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Big Ink

# PIPELINE SAFETY

*in your community*



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



## How to Recognize a Suspected Leak...

Using your sense of sight, smell, and sound will help you in recognizing a suspected leak.

### Sight

A dense fog, mist, or white cloud. Bubbling in water and creeks or blowing dust and discolored vegetation.

### Smell

Natural Gas is naturally odorless so a distinctive gaseous odor is added.

### Sound

Whistling, hissing or roaring noise.  
If a Leak Should Occur...

## What NOT to do...

DO NOT touch, breathe, or make contact with the leak.

DO NOT light a match, turn on or off light switches, use a cell or home telephone or do anything to create a spark.

DO NOT attempt to extinguish any natural gas fire.

DO NOT attempt to operate any valves.

## What to DO...

DO leave the home, building, and area of any suspected leak.

DO call 911 once safely out of the area to notify police and fire officials.

DO warn others to stay out of the area.

## What to do When a Suspected Leak Occurs

1. Immediately leave the area.
2. If possible turn off any equipment being used in or near the suspected leak. Abandon any equipment being used and move upwind from the suspected leak.
3. From a safe location, call 911 or your local emergency response number and the pipeline company. Call collect, if needed, and give your name, phone number, description of the leak, and its location.
4. Warn others to stay away when possible.
5. Traffic control
6. Medical assistance
7. Evacuation or shelter in place
8. Keeping the curious away
9. Environmental protection
10. If a leak has ignited extinguish only secondary fires.

## What NOT to do If You Suspect a Leak

1. Do not touch, breathe, or make contact with the leaking liquids or gas. Stay upwind if possible.
2. Do not light a match, start an engine, use a telephone, turn on or off any type of electrical switch such as a light, garage door opener, etc., or do anything that may create static or a spark.
3. Do not attempt to extinguish any pipeline fire that may start.
4. Do not drive into a leak or vapor cloud area. Automobile engines may ignite the vapors.
5. Do not attempt to operate valves.

## National Pipeline Mapping System

For information about pipelines operating in your area, you may contact the National Pipeline Mapping System (NPMs). This database of pipeline operators and the location of their lines was designed for local government and emergency officials to have access to contact information for pipeline companies operating in your area. Visit [www.npmsa.dot.gov](http://www.npmsa.dot.gov) to request a password to access this information. If you would like to know which specific companies listed are near your address please contact our Regulatory Services Department toll free at 1-877-280-8636. Other resources may be found at Office of Pipeline Safety <http://ops.dot.gov>, the Partnership for Excellence in Pipeline Safety [www.safepipelines.org](http://www.safepipelines.org) or at [www.pipeline101.com](http://www.pipeline101.com).



For more information on safe excavation go online and visit [www.commongroundalliance.com](http://www.commongroundalliance.com).

### Non-English Speaking Public Awareness Material

Federal regulations require that pipeline operators offer public awareness material in languages other than English whenever there is a significant population of non-English speaking stakeholders. If other languages are required in your area, contact our Regulatory Services Department toll free at 1-877-280-8636.

**NO PURCHASE NECESSARY. A PURCHASE OR TRANSACTION WILL NOT IMPROVE YOUR CHANCES OF WINNING.** Open to U.S. residents, 18 and older. Subject to additional restrictions contained in Official Rules, available at [www.digtess.org](http://www.digtess.org). Prize: One Prize each month for the duration of promotion: \$500.00 gift card. Odds of winning depend on number of entries received each month. Void where prohibited. If you no longer desire to receive sweepstakes announcements from TESS, send a self addressed envelope to 11880 Greenville Ave, Suite 120, Dallas, TX 75243. Allow 60 days for processing. Sponsor: Texas Excavation Safety System, Dallas, TX 75243.

Go to [www.digtess.org/pasurvey](http://www.digtess.org/pasurvey) to take the Pipeline Safety Survey and enter for a chance to win a \$500 Wal-Mart gift card.

