eldridge Parkway  
 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

**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**.

markers should never be used as a reference for a pipeline's exact location. 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**

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

**VIRGINIA  
 COUNTIES OF OPERATION:**

Scott	Washington
Smyth	

*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



**Herschel Michaels**  
 208 Lester St  
 Martinsville, VA, 24112  
 Phone: (276) 632-5662  
 Website: www.swvagas.com

**WHO IS SOUTHWESTERN VIRGINIA GAS?**

Southwestern Virginia Gas has been serving Martinsville and the surrounding areas since 1942.

We have a network of approximately 173 miles of pipeline providing natural gas service to residential, commercial, and industrial customers in Martinsville, Henry County, and the southwestern portion of Pittsylvania County.

We are dedicated to providing natural gas service to our area that does not create an undue hazard to our employees, the public, or the environment. Our company, as well as the natural gas industry as a whole, has worked tirelessly to maintain a successful track record for safety and reliability.

If you observe any unusual or suspicious activity near our pipeline facilities or in the unlikely event an emergency occurs, please call us any time at 276-632-5665.

Learn more about Southwestern Virginia Gas at <http://www.swvagas.com>.

**EMERGENCY RESPONSE PLANS**

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 Southwestern Virginia Gas emergency response plans and procedures, contact us at 276-632-5662.

**WHAT ARE THE SIGNS OF A NATURAL GAS PIPELINE LEAK?**

- Blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Gaseous or hydrocarbon odor
- Dead or discolored vegetation in a green area
- Flames, if a leak has ignited

**WHAT SHOULD I DO IF I SUSPECT A PIPELINE LEAK?**

Your personal safety should be your first concern:

- Evacuate the area and prevent anyone from entering
- Abandon any equipment being used near the area
- Avoid any open flames
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers, 2-way radios)
- Do not start/turn off motor vehicles/ electrical equipment
- Call 911 or contact local fire or law enforcement
- Notify the pipeline company
- Do not attempt to extinguish a natural gas fire
- Do not attempt to operate any pipeline valves

**PIPELINE SAFETY**

System failures occur infrequently along the nation’s network of interstate natural gas pipeline facilities. These failures are often caused by damage from others digging near a pipeline. We watch for unauthorized digging, but we request your help too.

One way you can do your part is by calling 811 before you dig. Whether your project is big or small, one free and easy call to 811 gets your underground natural gas and other utility lines marked so you can dig with care.

Virginia law requires 811 to be called before digging. Visit <http://va811.com> or call us at 276-632-5662 for more information.

**PIPELINE LOCATION AND MARKERS**

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

**EMERGENCY CONTACT:**  
**1-276-632-5665**

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

**VIRGINIA**  
**COUNTIES OF OPERATION:**

Henry	Pittsylvania
-------	--------------

**VIRGINIA**  
**CITIES OF OPERATION:**

Martinsville

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

The National Pipeline Mapping System (NPMS) has a Public Map Viewer that can be used to search and display transmission pipeline data in a specific area by going to <https://www.npms.phmsa.dot.gov>.





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

Energy Transfer Partners, 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 operates more than 125,000 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.

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

Cliff Bell  
Operations Supervisor  
757-427-1066 (w), 757-289-9375 (m)  
clifford.bell@sunoco.com

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

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**  
Jet Fuel JP-5      1863      128

**VIRGINIA**  
**CITY OF OPERATION:**

Virginia Beach

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



**Legend**

— Sunoco LLC





# Virginia:

## Counties of operation

Albermarle, Alleghany, Augusta, Botetourt, Chesterfield, Clarke, Culpeper, Dinwiddie, Fairfax, Fauquier, Giles, Goochland, Greene, Greensville, Hanover, Henrico, Isle of Wight, James City, Loudoun, Louisa, Madison, Orange, Page, Powhatan, Prince George, Prince William, Rockbridge, Rockingham, Shenandoah, Southampton, Surry, Sussex, Warren.

