



COORDINATED RESPONSE EXERCISE[®]

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

2026

EMERGENCY CONTACT LIST

COMPANY	EMERGENCY NUMBER
Alliance Pipeline	1-800-884-8811
Alliant Energy - Interstate Power and Light (Public Emergency).....	1-800-255-4268
Alliant Energy - Interstate Power and Light (Emergency Responder)...	1-800-758-1576
Black Hills Energy.....	1-888-890-5554
Buckeye Partners, L.P.	1-866-514-8380
Cedar Fall Utilities	1-319-268-5340
Chevron New Energies.....	1-866-497-2284
Dakota Access Pipeline	1-800-753-5531
Enterprise Products Operating, LLC.....	1-888-883-6308
Flint Hills Resources.....	1-800-688-7594
Harlan Municipal Utilities	1-712-755-5182
Kinder Morgan / Natural Gas Pipeline Company of America.....	1-800-733-2490
Liberty.....	1-855-644-8134
MidAmerican Energy Company (Public Emergency)	1-800-595-5325
MidAmerican Energy Company (Emergency Responder).....	1-800-275-5743
Northern Natural Gas Company	1-888-367-6671
NuStar Pipeline Operating Partnership L.P.	1-800-759-0033
Pembina Cochin LLC.....	1-800-360-4706
Phillips 66 Pipeline LLC.....	1-877-267-2290
Traer Municipal Utilities	1-319-478-2525
Woodbine Municipal Utilities.....	1-712-600-9774

Note: The above numbers are for emergency situations.

Additional pipeline operators may exist in your area.

Visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov for companies not listed above.

ONE-CALL SYSTEM	PHONE NUMBER
Iowa One Call.....	1-800-292-8989
National One-Call Referral Number.....	1-888-258-0808
National One-Call Dialing Number.....	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*.

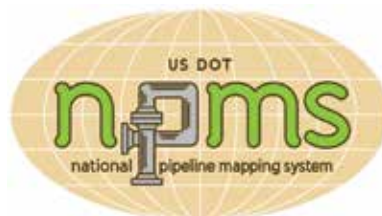
The Guidebook is available at:

<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:

Alliance Pipeline
Alliant Energy - Interstate Power and Light
Black Hills Energy
Buckeye Partners, L.P.
Cedar Falls Utilities
Chevron New Energies
Dakota Access Pipeline
Enterprise Products Operating, LLC
Flint Hills Resources
Harlan Municipal Utilities
Liberty
Kinder Morgan / Natural Gas Pipeline Company of America
MidAmerican Energy Company
Northern Natural Gas Company
NuStar Pipeline Operating Partnership L.P.
Pembina Cochin LLC
Phillips 66 Pipeline LLC
Traer Municipal Utilities
Woodbine Municipal Utilities



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
- H₂S 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
- 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 cavern between the pipe and soil

Propane, Butane and Other Similar Products

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

<u>Type 3 Products</u>	<u>Flash Point</u>	<u>Ignition Temperature</u>
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F

Line Pressure Hazards

- Transmission pipelines – steel (*high pressure: average 800-1200psi*)
- Local gas pipeline transmission – steel (*high pressure: average 200-1000psi*)
- Local gas mains and services – steel and/or plastic (*low to medium pressure*)
 - Mains: up to 300psi
 - Service lines: up to regulator
 - Average 30-45psi and below
 - Can be up to 60-100psi in some areas
- At regulator into dwelling: ounces of pressure

Leak Recognition and Response

- Sight, sound, smell – indicators vary depending on product
- Diesel engines – fluctuating RPMs
- Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- Any sign, gut feeling or hunch should be respected and taken seriously
- Take appropriate safety actions ASAP

High Consequence Area (HCA) Regulation

- Defined by pipeline regulations 192 and 195
- Requires specialized communication and planning between responders and pipeline/gas personnel
- May necessitate detailed information from local response agencies to identify HCAs in area

