

TENNESSEE



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

## Pipeline Safety Training For First Responders



## EMERGENCY RESPONSE MANUAL

Overview

Operator Profiles

Emergency Response

NENA Pipeline Emergency Operations

Signs of a Pipeline Release

High Consequence Area Identification

Pipeline Industry ER Initiatives

Pipeline Damage Reporting Law

2025

# EMERGENCY CONTACT LIST

COMPANY	EMERGENCY NUMBER	COMPANY	EMERGENCY NUMBER
Athens Utilities Board.....	1-423-745-4501	First Utility District of Tipton County.....	1-901-476-9525
Atmos Energy.....	1-866-322-8667	Gallatin Public Utilities Natural Gas System.....	1-615-451-5922
BBT AlaTenn, LLC.....	1-844-940-3077	Gibson County Utility District.....	1-731-855-1441
Bedford County Utility District.....	1-931-684-1667	Greater Dickson Gas Authority.....	1-615-441-2830
Bolivar Utility Department.....	1-731-658-5101	Hardeman Fayette Utility District.....	1-901-877-6236
BP Pipelines (North America), Inc.....	1-800-548-6482	Hawkins County Gas Utility District.....	1-423-272-8841
Brownsville Energy Authority.....	1-731-772-8845	Horton Highway Utility District.....	1-931-364-2283
Centerville, Town of.....	1-931-729-4246	Humboldt Utilities.....	1-731-784-9212
Chattanooga Gas.....	1-855-874-9690	or.....	1-731-784-1322
City of Clarksville Gas Department (8-4:30 M-F).....	1-931-645-7422	Jackson Energy Authority.....	1-731-422-7500
City of Clarksville Gas Department (Holidays and weekends).....	1-931-645-0116	Jamestown Gas Department, City of.....	1-931-879-8815
City of Clifton.....	911	Jefferson-Cocke County Utility District.....	1-423-623-3069
City of Collinwood.....	911	or.....	1-865-475-7911
City of Friendship.....	1-731-697-5648	Lewisburg Gas Department.....	1-931-359-4016
City of Henderson.....	1-731-989-2201	Lexington Gas System.....	1-731-968-2917
City of Hohenwald.....	1-931-796-2231	Loudon Utilities.....	1-865-458-2091
City of Lafayette Gas Department.....	1-615-666-4580	Lucy Woodstock Marine Terminal (Operated by Lemm Corp).....	1-901-358-0151
City of Lebanon Gas Department.....	1-615-443-2835	Marion Natural Gas System.....	1-423-942-2528
City of Loretto - Gas Division.....	911	Mid-Valley Pipeline.....	1-800-753-5531
City of Martin Public Works.....	1-731-587-4910	Navitas Utility Corporation.....	1-866-797-3342
or.....	1-731-587-5551	Oak Ridge Utility District.....	1-865-483-1377
City of Mt. Pleasant.....	1-931-379-3201	Plains Pipeline, L.P.....	1-800-708-5071
City of Munford.....	1-901-837-0171	or.....	1-800-322-7473
City of Portland Natural Gas System.....	1-615-325-6776	Powell Clinch Utility District.....	1-865-426-2822
City of Red Boiling Springs.....	1-615-666-4725	Pulaski Natural Gas System.....	1-931-363-1752
City of Savannah (Day).....	1-731-925-4216	Ridgetop Natural Gas.....	1-615-440-2616
City of Savannah (After Hours).....	1-731-925-4930	Selmer Utility Division.....	1-731-645-7928
City of South Fulton.....	911	Sevier County Utility District.....	1-865-453-3272
City of Waynesboro.....	1-931-722-8035	Smyrna Municipal Gas System (8 am - 4:30 pm).....	1-615-355-5711
Claiborne Utilities District.....	1-423-626-4282	Smyrna Municipal Gas System (After Hours).....	1-615-355-5742
Cookeville Energy Department Gas Division.....	1-931-520-4427	Southern Company Pipelines.....	1-844-357-4656
Covington Gas.....	1-901-476-7163	Springfield Gas System.....	1-615-384-0008
Crockett Public Utility District.....	1-731-696-2104	Sweetwater Utilities Board.....	1-423-337-5081
Delek Logistics Partners, LP.....	1-800-344-5325	Tennessee Gas Pipeline.....	1-800-231-2800
Diversified Gas & Oil Corporation (legacy Atlas Tennessee).....	1-877-711-1138	Texas Eastern Transmission L.P. (Enbridge).....	1-800-231-7794
Diversified Gas & Oil Corporation (legacy Coalfield Pipeline).....	1-800-642-0300	Texas Gas Transmission, LLC.....	1-800-626-1948
Dyersburg Gas System.....	1-731-285-4019	Town of Livingston.....	1-931-823-6496
East Tennessee Natural Gas.....	1-800-231-7794	Town of Somerville.....	1-901-465-7300
Enable.....	1-800-474-1954	Trunkline Gas.....	1-800-225-3913
Energy Transfer Crude Oil.....	1-800-753-5531	Unicoi County Gas Utility District.....	1-423-743-6793
Enterprise, TE Products Pipeline System.....	1-888-883-6308	Valero Terminaling and Distribution Company.....	1-866-423-0898
Etowah Utilities.....	1-423-263-9441	Valero Partners Operating Co., LLC.....	1-866-423-0898
Fayetteville Public Utilities.....	1-800-379-2534		

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.

ONE-CALL SYSTEM	PHONE NUMBER
Tennessee 811.....	1-800-351-1111 or 811

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To: ALL EMERGENCY OFFICIALS

From: Paradigm Liaison Services, LLC

Re: Pipeline Emergency Response Planning Information

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

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

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

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

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

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

The Guidebook is available at:

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

# Pipeline Emergency Response

## PLANNING INFORMATION

### ON BEHALF OF:

Athens Utilities Board  
 Atmos Energy  
 BBT AlaTenn, LLC  
 Bedford County Utility District  
 Bolivar Utility Department  
 BP Pipelines (North America), Inc.  
 Brownsville Energy Authority  
 Centerville, Town of  
 Chattanooga Gas  
 City of Clarksville Gas Department  
 City of Clifton  
 City of Collinwood  
 City of Friendship  
 City of Henderson  
 City of Hohenwald  
 City of Lafayette Gas Department  
 City of Lebanon Gas Department  
 City of Loretto - Gas Division  
 City of Martin Public Works  
 City of Mt. Pleasant  
 City of Munford  
 City of Portland Natural Gas System  
 City of Red Boiling Springs  
 City of South Fulton  
 City of Waynesboro  
 Claiborne Utilities District

Cookeville Energy Department Gas Division  
 Covington Gas  
 Crockett Public Utility District  
 Delek Logistics Partners, LP  
 Diversified Gas & Oil Corporation  
 Dyersburg Gas System  
 East Tennessee Natural Gas  
 Enable  
 Energy Transfer Crude Oil  
 Enterprise, TE Products Pipeline System  
 Etowah Utilities  
 Fayetteville Public Utilities  
 First Utility District of Tipton County  
 Gallatin Public Utilities Natural Gas System  
 Gibson County Utility District  
 Greater Dickson Gas Authority  
 Hardeman Fayette Utility District  
 Hawkins County Gas Utility District  
 Horton Highway Utility District  
 Humboldt Utilities  
 Jackson Energy Authority  
 Jamestown Gas Department, City of  
 Jefferson-Cocke County Utility District  
 Lewisburg Gas Department  
 Lexington Gas System  
 Loudon Utilities

Lucy Woodstock Marine Terminal  
 Marion Natural Gas System  
 Mid-Valley Pipeline  
 Navitas Utility Corporation  
 Oak Ridge Utility District  
 Plains Pipeline, L.P.  
 Powell Clinch Utility District  
 Pulaski Natural Gas System  
 Ridgetop Natural Gas  
 Selmer Utility Division  
 Sevier County Utility District  
 Smyrna Municipal Gas System  
 Southern Company Pipelines  
 Springfield Gas System  
 Sweetwater Utilities Board  
 Tennessee Gas Pipeline  
 Texas Eastern Transmission L.P. (Enbridge)  
 Texas Gas Transmission, LLC  
 Town of Livingston  
 Town of Somerville  
 Trunkline Gas  
 Unicoi County Gas Utility District  
 Valero Partners Operating Co., LLC  
 Valero Terminating and Distribution Company



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

### **Highly Volatile Liquids**

- 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.

<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.*

- 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.

## 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.

## 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

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.

## 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 CO<sub>2</sub>.

## 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.

**PRODUCT:** Propane

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

**PRODUCT:** Butane

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

**PRODUCT:** Ethane

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

**PRODUCT:** Propylene

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

**PRODUCT:** Natural Gas Liquids

**DOT GUIDEBOOK ID #: GUIDE #:**  
1972 115

*Refer to the Emergency Response Guidebook for additional products not listed.*

## 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.

## 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.

### 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

- 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.

### 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 CO<sub>2</sub>.

#### 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\*

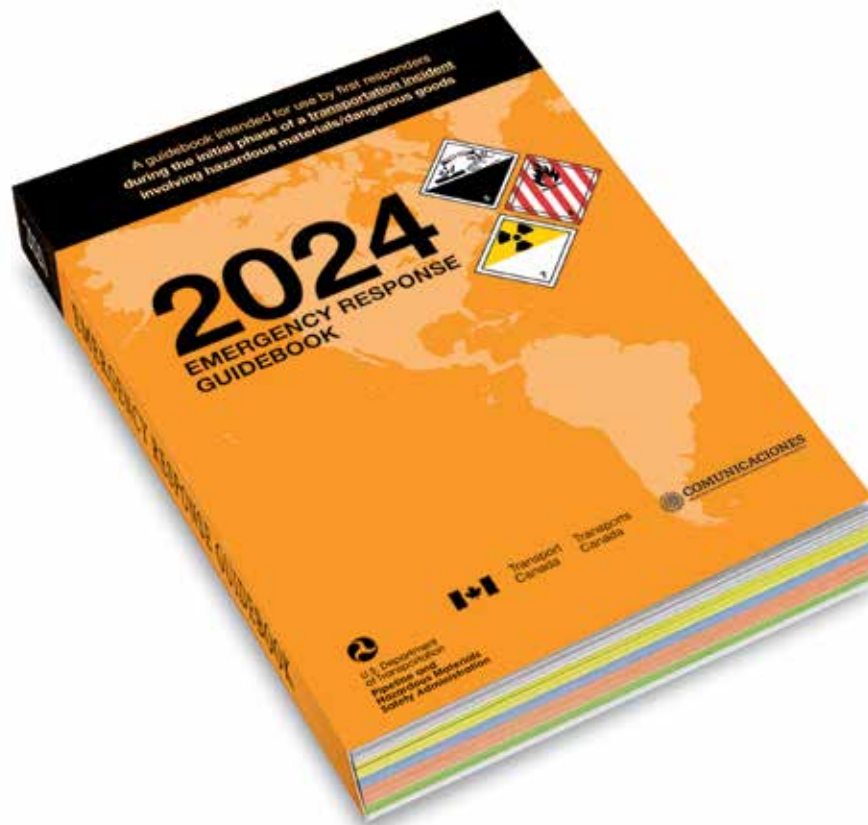
#### CHEMICAL FAMILY:

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

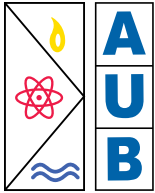


The Emergency Response Guidebook is available at:  
<https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2024-04/ERG2024-Eng-Web-a.pdf>



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





**Craig Brymer**  
 100 Englewood Rd  
 Athens, TN 37303  
 Phone: (423) 745-4501  
 Website: [www.aub.org](http://www.aub.org)  
 E-mail: [cbrymer@aub.org](mailto:cbrymer@aub.org)

## 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!

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

- Blowing or hissing sound
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- 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 LOCATION AND MARKERS

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

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 our emergency response plans and procedures, contact us directly.

### EMERGENCY CONTACT: 1-423-745-4501

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

Natural Gas	1971	115
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#### TENNESSEE

#### COUNTIES OF OPERATION:

McMinn

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



Jack Sanders  
810 Crescent Centre Drive  
Suite 600  
Franklin, TN 37067  
Phone: (615) 310-7985  
E-mail: jack.sanders@atmosenergy.com  
Website: www.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 and Tennessee 811 among both professional and residential excavators.

#### COMMITMENT TO SAFETY, HEALTH & 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.



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

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

#### TENNESSEE COUNTIES OF OPERATION:

Bedford	Moore
Blount	Obion
Carter	Rutherford
Greene	Sullivan
Hamblen	Washington
Loudon	Weakley
Maury	Williamson

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





**BLACK BEAR**  
TRANSMISSION

1501 McKinney Street  
Suite 800  
Houston, TX 77010  
Website: blackbearllc.com

## WHO IS BLACK BEAR TRANSMISSION

Black Bear Transmission LLC transports and delivers natural gas from various pipeline receipt points to power generation, industrial and utility customers in the Southeast United States. The company includes 12 regulated natural gas pipelines stretching more than 2,300 miles with total delivery capacity of more than 2.6 Bcf/d. The pipelines are connected to 18 major long-haul pipelines ensuring reliable gas supply to customers across Alabama, Arkansas, Louisiana, Mississippi, Missouri, Oklahoma and Tennessee. Black Bear Transmission is headquartered in Houston, TX.

## 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!**

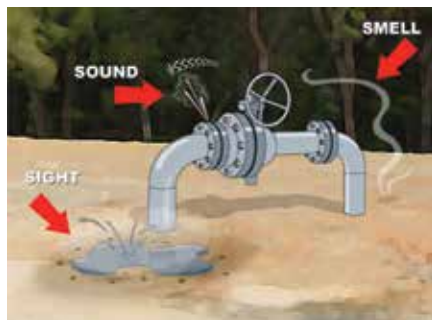


## MAINTAINING SAFETY AND INTEGRITY OF PIPELINES

Our pipelines are monitored through a combination of systems and safety programs, including inspections on foot, and evaluation by state officials to ensure that operators are meeting regulatory requirements and making necessary repairs. Black Bear Transmission, LLC is committed to the safety of the public and care of the environment. We take great pains to follow the highest industry standards in order to provide top-quality services.

## RECOGNIZING A PIPELINE

Line markers are placed at intervals along pipeline right-of-ways. Our markers give an approximate location of the pipeline system and display our telephone numbers. More specific inquiries about the location of our pipelines can be directed to Black Bear Transmission, LLC.



## SIGNS OF A PIPELINE LEAK

**Sight** - Blowing gas, dead or dry vegetation, or bubbles in the water near the pipeline.

**Sound** - Whistling, hissing or roaring noise.

**Smell** - Odorized to smell like rotten eggs.

## WHAT TO DO IF YOU SUSPECT A PIPELINE LEAK?

Your personal safety should be your first concern:

- Immediately leave the area. If possible, turn off any vehicles or equipment being used in or near the suspected leak. Abandon any equipment being used and move upwind from the suspected leak.

## EMERGENCY CONTACT: 1-844-940-3077

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

## TENNESSEE COUNTIES OF OPERATION:

Hardin McNairy

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

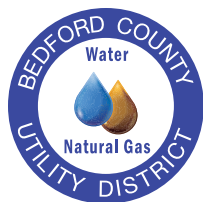
- From a safe location, call Black Bear Transmission, LLC. Give your name, phone number, location, and a description of the leak.
- Warn others to stay away when possible.

## WHAT NOT TO DO IF YOU SUSPECT A PIPELINE LEAK?

- **DO NOT** touch, breathe or make contact with the leaking gas. Stay upwind if possible.
- **DO NOT** light a match, start an engine, use a telephone, turn on/off any type of electrical switch or do anything that may create static or a spark.
- **DO NOT** attempt to extinguish any pipeline fire that may start.
- **DO NOT** drive into a leak or vapor cloud area. Automobile engines may ignite the vapors.
- **DO NOT** start or attempt to operate valves.

## 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 Black Bear Transmission emergency response plans and procedures, contact us directly.



214 Bethany Lane - P.O. Box 2755

Shelbyville, TN 37160

Office Phone: (931) 684-1667, Monday-Friday 8:00 am-4:30 pm

After hours and weekend: (931) 294-5117

Website: [www.bedfordutility.com](http://www.bedfordutility.com)

## 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!**



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

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

- Blowing or hissing sound
- Dust blowing from a hole in the ground
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## PIPELINE LOCATION AND MARKERS

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

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:

**1-931-684-1667**

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

Natural Gas	1971	115
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### **TENNESSEE**

### COUNTIES OF OPERATION:

Bedford

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

## 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 our emergency response plans and procedures, contact us directly.

## CONTACTS:

### **Randy Head**

General Manager

Email: [rhead@bedfordutility.com](mailto:rhead@bedfordutility.com)

### **Danny Warren**

Distribution Manager

Email: [danny@bedfordutility.com](mailto:danny@bedfordutility.com)



## BOLIVAR UTILITY DEPARTMENT

**Cliff Henson**  
502 East Jackson Street  
Bolivar, TN 38008  
Phone: (731) 658-5894  
E-mail: bolivarutility@gmail.com

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

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**ALWAYS CALL 811 BEFORE YOU DIG!**



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

### PIPELINE LOCATION AND MARKERS

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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: 1-731-658-5101

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Chester	McNairy
Hardeman	

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

### 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 Bolivar Utility Departments emergency response plans and procedures, contact us directly.



8230 Whitcomb St.

Merrillville, IN 46410

Phone: 1-800-548-6482

Email: [bpDamagePrevention@bp.com](mailto:bpDamagePrevention@bp.com)Website: [bp.com/pipelines](http://bp.com/pipelines)

## COMPANY PROFILE

BP Pipelines (North America) Inc. business moves and delivers the energy that helps power economic growth, serving both the Midwest and Pacific Northwest regions. Every day, BP Pipelines (North America) Inc. manages more than 3,200 miles of pipelines carrying 1.1 million barrels of crude oil, natural gas and refined products. It also has an ownership stake in close to 1,500 miles of additional pipelines. The combined network of pipelines that BP Pipelines (North America) Inc. owns or manages is long enough to stretch from Chicago to London. The business currently maintains 70 above-ground storage tanks with a combined capacity of about 5.3 million barrels.



## COMMITMENT TO SAFETY, HEALTH AND ENVIRONMENT

Safety is the foundation of everything BP does, every single day. Its goals are clear: no accidents, no harm to people and no damage to the environment. That's a huge responsibility — one BP does not take for granted.

In fact, whether looking at oil and gas production or refining and petrochemicals, BP's rate of Tier 1 events are below the published industry sector average. BP is proud of this progress, but also recognizes that it cannot rest on past achievements. Complacency undermines safety, which is why BP is working every day to become even better, even safer. Even as BP has prepared to respond to an accident, it also has worked hard to ensure that such a response is never needed. Among its many initiatives are:

- Visual inspections of BP's pipeline right-of-ways are conducted by airplanes, drones and/or ground patrols.
- Above ground marker signs are displayed along the right-of-ways to alert the public and contractors to the existence of our pipelines.
- Internal pipeline inspections are conducted periodically by sophisticated computerized equipment called "smart pigs".
- Cathodic Protection on our pipelines protects them from external corrosion through the use of an electrostatic current.
- BP is a member and/or participant of numerous damage prevention associations and a member of the "one-call" systems in every state in which we have pipeline facilities within.

