

2021 PIPELINE EMERGENCY QUICK REFERENCE GUIDE - TENNESSEE

EMERGENCY CONTACT LIST

COMPANY	EMERGENCY NUMBER	COMPANY	EMERGENCY NUMBER
Athens Utilities Board	1-423-745-4501	Jackson Energy Authority	1-731-422-7500
Atmos Energy	1-866-322-8667	Jamestown Gas Department, City of	1-931-879-8815
Bedford County Utility District	1-931-684-1667	Jefferson-Cocke County Utility District	1-423-623-3069
Bells Gas & Water	1-731-663-2350	Knoxville Utilities Board	1-865-524-2911
Bolivar Utility Department	1-731-658-5101	or	1-865-475-7911
BP Pipelines (North America), Inc.	1-800-548-6482	Lake County Utility District	1-731-253-6203
Brownsville Utilities	1-731-772-8845	Lawrenceburg Utility Systems	1-931-762-7161
Buckeye Partners, L.P.	1-866-514-8380	Lenoir City Utilities	1-844-687-5282
Centerville, Town of	1-931-729-4246	Lewisburg Gas Department	1-931-359-4016
Chattanooga Gas	1-855-874-9690	Lexington Gas System	1-731-968-2917
Citizens Gas Utility District	1-423-346-7256	Loudon Utilities	1-865-458-2091
City of Adamsville	1-800-351-1111	Lucy Woodstock Marine Terminal, Operated by Lemm Corp.	1-901-358-0151
City of Clifton	911	Madisonville Gas (Weekdays: 8 am-4:30 pm)	1-423-442-9416
City of Clarksville Gas Department (8:00 - 4:30 M-F)	1-931-645-7422	Madisonville Gas (Evenings)	1-423-442-HELP
City of Clarksville Gas Department (Holidays & weekends)	1-931-645-0116	Magellan Midstream Partners, L.P.	1-800-720-2417
City of Collinwood	911	Marathon Pipe Line LLC	1-833-675-1234
City of Galloway Gas Department	1-901-867-3333	Marion Natural Gas System	1-432-942-2528
City of Henderson	1-731-989-2201	Memphis Gas, Light & Water Division	1-901-372-5667
City of Hohenwald	1-931-796-2231	Middle Tennessee Natural Gas Utility District (Crossville Office)	1-931-484-2067
City of Lafayette Gas Department	1-615-666-4580	Middle Tennessee Natural Gas Utility District (Dayton Office)	1-423-775-2422
City of Lebanon Gas Department	1-615-443-2835	Middle Tennessee Natural Gas Utility District (Gordonsville Office)	1-615-683-1020
City of Lobelville	911	Middle Tennessee Natural Gas Utility District (McMinnville Office)	1-931-473-8494
City of Loretto - Gas Division	911	Middle Tennessee Natural Gas Utility District (Smithville Office)	1-615-597-4388
City of Martin Public Works	1-731-587-4910	Middle Tennessee Natural Gas Utility District (Sparta Office)	1-931-836-2825
or	1-731-587-5551	Middle Tennessee Natural Gas Utility District (Woodbury Office)	1-615-563-1010
City of Mt. Pleasant	1-931-379-3201	Mid-Valley Pipeline Company	1-800-753-5531
City of Munford	1-901-837-0171	Midwestern Gas Transmission	1-888-417-6275
City of Newbern	1-731-627-2571	Navitas Utility Corporation	1-866-797-3342
City of Portland Natural Gas System	1-615-325-6776	Oak Ridge Utility District	1-865-483-1377
City of Red Boiling Springs	1-615-666-4725	Paris Henry County Public Utility District	1-731-642-5635
City of Savannah (Day)	1-731-925-4216	Parsons Natural Gas System (Decatur County Emergency)	1-731-852-3911
City of Savannah (After Hours)	1-731-925-4930	Piedmont Natural Gas	1-800-752-7504
City of South Fulton	911	Pikeville Natural Gas	1-423-447-2919
City of Waynesboro	1-931-722-8035	Plains All American Pipeline, L.P.	1-800-708-5071
Claiborne Utilities District	1-423-626-4282	or	1-800-322-7473
Cookeville Gas Department	1-931-526-9591	Poplar Grove Utility District	1-901-837-0182
Covington Gas	1-901-476-7163	Powell-Clinch Utility District	1-865-426-2822
Crockett Public Utility District	1-731-696-2104	Pulaski Natural Gas System	1-931-363-1752
Delek Logistics Partners, LP	1-800-344-5325	Ridgetop Natural Gas	1-615-440-2616