*Based on the information in this brochure, please answer the following:*

1. Was the information in the brochure helpful? Yes  No
2. Do you know how to recognize a pipeline right-of-way? Yes  No
3. Do you know what to do in the event of a pipeline emergency? Yes  No
4. Have we been a good neighbor during the time you have been a resident at this property? Yes  No
5. Has the location of our pipeline or operations caused you concern or difficulties? If yes, which company specifically? Yes  No
6. Have pipeline crews notified you prior to entry when work has been done on or near your property? If yes, which company specifically? Yes  No
7. Have you ever used your state's One-Call system for Call Before You Dig? If yes, were you satisfied with the service? Yes  No
8. What would you like for us to do better in the future? Please be company specific : \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

We thank you very much for your participation. Any company named in your response may respond to your questionnaire.

Air Liquide Large Industries U.S. LP	800-364-7379	www.us.airliquide.com
Anadarko E&P Company LP	800-870-7723	www.anadarko.com
<b>Anadarko Gathering Company</b>		
<b>East Texas</b>	800-870-7723	www.anadarko.com
<b>West Texas</b>	432-550-0023	www.anadarko.com
<b>Anadarko Petroleum Company</b>		
<b>East Texas</b>	800-870-7723	www.anadarko.com
<b>West Texas</b>	325-278-8719	www.anadarko.com
Arkansas Natural Gas	361-729-5465	www.anadarko.com
Atlas Pipeline Mid-Continent LLC	800-722-7098	
BASF - The Chemical Company	979-415-6296	www.corporate.basf.com
BP Pipelines (North America), Inc.	800-548-6482	www.bppipelines.com
Brazos Electric Cooperative	254-750-6500 / 888-751-6500	www.brazoselectric.com
Bryan Texas Utilities	979-821-5944	www.btuutilities.com
Buckeye Partners, LP	866-514-8380	www.buckeye.com
Calumet Lubricants Co., L.P. - Princeton	318-949-2421	www.calumetlubricants.com
CenterPoint Energy		
<b>CEFS call collect</b>	318-227-2565	www.centerpointenergy.com
<b>CEGT call collect</b>	318-227-2565	www.centerpointenergy.com
<b>CEMT</b>	800-325-4005	www.centerpointenergy.com
<b>CenterPoint Energy Gas Systems - Transmission &amp; Distribution</b>		
<b>Houston</b>	800-752-8036 - 24hr	www.centerpointenergy.com
<b>Non-Houston</b>	888-876-5786 - 24hr	www.centerpointenergy.com
Centurion Pipeline, L.P.	800-765-8695	
Chaparral Energy, L.L.C.	866-478-8770	www.chaparralenergy.com
Chaparral/Quasah	800-466-0125	www.teppco.com
Chesapeake Energy Marketing, Inc.	800-566-9306	www.chkenegy.com
CITGO - Corpus Christi Refinery	361-882-4422	www.citgo.com/corpuschristi
ConocoPhillips - Lobo Pipeline	888-829-2251	www.conocophillips.com
Copano Energy	713-621-9547	www.copanoenergy.com
Crossbar Energy	817-533-0289	www.crossbarenergy.com
DCP Midstream	800-435-1679	www.dcpmidstream.com/sustainability
Devon Energy Corporation	800-214-2154	www.devonenergy.com/ehs/pipeline_safety.aspx
Dow	800-223-4412	
Energy Maintenance Services	713-963-7658	www.emsglobal.net
Energy Transfer		
<b>Houston</b>	800-392-1965	www.energytransfer.com
<b>San Antonio</b>	800-375-5702	www.energytransfer.com
English Bay Pipeline, LP	303-444-8881 / 318-697-2800	
Enogex Inc	800-522-8048	
Entor Katy Storage and Transportation, LP	281-395-7700	www.entorinc.com
Enterprise Products Operating, L.P.		
<b>Liquid Pipelines</b>	800-277-9376 / 800-895-2396	www.epplp.com
<b>Mid America and Seminole Pipeline Systems</b>	800-546-3482	www.epplp.com
<b>Morgan's Point Pipeline System</b>	Call Collect 281-470-4901	www.epplp.com
<b>Natural Gas Pipelines</b>	800-644-4773 / 800-292-7816 / 800-600-6240	www.epplp.com
EOG Resources, Inc.	877-363-EOGR	www.eogresources.com
Equistar Chemicals L.P.	800-525-7516	www.equistar.com
Fairplay Gas Company	903-753-0242	
Greenlight Gas	866-544-3426	
Gulf State Pipe Line Company, Inc.	409-385-1400 - 24hr	
Henderson Gathering LLC	905-657-0566	
Hess Corporation	432-758-6700	www.hess.com
Hilcorp Energy Company / Harvest Pipeline Company	713-209-2400	www.hilcorp.com