### EMERGENCY CONTACT:

1-800-548-6482

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

Diesel	1202	128
Gasoline	1203	128

#### TENNESSEE

#### COUNTIES OF OPERATION:

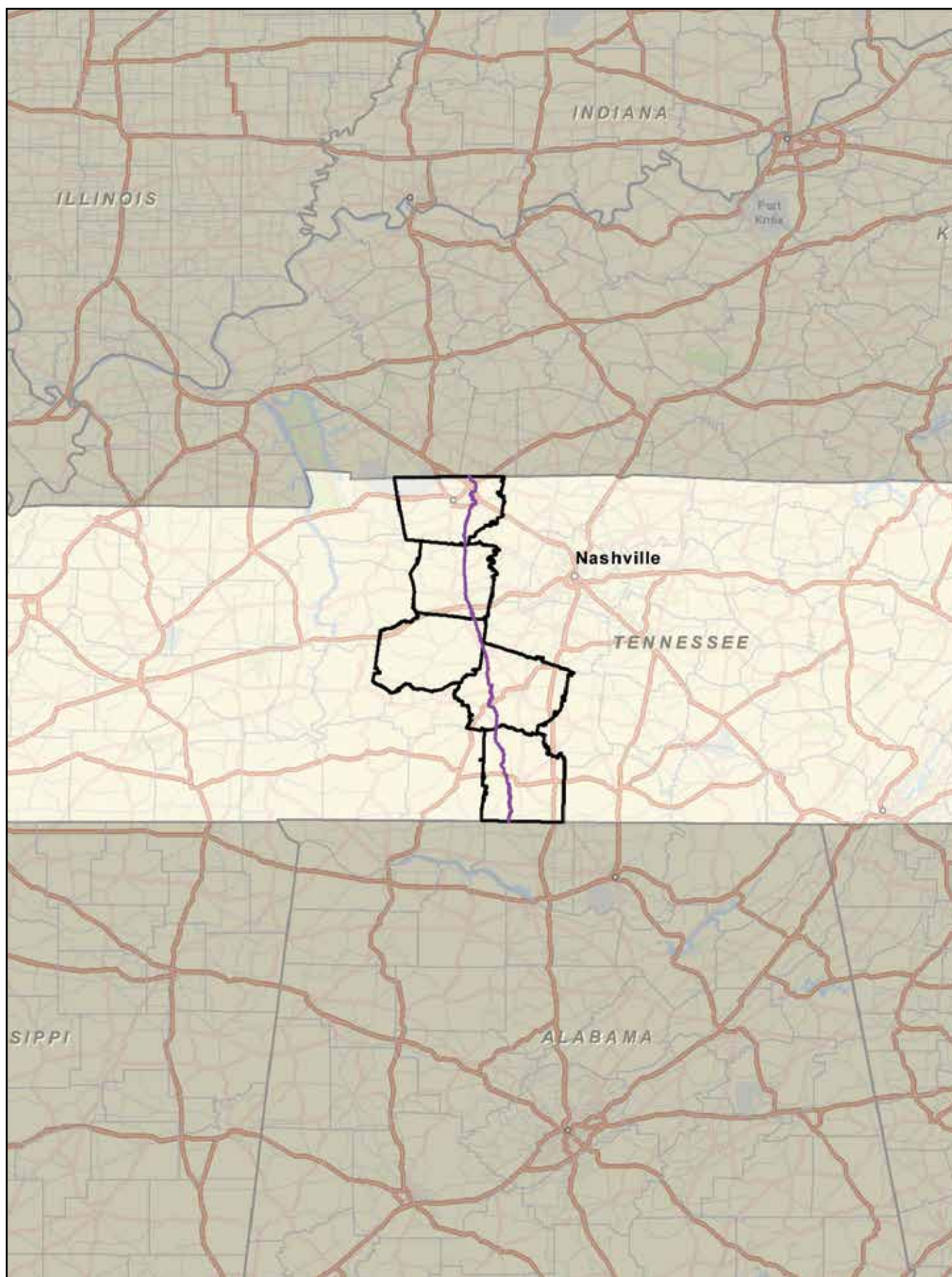
Dickson	Maury
Giles	Montgomery
Hickman	

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

- Emergency preparedness and planning measures are in place at BP Pipelines (North America) Inc. in the event that a pipeline incident occurs. The company also works closely with local emergency response organizations to educate them regarding our pipelines and how to respond in the unlikely event of an emergency. For more information regarding BP's emergency response plans and procedures, contact us at [bpDamagePrevention@bp.com](mailto:bpDamagePrevention@bp.com)
- You can find out where our pipelines and 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).

The pipeline system operated by BP Pipelines (North America) Inc. is a key element of the economic and security infrastructure of the United States. Our extensive network of pipes safely and reliably delivers the energy that America needs to heat homes, businesses and schools, and it also delivers the energy that fuels the vehicles, airplanes and machines that make modern life possible.







**Ben Thornton**  
P.O. Box 424  
Brownsville, TN 38012  
Phone: (731) 772-8845

## 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!

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

- Blowing or hissing sound
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## EMERGENCY RESPONSE PLANS

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### EMERGENCY CONTACT: 1-731-772-8845

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

Natural Gas	1971	115
Water		
Sewer		

#### TENNESSEE COUNTIES OF OPERATION:

Haywood

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





## CONTACTS

Nathan Clinard  
Phone: (931) 729-4246 ext. 127  
Email: [nclinard@centervilletn.org](mailto:nclinard@centervilletn.org)

## SYSTEM OVERVIEW

- 161 total miles of main
  - 50 steel
  - 111 Plastic PE
- 3433 services
  - 1063 steel
  - 2370 Plastic PE

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

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**ALWAYS CALL 811 BEFORE YOU DIG!**



**Know what's below.  
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## EMERGENCY CONTACT:

**1-931-729-4246**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Hickman

*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 Town of Centerville's emergency response plans and procedures, contact us directly.





### HELP KEEP RESIDENTS SAFE DURING A NATURAL GAS EMERGENCY

Every day, natural gas is safely and efficiently delivered to millions of businesses and homes in the United States through more than 2 million miles of underground pipeline.

Chattanooga Gas operates, secures and maintains the pipeline in our service territory. With safety being our highest priority, we adhere to federal, state and local pipeline safety regulations by performing extensive quality control checks, educate the public on natural gas pipeline leak recognition and damage prevention, and work closely with emergency and public officials to develop emergency response plans.

### HOW TO RECOGNIZE A PIPELINE LEAK

- **LOOK** for blowing dirt, discolored vegetation or continued bubbling in standing water.
- **LISTEN** for a hissing or roaring noise of natural gas escaping.
- **SMELL** for the distinctive, rotten-egg odor associated with natural gas. Natural gas is colorless and odorless, so we add a chemical odorant called mercaptan for easy detection. This odorant has a distinctive "rotten-egg" type odor. You should act any time you detect even a small amount of this odor in the air.

**Note:** Be aware that odorant fade, while uncommon, can occur. Odorant fade occurs when a physical or chemical process causes the level of odorant in the gas to be reduced. This can happen in both existing gas pipe and new installations. Be aware that some individuals may not be able to detect the smell of the natural gas odorant because they have a diminished sense of smell, because the scent is being masked by other odors in the area or because the odorant has diminished so that it is not detectable. Some gas lines, due to their unique function, may not have odorant at all.

### HOW WE RESPOND

Once we are notified of the emergency, we will immediately dispatch trained personnel to the site, keeping you informed of our progress. We will take all necessary actions to correct the problem. We will work together to ensure our community is safe.

### EMERGENCY CONTACT: 1-855-874-9690

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

### TENNESSEE COUNTIES OF OPERATION:

Bradley                      Hamilton

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

### LEARN MORE

For more information about natural gas and emergency response procedures and training, contact us at **855-874-9690**.

To learn about our emergency response plan which recognizes and mitigates threats and also sustains the integrity of the pipelines, visit [chattanoogagas.com/integritymanagementplan](http://chattanoogagas.com/integritymanagementplan).

### COMPLETE YOUR TRAINING TODAY!

[chattanoogagas.com/respondertraining](http://chattanoogagas.com/respondertraining)  
(Use password: chattanooga)

**Online Survey:** Please take a moment to complete a survey about natural gas safety and you by scanning the QR code or visiting <https://www.surveymonkey.com/r/S7X6XJ5> to help us make sure we are keeping our communities safe.



Earn a one-hour training credit and certificate of course completion while learning about the importance of natural gas pipeline safety and your role in helping to keep our community safe.



## HELP KEEP EVERYONE SAFE DURING A NATURAL GAS EMERGENCY

Help keep everyone safe during a natural gas emergency. Even though natural gas pipeline incidents are uncommon, it is still important to be prepared by knowing the signs of a potential problem.

If a natural gas leak is suspected or detected, here are a few suggestions to ensure your safety and the safety of those in the area:

- **DO NOT** attempt to stop the flow of natural gas, operate any pipeline valves or repair the leak yourself.
- **AVOID** using any sources of ignition, such as cell phones, cigarettes, matches, flashlights, electronic devices and motorized vehicles until you are a safe distance away from the potential leak, as natural gas can ignite from a spark or open flame, possibly causing a fire or explosion.
- **CALL** Chattanooga Gas immediately at our 24-hour emergency response line at 855.874.9690 with the location and type of emergency.
- **SECURE** the area by establishing a safety zone around the incident and control access. You may need to reroute traffic and evacuate area homes and businesses.

## PREVENTION - THE BEST DEFENSE AGAINST LEAKS

Emergency officials and first responders do their part daily to prevent natural gas leaks by keeping the following safety tips in mind:

- Understand that natural gas is lighter than air and displaces oxygen. Although natural gas is non-toxic, in extreme cases of oxygen displacement, it may lead to asphyxiation. Natural gas has a risk of ignition near a spark or open flame.
- Know where the pipelines are in your jurisdiction. If you notice any missing or damaged pipeline markers, contact Chattanooga Gas at 855-874-9690 so they can be replaced.



- Chattanooga law requires all underground utilities be marked before any type of digging or excavation. Be on the lookout for any suspicious activity or unauthorized digging. If the excavator has not notified the state of their intent to dig, they must stop all activity immediately. The excavator is required to present a valid dig ticket number when requested by first responders. Also, no one, including homeowners, should be digging, ditching, drilling, leveling or plowing without having first contacted our state's One-Call number (811) to locate underground utilities.

- Remember, pipeline markers, like the sample pictured, indicate only the general area of the pipeline and not the exact location or depth. Pipeline markers may not be present in all areas.
- Information about transmission pipelines operating in your community is available through the National Pipeline Mapping System (NPMS) and online at: <https://www.npms.phmsa.dot.gov>.



## CONTACTS

### Thomas McCutcheon

Operations Supervisor  
Chattanooga Gas  
2207 Olan Mills Drive  
Chattanooga, TN 37421  
Office: (423) 490-4256  
Cell: (423) 269-3300  
[tmccutch@southernco.com](mailto:tmccutch@southernco.com)

### Darren Moten

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Phone: (423) 490-4310  
Email: [ddmoten@southernco.com](mailto:ddmoten@southernco.com)

### Breeze Miller

Operations Supervisor  
Chattanooga Gas  
2207 Olan Mills Drive  
Chattanooga, TN 37421  
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Email: [megmille@southernco.com](mailto:megmille@southernco.com)







**Mark Riggins**  
General Manager

2215 Madison St.  
Clarksville, TN 37043-5237  
Phone: (931) 645-1654

**Troy Jones**  
Gas Manager

2215 Madison St.  
Clarksville, TN 37043-5237  
Phone: (931) 645-7422

[clarksvilletn.gov/gas](http://clarksvilletn.gov/gas)

## CLARKSVILLE GAS DEPARTMENT

Natural gas has been in use since 500 B.C.; distributed today by more than 900 natural gas utilities in the US. Since the mid-1950s, Clarksville Gas has provided this service which is one of the Cleanest, Safest, AND Most Useful of all energy sources.

Natural Gas has an outstanding track record considering that it includes 2 Million miles of underground pipeline! It is greater than 50% of the energy consumed by residential and commercial customers & 41% is used by industry. 99% of natural gas consumed in the US is sourced in North America!

## PIPELINE PURPOSE AND RELIABILITY

Clarksville Gas owns, operates and maintains 900+ miles of natural gas pipeline. Providing safe and efficient natural gas to 29,000+ customers in five area counties: Montgomery, Cheatham and Robertson counties in Tennessee; Christian and Todd counties in Kentucky; as well as the Fort Campbell, Kentucky military installation.

These pipelines quietly, reliably, and efficiently deliver natural gas throughout the service area for residential, commercial, and industrial use. Natural gas energy is the most popular home heating fuel in America and its pipeline system is among the safest and most secure methods of transporting energy.

The natural gas industry works very closely with government and stays abreast of new security methods and technologies to ensure the highest levels of public safety. Individual gas utilities also evaluate their security procedures on a regular basis and continually enhance security programs as necessary to meet the safety needs of the community we serve.

## HAZARD AWARENESS AND PREVENTION MEASURES

The United States natural gas transmission and distribution system has the best safety record of any type of transportation system in the country. Natural gas is clean, affordable, convenient, and efficient, which makes it a popular energy choice.

Like all forms of energy, natural gas must be handled properly. Despite an excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. We work diligently to ensure pipeline safety through a variety of measures including:

- One-call program (Tennessee 811)
- Inspection program
- Design and construction practices
- Workforce operator qualifications
- Public awareness programs
- Pipeline markers and GIS/GPS mapping
- Leak survey
- Patrol of business districts
- Pressure monitoring
- Odorization
- Security measures
- 10 year meter change out
- Liaison with city and municipal agencies

## LEAK RECOGNITION AND RESPONSE

A gas leak is usually recognized by: **smell, sight, or sound.**

- **SMELL** – Natural gas is colorless and odorless. Before it reaches you, we add a distinctive, pungent odor so that you'll recognize it quickly. (i.e. rotten egg)
- **SIGHT** – You may see a white cloud, mist, fog, bubbles in standing water, or vegetation that appears to be dead or dying for no apparent reason.
- **SOUND** – You may hear an unusual noise like roaring, hissing or whistling.

## EMERGENCY CONTACT:

**931.645.7422** - (8-4:30 M-F)  
**931.645.0116** - (Holidays & Weekends)

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

## TENNESSEE

### COUNTIES OF OPERATION:

Montgomery      Cheatham

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

## CALL BEFORE YOU DIG!

**TENNESSEE ONE CALL**  
**800-351-1111 OR 811**



## WHAT SHOULD YOU DO IF YOU SUSPECT A LEAK?

- **MOVE** to a safe environment
- **CALL** the Clarksville Gas Emergency Number:  
 • **931-645-7422** (8-4:30 M-F) or  
 • **931-645-0116** (Holidays and weekends)
- **DO NOT** strike a match, use telephones, switch on/off appliances, lights, or even a flashlight in an area that you smell gas. These items can produce sparks that might ignite the gas, and cause an explosion or death.

## FOR EMERGENCY PERSONNEL

- Secure the site and take steps to eliminate potential ignition sources.
- Evacuate the general public from vicinity of leak.
- CALL the Clarksville Gas Emergency Number:  
 • **931-645-7422** (8-4:30 M-F) or  
 • **931-645-0116** (Holidays and weekends)

## FOR EXCAVATORS

- Stop work and **evacuate** the site to a safe distance & Alert everyone on the premises
- Call **911** if there is blowing gas
- CALL the Clarksville Gas Emergency Number:  
 • **931-645-7422** (8-4:30 M-F) or  
 • **931-645-0116** (Holidays and weekends)
- **Do not** do anything to cause a spark
- Keep the public and traffic away
- Do not try to fix the pipe or slow the rate of leaking gas
- Do not try to extinguish a gas burning fire unless there is a threat to life
- If you suspect or become aware of a dent, scratch, or coating damage to the pipeline, CALL the Clarksville Gas Emergency Number!

## EMERGENCY PREPAREDNESS

Clarksville Gas periodically revises its Operations and Maintenance (O&M) Procedures, and makes them available to all Emergency agencies. Our Gas Department keeps these documents current and provides necessary training to state and/or local emergency management personnel.

Clarksville Gas works closely and maintains a continuing relationship with emergency responders to prevent and prepare for emergencies.

## DAMAGE PREVENTION AWARENESS AND ONE-CALL REQUIREMENTS

The greatest risk to underground pipelines is accidental damage during excavation. To protect our natural gas pipelines and other underground facilities it is critical that people use the one call system prior to any excavation related activities on public **AND** private property.

The law requires **anyone** digging to notify the local one call system, Tennessee 811. Dial **811** or **1-800-351-1111**, at least 72 hours before their project. The one-call center will contact the owners of the underground facilities in the immediate area so that they can mark the location of their facilities prior to excavation.

There is **no charge** to the public for this service. Excavators are required to take certain precautions when working in the immediate area of underground facilities. The one call center can provide the specific details of what is required. Failure to comply with this law can jeopardize public safety, result in costly damages, and substantial fines.

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

Report unauthorized excavations or suspicious activity in or around any pipeline facility or right of way.

## PIPELINE LOCATION

Natural gas is drawn from deep inside the earth and fed into lines that eventually feed into large transmission pipelines that crisscross the nation. The transmission pipelines operate at hundreds of pounds of pressure. Since these transmission pipelines are underground, line markers are sometimes used to indicate their approximate location along their route. The markers display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency. Markers only indicate the general location of a pipeline and cannot be relied upon to indicate the exact position.

Local distribution companies, like Clarksville Gas, receive natural gas from the interstate pipelines at metering and regulation (M&R) stations. From the M&R stations, natural gas is distributed through underground pipelines safely and reliably to its customers. These pipelines underneath the ground are vital to the local utility infrastructure. Many of the distribution lines are not marked, and pipeline markers may

not always be directly over pipelines, it is critical that people use the one call system prior to any excavation. When excavation work is planned, the pipelines are identified with yellow paint markings or flags.

## TENNESSEE ONE CALL SYSTEM

Clarksville participates in the very important **Tennessee One Call System**,  
**1-800-351-1111 or 811.**

This system is the "official" one-call service in Tennessee providing advance notification to operators of underground facilities such as gas, water, sewer, phone and cable. With prior notice from the one-call system, underground utility companies can locate and mark their respective lines before any digging, excavating or blasting projects begin. The service is available 24 hours per day, 7 days a week – it is free and it is the law (TCA 65-31-106).

## ADDITIONAL INFORMATION

Additional information can be obtained through the following:

American Public Gas Association  
[www.apga.org](http://www.apga.org)

TN811  
[www.tenn811.com/](http://www.tenn811.com/)

City of Clarksville  
[www.clarksvilletn.gov](http://www.clarksvilletn.gov)

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

Tennessee Gas Association  
[www.tngas.org/](http://www.tngas.org/)

Transportation Safety Institute  
[www.tsi.dot.gov](http://www.tsi.dot.gov)

Tennessee Public Utility Commission –  
 Gas Pipeline Safety Division  
[www.tn.gov/tpuc/gpsd](http://www.tn.gov/tpuc/gpsd)

Common Ground Alliance  
[commongroundalliance.com/](http://commongroundalliance.com/)

As always, Clarksville Gas is committed to working with the community that we service. In the event any questions arise, please feel free to contact us at: 931-645-7422.

**Remember, ALWAYS call 811 – it's free, it's easy, and it's the law!**  
 (TCA 65-31 et al).



**James Evans**  
Gas Superintendent  
142 West Main Street  
Clifton, TN 38425  
Phone: (931) 676-3370



## 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.



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

## ALWAYS CALL 811 BEFORE YOU DIG!

### 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 LOCATION AND MARKERS

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

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: 911

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Wayne

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

### 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 our emergency response plans and procedures, contact us directly.