Emergency Response Basics

- Always follow pipeline/gas company recommendations – pipeline representatives may need escort to incident site
- Advance preparation
 - Get to know your pipeline operators/tour their facilities if possible
 - Participate in their field exercises/request on-site training where available
 - Develop response plans and practice
- Planning partners
 - Pipeline & local gas companies
 - Police – local/state/sheriff
 - Fire companies/HAZMAT/ambulance/hospitals/Red Cross
 - LEPC/EMA/public officials
 - Environmental management/Department of Natural Resources
 - Army Corps of Engineers/other military officials
 - Other utilities
- Risk considerations
 - Type/volume/pressure/location/geography of product
 - Environmental factors – wind, fog, temperature, humidity
 - Other utility emergencies
- Incident response
 - Always approach from upwind/park vehicle a safe distance away/if vehicle stalls – DO NOT attempt to restart
 - Gather information/establish incident command/identify command structure
 - Initiate communications with pipeline/gas company representative ASAP
 - Control/deny entry: vehicle, boat, train, aircraft, foot traffic, media – refer all media questions to pipeline/gas reps
- Extinguish fires only
 - To aid in rescue or evacuation
 - To protect exposures
 - When controllable amounts of vapor or liquid present
- Incident notification – pipeline control center or local gas company number on warning marker
 - In ***Pipeline Emergency Response Planning Information Manual***
 - Emergency contact list in ***Program Guide***
 - Call immediately/provide detailed incident information
- Pipeline security – assist by noting activity on pipeline/gas facilities
 - Report abnormal activities around facilities
 - Suspicious excavation/abandoned vehicles/non-company personnel/non-company vehicles
 - Freshly disturbed soil/perimeter abnormalities

One-Call

- One-Call centers are not responsible for marking lines
- Each state has different One-Call laws. Familiarize yourself with the state you are working in
- Not all states require facility owners to be members of a One-Call
- You may have to contact some facility owners on your own if they are not One-Call members
- In some states, homeowners must call before they dig just like professional excavators

POTENTIAL HAZARDS

FIRE OR EXPLOSION

- **HIGHLY FLAMMABLE: Will be easily ignited by heat, sparks or flames.**
- Vapors may form explosive mixtures with air.
- Vapors may travel to source of ignition and flash back.
- Most vapors are heavier than air. They will spread along ground and collect in low or confined areas (sewers, basements, tanks).
- Vapor explosion hazard indoors, outdoors or in sewers.
- Those substances designated with a "P" may polymerize explosively when heated or involved in a fire.
- Runoff to sewer may create fire or explosion hazard.
- Containers may explode when heated.
- Many liquids are lighter than water.
- Substance may be transported hot.
- **If molten aluminum is involved, refer to GUIDE 169.**

HEALTH

- Inhalation or contact with material may irritate or burn skin and eyes.
- Fire may produce irritating, corrosive and/or toxic gases.
- Vapors may cause dizziness or suffocation.
- Runoff from fire control or dilution water may cause pollution.

PUBLIC SAFETY

- **CALL Emergency Response Telephone Number on Shipping Paper first. If Shipping Paper not available appropriate telephone numbers can be found in the Emergency Response Guidebook.**
- As an immediate precautionary measure, isolate spill or leak area for at least 50 meters (150 feet) in all directions.
- Keep unauthorized personnel away.
- Stay upwind.
- Keep out of low areas.
- Ventilate closed spaces before entering.

PROTECTIVE CLOTHING

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.

EVACUATION

Large Spill

- Consider initial downwind evacuation for at least 300 meters (1000 feet).

Fire

- If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.

EMERGENCY RESPONSE

FIRE

CAUTION: All these products have a very low flash point: Use of water spray when fighting fire may be inefficient.

CAUTION: For mixtures containing alcohol or polar solvent, alcohol-resistant foam may be more effective.

Small Fire

- Dry chemical, CO₂, water spray or regular foam.

Large Fire

- Water spray, fog or regular foam.

- Use water spray or fog; do not use straight streams.
- Move containers from fire area if you can do it without risk.

Fire involving Tanks or Car/Trailer Loads

- Fight fire from maximum distance or use unmanned hose holders or monitor nozzles.
- Cool containers with flooding quantities of water until well after fire is out.
- Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
- ALWAYS stay away from tanks engulfed in fire.
- For massive fire, use unmanned hose holders or monitor nozzles; if this is impossible, withdraw from area and let fire burn.

SPILL OR LEAK

- ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area).
- All equipment used when handling the product must be grounded.
- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- Prevent entry into waterways, sewers, basements or confined areas.
- A vapor suppressing foam may be used to reduce vapors.
- Absorb or cover with dry earth, sand or other non-combustible material and transfer to containers.
- Use clean non-sparking tools to collect absorbed material.