### About TC Energy

For more than 70 years, TC Energy has been safely operating pipelines, storage facilities and power-generation plants in the U.S., Canada and Mexico. We operate more than 57,900 miles of natural gas pipelines and 3,000 miles of liquids (crude oil) pipelines, transporting the energy that Americans use every day.

### Contact information

For more detailed information, please contact our Public Awareness team at:

1-855-458-6715

[public\\_awareness@tcenergy.com](mailto:public_awareness@tcenergy.com)

[www.tcenergy.com/sustainability/safety/safe-digging/](http://www.tcenergy.com/sustainability/safety/safe-digging/)

You can obtain access to view maps for TC Energy pipeline and facilities by following instructions at:

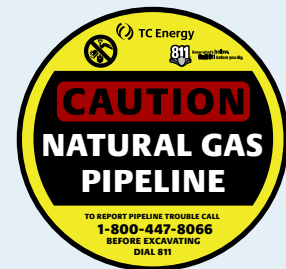
[www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)



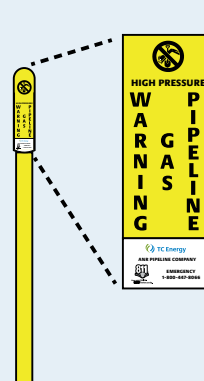
### Right-of-way signs

Pipeline marker signs are placed along the right-of-way at road crossings, railway crossings and watercourse crossings. They display the name of the operator, product and emergency contact number.

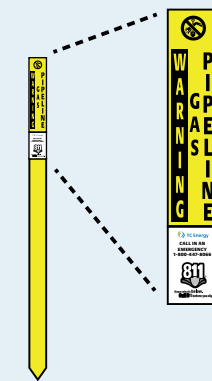
#### MARKER SIGNS



MARKER  
“BULLET” POST



MARKER  
“SLAT” POST



**EMERGENCY CONTACT:**  
**1-800-835-7191**

# Virginia: TC Energy Operations Map



## Emergency numbers

*Use the map above to find the emergency number for pipelines in your area.  
In the case of an emergency, if you dial the wrong number, your call will be directed to the appropriate operator.*

Columbia Gas Transmission . . . . . 1-800-835-7191



Public Safety Department  
 One Williams Center  
 Tulsa, OK 74172  
 PublicSafety@Williams.com

**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 Virginia 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 Virginia Public Utilities Commission (VPU).

**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. Williams 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, 1-855-945-5762. 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, Virginia law requires the excavator to call 811 or the Virginia one-call hotline at 800-552-7001 at least 48 hours prior to digging.

If while digging you strike a Williams pipeline or facility, you should stop immediately and contact the company at 1-855-945-5762. 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 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
- Fire coming from the ground or appearing to burn above it

**EMERGENCY CONTACT:**  
**1-855-945-5762**

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

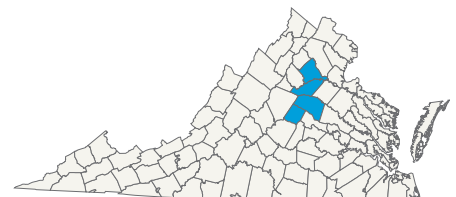
**VIRGINIA COUNTIES OF OPERATION:**

Culpeper	Louisa
Fluvanna	Orange

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

- Dead or dying vegetation on or near a right-of-way in an otherwise green area
- A pool or puddle of dark or unusual liquid

*Continued on next page*



Counties where Williams has pipelines



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

**VIRGINIA 811 CALL:**  
**va811.com**  
**800-552-7001**



- An abnormal dry or frozen spot on a right-of-way
- Petroleum sheen on standing water

**You should listen for:**

- Roaring • Blowing • Hissing

**You should smell for the presence of an unusual:**

- Gas odor • Petroleum odor

**If you suspect a 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 to clear the area
- Call your local fire or police department or 911 and the pipeline operator once you have reached a safe location. The Williams Operations Center is available 24 hours a day, seven days a week at 1-855-945-5762
- **DO NOT** use open flames or anything that could ignite a spark (cell phones, flashlights, motor vehicles, tools, etc.)
- Wait for a trained technician. **DO NOT** attempt to operate pipeline valves