**Andrew Smith**  
 101 Third Avenue North / P.O. Box 98  
 Collinwood, TN 38450  
 Phone: (931) 724-9107  
 Website: [www.cityofcollinwood.org](http://www.cityofcollinwood.org)  
 E-mail: [collinwoodutility@gmail.com](mailto:collinwoodutility@gmail.com)

## PIPELINE SAFETY

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

## TENNESSEE COUNTIES OF OPERATION:

Wayne

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## 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 our emergency response plans and procedures, contact us directly.



## ABOUT CITY OF FRIENDSHIP

City of Friendship Utility Department currently serves 289 customers in Dyer and Crockett counties.

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 City of Friendship can be found at:  
[www.mtas.tennessee.edu/city/friendship](http://www.mtas.tennessee.edu/city/friendship)

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## 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!



Know what's below.  
Call 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.

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).

## 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: 731-697-5648

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

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

## 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 City of Friendship pipelines emergency response plans and procedures, contact us directly.





**Darryl Green – Utility Director**

City of Henderson

P.O. Box 68

Henderson, TN 38340

Email: [dgreen@hendersontn.gov](mailto:dgreen@hendersontn.gov)

Website: [hendersontn.gov](http://hendersontn.gov)

M-F 7 to 4 office: (731) 989-3503

After hours emergency: (731) 989-2201

## NATURAL GAS DISTRIBUTION

The Henderson Utility Department offers service to an extensive natural gas distribution region. Natural gas services are available north to the Pinson community, east to the State Hwy 22A area, south to the Bethel Springs community, west to the Deanburg community, and most areas located within this region.

## 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.

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- Do not attempt to operate any pipeline valves

## PIPELINE LOCATION AND MARKERS

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

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:

**1-731-989-2201**

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

Natural Gas	1971	115
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### TENNESSEE

### COUNTIES OF OPERATION:

Chester	McNairy
Madison	

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## EMERGENCY RESPONSE PLANS

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**Phillip Denton**  
1177 W Main St.  
Hohenwald, TN 38462  
Phone: 931-796-2231

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### EMERGENCY CONTACT:

**1-931-796-2231**

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Lewis

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

### EMERGENCY RESPONSE PLANS

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**Jeff Harper**  
200 East Locust St.  
Lafayette, TN 37083  
Phone: (615) 666-4580

## PIPELINE PURPOSE AND RELIABILITY

Pipelines are the safest and most efficient means of transporting natural gas products, according to National Transportation Safety Board statistics. These pipelines provide about 24 percent of all the energy used in the United States.

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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.

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## EMERGENCY CONTACT: 1-615-666-4580

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

Natural Gas	1971	115
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### **TENNESSEE COUNTIES OF OPERATION:**

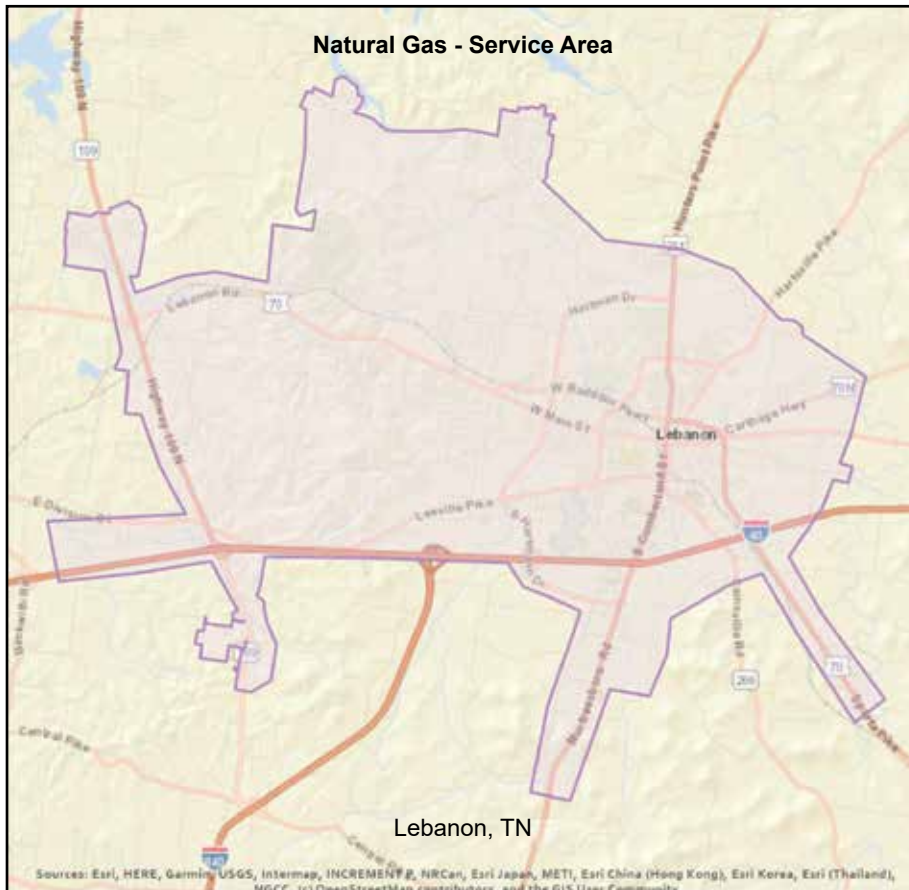
Macon

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



**Chad Mueller**  
 215 Maddox Simpson Pkwy  
 Lebanon, TN 37090  
 Phone: (615) 443-2835  
 Website: [www.lebanontn.org/gasCity](http://www.lebanontn.org/gasCity)

City of Lebanon Gas Department serves over 12,000 customers in the Lebanon/ Wilson County area with 2 service crews, operating and maintaining the natural gas system, administrative staff and GIS mapping personnel. With over 320 miles of natural gas distribution pipelines, City of Lebanon Gas Department's goal is to deliver natural gas to customers in the safest, most reliable and economical manner possible.



**EMERGENCY CONTACT:**  
**1-615-443-2835**

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

**TENNESSEE**  
**COUNTIES OF OPERATION:**

Wilson

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





CITY OF  
**LORETTO, TENNESSEE**

## PIPELINE SAFETY

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- Dead or discolored vegetation in a green area
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### 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
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- 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 LOCATION AND MARKERS

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

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: 911

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Lawrence

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

### 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 our emergency response plans and procedures, contact us directly.

415 N. Military St.  
Loretto, TN 38469  
Office Phone: (931) 853-6797  
Hours: 7:30 am - 4:00 pm M-F  
After hours, weekend: (931) 853-6797



**Randall Winston**  
 703 N. Lindell Street  
 Martin Tn, 38237  
 Phone: (731) 587-4910  
 Email: [rwinston@cityofmartin.net](mailto:rwinston@cityofmartin.net)

## PIPELINE PURPOSE AND RELIABILITY

Pipelines are the safest and most efficient means of transporting natural gas products, according to National Transportation Safety Board statistics. These pipelines provide about 24 percent of all the energy used in the United States.

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

- Blowing or hissing sound
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## PIPELINE SAFETY

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## ALWAYS CALL 811 BEFORE YOU DIG!



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## EMERGENCY CONTACT:

**1-731-587-4910**

**or**

**1-731-587-5551**

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

Natural Gas 1971 115

## TENNESSEE COUNTIES OF OPERATION:

Weakley

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### EMERGENCY CONTACT: 931-379-3201

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Maury

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### EMERGENCY RESPONSE PLANS

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100 Public Square  
P.O. Box 426  
Mt. Pleasant, TN 38474  
Office Hours: M-F 8:00 AM - 4:00 PM  
Office Phone: (931) 379-7717  
Phone after hours and weekend:  
Mt. Pleasant Police Dept. (931) 379-3201

### CONTACTS

Phillip Grooms, City Manager  
[pgrooms@mtpleasant-tn.gov](mailto:pgrooms@mtpleasant-tn.gov)

Dale Brown, Public Works Director  
[dbrown@mtpleasant-tn.gov](mailto:dbrown@mtpleasant-tn.gov)



**Sherry Bennard**  
 1397 Munford Avenue  
 Munford, TN 38058  
 Phone: (901) 837-0171  
 sbennard@munfordtn.gov  
 Website: www.munford.com

## PIPELINE SAFETY

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## EMERGENCY CONTACT:

**1-901-837-0171**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Tipton

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## EMERGENCY RESPONSE PLANS

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**Bryan Price**  
Utilities Director  
100 South Russell Street  
Portland, TN 37148  
Phone: (615) 323-1437

## PIPELINE PURPOSE AND RELIABILITY

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## EMERGENCY CONTACT: 1-615-325-6776

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

## TENNESSEE COUNTIES OF OPERATION:

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

# CITY OF RED BOILING SPRINGS

**Eric Sadler**  
361 Lafayette Road  
Red Boiling Springs, TN 37150  
Office: (615) 699-2011  
Cell: (615) 561-6348  
Website: [www.redboilingspringstn.com](http://www.redboilingspringstn.com)

## PIPELINE SAFETY

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### EMERGENCY CONTACT:

**1-615-666-4725**

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Macon

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

### EMERGENCY RESPONSE PLANS

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**Greg Littlefield**  
Emergency Contact  
140 Main St  
Savannah, TN 38372

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### EMERGENCY CONTACT:

**Day: 731-925-4216**  
**After Hours: 731-925-4930**

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Hardin

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### EMERGENCY RESPONSE PLANS

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700 Milton Counce Drive  
South Fulton, TN 38257  
Phone: (731) 479-2151  
Fax: (731) 479-2144

Email City Manager: jgray@cityofsf.org  
Email Public Works: secretary.pw@cityofsf.org

## PIPELINE SAFETY

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### EMERGENCY CONTACT:

**911**

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Obion

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### EMERGENCY RESPONSE PLANS

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### CONTACT NUMBERS

Pager Number .....	(731) 886-2064
Fire Dept. ....	(731) 479-0213
Police Dept. ....	(731) 479-1311
Public Works.....	(731) 479-2242
	(731) 479-1311
Sheriff Dept.....	(731) 885-5832



**Jeff Staggs - Public Works Director**  
 P.O. Box 471  
 Waynesboro, TN 38485  
 Phone: (931) 722-7020  
 Website: [www.cityofwaynesboro.org](http://www.cityofwaynesboro.org)  
 E-mail: [utility@cityofwaynesboro.org](mailto:utility@cityofwaynesboro.org)

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### EMERGENCY CONTACT: 1-931-722-8035

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

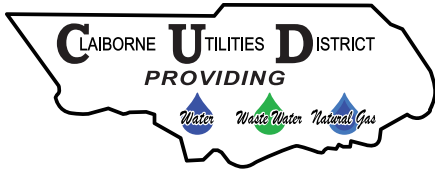
### TENNESSEE COUNTIES OF OPERATION:

Wayne

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**George Coots**  
P.O. Box 606  
New Tazewell, TN 37824  
Phone: (423) 626-4282  
Website: [www.cudtn.com](http://www.cudtn.com)  
E-mail: [gcoots@cudtn.com](mailto:gcoots@cudtn.com)

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## EMERGENCY CONTACT: 1-423-626-4282

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

## TENNESSEE COUNTIES OF OPERATION:

Claiborne

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**Carl Haney, Director**  
**Roger Phillips, Gas Operations Manager**  
 16 North Oak Avenue  
 Cookeville, TN 38501  
 Phone: (931) 520-4427  
 (931) 520-4GAS  
 Website: [www.cookeville-tn.gov](http://www.cookeville-tn.gov)

The Cookeville Energy Department is committed to providing safe and reliable natural gas service to the customers in our service area while minimizing the impact to the environment. We utilize safe operational practices with trained and knowledgeable operating personnel.

We distribute Natural Gas through an underground network of pipes in Cookeville, Algood and portions of Putnam County. We provide the final delivery of this vital energy to our customers. In an effort to enhance your awareness of our system, we are suggesting the following:

- Be Aware of Pipelines in Your Area
- Call 811 Before You Dig
- Report Unusual Conditions
- Know What Steps to Take in an Emergency

Because natural gas pipelines are underground, the public often is unaware of their presence. Pipelines may be in their neighborhood, or even on private property. How do you know? One of the easiest ways to locate a pipeline is to recognize pipeline markers. The Cookeville Energy Department installs these high-visibility yellow markers at road crossings, railroads and other points along the pipeline right-of-way. The markers identify the pipeline company and include telephone numbers to call to reach a company representative. Be aware that not all pipeline locations are identified by markers.

**Markers DO NOT Show:**

The depth of the pipelines  
 The number of pipelines  
 The exact location of the pipelines

**Markers DO Show:**

The approximate location of the pipelines  
 Our company's name  
 Emergency phone number

Please contact us for additional information.  
 (931) 520-4427

**EMERGENCY CONTACT:**  
**1-931-520-4427**

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

**TENNESSEE**  
**COUNTIES OF OPERATION:**

Putnam

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







**Calvin Johnson**  
 200 West Washington  
 Covington, TN 38019  
 Phone: (901) 476-9531  
 Website: covingtontn.com

## PIPELINE SAFETY

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## EMERGENCY CONTACT:

**1-901-476-7163**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Tipton

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# CROCKETT PUBLIC UTILITY DISTRICT

**Bryan Smith**  
82 North Bells Street  
Alamo, TN 38001  
Phone: (731) 696-4149  
E-mail: bryans@crockettpublicutility.com

## PIPELINE SAFETY

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

## PIPELINE LOCATION AND MARKERS

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

## EMERGENCY CONTACT:

**1-731-696-2104**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Crockett

*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 our emergency response plans and procedures, contact us directly.





Tyler Cameron  
1001 School Street  
El Dorado, AR 71730  
Phone: (870) 315-1393  
Website: www.delekus.com

## COMPANY OVERVIEW

Delek Logistics Partners, LP, a wholly owned subsidiary of Delek US Holdings, is a partnership of companies including, Magnolia Pipeline Company, El Dorado Pipeline Company, Paline Pipeline Company, Delek Crude Logistics, Delek Marketing and Supply, Sala Gathering System LLC., Delek Logistics Operating LLC, Delek Logistics Services Company and Delek Permian Gathering.

Delek US Holdings, which is a diversified downstream energy company with operations in four primary business segments: petroleum refining, marketing and supply, logistics, and convenience store retailing. Delek US is headquartered in Brentwood, TN and employs more than 3,000 people across 8 states. The company has been publically traded on the New York Stock Exchange since 2006 under the ticker symbol "DK".

## SYSTEM INFORMATION

- Name of systems covered:  
Delek Logistics Services Company
- Name of owner and operator:  
Delek Logistics Partners LP
- Type of systems: Transmission systems and 2 terminal facilities
- Physical area covered by systems:  
Davidson and Shelby counties
- Length of systems: .5 miles of pipeline
- List of products transported in systems:  
Gasoline and Diesel
- Range of diameter of pipelines in system: 10 inch

## PUBLIC SAFETY & ENVIRONMENTAL HEALTH

Delek US Holdings and subsidiary companies operate our business in a manner that protects the environment and the health and safety of employees, customers, contractors, and the public while complying with applicable laws, regulations and other requirements. We recognize that the safety and health of our employees and stewardship of the environment are the responsibility of every Delek US employee. We are dedicated to being a good neighbor in the communities where we operate. We will conduct our operations safely and responsibly. Delek has invested hundreds of millions of dollars in our business segments to produce clean fuels, protect the environment and improve the safety of our employees and the public.

## DAMAGE PREVENTION MEASURES

- Alarms
- Gas Monitors
- Foam
- Fire Water lines and hydrants

## PRODUCTS TRANSPORTED

**Product:** Hazardous Liquids [Such As: Crude Oil, Diesel Fuel, Jet Fuel, Gasoline, And Other Refined Products]

**Leak Type:** Liquid

**Vapors:** Initially heavier than air and spread along ground and collect in low or confined areas. Vapors may travel to source of ignition and flash back. Explosion hazards indoors, outdoors or in sewers.

**Health Hazards:** 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.

## EMERGENCY CONTACT: 1-800-344-5325

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Diesel Fuel	1202	128
Gasoline	1203	128

## TENNESSEE COUNTIES OF OPERATION:

Davidson                      Shelby

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

## OUR REACTIONS DURING AN INCIDENT

Once an actual incident location has been determined by on-the-ground or air reconnaissance, trained Delek personnel will be on site in less than one hour. Delek also has emergency response contractors and equipment available.

For additional information about Delek Logistics Partners, LP emergency response plans and procedures, please contact:

Cassie Whitefield  
100 E Peach  
Suite 340  
El Dorado, AR 71730  
870-310-9078





**DIVERSIFIED**  
energy

1600 Corporate Drive  
Birmingham, AL 35242  
Phone: 205-408-0909  
Website: www.dgoc.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 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.

### EMERGENCY CONTACT:

**1-877-711-1138** (legacy Atlas Tennessee)  
**1-800-642-0300** (legacy Coalfield Pipeline)

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

### TENNESSEE COUNTIES OF OPERATION:

Anderson      Morgan

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

- 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.

### 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 (legacy Atlas Tennessee)  
1-800-642-0300 (legacy Coalfield Pipeline)

**For additional information contact:**

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



**Mike Hunter**  
 435 Hwy 51 Bypass S  
 Dyersburg, TN 38024  
 Phone: (731) 288-7634  
 Website: [www.dyersburgtn.gov](http://www.dyersburgtn.gov)  
 E-mail: [mhunter@dyersburgtn.gov](mailto:mhunter@dyersburgtn.gov)

## 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.



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

## ALWAYS CALL 811 BEFORE YOU DIG!

### 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 LOCATION AND MARKERS

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

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: 1-731-285-4019 or 911

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

### TENNESSEE COUNTIES OF OPERATION:

Dyer

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

### 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 our emergency response plans and procedures, contact us directly.





915 N. Eldridge Parkway, Suite 1100  
Houston, TX 77079  
Public Awareness: 1-877-799-2650  
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](http://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](http://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:

**1-800-231-7794**

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

Natural Gas 1971 115

#### TENNESSEE COUNTIES OF OPERATION:

Anderson	Hickman	Overton
Bedford	Jackson	Perry
Blount	Jefferson	Putnam
Bradley	Knox	Roane
Carter	Lawrence	Robertson
Cocke	Lewis	Rutherford
Cumberland	Lincoln	Sequatchie
Fentress	Loudon	Sevier
Franklin	Macon	Smith
Giles	Marion	Sullivan
Greene	Marshall	Sumner
Grundy	Maury	Trousdale
Hamblen	McMinn	Unicoi
Hamilton	Monroe	Washington
Hancock	Moore	Williamson
Hawkins	Morgan	Wilson

*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



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

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

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

The **Enable** system consists of approximately 10,000 miles of pipeline that transports crude oil, natural gas, and natural gas liquids throughout the nation's Mid-Centroid and Gulf Coast regions.