Hunt Petroleum Corporation	214-880-8800 - Gen / 800-681-7980 - Emer	www.huntpetroleum.com
Huntsman Petrochemical Corporation	409-989-6648	www.huntsman.com
Jayhawk Pipeline, L.L.C.	888-542-9575	www.jayhawkpl.com
J-W Gathering Company / J-W Pipeline Company	800-256-7234	www.jwogathering.com
Lavaca Pipeline - Neutoma Production	361-987-6914	www.jwogathering.com
Markwest Energy Partners, L.P. / Markwest Pinnacle, L.P.	800-677-6360 / 800-852-9225	www.markwest.com
Markwest Javelina Company	361-289-4777	
Marlin Midstream, LLC	800-715-9133	www.marlinmidstream.com
Martin Operating Partnership	800-395-2376	www.martinmidstream.com
MHPI Pipeline Co., Inc.	972-934-8147	www.mhpi.com
MME Desoto Pipeline, L.P. / MME Midstream, L.P.	936-632-9544	www.millenergy.com
Monument Pipeline, L.P.	866-942-6571	www.millenergy.com
NETCO Pipeline, LLC	712-464-4690	
Northern Natural Gas	888-367-6671	www.northernnaturalgas.com/html/publiceducation.asp
Nustar Logistics, L.P.	800-481-0038	www.nustarlp.com
OKTex Pipeline Company	888-215-5137	www.oneok.com/partners
<b>ONEOK</b>		
<b>Field Services Company</b>	888-675-3302	www.oneok.com
<b>Gas Transportation L.L.C.</b>	888-215-5137	www.oneok.com/partners
<b>Gas Gathering L.L.C.</b>	888-215-5137	www.oneok.com/partners
<b>Gas Transportation L.L.C.</b>	888-215-5137	www.oneok.com/partners
<b>West Texas Transmission, L.P.</b>	800-562-5879	www.oneokpartners.com
<b>Onyx Pipeline Company</b>		
<b>Oxy Bravo Pipeline</b>	361-884-7878	www.onyx.com
<b>Oxy Bravo Pipeline</b>	806-229-9708	www.onyx.com
<b>Panther Pipeline, LTD</b>	832-552-3600	www.panthercompanies.com
<b>Peak Gas Gathering, LP</b>	972-596-1443	
<b>Pecan Pipeline Company</b>	866-899-2626	www.pecanpipeline.com
<b>Petrohawk Operating Company</b>	832-204-2700 - Gen / 888-276-4660 - Emer	www.petrohawk.com
<b>Pinnacle Gas Treating Inc. -</b>		
<b>A Subsidiary of Anadarko Petroleum Corporation</b>	800-870-7723	www.anadarko.com
<b>Pioneer Natural Resources</b>	866-475-6174	www.pioneernc.com
<b>Plain Pipeline, L.P.</b>	800-788-8071	www.papl.com
<b>PPG Industries</b>	800-375-4629	www.ppg.com
<b>QuickSilver Resources, Inc.</b>	817-665-5000	www.qrinc.com
<b>Regency Gas Services</b>	210-587-1400	www.regencygas.com
<b>Royal Production Company, Inc</b>	361-888-4792	
<b>Sabine Valley Pipeline</b>	800-870-7723	www.anadarko.com
<b>San Felipe Pipeline L.P.</b>	877-234-5590	
<b>Seaway</b>	800-331-3381	www.teppco.com
<b>Shell Western Exploration &amp; Production</b>		
<b>Solutia, Inc.</b>	956-972-0966	www.shell.com
<b>Solutia, Inc.</b>	281-228-4008	www.solutia.com
<b>Southern Star Central Gas Pipeline, Inc.</b>	800-324-9696	www.sscgp.com
<b>Southwestern Public Service Company - Xcel Energy</b>	800-965-2194	www.xcelenergy.com
<b>Springfield Pipeline</b>	800-870-7723	www.anadarko.com
<b>TE Products Pipeline</b>	800-530-1050	www.teppco.com
<b>TEPPCO - Crude</b>	800-220-1058	www.teppco.com
<b>TEPCO L.P.</b>	972-206-1466	www.tepsco.com
<b>Texas Gas Service Company, A Division of ONEOK, Inc.</b>	800-959-LEAK (5325)	www.texasgasservice.com
<b>Texas Municipal Power Agency</b>	936-873-1333	www.texasmpa.com
<b>TGG Pipeline, LTD. / TALCO Midstream Assets, LTD.</b>	903-935-2333	
<b>TransMontaigne Product Services Inc.</b>	800-732-8140	www.transmontaigne.com
<b>TXOK Texas Energy Resources, LP</b>	888-239-0011	www.txokenergy.com
<b>Valero Refining Texas LP -</b>		
<b>Corpus Christi</b>	361-289-6000	www.valero.com
<b>Houston</b>	713-923-3506	www.valero.com
<b>Texas City</b>	409-948-7390	www.valero.com
<b>Valero Terminating and Distribution - Port Arthur</b>	866-423-0898	www.valero.com
<b>Valero Terminating and Distribution Company</b>		
<b>Mckee Refinery</b>	866-382-5376	www.valero.com
<b>Three Rivers</b>	866-382-5376	www.valero.com
<b>Vinton Pipeline, LLC</b>	915-217-2938	
<b>Wagner Oil Company</b>	817-335-2222	
<b>West Texas Gas, Inc.</b>	800-895-5806	www.westtexasgas.com
<b>Western Gas Resources</b>	432-532-2484	
<b>Williams Production Gulf Coast Company, L.P.</b>	877-737-1915	www.williams.com
<b>Woodlawn Pipeline Company, Inc</b>	972-596-1443	

