

2025 PIPELINE EMERGENCY QUICK REFERENCE GUIDE - TENNESSEE

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 Terminating 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		

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

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

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

2025 PIPELINE EMERGENCY QUICK REFERENCE GUIDE - TENNESSEE

INCIDENT RESPONSE

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

RISK CONSIDERATIONS

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

PIPELINE MARKERS

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

The markers display:

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



PRODUCT HAZARDS AND CHARACTERISTICS

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

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

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

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

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

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

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

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

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

* Caustic - Can freeze/burn skin

* Expands Rapidly

* Liquid to a fog gas state!