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

**Shelby County**  
Rusty Poe  
Operations Manager  
731-777-3950 (w), 731-676-1694 (m)  
[russell.poe@energytransfer.com](mailto:russell.poe@energytransfer.com)

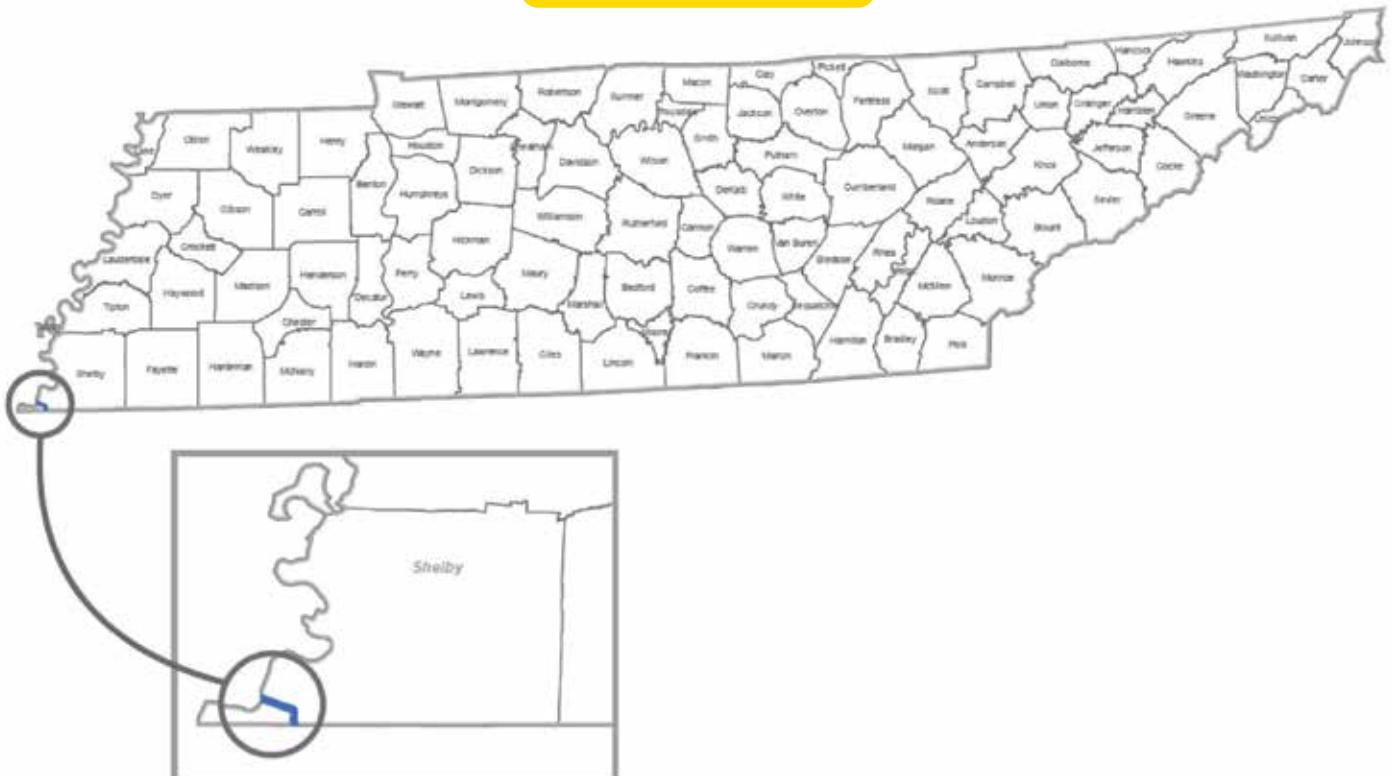
**EMERGENCY CONTACT:**  
**1-800-474-1954**

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

**TENNESSEE**  
**COUNTIES OF OPERATION:**

Shelby

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





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

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**Energy Transfer Crude Oil (ETCO)** is an approximately 750-mile pipeline system that transports crude oil from the Midwest U.S. to a terminal in Nederland, Texas.

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

**Crockett, Dyer, Fayette, Haywood, Obion and Tipton counties:**  
Rusty Poe  
Operations Manager  
731-777-3950 (w), 731-676-1694 (m)  
russell.poe@energytransfer.com

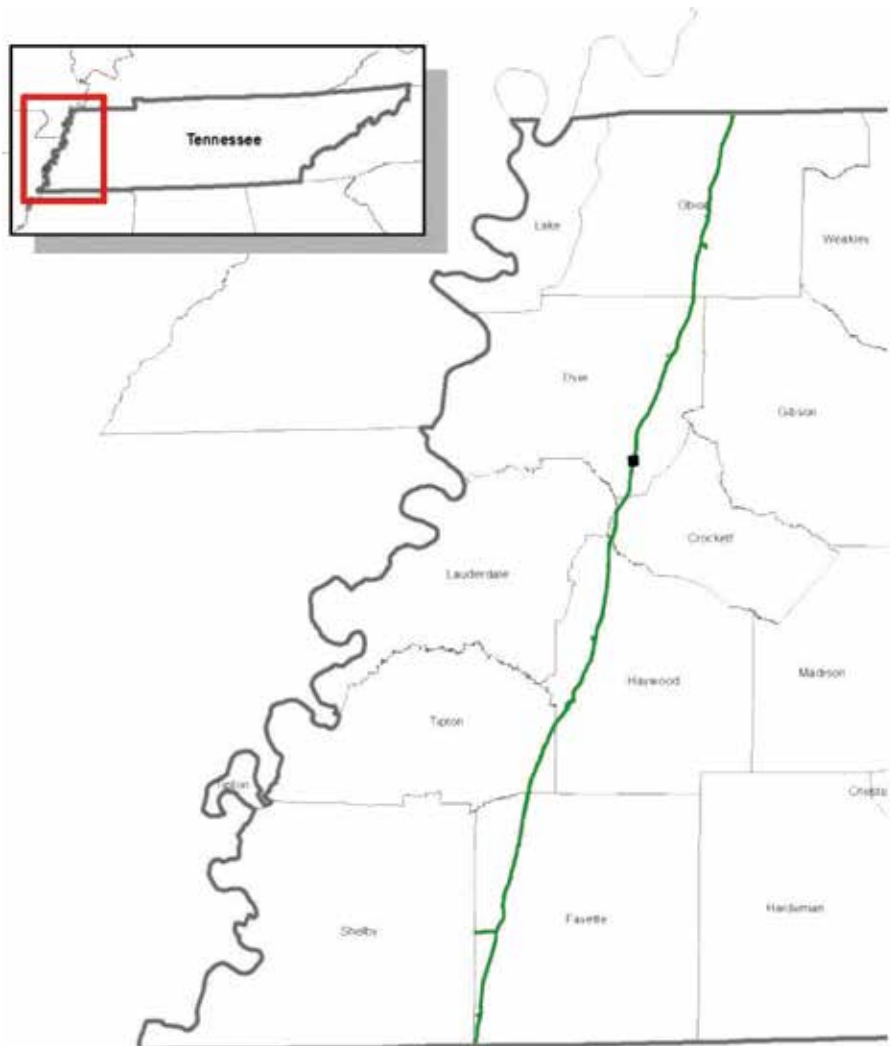
**EMERGENCY CONTACT:**  
**1-800-753-5531**

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**  
Crude Oil 1267 128

**TENNESSEE**  
**COUNTIES OF OPERATION:**

Crockett	Haywood
Dyer	Obion
Fayette	Tipton

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





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

## COMPANY INFORMATION

Enterprise Products Operating, LLC, transports natural gas, natural gas liquids, petrochemicals, and crude oil through United States and Gulf of Mexico.

## COMPANY ASSETS AND PRODUCTS TRANSPORTED

The company's Enterprise-TE Products Pipeline System operates approximately 10 miles of pipeline throughout the state of Tennessee transporting Liquid Petroleum Gas and Conventional Products.

## LOCATING ENTERPRISE PIPELINES – PIPELINE VIEWER TOOL

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

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

## EMERGENCY RESPONSE PLAN

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

## EMERGENCY RESPONSE CAPABILITIES

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

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

## ENTERPRISE PRODUCTS' RESPONSE IN AN EMERGENCY

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

## EMERGENCY CONTACT:

1-888-883-6308

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

Iso-Butane	1075	115
N-Butane	1075	115
Diesel	1202/1993	128
Gasoline	1203	128
Jet Fuel	1223	128
Napthalene	1334	133
Natural Gasoline	1203	128
Propane	1075	115
Raffinate	1203	128

## TENNESSEE COUNTIES OF OPERATION:

Shelby

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

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



#### **INCIDENT COMMAND SYSTEM**

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

#### **SPILL RESPONSE EQUIPMENT CAPABILITIES**

We maintain emergency response equipment at some of our facilities. We also have agreements with various oil spill response organizations to provide the appropriate level of response with spill response equipment including trailers containing spill booms, sorbent materials, boats, motors, hand tools, power tools, pumps, hoses, personal protective equipment, first aid and miscellaneous supplies. These companies also have expert personnel trained in emergency response and cleanup methods.

#### **CONTACTS**

##### **Tripp Tacker**

194 Tank Farm Road  
Garner, AR 72052

Phone: 501-726-1806

Email: WTTacker@eprod.com





**Tony Smith or Hoyt Jamerson**  
 1313 Tennessee Ave  
 P.O. Box 927  
 Etowah, TN 37331  
 Phone: (423) 263-9441

## 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.



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

## ALWAYS CALL 811 BEFORE YOU DIG!

## 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
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- Do not attempt to extinguish a natural gas fire
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## PIPELINE LOCATION AND MARKERS

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



**NATURAL GAS**  
**(423) 263-9441**

**TENNESSEE ONE-CALL- 811**  
**1-800-351-1111**

## EMERGENCY CONTACT: 1-423-263-9441

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

## TENNESSEE COUNTIES OF OPERATION:

McMinn Polk

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

Etowah Utilities also operates the natural gas system in Englewood, TN and a small system for Volunteer Energy Cooperative (VEC) in the Benton area of Polk County.

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).

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The Fayetteville Public Utilities Natural Gas Department has a total of 7,298 natural gas services constructed (active and seasonal inactives) in our service area with 305 miles of main distribution line.

#### EMERGENCY RESPONSE

In the event of a pipeline incident, qualified trained personnel of the Department respond immediately to protect life and property and insure the steps necessary to identify any hazardous areas, excavate and repair the damaged lines, and work with other emergency responders until the emergency situation is under control. FPU offers 24/7 dispatching to answer every emergency call in person to speed emergency response.

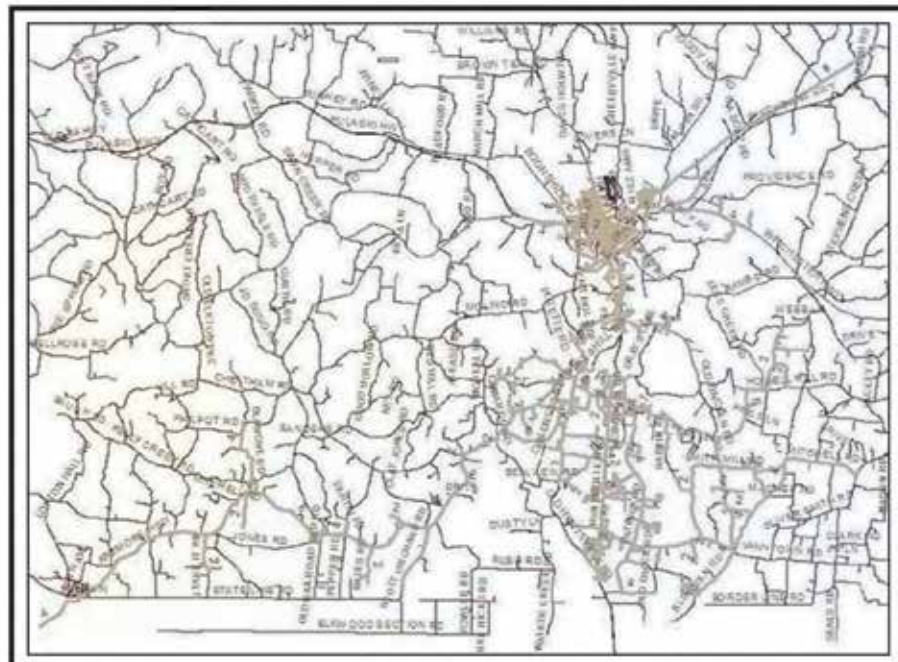
#### EMERGENCY CONTACT: 1-800-379-2534

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

#### TENNESSEE COUNTIES OF OPERATION:

Giles Lincoln

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



# FIRST UTILITY DISTRICT TIPTON COUNTY

**Douglas Myers**  
3706 Highway 59 West  
Covington, TN 38019  
Phone: (901) 476-9525  
E-mail: doug@fudtip.com

## PIPELINE SAFETY

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**ALWAYS CALL 811 BEFORE YOU DIG!**

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## PIPELINE LOCATION AND MARKERS

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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: 1-901-476-9525

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

## TENNESSEE COUNTIES OF OPERATION:

Tipton

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

## 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 our emergency response plans and procedures, contact us directly.



**Bennie Baggett**  
 Assistant Superintendent of Public Utilities  
 239 Hancock Street  
 Gallatin, TN 37066  
 Phone: (615) 451-5922  
 Email: bbaggett@gallatinutilities.com

## A PUBLIC AWARENESS MESSAGE FOR EMERGENCY RESPONDERS AND LOCAL PUBLIC OFFICIALS

Gallatin Public Utilities operates and maintains 427 miles of natural gas distribution system serving 18,100 customers in Sumner County, Tennessee. These pipelines bring clean, economical and safe energy to area homes, businesses, and industries. The purpose of this message is to make you aware of our pipelines and what to do in the event of an emergency.

### HAZARD AWARENESS

Like all forms of energy, natural gas must be handled properly. Despite an excellent safety record, a gas leak caused be damage to a pipeline may pose a hazard and has the potential to ignite. Gallatin Public Utilities works diligently to ensure pipeline safety through a variety of measures including:

### PARTICIPATION IN TENNESSEE 811 PROGRAM

**1-800-351-1111**

Public Education / Awareness Programs	Workforce Qualifications
Pipeline Markers and Mapping	Inspection Programs
Leak Surveys	Industry Safety Practices
Odorization	Government Oversight
Security Measures	Liaison with Local Agencies

### HELP US PREVENT PIPELINE DAMAGE

The greatest risk to an underground natural gas pipeline is accidental damage during excavation. Even minor damage such as a dent, scrape, crease or gouge in the pipeline coating may cause a leak or failure. Gallatin Public Utilities is a member of the Tennessee One Call at 811 or 1-800-351-1111. Once notified by Tennessee One Call, Gallatin Public Utilities will mark the location of our underground utilities in that area.

### CALL BEFORE YOU DIG! ITS THE LAW!

Notify Gallatin Public Utilities immediately if a pipeline is inadvertently struck during excavation. Report unauthorized excavations or suspicious activity in any pipeline facility or on the right-of-way.

### EMERGENCY PREPAREDNESS

Gallatin Public Utilities periodically revises its Natural Gas Emergency Operation Plan and Natural Gas Operation and Maintenance Plan, and makes them available to local emergency responders.

Gallatin Public Utilities works closely with, and maintains a continuing relationship with emergency responders and local officials to prevent and prepare for emergencies.

If you are an emergency responder or local public official interested in obtaining more information on Gallatin Public Utilities response to a pipeline incident, please contact our office or visit our website.

### HOW TO GET ADDITIONAL INFORMATION

Visit our website at [www.gallatinutilities.com](http://www.gallatinutilities.com)  
 Contact our offices at (615) 451-5922

By visiting the following websites:  
 American Gas Association - [www.aga.org](http://www.aga.org)  
 Office of Pipeline Safety - [www.ops.dot.gov](http://www.ops.dot.gov)  
 Tennessee Regulatory Authority- [www.tennessee.gov/trra](http://www.tennessee.gov/trra)

### EMERGENCY CONTACT: 1-615-451-5922 or 911

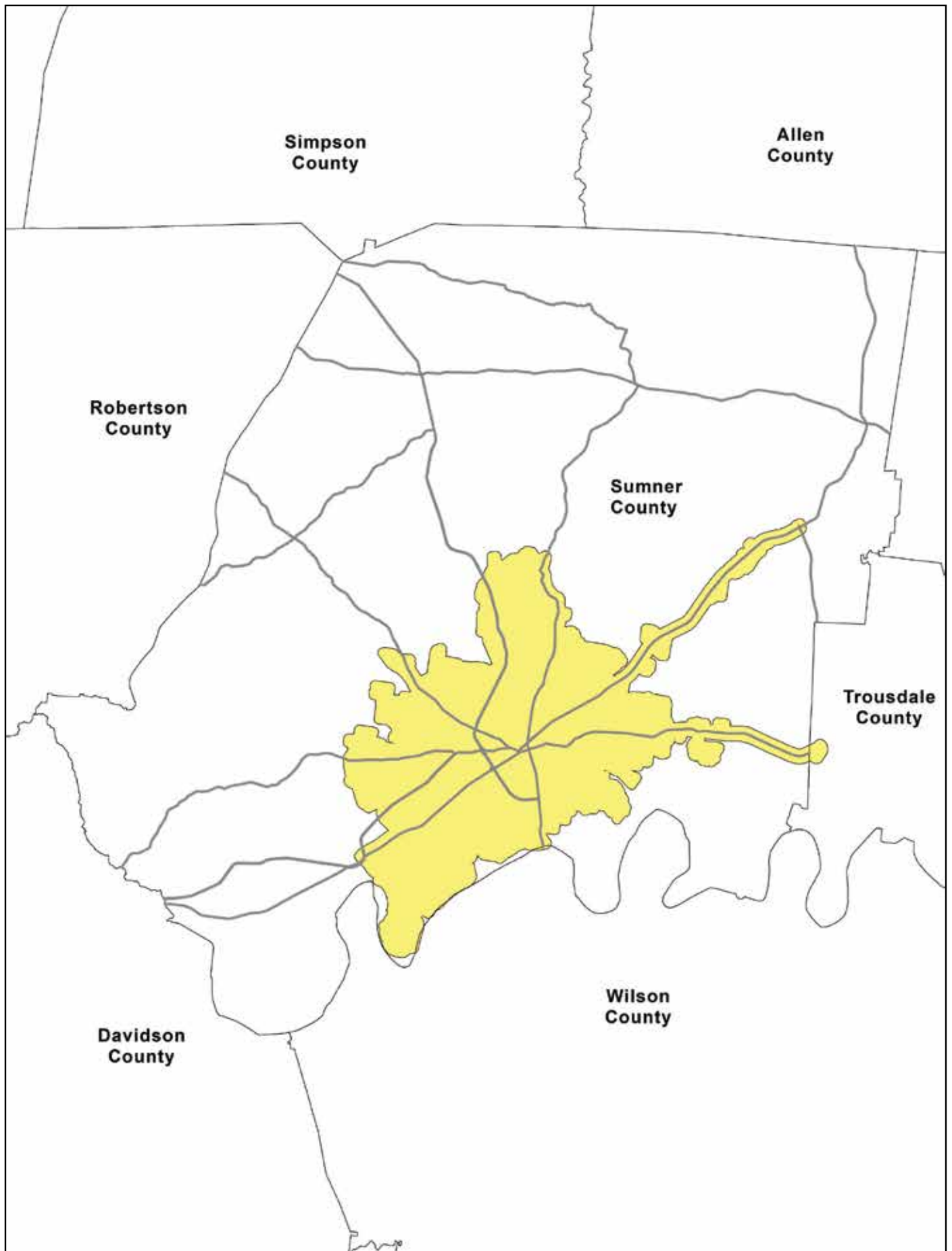
<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Natural Gas	1971	115

### TENNESSEE COUNTIES OF OPERATION:

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









**Allyson Horner**  
 1300 N. Highway 45 By-Pass  
 Trenton, TN 38382  
 Phone: (731) 855-1441  
 Website: gibsoncountygaz.com  
 E-mail: allyson@gcud.net