Agency	State Regulator Number	State Regulator Website
<b>Texas Railroad Commission</b>	515-463-7288	<a href="http://www.ttrc.state.tx.us/">http://www.ttrc.state.tx.us/</a>
<b>One Call Center</b>	One Call #	<b>One Call Website</b>
<b>Texas Excavation Safety System</b>	800-344-8377	<a href="http://www.digtess.org">www.digtess.org</a> Notice 2 working days

## Pipelines... Your Quiet Neighbor

There are more than 200,000 miles of liquid petroleum pipeline and 300,000 miles of natural gas pipelines in the United States. According to National Transportation Safety Board statistics, pipelines are the safest method for transporting these products. Pipelines have a safety record unparalleled by any other mode of transporting energy products. A greater risk to the environment and the general public exists when these products are transported by other methods. Natural gas provides about 24 percent of all the energy used in the United States and gas utilities serve more than 60 million customers. Since Americans consume more than 700 million gallons of petroleum products per day, pipelines are an essential component of our nation's infrastructure. Most pipelines are made of steel, often covered with protective coating, and buried underground. They are tested and maintained using cleaning devices, diagnostic tools, and devices to control corrosion. Interstate pipelines have an integrity management plan and you may contact them directly for more information.

## Recognizing a Pipeline Leak

- A pool of liquid on the ground near a pipeline, a dense white cloud or fog over a pipeline, or discolored vegetation surrounding the pipeline; an unusual dry spot in an otherwise moist field; bubbling in marshland, rivers or creeks, or an oily sheen appearing on water surfaces may be signs of a leak
- An unusual noise coming from the pipeline, such as a hissing or roaring sound, may be a sign of a leak

- An unusual smell or gaseous odor will sometimes accompany a pipeline leak
- Frozen ground at the pipeline in warm weather
- Dirt blowing up from the ground

Many pipeline companies regularly inspect their rights-of-way using air, foot, and vehicle patrols. These trained inspectors look for potential danger to pipelines, such as construction activity, and signs of gas or liquid leaks. These systematic patrols along their pipeline route are to insure the security and integrity of their lines.