**EMERGENCY RESPONSE**

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

Williams 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 and stop or reduce natural gas or petroleum product 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



**24-HOUR EMERGENCY PHONE NUMBER:**

Williams Operations Center

**1-855-945-5762**

**VIRGINIA 811 CALL:**

**va811.com  
800-552-7001**

**TEST YOUR PIPELINE KNOWLEDGE AT**

**Williams.com/Survey**



Williams  
One Williams Center  
Tulsa, OK 74172  
PublicSafety@Williams.com

For additional information or to request custom training, contact us at [PublicSafety@Williams.com](mailto:PublicSafety@Williams.com), 1-800-WILLIAMS or visit [Williams.com/Safety](http://Williams.com/Safety).  
To request a copy of our emergency response plan or integrity management plan, email [PublicSafety@Williams.com](mailto:PublicSafety@Williams.com).

**ABOUT WILLIAMS:** Williams is committed to safe and environmentally sound operations across all of its pipelines and facilities. Our Public Safety team extends the Williams safety and environmental commitment by conducting safety training courses and educational programs for emergency responders, excavators, public officials, schools and the general public annually.  
For more information, visit [Williams.com/Safety](http://Williams.com/Safety).



### **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*

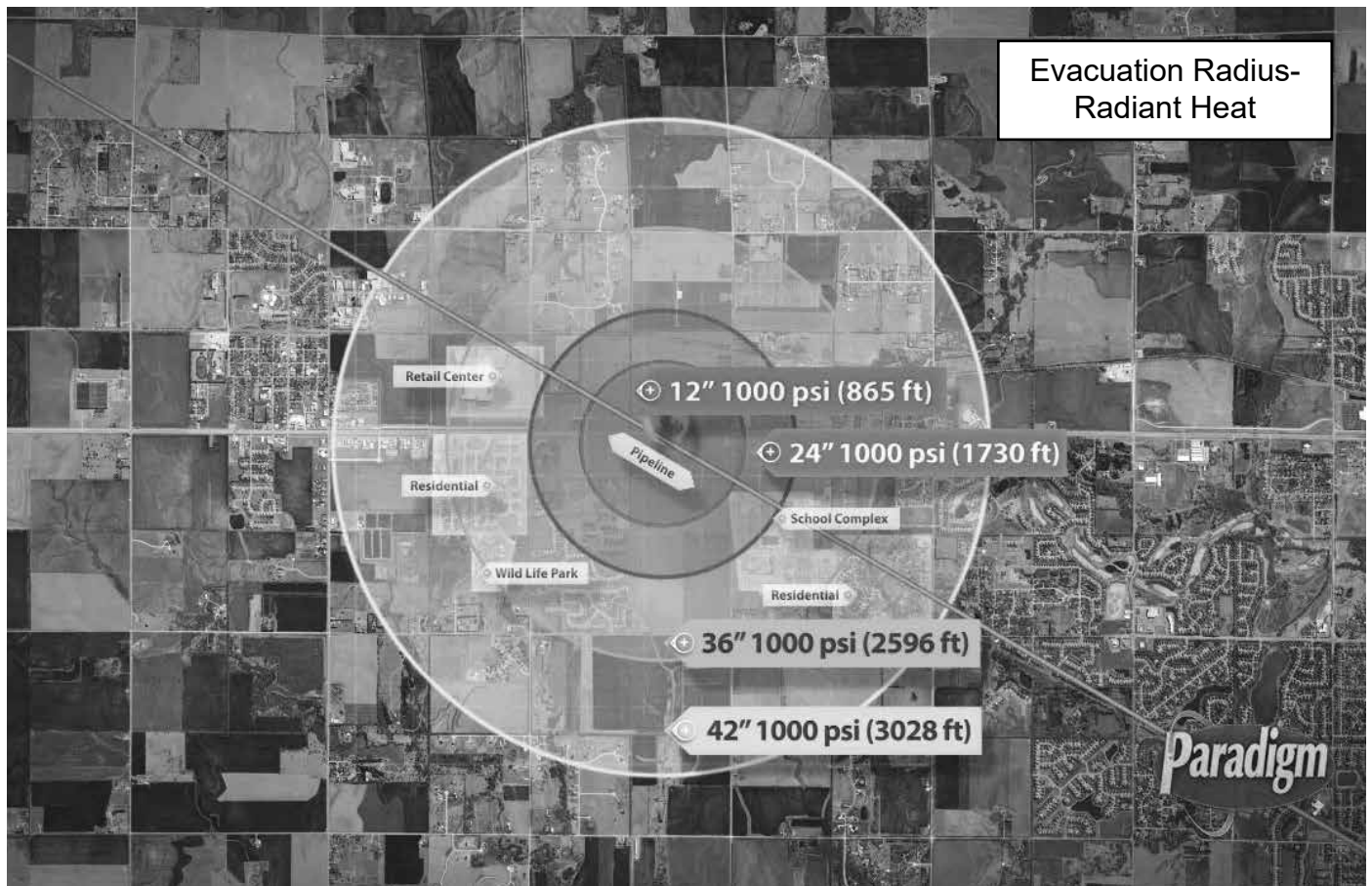
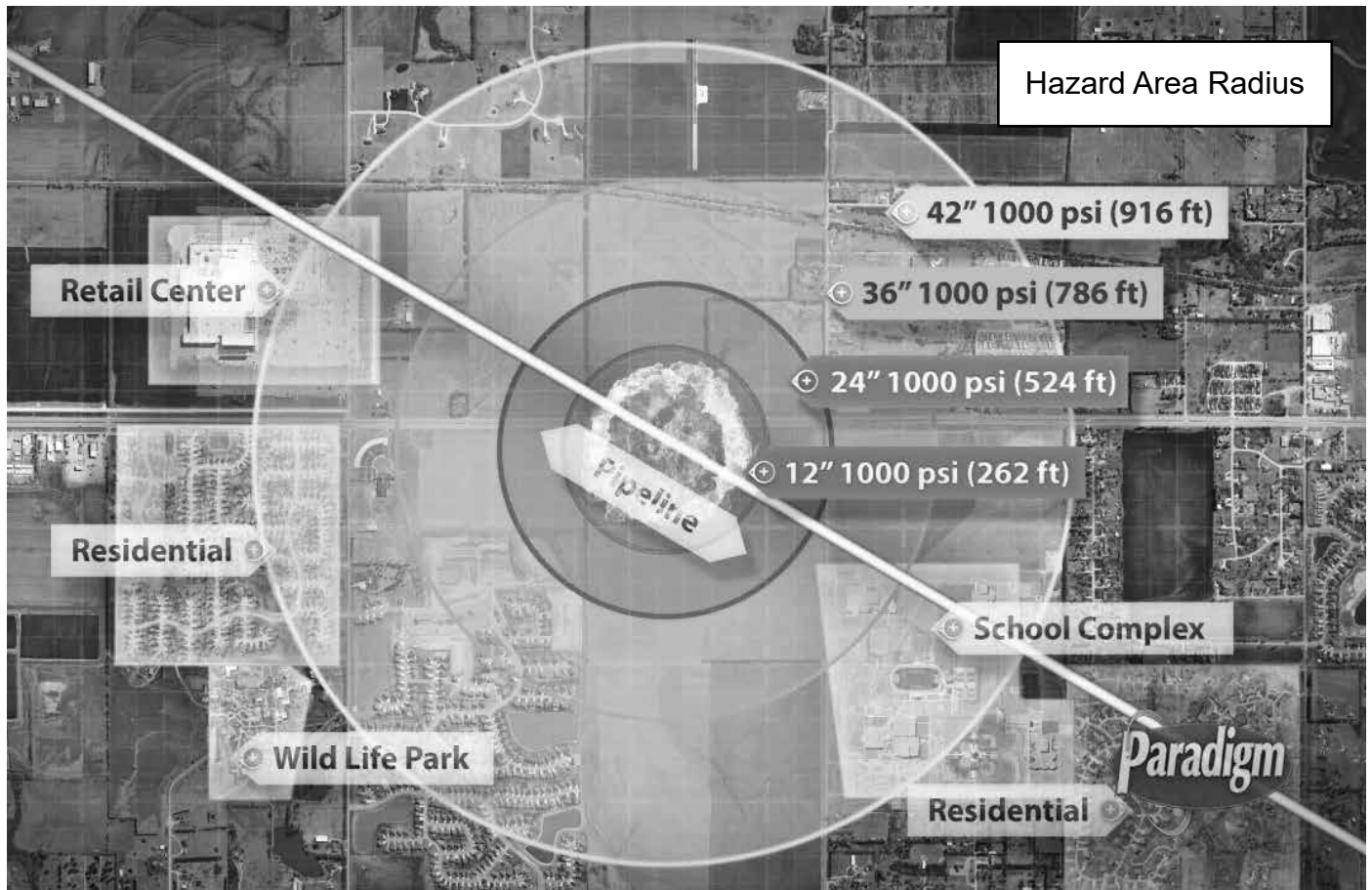
#### **Hazardous Liquids**