## 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.



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

**ALWAYS CALL 811 BEFORE YOU DIG!**

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

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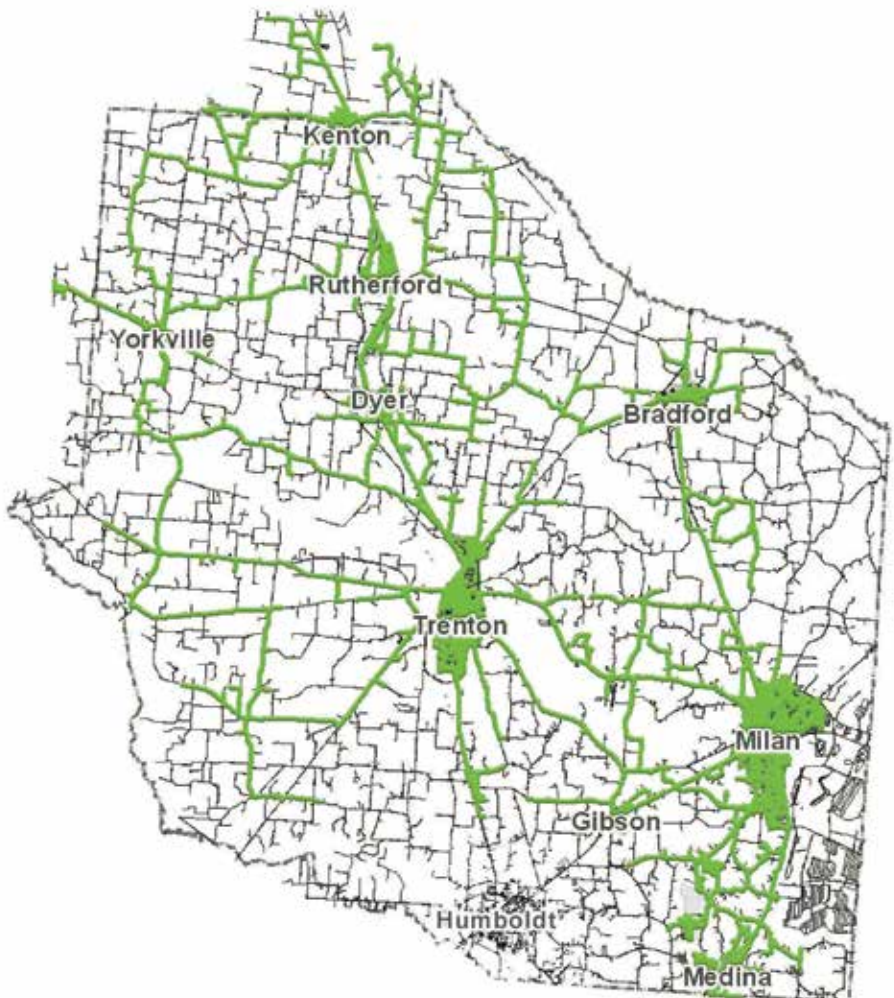
### EMERGENCY CONTACT: 1-731-855-1441

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

### TENNESSEE COUNTIES OF OPERATION:

Dyer	Obion
Gibson	

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





**Jerry Massie**  
 Director of Operations  
 605 East Walnut Street  
 Dickson, TN 37055  
 Phone: (615) 441-2830  
 Website: [www.gdga.com](http://www.gdga.com)  
 E-mail: [jmassie@gdga.com](mailto:jmassie@gdga.com)

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### EMERGENCY CONTACT: 1-615-441-2830

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

Natural Gas	1971	115
Propane	1075	115

#### **TENNESSEE COUNTIES OF OPERATION:**

Cheatham	Montgomery
Dickson	Stewart
Houston	

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



**Clay Joyner**  
15175 Highway 57 E - P.O. Box 7  
Moscow, TN 38057  
Phone: (901) 877-6236

## 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.



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

## ALWAYS CALL 811 BEFORE YOU DIG!

### 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
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- Notify the pipeline company
- Do not attempt to extinguish a natural gas fire
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### EMERGENCY CONTACT: 1-901-877-6236

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

### TENNESSEE COUNTIES OF OPERATION:

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

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**Main Office**  
 202 Park Blvd  
 Rogersville, TN 37857  
 Phone: (423) 272-8841  
 Fax: (423) 272-4645  
 Email: gas@hcgas.com  
 Website: www.hcgas.com

Hawkins County Gas Utility provides natural gas service to the businesses and residents of Hawkins County. This includes the cities and towns of:

**Bulls Gap**  
**Church Hill**  
**Kingsport** (the portion located in Hawkins County)  
**Mt. Carmel**  
**Rogersville**  
**Surgoinsville**

and of course the surrounding rural areas. The District also has facilities in a very small portion of Greene County mainly around Exit 23 of I-81 extending north along Andrew Johnson Hwy (11 E) to the Town of Bulls Gap.

In addition to natural gas service the District also provides LPG or Liquefied Propane Gas service throughout Hawkins County. At the present time there are no underground propane distribution systems however. The District does possess two (2) large LPG tank farms.

Despite the mountiness terrain the District does have natural gas pipelines in the most unlikely areas. Many homes that may appear off "the beaten path" do have natural gas service. So care must be exercised at all times. The District does have an extensive high pressure system as Hawkins County is quite long, as much as 42 miles from east to west. The normal pressure of this system operates between 130 to 150 psi.

**EMERGENCY CONTACT:**  
**1-423-272-8841**

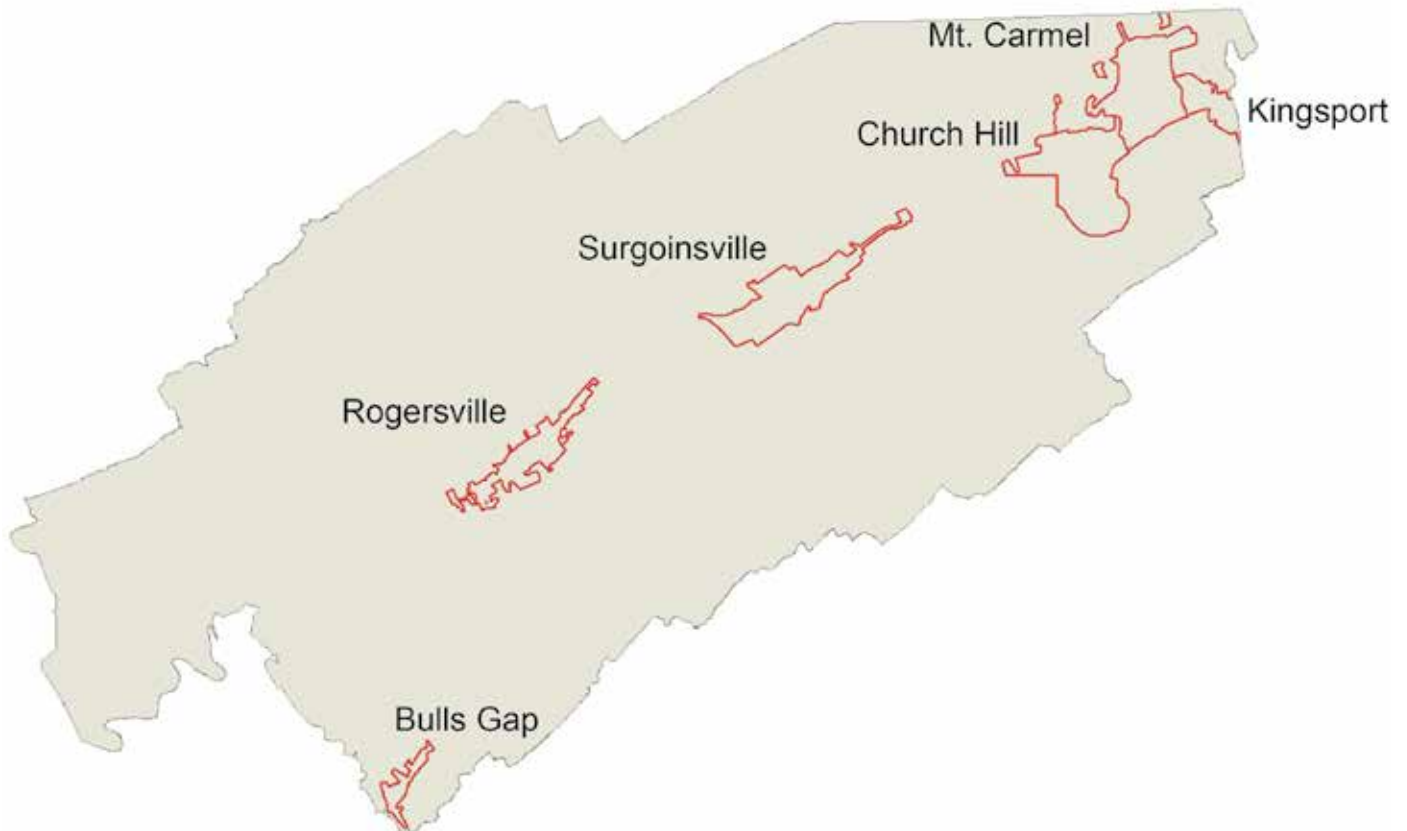
**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**

Natural Gas	1971	115
LPG	1075	115

**TENNESSEE**  
**COUNTIES OF OPERATION:**

Greene                      Hawkins

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





**Justin Russell**  
 102 S Horton Parkway  
 Chapel Hill, TN 37034  
 Phone: (931) 364-2283  
 Email: [utilityco@united.net](mailto:utilityco@united.net)

Towns of Chapel Hill, College Grove, Eagleville, Rockvale and Arrington

## 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.

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## EMERGENCY CONTACT: 1-931-364-2283

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

## TENNESSEE COUNTIES OF OPERATION:

Bedford	Rutherford
Marshall	Williamson
Maury	

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

## EMERGENCY RESPONSE PLANS

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**Landon Mason**  
 207 South 13th Ave  
 Humboldt TN 38343  
 Emergency Contact: (731) 784-9212  
 (731) 784-1322

## 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.



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

**ALWAYS CALL 811 BEFORE YOU DIG!**

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## EMERGENCY CONTACT: 1-731-784-9212 or 1-731-784-1322

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

Natural Gas	1971	115
Electric		
Sewer		
Water		

### TENNESSEE COUNTIES OF OPERATION:

Gibson                      Madison

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

## EMERGENCY RESPONSE PLANS

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**Jackson Energy Authority**  
One thing you can count on.

Jackson Energy Authority (JEA) is a municipal-owned public natural gas utility that has been providing safe, reliable natural gas services to Jackson and Madison County, TN for over 60 years. JEA's natural gas is 100% domestically-produced, purchased from and delivered to 5 gate stations via high pressure transmission lines by Texas Gas Transmission and ANR Pipeline Company. The natural gas is then distributed to over 30,000 customers by way of over 900 miles of main owned, operated and maintained by JEA.

Pipelines are a safe, reliable means of transporting energy and every effort is made to protect pipeline integrity, reliability and customer safety. However, pipeline failures can occur therefore it's important to be prepared in the event of an emergency by being aware of the following:

- All Pipelines in the Area
- Any Potential Pipeline Hazards
- Damage Prevention Methods including Call Before You Dig
- Appropriate Steps to Take in an Emergency
- Appropriate Contacts

### Recognizing a Leak

- By Sight – Look for standing water bubbling; wet areas over a pipeline; white cloud or fog; dead, dying or discolored vegetation; dirt blowing in the air; or flames if a leak has ignited.
- By Smell – Vapors; rotten egg smell; or unusual odor
- By Sound – Blowing or hissing sound; roaring; bubbling

### Pipeline Markers

Yellow pipeline warning markers are used to help identify pipelines in the area. They can be seen throughout our community, especially at road crossings, fence lines, street intersections, and rural areas. The signs vary in shape and size, but will include: a warning of the pipeline in the area; the pipeline owner;

811 Call before you dig statement; and the pipeline owner's contact number. The markers do not indicate the exact location, depth or pressure of the pipeline. Always check the sign to be aware of the pipeline operator's name and contact number. If the sign is down or there is damage, please contact the pipeline owner listed on the sign.



### If a Leak is Suspected

- Have everyone leave the area immediately and establish a safe zone
- Abandon any equipment used in or near the area
- Secure the area around the suspected leak, which may mean rerouting traffic or evacuating homes/businesses nearby
- Avoid any open flames and do not attempt to extinguish
- Move away from and upwind of the suspected leak or smell
- After leaving the area, in a safe location far from the suspected leak or smell, call JEA at 731-422-7500 or 911
- Do not operate any switches, equipment, cell phones, pagers, 2-way radios or other potential sources of ignition
- Do not start/turn off any motor vehicle/electrical equipment in the area of the potential leak

### EMERGENCY CONTACT: 1-731-422-7500

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

Natural Gas	1971	115
Electricity		
Water		
Wastewater		
Broadband		

#### TENNESSEE COUNTIES OF OPERATION:

Crockett                      Madison

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

- Do not attempt to find the source, fix the suspected leak or operate any valves
- Contact the pipeline company indicated on the pipeline markers



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

### Damage Prevention

No matter the size of the project, anyone engaging in, or responsible for, the planning or performing of any type of excavation, digging or grading work is required to call Tennessee 811 to have underground utilities located. It's easy and is of no cost to you.

- Call 811 at least three days prior to excavation, digging or grading
- Wait to have a trained technician mark the location of the lines
- Respect the marks and dig with care

Any damage to pipelines, regardless of how minor, must be reported to the pipeline company. Something as simple as a scrape, dent or crease to the pipe or its coating may not create an immediate leak but could lead to a future

leak or failure. The pipeline company must inspect or repair any damage to the pipelines.

If you see damage to a pipeline, contact JEA at 731-422-7500 or the operator listed on the pipeline. If you are digging and expose a gas pipeline, call JEA at 731-422-7500. If the damage creates a situation that threatens life or property, or there are escaping fumes or gas, call 911 immediately. Stop digging and abandon the equipment in place. Evacuate the area and remain upwind at a safe distance. Do not return to the area until directed by JEA.

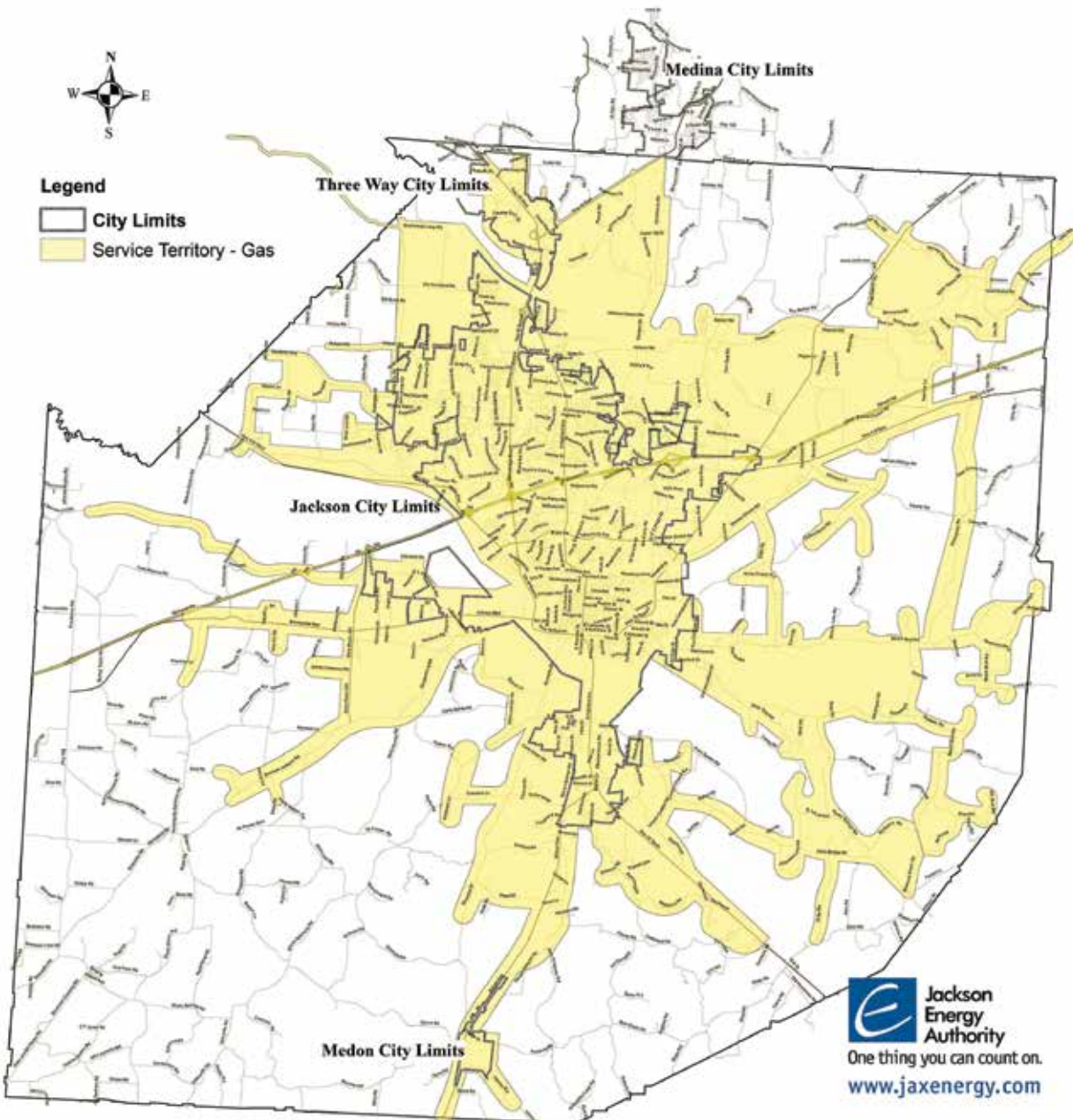
### Emergency Response

JEA periodically reviews and updates its operations and maintenance procedures and provides necessary training to local and/or state emergency management personnel. JEA also established and maintains contact with appropriate fire, police and other public officials to communicate the responsibilities of each government entity that may respond to a pipeline emergency. In the event of a natural gas emergency, once JEA has been notified, trained personnel will be dispatched immediately to the area to mitigate the cause/damage.

While we work to maintain an excellent safety record and deliver natural gas as safely, reliable and efficiently as possible, it's imperative for our emergency officials and excavators to take the necessary precautions to help keep our community safe.

For more information about natural gas safety, visit the natural gas section at [www.jaxenergy.com](http://www.jaxenergy.com).

## JACKSON ENERGY AUTHORITY NATURAL GAS SERVICE TERRITORY





## CONTACTS

Scottie Delk  
Phone: (931) 239-8272  
Email: [scottie.delk@jamestowntn.gov](mailto:scottie.delk@jamestowntn.gov)

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

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## 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!**



**Know what's below.  
Call 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.

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: 1-931-879-8815

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

Natural Gas	1971	115
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### **TENNESSEE COUNTIES OF OPERATION:**

Fentress

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

## 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 City of Jamestown Gas Department's emergency response plans and procedures, contact us directly.





**Russell Blazer**  
 122 Hwy 25 E  
 Newport, TN 37821  
 Phone: (423) 623-3069  
 (865) 322-2303  
 Website: [www.jccud.com](http://www.jccud.com)

## PIPELINE SAFETY

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### EMERGENCY CONTACT:

**1-423-623-3069 or 1-865-475-7911**

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

Natural Gas	1971	115
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#### TENNESSEE COUNTIES OF OPERATION:

Cocke	Jefferson
Hamblen	

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

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**Ryan Walker**  
505 N. Ellington Pkwy.  
Lewisburg, TN 37091  
Phone: (931) 359-4016  
E-mail: ryan@lewisburggasn.com

The Lewisburg Gas Department is a municipally owned local distribution company serving the City of Lewisburg. The Department operates and maintains 101 Miles of Mains and serves 3,000 Customers.