Dyersburg Gas System	1-731-285-4019	Ripley Gas, Water & Wastewater Department	1-731-635-1212
or	311	Rockwood Water & Gas	1-865-354-0163
East Tennessee Natural Gas / Texas Eastern Transmission L.P.	1-888-231-2294	Selmer Utility Division	1-731-645-7928
Elk River Public Utility District	1-931-455-9311	Sevier County Utility District	1-865-453-3272
Enable Gas Transmission, LLC	1-800-474-1954	Smyrna Municipal Gas System (8 AM - 4:30 PM)	1-615-355-5711
DAPL-ETCO Pipeline	1-800-753-5531	Smyrna Municipal Gas System (After Hours)	1-615-355-5742
Diversified Gas & Oil Corporation (legacy Atlas Tennessee)	1-877-711-1138	Southern Company Pipelines	1-844-357-4656
Diversified Gas & Oil Corporation (legacy Coalfield Pipeline)	1-800-642-0300	Southern Natural Gas	1-800-252-5960
East Tennessee Natural Gas / Texas Eastern Transmission L.P.	1-888-231-2294	Springfield Gas System	1-615-384-0008
Eco-Energy Stone Mountain, LLC	1-888-248-6242	Sweetwater Utilities Board	1-423-337-5081
Enable Gas Transmission, LLC	1-800-474-1954	TC Energy / ANR Pipeline	1-800-447-8066
Englewood Utilities	1-423-263-9441	TC Energy / Columbia Gulf Transmission	1-866-485-3427
Enterprise, TE Products Pipeline System	1-888-883-6308	Texas Eastern Transmission L.P. (Enbridge)	1-800-231-7794
Etowah Utilities	1-423-263-9441	Texas Gas Transmission, LLC	1-800-626-1948
Fayetteville Public Utilities	1-800-379-2534	Tennessee Gas Pipeline	1-800-231-2800
First Utility District of Tipton County	1-901-476-9525	Town of Linden	1-931-589-2736
Gallatin Public Utilities Natural Gas System	1-615-451-5922	Town of Livingston	1-931-823-6496
or	911	Town of Mason (Business Hours)	1-901-294-3525
Gibson County Utility District	1-731-855-1441	Town of Mason (After Hours)	1-901-430-5464
Greater Dickson Gas Authority	1-615-441-2830	Town of Maury City (Sheriff's Department)	1-731-696-2104
Hardeman Fayette Utility District	1-901-877-6236	Town of Somerville	1-901-465-7300
Harriman Utility Board	1-865-882-3242	Trunkline Gas Company	1-800-225-3913
Hawkins County Gas Utility District	1-423-272-8841	Unicoi County Gas Utility District	1-423-743-6793
Horton Highway Utility District	1-931-364-2283	Valero Partners Operating Company, LLC	1-866-423-0898
Humboldt Utilities	1-731-784-9212	Valero Terminaling and Distribution Company	1-866-423-0898
or	1-731-784-1322	West Tennessee Public Utility District	1-731-986-8289
Humphreys County Utility District	1-931-296-3204		
or	1-800-296-0902		

To learn more about your local pipeline operators, please visit tnpipe.com

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

ONE-CALL SYSTEM	PHONE NUMBER
Tennessee 811	800-351-1111 or 811

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INCIDENT RESPONSE

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

RISK CONSIDERATIONS

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

PIPELINE MARKERS

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

The markers display:

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



PRODUCT HAZARDS AND CHARACTERISTICS

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

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

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

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

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

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

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

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

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

* Caustic - Can freeze/burn skin

* Expands Rapidly

* Liquid to a fog gas state!