**(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


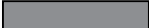

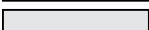




- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth (*never assume pipeline depth*)
- DOES NOT indicate pipeline pressure



## 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.

---

**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**

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

**National Fire Protection Association (NFPA)**

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

**National Pipeline Mapping System**

<https://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  
PO Box 9123  
Wichita, KS 67277  
(877) 477-1162  
Fax: (888) 417-0818  
[www.pdigm.com](http://www.pdigm.com)



**HSEEP**  
Homeland Security Exercise  
and Evaluation Program



## About Virginia 811

Virginia Utility Protection Service, commonly called Virginia 811, is a not-for-profit organization and the designated one-call notification center for Virginia created by Virginia's utilities to protect their underground facilities. Virginia 811 is dedicated to preventing damage to underground utilities and promoting safety in excavation. They provide a vital service by facilitating communication between excavators and locators, operating a 24/7 contact center, receiving locate requests, and dispatching notifications to utility owners across the Commonwealth. Virginia 811 also provides statewide education, resources, and support to promote safe digging practices and compliance with the Underground Utility Damage Prevention Act

Whether you're a homeowner with a shovel or a professional excavator using mechanized equipment, it's vital for safety to contact Virginia 811 and submit a locate request to have underground utility lines marked before beginning any digging or demolition project. Knowing the location of underground utility lines before digging prevents injuries, property damage, and service outages.

You can submit a locate request online at [VA811.com](http://VA811.com) or by calling 811 or 1-800-552-7001. The process is **free** and **easy**.

For more information about Virginia 811 and safe digging practices, visit [VA811.com](http://VA811.com).

**Know what's below.  
Contact VA811.com before you dig.**

### VIRGINIA

**Virginia 811** 800-552-7001

**Website:** [www.va811.com](http://www.va811.com)

**Hours:** Emergency service: 365 days a year, 24 hours a day.  
Regular service: Monday through Friday, 7:00 AM - 5:00 PM  
(excluding legal state and national holidays).

**Advance Notice:** 2 working days  
(excluding weekends and legal holidays)

**Waiting Period:** 48 hours beginning 7:00 AM the next working day  
after contacting Virginia 811(excluding weekends and legal holidays)

**Marks Valid:** 15 working days

**Law Link:** <https://va811.com/laws-and-regulation/>

TICKETS			STATE LAWS & PROVISIONS							NOTIFICATION EXEMPTIONS				NOTIFICATIONS ACCEPTED								
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner (Hand Digging)	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y	Y	N	N	Y	Y	N	N	24"



1.877.477.1162 • [va.pipeline-awareness.com](http://va.pipeline-awareness.com)