### COMMITMENT TO SAFETY, HEALTH, & ENVIRONMENT

The Lewisburg Gas Department has developed a Public Awareness Program to minimize and prevent hazards to the public, environment, and to the Department facilities through increased public awareness and knowledge of the Department's operations. The Public awareness Program was designed to enhance public safety and prevent damage to underground pipeline facilities, coordinate with other emergency services, and improve communications with the general public.

### EMERGENCY RESPONSE

In the event of a pipeline incident, qualified trained personnel of the Lewisburg Gas Department respond immediately to protect life and property and ensure the steps necessary to identify any hazardous areas, excavate and repair the damaged lines, and work with other emergency responders until the emergency situation is under control.

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### EMERGENCY CONTACT: 1-931-359-4016

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

### TENNESSEE COUNTIES OF OPERATION:

Marshall

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



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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 our emergency response plans and procedures, contact us directly.

# Lexington Gas System

**Justin Roach**  
50 Monroe Street  
Lexington, TN 38351  
Phone: (731) 968-2917  
Website: [www.lexingtontn.gov/utilities\\_gas.html](http://www.lexingtontn.gov/utilities_gas.html)

## 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.



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

## ALWAYS CALL 811 BEFORE YOU DIG!

### 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 LOCATION AND MARKERS

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

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: 1-731-968-2917

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

### TENNESSEE COUNTIES OF OPERATION:

Chester	Henderson
Decatur	Madison
Hardin	

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

### EMERGENCY RESPONSE PLANS

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**John Davis**  
 2302 Maremont Parkway  
 Loudon, TN 37774  
 Phone: (865) 458-2091  
 Website: [www.loudonutilities.org](http://www.loudonutilities.org)  
 E-mail: [john.davis@loudonutilities.org](mailto:john.davis@loudonutilities.org)

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## EMERGENCY CONTACT:

**1-865-458-2091**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Loudon	Monroe
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## EMERGENCY RESPONSE PLANS

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# Lucy Woodstock Marine Terminal

Joy Terral - Terminal Supervisor

2455 N. 2nd St.

Memphis, TN 38127

Phone: (901) 358-4182

Fax: (901) 358-4185

Mobile: (901) 485-7473

With heightened security concerns after 9/11; the Lucy Woodstock Marine Terminal is limiting distribution of detailed product information and maps. However, you may obtain access to view maps for the Lucy Woodstock Marine Terminal's pipeline system by following the instructions on:

<http://www.npms.phmsa.dot.gov>

For more information on the location of the Lucy Woodstock Marine Terminal's pipeline or products handled, please contact us at any time.

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

### Look for these signs...

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

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

Pipeline markers are important to public safety. It is a federal crime for any person to willfully deface, damage, remove, or destroy any pipeline sign or right-of-way marker required by federal law.

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

Markers indicate the general location of a pipeline. They cannot be relied upon to indicate exact position of the pipeline they mark. Also, the pipeline may not follow a straight course between markers. And, while markers are helpful in locating pipelines, they are limited in the information they provide. They provide no information, for example, on the depth or number of pipelines in the vicinity.

## CAN I BUILD OR DIG ON A RIGHT-OF- WAY?

Pipeline right-of-ways must be kept free from structures and other obstructions. If a pipeline crosses your property, please

do not plant trees or high shrubs on the right-of-way. Also do not dig, store, or place anything on or near a right-of-way without first calling Tennessee One Call to have all utilities marked, stake the right-of-ways and explain the company's construction guidelines to you.

LucyWoodstock Utility District regularly inspects its pipeline right-of-ways using air, foot and vehicle patrols. The inspectors look for potential danger to pipelines, such as construction activity, and check for signs of product leaks.

**TENNESSEE ONE CALL  
SYSTEM, INC.  
CALL FIRST  
1-800-351-1111**

If your company does excavation work, or if you are a homeowner or farmer who occasionally digs on your property, we need your help in preventing pipeline emergencies. Records show that damage from excavation-related activities, particularly from equipment digging into pipelines, is the number one cause of pipeline accidents. Without proper coordination, excavation activities in the vicinity of underground pipelines can result in very dangerous situations.

## LOOK FOR PIPELINE MARKERS

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

## EMERGENCY CONTACT:

**1-901-358-0151**

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

Chemical Pipeline

## TENNESSEE COUNTIES OF OPERATION:

Shelby

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

## WHAT TO DO IF YOU DIG AND DISTURB A PIPELINE

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

## HAZARD AWARENESS AND PREVENTION MEASURES

The LucyWoodstock Terminal operated by Lemm Corp. has never had an accident that endangered the public or the environment. Lemm Corp. actively participates in the TNOne-Call System, as well as Federal, State and Local Emergency Response Organizations. The pipeline transports HVL's (High Volatile Liquids) that convert rapidly to a gas when released from pressurized Corpcontainment forming a gaseous state that may be flammable or explosive. The pipeline status is continuously monitored via electronic sensors, computational monitoring and by physical inspection via air and ground patrol.

The entire system is encompassed in a HCA (High Consequence Area) which requires ongoing evaluation and care. You may write for additional information at the below listed address.

## PIPELINE PURPOSE AND RELIABILITY

- Current pipeline transports product from River Dock facilities to the Memphis Area.
- Security along the pipeline R.O.W. meets or exceeds requirements of the Division of Homeland Security and PHMSA (DOT).

## HOW TO RECOGNIZE A PIPELINE LEAK

Most leaks can be determined by sight.

### SIGHT

- A white vapor cloud. Since most products are heavier than air, they tend to collect and lie low to the ground
- Bubbling in wet or flooded areas.
- Areas of abnormally hard to dry soil (discolored, cracked or "different" looking)
- Patches of dead vegetation (grass, bushes, trees, etc.)

### HEAR

- A blowing or hissing sound, the loudness of which could vary.

### SMELL

- Any strange or unusual odor in the area of a pipeline.

Most products have an odor and can usually be detected by smell. However, some products are not odorized.

## DO'S AND DON'TS SHOULD YOU SUSPECT A LEAK

If you suspect a leak, your first concern should be for your personal safety and those around you.

### Do

Evacuate the area and warn others against entering the area.

### Do

Immediately notify LucyWoodstock Utility District locally at 901-358- 0151, after relocating to a safe distance upwind of the suspected leak. Do not use a cell phone in the immediate area.

### Do

Abandon equipment you are operating, such as motorized vehicles, electrical motors or anything that might create as park. (Do not stop or start)

### Don't

Ignore the situation or use a cell phone in the immediate area.

### Don't

Try to extinguish or plug a pipeline leak. We will immediately dispatch personnel etc., ...

### Don't

Try to operate any nearby pipeline valves..., etc., ...

## DO NOT RISK IT?



Before You Dig, Call Tennessee One Call System, Inc.

**1-800-351-1111**

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

### WARNING CHEMICAL PIPE LINE

LucyWoodstock Utility District  
operated by Lemm Corp.

**LOCAL 901-358-0151**

2455 N. 2nd Street

Memphis, TN 38127





# Marion Natural Gas System

**Keith Garth**  
 138 South Cedar Avenue  
 South Pittsburg, TN 37380  
 Phone: (423) 837-7164  
 E-mail: mngkeith@mariongas.com

## 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.



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## PIPELINE LOCATION AND MARKERS

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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: 1-423-942-2525

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

## TENNESSEE COUNTIES OF OPERATION:

Marion

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

## EMERGENCY RESPONSE PLANS

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

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

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

**Mid-Valley Pipeline** is an approximately 1,000-mile pipeline designed to transport crude oil to Midwest U.S. refineries. The pipeline originates in Longview, Texas, passes through Louisiana, Arkansas, Mississippi, Tennessee, Kentucky and Ohio, before ending in Samaria, Michigan.

For more information about local pipeline operations of **Mid-Valley Pipeline**, please contact us:

**Benton, Carroll, Chester, Hardeman, Henderson, Houston, Humphreys, McNairy, Montgomery and Stewart Counties:**

Dominic Correro  
Operations Manager  
(662) 636-6111 (w), (662) 816-8140 (m)  
dominic.correro@energytransfer.com

## EMERGENCY CONTACT:

**1-800-753-5531**

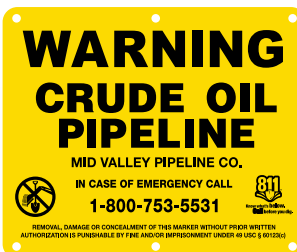
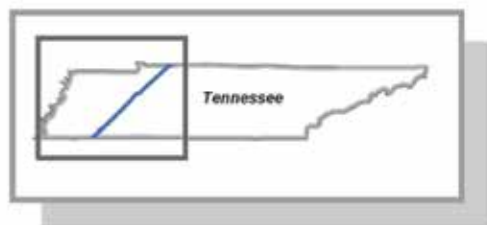
## PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

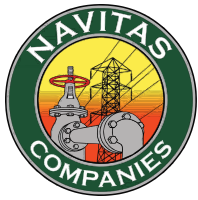
Crude Oil	1267	128
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## TENNESSEE COUNTIES OF OPERATION:

Benton	Houston
Carroll	Humphreys
Chester	McNairy
Hardeman	Montgomery
Henderson	Stewart

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





121 Eakly Campus Road  
P.O. Box 183  
Eakly, OK 73033  
Phone: (866) 797-3342

Navitas Assets, LLC, (NALLC) is primarily engaged in the acquisition and operation of rural, natural gas assets and utilities. NALLC has taken a unique approach to the business of operating local gas distribution companies, or LDC's. By focusing on the rural distribution systems, Navitas as a whole, but particularly through NALLC is able to revitalize systems that have exhausted their resources. Over the years, the draining of capital has taken its toll on rural infrastructure.

The lack of funds has forced some rural systems into deferring maintenance and potential non-compliance. When an enterprise lacks resources; little more than a bare minimum can be undertaken or implemented.

By establishing competitive rates, and utilizing a highly productive workforce with updated systems and sound physical assets provided by Navitas Utilities, NALLC has been able to reinvest where needed and to ensure a sound natural gas infrastructure for future generations.

The Navitas approach is unique in that the focus falls on projects and systems that cannot generate ample returns for larger, urban operations that rely on high customer densities to create economies of scale. The Company has acquired systems as small as 25 customers and as large as 2,500. Navitas Assets currently owns in excess of 1,200 miles of natural gas distribution pipelines serving 18 Oklahoma Counties, 3 Tennessee Counties, and 2 Kentucky Counties.

**EMERGENCY CONTACT:  
1-866-797-3342**

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

Natural Gas	1971	115
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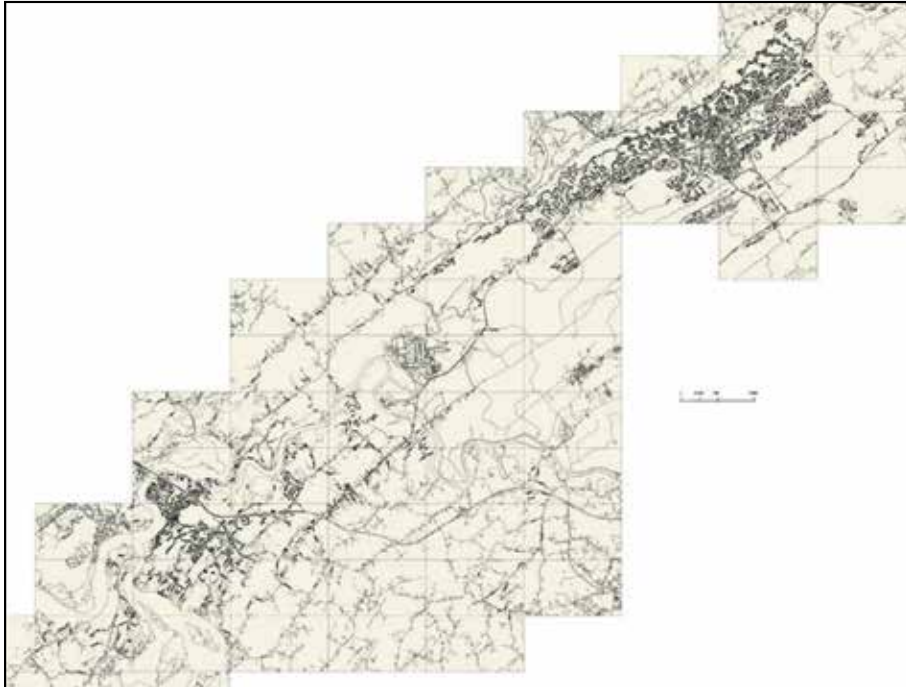
**TENNESSEE  
COUNTIES OF OPERATION:**

Campbell	Pickett
Fentress	

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



**Jeff Patterson**  
P.O. Box 4189  
Oak Ridge, Tn 37831-4189  
Phone: (865) 483-1377  
Website: [www.ORUD.org](http://www.ORUD.org)  
E-mail: [jpatterson@orud.org](mailto:jpatterson@orud.org)



**EMERGENCY CONTACT:**  
**1-865-483-1377**

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

**TENNESSEE**  
**COUNTIES OF OPERATION:**

Anderson      Roane

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





**Headquarters**  
 Plains Pipeline, L.P.  
 333 Clay St., Ste 1600  
 Houston, TX 77002  
 Website: [www.plains.com](http://www.plains.com)

## COMPANY OVERVIEW

Plains Pipeline, L.P. is engaged in the interstate and intrastate gathering, transportation, storage, and marketing of crude oil, as well as the marketing of refined products and liquefied petroleum gas (LPG). Plains is one of the largest independent midstream crude oil companies in North America, handling over 7.0 million barrels of crude oil per day through our extensive network of assets located in key producing basins and transportation gateways in the United States and Canada.

Plains Pipeline, L.P. own and operate regulated crude oil transmission pipelines throughout the United States.

## COMMUNICATIONS

Plains Pipeline, L.P. utilizes its 24-hour Pipeline Control Center in Midland, Texas (1-800-708-5071) as a hub of communications in emergency response situations. The control room contains computer systems designed to continuously monitor real-time operational data, up to and including measurement of product quantities injected and delivered through the pipelines, product flow rates, and pressure and temperature variations. In the event deviations from normal flow conditions are detected, a trained pipeline controller will analyze the conditions to determine whether the abnormal conditions indicate a pipeline leak. The controller takes appropriate action based on this information.

Pump stations, storage facilities and meter measurement points along the pipeline systems are linked by telephone, microwave, satellite or radio communication systems for remote monitoring and/or control by the Pipeline Control Center. In addition, Plains utilizes cellular phones and satellite telephones for notifications and emergency response operations.

## EMERGENCY RESPONSE CAPABILITY & PLAN

Plains Pipeline, L.P. has established a written emergency plan and procedures in the event of an emergency situation that will, as necessary, promptly shut down and isolate a pipeline, dispatch first responders and take measures to protect human health and the environment. Plains maintains emergency response equipment at strategically located facilities and has obtained, through contract, private emergency response resources, equipment, and/or personnel to ensure a rapid organized and safe response to any emergency situation.

Plains routinely conducts mock emergency response drills, utilizing an expandable Incident Command System, to practice emergency preparedness and procedures.

For more information regarding Plains' Emergency Response Plan and Procedures, please contact us at [pipelineawareness@plains.com](mailto:pipelineawareness@plains.com).

## PIPELINE MAPPING

The Department of Transportation (DOT) maintains a website that allows public access to pipeline maps showing all pipelines in your county that are subject to DOT pipeline safety regulations.

Go to [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov). This website also provides access to the Pipeline Integrity Management Mapping Application (PIMMA). The application contains sensitive pipeline infrastructure information that can be viewed by only those directly employed with a government agency.

For mapping specific to Plains Pipeline, please contact us at [pipelineawareness@plains.com](mailto:pipelineawareness@plains.com).

### EMERGENCY CONTACT:

**1-800-708-5071 or 1-800-322-7473**

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

Crude Oil	1267	128
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### TENNESSEE COUNTIES OF OPERATION:

Shelby

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

## SPILL RESPONSE EQUIPMENT

Plains Pipeline, L.P. maintains emergency response equipment at strategically located facilities. This equipment includes spill boom (of various types, sizes and lengths as needed in different areas) sorbent materials, boats, motors, hand tools, power tools, pumps, hoses, personal protective equipment, first aid and miscellaneous supplies. Emergency response equipment is maintained at all Plains facilities. For detailed information, please contact us at [pipelineawareness@plains.com](mailto:pipelineawareness@plains.com).

## CONTACT

Plains Public Awareness: 800-406-7159







**Stephen Harris – Vice President of Operations**

203 First Street

Rocky Top, TN 37769

Phone: (865) 426-2822 or (423) 562-2795

Toll Free Phone: (855) 525-2822

Website: [www.pcud.org](http://www.pcud.org)

#### **Powell Clinch Utility District (PCUD)**

is a not-for-profit municipal utility serving portions of Anderson and Campbell counties. PCUD's mission is **To Provide Safe and Efficient Energy Service to Our Customers** and since 1959 we have strived to accomplish this mission by providing superior customer service, professional safety-focused gas service and competitive gas rates. PCUD is headquartered in Rocky Top where its administrative office and operations facility are located. A branch office is located in LaFollette. PCUD offers natural gas along with sales, service and installation of gas appliances. Presently PCUD serves approximately 17,000 customers, has 65 employees and its distribution system covers approximately 800 miles of gas main line.

Visit <https://www.powellclinch.com/natural-gas/service-area/> for an interactive map of our service area.

#### **PIPELINE SAFETY**

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**ALWAYS CALL 811 BEFORE YOU DIG!**



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#### **EMERGENCY CONTACT:**

**1-865-426-2822**

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Anderson	Morgan
Campbell	Roane
Knox	Union

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

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## Pulaski Natural Gas System

**Sharon Fralix**  
203 S. First Street  
Pulaski, TN 38478  
Phone: (931) 363-1752  
E-mail: pngd@pulaski-tn.com

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

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### ALWAYS CALL 811 BEFORE YOU DIG!

### PIPELINE LOCATION AND MARKERS

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### EMERGENCY CONTACT: 1-931-363-1752

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

### TENNESSEE COUNTIES OF OPERATION:

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

### EMERGENCY RESPONSE PLANS

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# Ridgetop Natural Gas

1730 Hwy 41  
P.O. Box 650  
Ridgetop, TN 37152  
Website: ridgetoptn.org

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## ALWAYS CALL 811 BEFORE YOU DIG!

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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: 615-440-2616

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

## TENNESSEE COUNTIES OF OPERATION:

Robertson

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

## 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 our emergency response plans and procedures, contact us directly.

## CONTACTS

Emergency Contact: Joseph Dean  
Email: [Brian.Dean@ridgetoptn.org](mailto:Brian.Dean@ridgetoptn.org)



**Payton Stanfield**  
 500 Peach Street  
 Selmer, TN 38375  
 Phone: (731) 439-1520  
 E-mail: [pstanfield@selmerutility.com](mailto:pstanfield@selmerutility.com)  
[sud@selmerutility.com](mailto:sud@selmerutility.com)

## 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.



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

## ALWAYS CALL 811 BEFORE YOU DIG!

### 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 LOCATION AND MARKERS

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### EMERGENCY CONTACT: 1-731-645-7928

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

### TENNESSEE COUNTIES OF OPERATION:

McNairy

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

### EMERGENCY RESPONSE PLANS

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420 Robert Henderson Road  
P.O. Box 4398  
Sevierville, TN 37864  
Phone: (865) 453-3272  
Fax: (865) 428-5055

We are a public utility owned by our approximately 16,500 natural gas customers. The safety and protection of our workers, customers and the public as well as their property is of the utmost importance to us. Through our Public Awareness Program we provide information about our company and natural gas to the public. Also, we maintain communication with the Emergency Management Agency and the different fire and police departments in our area, providing information about our gas emergency procedures. Gas emergency training sessions for fire and police departments, emphasizing proper procedures to follow in a gas emergency may be scheduled with us as needed. We call 911 for all uncontrolled release of gas.