Pipeline companies communicate regularly with emergency officials and work with local police and fire departments in case of an emergency. Even though it is extremely unlikely that a leak will occur, this information will prepare you in the event a leak or spill does occur. Our hope is to continue to be a good neighbor and provide you with information to help you avoid potentially dangerous activity near pipelines in your area. These safety guidelines will provide you with important information if you suspect a problem. Pipeline companies take the safe operation of their infrastructures seriously, which includes protecting your property and the environment. Because of this diligence, incidents are very rare.

Written agreements or easements between landowners and pipeline companies allow pipeline companies to construct and maintain the pipeline right-of-way across privately-owned property.

If you are not aware of pipelines on or near your property, check for pipeline markers posted on your property, along your property, and elsewhere in your neighborhood. You may also check your property record at your County Clerk's Office.

## Pipeline Monitoring

Most pipelines are monitored 24 hours a day, seven days a week to insure the integrity and security of these lines. Sophisticated computers, alarms, meters, and satellite technology may be used to control and monitor pipeline systems. These systems are designed to detect changes in pressure and flow, and will be activated if a leak is detected. Some pipelines contain automatic shut-off valves that will isolate a leak.

## Markers

For your safety, markers show the approximate location of pipelines and identify the companies that operate them. Markers may be anywhere along the right-of-way or directly over the pipeline. The pipeline may not follow a straight course between markers. While markers are helpful in locating pipelines, markers are limited in the information they provide. Markers provide no information, for example, on the depth or the number of pipelines in the right-of-way. Markers may commonly be found where a pipeline intersects a street, highway, or railway. These markers indicate the material transported in the pipeline, the name of the pipeline operator, and a telephone number where the pipeline operator can be reached in the event of an emergency. You should be aware of any pipeline markers in your neighborhood and if possible, write down the name and phone numbers appearing on the pipeline markers in case of an emergency.

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

## Call Before You Dig! 811

Before you dig or excavate, contact the One-Call Center by simply dialing 811 from anywhere in the United States. You may also need to contact companies that may not be a member of the One-Call Center such as local water districts. Please call before you start your project, whether landscaping, building fences, or a major construction project. Pipeline companies and other utilities will mark the location of their lines at no cost to you. Pipeline and utility markers may not show the exact location of buried lines. Failure to call before excavation is the leading cause of damages to buried pipelines. For more information, visit [www.digtess.org](http://www.digtess.org).

## What to do if a Pipeline is Damaged or Disturbed.

Even if you cause what appears to be only minor damage to the pipeline immediately notify the pipeline company. A gouge, scrape, dent, or crease to the pipe or coating may cause a future rupture or leak. It is critical that a cut or broken tracer wire be repaired. It is imperative that the pipeline owner inspects and repairs any damage to the line or related apparatus. Many states have laws requiring damages to be reported to the facility owner and/or the One-Call center by dialing 811.

**Do not attempt to make the repairs to the line yourself.** If a line is ruptured or leaking call 911. Contact the pipeline company as quickly as possible. Pipeline marker signs show the pipeline company's name, emergency telephone number, and pipeline contents.

## Potential Hazards of Pipeline Products

Besides liquid petroleum and natural gas, pipelines transport a variety of products for our everyday lives such as oxygen for hospitals. They may contain other types of gases, chemicals, hazardous liquids, refined products or crude oil, as well as nonflammable products. If a leak would occur on the pipeline some of these materials could cause environmental damage. Other products may be highly flammable, or harmful if inhaled, cause eye or skin irritation, and possible difficulty breathing. Because of these potential hazards it is important to be able to recognize a pipeline leak.



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

## What To Do If You Suspect A Leak

1. Immediately leave the area.
2. If possible turn off any equipment being used in or near the suspected leak. Abandon any equipment being used and move upwind from the suspected leak.
3. From a safe location, call 911 or your local emergency response number and the pipeline company. Call collect, if needed, and give your name, phone number, description of the leak, and its location.
4. Warn others to stay away when possible.