Contact: Bob Trentham  
Compliance and Safety Coordinator  
bob.trentham@scudgas.org

#### EMERGENCY CONTACT:

1-865-453-3272

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

Natural Gas	1971	115
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#### TENNESSEE COUNTIES OF OPERATION:

Blount	Sevier
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**Michael Strange**  
 315 South Lowry Street  
 Smyrna, TN 37167  
 Phone: 615-459-2553  
 Email: michael.strange@townofsmymna.org

## PIPELINE SAFETY

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**ALWAYS CALL 811 BEFORE YOU DIG!**

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## EMERGENCY CONTACT:

**1-615-355-5711 (8 am - 4:30 pm)**  
**1-615-355-5742 (After Hours)**

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

Natural Gas 1971 115

## TENNESSEE COUNTIES OF OPERATION:

Rutherford

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

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## EMERGENCY RESPONSE PLANS

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Southern Company Pipelines  
 3535 Colonnade Pkwy BIN S-675-EC  
 Birmingham, AL 35243  
 Non-Emergency Phone: 844-810-2398  
 Email: g2socopipelines@southernco.com

Southern Company Pipelines operates the Meadow Branch Pipeline, a 9-mile landfill gas pipeline in McMinn County. This 4-inch steel pipeline runs from Renewco's processing facility at the Meadow Branch Landfill to the East Tennessee Pipeline.

As a pipeline operator, Southern Company Pipelines adheres to federal, state, and local pipeline safety regulations by performing extensive quality control checks, educating others on pipeline leak recognition and damage prevention, and working closely with emergency and public officials to develop emergency response plans. Additionally, Southern Company Pipelines implements an Integrity Management Program to identify possible threats, develop ways to reduce possible threats and sustain the integrity of the pipelines.

While these measures all contribute to pipeline safety, and incidents are uncommon, the biggest threat to the safety of our pipeline is excavation activity. It is important that you and those in your company who may dig or excavate are well informed about excavation safety, because even the smallest pipeline damage can have severe consequences.

- Please do your part to ensure pipeline safety! Always "Call Before You Dig" by dialing **811** at least 3 working days before excavating.
- For general information about our landfill gas pipeline, please call **844.810.2398**.
- To report any damage to our pipeline, or should you suspect a leak on or near our pipeline, please call our 24-hour pipeline emergency number **844.357.4656**.

#### The landfill gas transported by the Meadow Branch Pipeline:

- Is odorized which means the landfill gas in this pipeline has that "rotten egg" smell from the odorant mercaptan typically included in natural gas pipelines.
- Is flammable and has a risk of ignition near a spark or other sources of heat.
- In severe cases, if not handled properly, a leak may be enough to asphyxiate.
- If you suspect that gas is escaping from this pipeline, it is important that you leave the area immediately and call **844-357-4656** or **911**.

#### Identifying the Meadow Branch Pipeline

Pipeline markers, with the label shown below, indicate the general area of the pipeline, but not its exact location or depth. A pipeline may not always be marked in all areas, so it is important to always "Call Before You Dig" by dialing **811**.

Information about the transmission Pipelines operating in your community is made available courtesy of the National Pipeline Mapping System (NPMS) at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov).



#### EMERGENCY CONTACT: 1-844-357-4656

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

#### TENNESSEE COUNTIES OF OPERATION:

McMinn

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

#### Steps to safe excavation

Excavation work, including construction, farming, landscaping, road paving or other earth moving activities, is the most common cause of pipeline emergencies. Tennessee state law requires notifying Tennessee 811 before performing excavation activity, by calling **811**, or visiting **tenn811.com**, to have underground utility lines professionally located and marked.

**Prepare** by using white marking to define the entire area where excavation is expected to occur and include a safety buffer when marking the area.

**Call or Click** before you dig by dialing **811** or visiting **tenn811.com** at least 3 working days, before excavating.

**Wait** the required time, at least 3 three working days, before excavating.

**Check** your ticket status before beginning excavation by using the Tennessee 811 Positive Response System, visit <https://gcv3.tn811.com/geocall/portal>.

**Respect** the marks by reasonably preserving locate markings and requesting remarking – free of charge – when marks are no longer visible.

**Excavate** safely and carefully.

For more information regarding safe excavation practices, call **811** or visit **tenn811.com**.

## Leak recognition and response

If the Meadow Branch pipeline is ever damaged, or if you:

**Look & See** blowing dirt, oddly discolored vegetation or continued bubbling in standing water; or

**Listen & Hear** a hissing or roaring sound of high-pressure gas escaping;

**Smell** the distinctive, rotten-egg odor often associated with natural gas.

*Note: Do not solely rely solely on sense of smell. Be aware that some individuals may not be able to detect the odorant because they have a diminished sense of smell, olfactory fatigue or because the odor is being masked by other odors in the area. Certain conditions may cause the odorant to diminish so that it is not detectable. Some gas pipelines may not have odorant added, so escaping gas may not have an odor at all.*

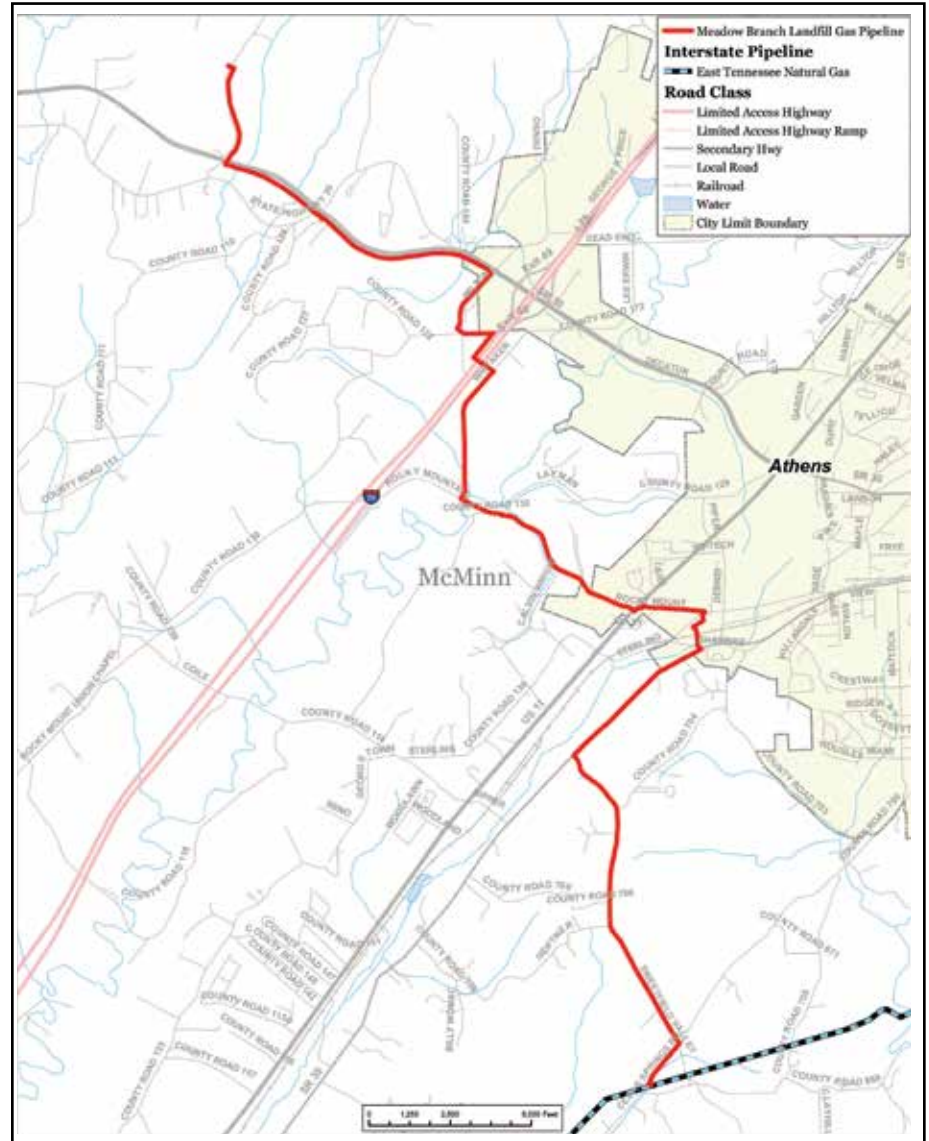
## Do the following:

- **Leave** the area immediately by walking away from the damage or potential leak. Do not attempt to repair any damage yourself. Landfill gas is lighter than air. It displaces oxygen and in severe cases, if not properly controlled, can lead to asphyxiation.
- **Avoid** using any sources of ignition, such as cigarettes, lighters and matches, motorized vehicles, or even electronic devices like your cell phone, until you are a safe distance away. A single spark or open flame can ignite landfill gas and create a fire or an explosion.
- **Call 911** and our pipeline emergency number 844.357.4656 once you are a safe distance away from the area. Stay away until Southern Company Pipelines or emergency personnel indicate it is safe to return.

## Pipeline Damage

If our pipeline is ever hit during excavation, even if the damage appears minor, such as a small scrape, nick, or dent, it is imperative that Southern Company Pipelines be notified as soon as possible. Seemingly insignificant damage to a pipeline's

protective coating can lead to severe consequences later. To report any damage to our pipeline, or should you suspect a leak on or near our pipeline, please call our 24-hour pipeline emergency number **844.357.4656** or dial **911**.







**Mike Stafford**  
 1311 R.W. Gordon Drive  
 Springfield, TN 37172  
 Phone: (615) 382-1621  
 Website: [www.springfieldtn.gov](http://www.springfieldtn.gov)  
 E-mail: [mike.stafford@springfield-tn.org](mailto:mike.stafford@springfield-tn.org)

## GENERAL INFORMATION

The Springfield Gas Department is responsible for the purchase and distribution of natural gas to more than seven thousand (7,000) customers in Springfield and Robertson County. A team of twenty-four (24) employees is responsible for the construction, maintenance, operation and safety inspection of the system. The Tennessee Regulatory Authority conducts periodic inspections of the system and provides written reports to the department. The City of Springfield has a contract with the Tennessee Energy Acquisition Corporation for the purchase, transportation and storage of natural gas.

**Cedar Hill      Orlinda      Cross Plains**



**Coopertown      Springfield**



## PIPELINE AWARENESS HOW DO YOU KNOW?

Because natural gas pipelines are underground, the public is often unaware of their presence. Pipelines may be in your neighborhood, or even on your property. How do you know?

One of the easiest ways to locate a pipeline is to recognize pipeline markers. The Springfield Gas Department paints these markers with high-visibility yellow, and installs the markers at road crossings, railroads and other points along the pipeline right-of-way. The markers identify the pipeline company and include telephone numbers to call to reach a company representative.

If a pipeline is on your property, the agreement gives the pipeline company the right of access to build, operate and maintain the pipeline. Please remember, if a pipeline is on your property, the right-of-way should be clear of structures and trees. These restrictions are necessary for safety reasons. Please contact the Springfield Gas Department for additional information.

- When you call Tennessee One Call at 1-800-351-1111 or 811, they will locate all buried utility lines on your property, so you can safely dig and prevent a potentially hazardous condition.
- In 2004 the Federal Office of Pipeline Safety recorded 48 cases of third party excavation damage to distribution lines nationwide resulting in more than \$10 million dollars worth of property damage and four injuries. Calling before you dig can prevent a costly or even deadly mistake.

## EMERGENCY CONTACT:

**1-615-384-0008**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Robertson

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





**Drew Isbill**

400 Highway 322 E

P.O. Box 191

Sweetwater, TN 37874

Phone: (423) 337-5081

Website: [www.sweetwaterutilities.com](http://www.sweetwaterutilities.com)

E-mail: [disbill@sweetwaterutilities.com](mailto:disbill@sweetwaterutilities.com)

## PIPELINE SAFETY

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**ALWAYS CALL 811 BEFORE YOU DIG!**



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- 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 LOCATION AND MARKERS

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## EMERGENCY CONTACT:

**1-423-337-5081**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Monroe

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## EMERGENCY RESPONSE PLANS

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**Tennessee Gas Pipeline Company, L.L.C.**  
a Kinder Morgan company

## Corporate Headquarters

1001 Louisiana St.

Suite 1000

Houston, TX 77002

Phone: 713-369-9000

Website: [www.kindermorgan.com/public\\_awareness](http://www.kindermorgan.com/public_awareness)

Kinder Morgan transports Natural Gas through large diameter transmission pipelines in your response area. We are committed to public safety, protection of the environment, and operation of our facilities in compliance with all applicable rules and regulations. The majority of our pipelines fall under the regulatory oversight of the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration (PHMSA). The company is proud of its safety record and follows many regulations and procedures to monitor and ensure the integrity of its pipelines.

- Pipeline operating conditions are monitored 24 hours a day, 7 days a week by personnel in control centers using a Supervisory Control and Data Acquisition (SCADA) computer system. This electronic surveillance system gathers such data as pipeline pressures, volume and flow rates and the status of pumping equipments and valves. Whenever operating conditions change, an alarm warns the operator on duty and the condition is investigated. Both automated and manual valves are strategically placed along the pipeline system to enable the pipeline to be shutdown immediately and sections to be isolated quickly, if necessary.
- Visual inspections of Kinder Morgan's pipeline right-of-way are conducted by air and/or ground on a regular basis. The right-of-way is a narrow strip of land reserved for the pipeline. Above ground marker signs are displayed along the right-of-way to alert the public and contractors to the existence of the pipeline.
- Kinder Morgan's public awareness program is designed to prevent third-party damage to its pipelines. Additionally, the company is a member of numerous "call-before-you-dig" programs or "one-call" systems across the United States, which are designed to help the public, contractors and others identify the location of pipelines before excavation or digging projects to prevent damage to pipelines and protect the public. The leading cause of pipeline

accidents is third-party damage caused by various types of digging and excavation activities.

- Emergency preparedness and planning measures are in place at Kinder Morgan in the event that a pipeline incident occurs. The company also works closely with local emergency response organizations to educate them regarding our pipelines and how to respond in the unlikely event of an emergency.

## CONTACT

**Donnie Coward**  
**Damage Prevention**  
**Middleton, Lobelville & Portland Districts**

750 Old Hickory Blvd, Bldg 2, STE 190  
Brentwood, TN 37027

Cell: (615) 714-1919

Email: [donald\\_coward@kindermorgan.com](mailto:donald_coward@kindermorgan.com)

## EMERGENCY CONTACT:

**1-800-231-2800**

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

<b>Lobelville District</b>	<b>Middleton District</b>
Chester	Hardeman
Decatur	Hardin
Dickson	McNairy
Henderson	
Hickman	<b>Portland District</b>
Humphreys	Cheatham
Lewis	Davidson
Perry	Robertson
Wayne	Sumner

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



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



1-800-626-1948

9 Greenway Plaza, Suite 2800

Houston, Texas 77046

Phone: 713-479-8000

Email: publicawareness@bwppipelines.com

Website: www.txgt.com

## OVERVIEW

Texas Gas Transmission, LLC, (Texas Gas) is a bi-directional interstate natural gas pipeline that provides transportation and storage services.

Texas Gas transports natural gas from a variety of supply areas, including the Fayetteville, Haynesville, Marcellus, and Utica shale plays; other basins via third-party pipelines; traditional wellhead supplies; and Gulf South's Perryville Exchange. Deliveries are made to both on-system and off-system markets primarily in the Midwestern and South Central United States.

## COMMITMENT TO SAFETY, HEALTH & THE ENVIRONMENT

Texas Gas is committed to the protection of the public and the environment through the safe operation and maintenance of its pipeline systems. Texas Gas's qualified personnel are trained in emergency response activities and regularly participate in drills and exercises reflecting various types of response levels, emergency scenarios, topographic terrain and environmental sensitivities. Texas Gas has committed the necessary resources to fully prepare and implement its emergency response plans.

## COMMUNICATIONS

Texas Gas utilizes its 24-hour Pipeline Control Center (1-800-626-1948) as a hub of communications in emergency response situations.

The Control Center has a vast catalog of resources and capabilities. On-site communications are conducted using cellular telephones, portable radios, satellite phones and/or land-line telephone systems from company facilities and offices.

## PIPELINE LOCATION AND MARKERS

The purpose of a pipeline marker is to identify a pipeline right-of-way and to provide information about Texas Gas's pipelines including operator name; phone numbers, in case of a possible emergency; and the product inside. Markers indicate the general, not exact, location of a pipeline and do not necessarily follow a straight course between two markers. Never rely solely on the presence or absence of pipeline markers - someone may have moved or removed the marker.

For additional information that is available for emergency responders, please see the PIMMA link on the National Pipeline Mapping System's website: [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).



## EMERGENCY CONTACT:

1-800-626-1948

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

Natural Gas	1971	115
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### TENNESSEE COUNTIES OF OPERATION:

Crockett	Obion
Dyer	Robertson
Gibson	Shelby
Haywood	Sumner
Lauderdale	Tipton
Madison	Weakley

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

## IN CASE OF AN EMERGENCY

Emergency preparedness and planning measures are in place at Texas Gas in case a pipeline incident occurs. Texas Gas also works closely with local emergency response organizations to educate them regarding our pipelines and how to respond in the unlikely event of an emergency.

Should an emergency occur, Texas Gas's objective is to resolve the situation quickly and safely. Two-way communication with emergency responders is critical for this resolution. Texas Gas needs immediate access to the incident location to assess and develop a plan to resolve the situation.

Do not attempt to operate any pipeline valves. You may inadvertently route additional gas to the leak. Only qualified Texas Gas personnel should operate valves on Texas Gas's pipeline facilities.

# Town of Livingston

**Steve Jolley**  
301 McHenry Circle  
Livingston, TN 38570  
Office: (931) 823-1269  
Cell: (931) 239-0884

## 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!**



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## EMERGENCY CONTACT: 1-931-823-6496

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

## TENNESSEE COUNTIES OF OPERATION:

Overton

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

## 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 our emergency response plans and procedures, contact us directly.



**Franklin Stanford**  
13085 North Main  
Somerville, TN 38068  
Phone: (901) 465-7300

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### EMERGENCY CONTACT: 1-901-465-7300

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

### TENNESSEE COUNTIES OF OPERATION:

Fayette

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

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

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

**Trunkline Gas** operates a 3,500-mile pipeline system with access to Gulf Coast supply sources which can deliver 1.5 Bcfd/d of natural gas to Midwest and East Coast markets. Our Midwest customer base includes some of the nation's largest utility and industrial users in Chicago, Michigan, Memphis and St. Louis. We expanded our offshore Terrebonne system to provide 1.5 Bcf/d delivery capacity for offshore supplies to multiple onshore markets.

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

**Crockett, Dyer, Fayette, Haywood, Obion and Tipton counties:**

Rusty Poe  
Operations Manager  
731-777-3950 (w), 731-676-1694 (m)  
[russell.poe@energytransfer.com](mailto:russell.poe@energytransfer.com)

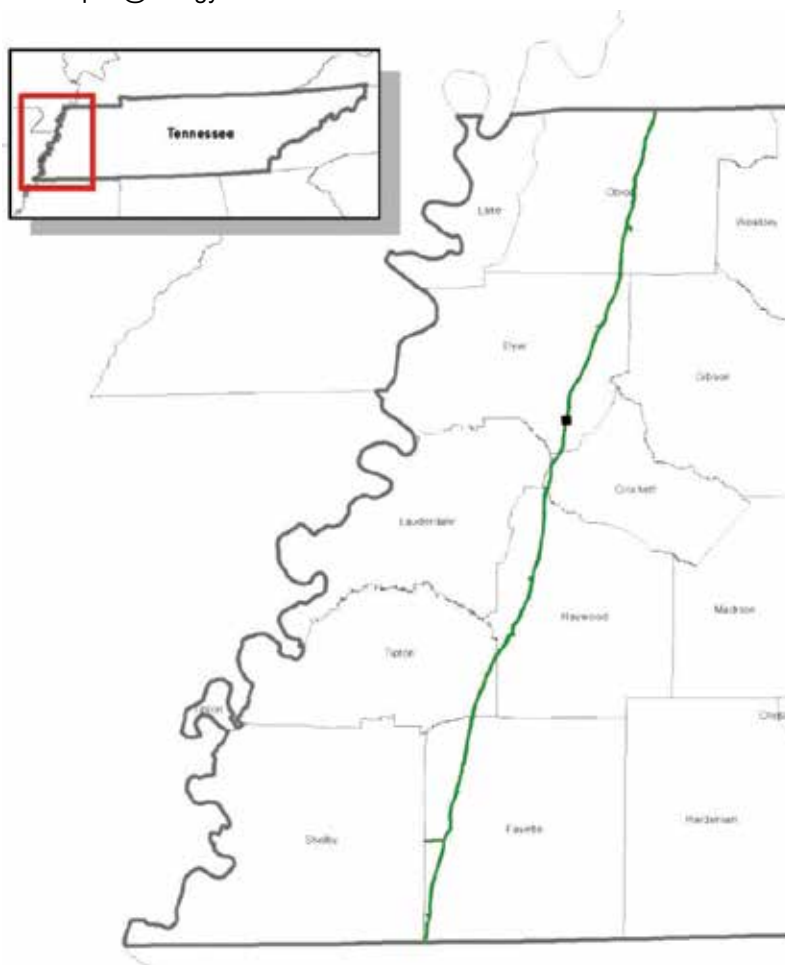
**EMERGENCY CONTACT:  
1-800-225-3913**

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

**TENNESSEE  
COUNTIES OF OPERATION:**

Crockett	Haywood
Dyer	Obion
Fayette	Tipton

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







**UNICOI COUNTY  
GAS UTILITY DISTRICT**

**Tim Whitson**  
1414 N. Main Ave.  
Erwin, TN 37650  
Phone: (423) 743-6793  
Website: [www.ucgud.com](http://www.ucgud.com)  
E-mail: [twhitson@ucgud.com](mailto:twhitson@ucgud.com)

## 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.



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

## ALWAYS CALL 811 BEFORE YOU DIG!

### 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 LOCATION AND MARKERS

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

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:

**1-423-743-6793**

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

Natural Gas	1971	115
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#### **TENNESSEE COUNTIES OF OPERATION:**

Unicoi

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

### 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 our emergency response plans and procedures, contact us directly.

### Unicoi County Gas Utility District

1414 North Main Avenue  
Post Office Box 599  
Erwin, TN 37650  
Phone: (423) 743-6793  
Fax: (423) 743-5706  
Service: (423) 743-3195  
Website: [www.ucgud.com](http://www.ucgud.com)



## INTRODUCTION

Valero's most important measure of success has always been the health and safety of its employees, contractors, customers and neighbors. Valero cares about your safety and the safety of the environment. Our vision is to be the operator and partner of choice for customers, business owners, public officials, employees and communities.

To achieve this vision, Valero employs a pipeline safety program that allows the company to manage all operations in a manner that protects the environment and the safety of employees, customers, contractors and the public while fully complying with all federal, state and local regulations. Valero's principles and beliefs are that safety and environmental performance are mandatory for our success and come first, no matter how urgent the job. Employees have the personal right, responsibility and ability to prevent accidents and Valero believes that accidents and unauthorized releases are unacceptable.

Valero commits to continually improve health, safety, and environmental (HSE) performance by proactively evaluating its operations and implementing programs and practices with a goal to reduce the number of pipeline accidents to zero. Valero invests significant time and capital designing, installing, testing, operating and maintaining pipeline systems in accordance with federal, state and local requirements.

Valero operates approximately 625 miles of DOT regulated pipelines that transport crude oil, refined products and natural gas.

## VALERO PUBLIC AWARENESS AND DAMAGE PREVENTION PROGRAMS

### Public Awareness Program:

The purpose of the Valero Pipeline Public Awareness Program is to enhance safety and environmental protection through increased public awareness and knowledge. Public awareness programs should raise the awareness of the affected public

and key stakeholder audiences of the presence of pipelines in their communities and increase their understanding of the role of pipelines in transporting energy. Increasing awareness in the communities reduces the likelihood and potential impact of emergencies and releases through education and programs.

### Pipeline Surveillance:

Pipeline surveillance is a continuous operation. Right-Of-Way patrols are performed at regular frequencies by either aircraft, vehicle or on foot.

### Pipeline Monitoring:

Monitoring equipment relays product characteristics such as flow rate, pressure and pumping status to the Valero Pipeline Control Room (PCR). The PCR operates 24 hours a day, 7 days a week. Deviations from normal flow conditions are detected, thus providing the PCR / Controller with information that can be used to rapidly evaluate changes in flow and pressure conditions. The Controller takes appropriate action based on this information.

### Pipeline Location and Markers:

Markers are placed along pipeline routes to indicate general pipeline locations along rights-of-way and at public road, rail and river crossings. These markers display the product being transported, the pipeline operator name and an emergency telephone number. Markers do NOT indicate the exact locations, depths or numbers of pipelines located within rights-of-way.



### EMERGENCY CONTACT:

1-866-423-0898

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

Crude Oil	1267	128
Diesel	1993	128
Gasoline	1203	128
Jet Fuel	1863	128

### TENNESSEE

#### COUNTIES OF OPERATION:

Shelby

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

### OneCall and 811:

Valero is a member of the OneCall notification system in each state in which we operate. State law requires OneCall notification from anyone planning to dig or construct near a pipeline. You are required to call no less than three working days before beginning an excavation activity. Calling 811 is a free service.

Your state's OneCall center will notify Valero of your intent to dig. Company personnel will review the information and notify you if it is safe to dig. If necessary, a Valero representative will locate and mark the pipeline location. In some cases a company representative will remain on-site during excavation near our pipeline.

Many states require that pipeline damage be reported to the owner and/or the OneCall Center by dialing 811. If you strike a Valero pipeline, stop and contact the Valero emergency notification hotline at 866-423-0898 immediately. The pipeline must be inspected for damage and repaired as necessary. Minor



Know what's below.  
Call before you dig.

scrapes, gouges, dents or creases to the pipeline or its coating could cause future safety problems.

- Do not attempt to repair the damage yourself.
- Do not cover the damaged pipeline
- If a line is ruptured or leaking, call **911**.

#### You'll know what's below by the different flags, stakes and paint



#### PIPELINE LEAKS

How to recognize a pipeline leak  
The best way to recognize a pipeline leak is to use your senses of sight, sound and smell. Your first concern should be for personal safety and the safety of those around you.

Look for:

- Liquid on the ground
- Rainbow sheen on water
- Dead vegetation
- Dirt blowing into the air
- Low lying vapor cloud
- Mud or water bubbling up
- Frozen ground

Listen for:

- A spewing, hissing or roaring sound

Smell for:

- Hydrocarbon odor
- Rotten egg odor

#### What to do in a leak occurs

- Evacuate the area immediately by foot and in a direction upwind from any vapors or fumes;
- Eliminate ignition sources (static electricity, electric devices, communication devices, motor vehicles, tools, etc.);
- Warn others to stay clear of the area;
- Call 911 or local emergency officials;

- Call the Valero emergency notification hotline at **866-423-0898**, and give your name, phone number, a description of the leak and its location.

#### **DO NOT:**

- Attempt to extinguish a fire;
- Operate any pipeline valves or other equipment;
- Walk or drive into leak or vapor cloud;
- Make contact with liquid or vapor.
- Attempt to move vehicles or equipment from the area.

#### **VALERO EMERGENCY RESPONSE, RESOURCES AND CAPABILITIES**

##### **Emergency Condition:**

An emergency condition exists if any one or combination of the following events occurs on a pipeline:

- Fire or explosion
- Natural disaster
- Accidental release of vapors and/or liquids
- Hazard caused by operational failure
- Act of sabotage

##### **Emergency Response and Capabilities**

Should a pipeline emergency occur, Valero's actions will be directed first toward protecting people, then toward protecting the environment and property. Valero has a local Emergency Response Plan prepared to handle emergencies which includes the use of an Incident Command System when appropriate. Valero will coordinate with local emergency officials to secure the area, stabilize the situation, repair the facility and restore operations.

Controllers in the Control Center are authorized to shut down pipeline operation as necessary during an emergency. Once operators arrive at the site of the emergency, they evaluate the situation and take appropriate action to mitigate consequences and identify any additional hazards.

Equipment and personnel for emergency response are supplied to Valero by contracted Oil Spill Removal Organization (OSROs). These OSROs are available 24-hours a day and have equipment located throughout the various regions and capabilities to provide initial and long term spill response throughout the "facility" coverage areas. They provide the necessary expertise and equipment to properly minimize environmental damage and product recovery.

#### **HOW TO GET MORE INFORMATION**

For information about Valero's Integrity Management Program or other Pipeline Safety Programs, email us at [ValeroIMP@valero.com](mailto:ValeroIMP@valero.com).

For information about Valero's local Emergency Response Plan, email us at [ValeroER@valero.com](mailto:ValeroER@valero.com).

To view and download maps of all transmission pipelines in your community, visit the National Pipeline Mapping System website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

For your state's One-Call requirements, please visit: <https://call811.com>. Refer to the SDS information contained at the conclusion of the informational packet for complete safety and hazard information.

### **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*

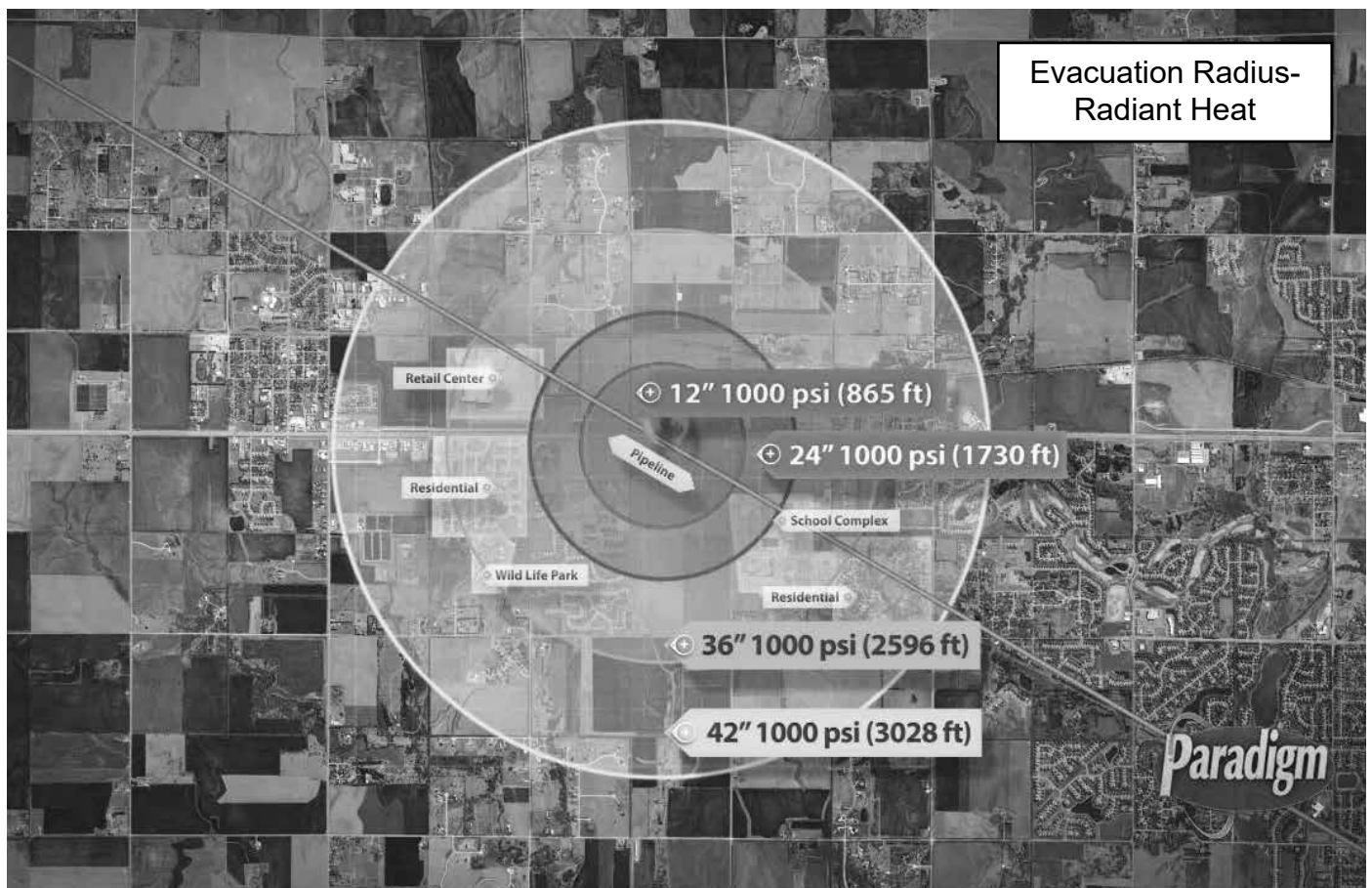
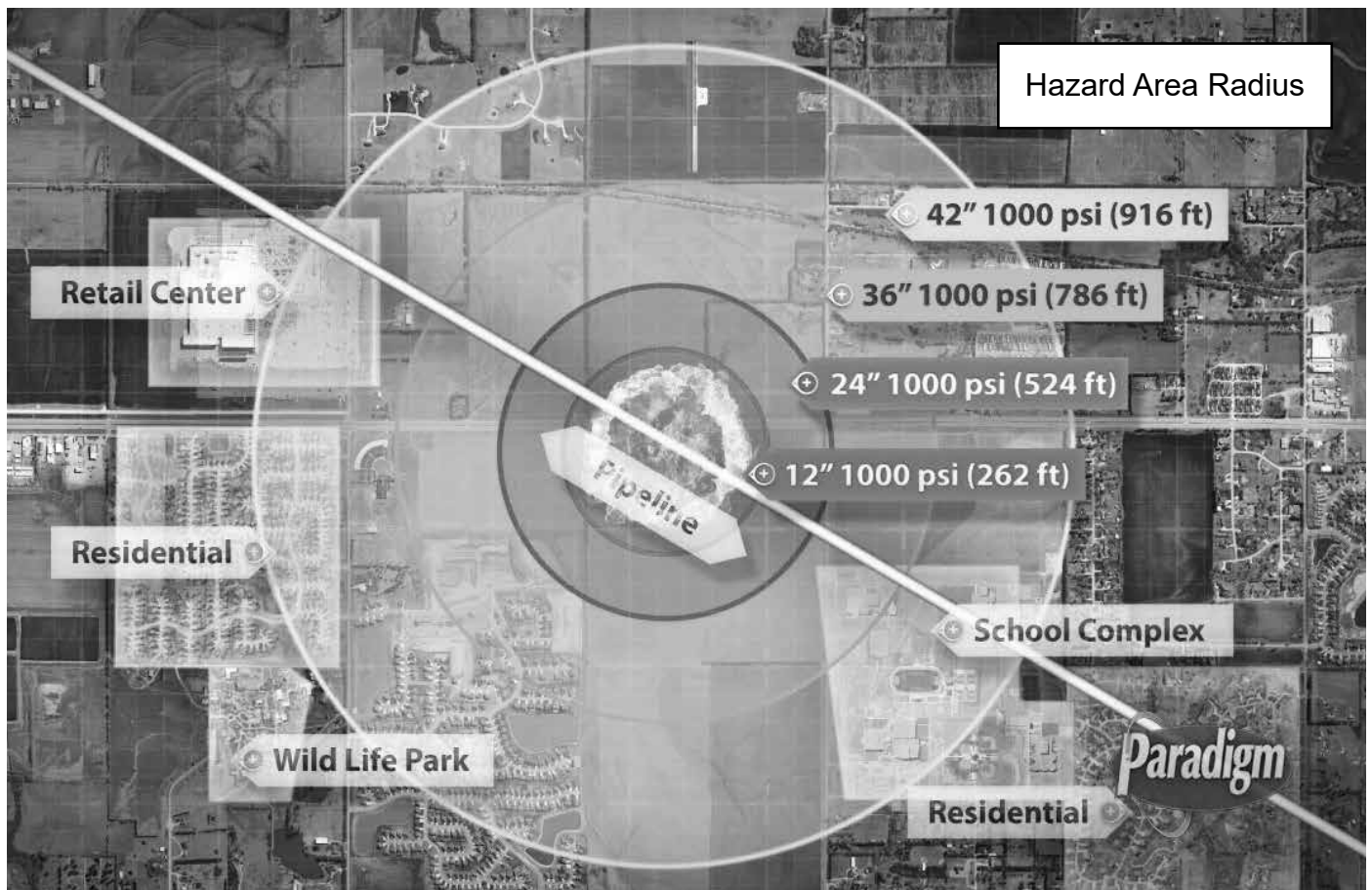
#### **Hazardous Liquids**

**(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

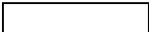
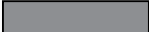

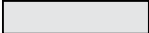




- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth (*never assume pipeline depth*)
- DOES NOT indicate pipeline pressure



## 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**

<https://www.epa.gov/emergency-response/national-response-center>

**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)**

<https://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

Presenter/Contact Information:		Key Take-Aways:	
		✓	
		✓	
		✓	
		✓	
		✓	
Comments to Remember			
Questions to Ask			
New Concepts to Explore			

## Additional Notes



## Additional Notes



Since 1983, Tennessee 811 has operated as the state's official one-call notification center. While 811 doesn't mark utility lines directly, they serve as a communication hub between utility operators and excavators. State law, specifically the Underground Utility Damage Prevention Act (TCA 65-31-101 et seq.), requires anyone who plans to dig to contact Tennessee 811 three to ten (3-10) working days before starting work. After a locate request is submitted, 811 notifies the appropriate utility members or their contract locators so they can mark underground lines before excavation begins. This free service is a critical step in protecting underground infrastructure, avoiding costly delays, and keeping crews and communities safe.

**Visit [tenn811.com](http://tenn811.com) for more information**

#### TENNESSEE

**Tennessee 811** 800-351-1111

**Website:** [tenn811.com](http://tenn811.com)

**Hours:** 24 hours

**Advance Notice:** Not less than 3 working days, not more than 10 working days

**Marks Valid:** 15 calendar days

**Law Link:**

<https://www.tenn811.com/law>

\* 2' either side of the utility plus the width of the utility.

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	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	N	N	24"

Chart Reference: <https://pipelineawareness.org/media/1507/2019-excavation-safety-guide-pipeline-edition.pdf>



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