## What NOT To Do If You Suspect A Leak

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

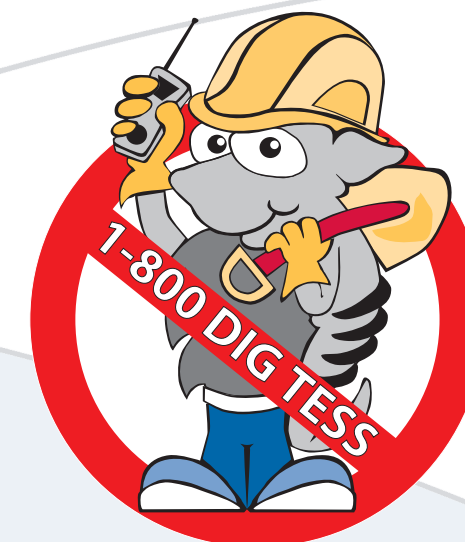
## Pipeline Operator's Actions During an Emergency

Although accidents are rare, if one does occur, the pipeline operator will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in their response to the emergency. Pipeline technicians will also take the necessary operating actions such as starting and stopping pumps or compressors, closing and opening valves, and similar steps to minimize the impact of the situation.

## High Consequence Areas

In accordance with federal regulations some areas near pipelines have been designated as High Consequence Areas. For these areas, supplemental hazard assessment and prevention programs, known as Integrity Management Programs, have been developed. If a pipeline operator has High

Consequence Areas, information about these plans may be available through their company's website listed on this brochure or by contacting the operator's corporate offices.



## Can Owners Build or Dig on a Right-Of-Way?

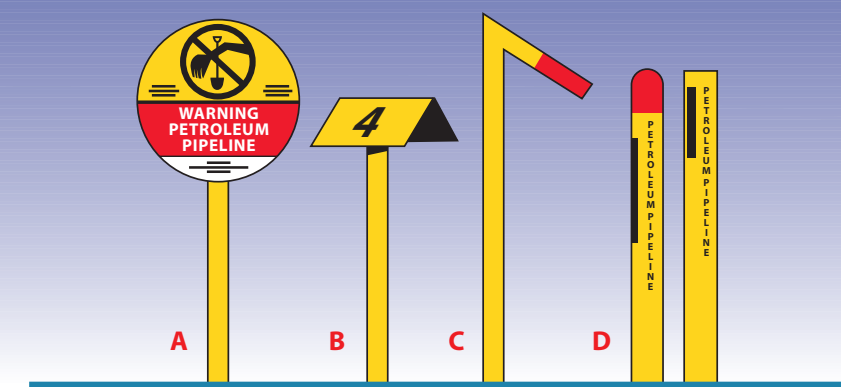
Pipeline rights-of-way must be kept free from structures and other obstructions to provide access to the pipeline for maintenance, as well as in the event of an emergency. If a pipeline crosses your property, please do not plant trees or large shrubs on the right-of-way. Do not dig, build, store, or place anything on or near the rights-of-way without first having the pipeline company's personnel mark the pipeline or stake the rights-of-way and explain the company's construction and easement requirements to you.

## We Need Your Help.

The Nation's infrastructures, including pipelines, are a matter of National Security. If you witness a suspicious activity on a pipeline right-of-way please report it to the pipeline operator. Their numbers are listed on this brochure. Threat advisories may be found at the Department of Homeland Security's website [www.dhs.gov/dhspublic](http://www.dhs.gov/dhspublic).

## IF YOU LIVE OR WORK NEAR A PIPELINE, HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED? LOOK FOR THESE SIGNS:

- A. Located near roads, railroads, and along the pipeline right-of-ways
- B. Marker for pipeline patrol plane
- C. Pipeline casing vent
- D. Painted metal, plastic or fiberglass posts



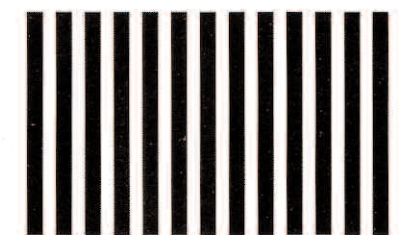
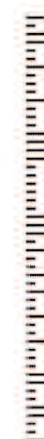
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