FIRST AID

- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.
- Wash skin with soap and water.
- In case of burns, immediately cool affected skin for as long as possible with cold water. Do not remove clothing if adhering to skin.
- Keep victim warm and quiet.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

PRODUCT: Crude Oil
DOT GUIDEBOOK ID #: 1267
GUIDE #: 128

PRODUCT: Diesel Fuel
DOT GUIDEBOOK ID #: 1202
GUIDE #: 128

PRODUCT: Jet Fuel
DOT GUIDEBOOK ID #: 1863
GUIDE #: 128

PRODUCT: Gasoline
DOT GUIDEBOOK ID #: 1203
GUIDE #: 128

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

POTENTIAL HAZARDS

FIRE OR EXPLOSION

• EXTREMELY FLAMMABLE..

- Will be easily ignited by heat, sparks or flames.
- Will form explosive mixtures with air.
- Vapors from liquefied gas are initially heavier than air and spread along ground.

CAUTION: Hydrogen (UN1049), Deuterium (UN1957), Hydrogen, refrigerated liquid (UN1966) and Methane (UN1971) are lighter than air and will rise. Hydrogen and Deuterium fires are difficult to detect since they burn with an invisible flame. Use an alternate method of detection (thermal camera, broom handle, etc.)

- Vapors may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief devices.
- Containers may explode when heated.
- Ruptured cylinders may rocket.

HEALTH

- Vapors may cause dizziness or asphyxiation without warning.
- Some may be irritating if inhaled at high concentrations.
- Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite.
- Fire may produce irritating and/or toxic gases.

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 CO2.

Large Fire

- Water spray or fog.
- Move containers from fire area if you can do it without risk.

Fire involving Tanks

- Fight fire from maximum distance or use unmanned hose holders or monitor nozzles.
- Cool containers with flooding quantities of water until well after fire is out.
- Do not direct water at source of leak or safety devices; icing may occur.
- Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
- ALWAYS stay away from tanks engulfed in fire.
- For massive fire, use unmanned hose holders or monitor nozzles; if this is impossible, withdraw from area and let fire

- Prevent spreading of vapors through sewers, ventilation systems and confined areas.

- Isolate area until gas has dispersed.

CAUTION: When in contact with refrigerated/cryogenic liquids, many materials become brittle and are likely to break without warning.

FIRST AID

- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- Clothing frozen to the skin should be thawed before being removed.
- In case of contact with liquefied gas, thaw frosted parts with lukewarm water.
- In case of burns, immediately cool affected skin for as long as possible with cold water. Do not remove clothing if adhering to skin.
- Keep victim warm and quiet.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

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

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

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

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

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

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

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.

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- 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

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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.

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- Water spray or fog.
- Move containers from fire area if you can do it without risk.

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- ALWAYS stay away from tanks engulfed in fire.
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- 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*

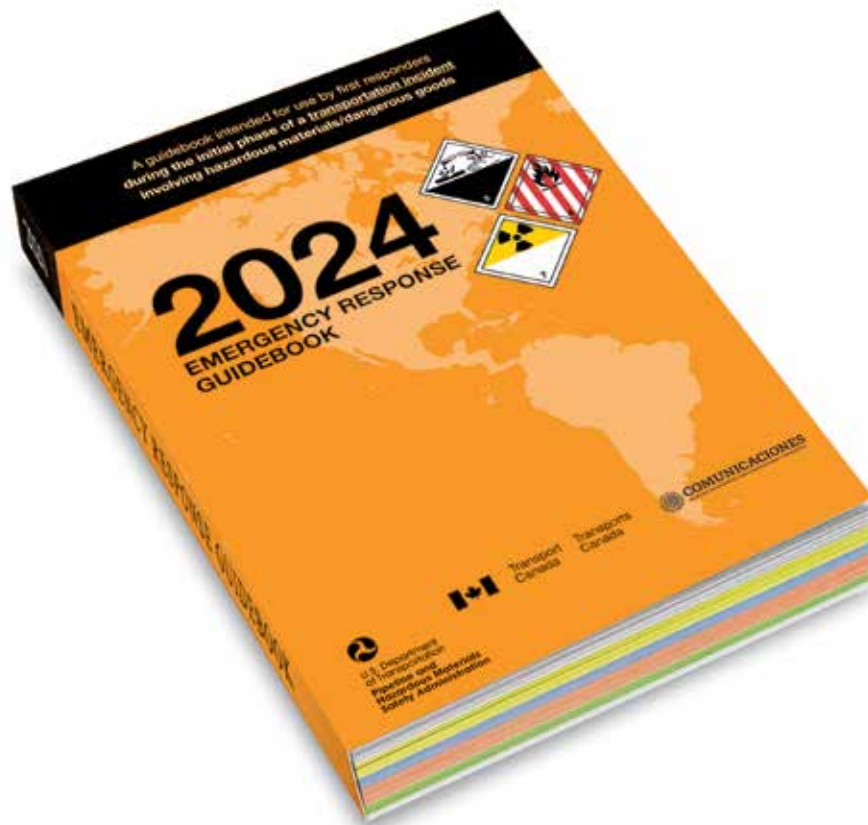
CHEMICAL FAMILY:

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.



US South Alliance Area Office
1208 East Summit Street
Maquoketa, IA 52060
Phone: 563-652-0532
Fax: 563-652-0494

Pembina U.S.
1300 Post Oak Blvd
Suite 1050
Houston, TX 77056
Toll Free: 1-888-428-3222
Website: www.pembina.com

INCIDENT ACTION PLAN (Emergency Response Plan)

- Protect people first, property second
- Isolate area and deny entry
- Determine if atmosphere is safe
- Establish hazard control zones
- Evacuate if necessary
- Notify Pembina
- Control Ignition Sources
- If ignited, allow to self-extinguish
- Contain and control secondary fires.

Alliance practices the National Incident Management System (NIMS) and will integrate into the Incident Command System (ICS) in an emergency. In the unlikely event that a leak should occur, Alliance will dispatch our pipeline maintenance crews (located at strategic points along the pipeline) to the site. Once we have ensured the safety of our neighbors, employees, and contractors and the immediate dangers have been controlled, the pipeline is repaired and any damage to the surrounding area is restored.

Pipeline Unique Characteristics

- Un-odorized
- 1,935 psig - Operating Pressure
- 36" Pipe
- .622" Pipe thickness, thicker under roadways and rivers
- Compressor Stations located every 120 miles
- Automated Block Valves located every 20 miles
- High Energy Natural Gas
 - Methane
 - Propane
 - Butane
 - Ethane
 - Pentane



PIPELINE MONITORING

The Alliance pipeline is monitored on a 24-hour basis from the computer assisted control system.

PIPELINE MARKERS

To ensure everyone knows the location of Alliance's pipelines, we place pipeline markers in high traffic areas such as road and rail way crossings. We place them near but not necessarily on top of the pipeline. It is important to remember that markers may not tell you the exact location, route, depth or number of pipelines.



EMERGENCY CONTACT: 1-800-884-8811

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
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IOWA COUNTIES OF OPERATION:

Bremer	Fayette
Buchanan	Howard
Chickasaw	Jones
Clinton	Mitchell
Delaware	Scott

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



Know what's below.
Call before you dig.

ALWAYS CALL BEFORE YOU DIG

Before starting any work near a pipeline, a locate request to your local One-Call Centre is required. The One-Call Center will notify owners of the buried infrastructure in the area who will send out a company representative to locate and mark the facilities using paint, flags or other marks. It is important you don't start work until the pipelines are marked.

NATIONAL PIPELINE MAPPING SYSTEM

The federal government provides maps that show the approximate location of transmission pipelines in your community through the National Pipeline Mapping System at www.npms.phmsa.dot.gov. Safety officials can access additional information and download electronic files to import into emergency preparedness GIS mapping systems. As with pipeline markers, the map will show the approximate location of the pipeline only. A one call is required.


Iowa Office:

Attn: Gas Compliance

200 1st St SE

Cedar Rapids IA 52401

Phone: 800-ALLIANT or 800-255-4268

Emergency Contact: 800-758-1576

Website: alliantenergy.com/gas

Incident Action Plan

(Emergency Response Plan)

- Protect people first, property second
- Isolate area and deny entry
- Determine if atmosphere is safe
- Establish hazard control zones
- Evacuate if necessary
- Notify Alliant Energy
- Eliminate ignition sources
- If ignited, allow to self-extinguish
- Contain or control secondary fires

Pipelines Unique Characteristics
Natural gas transmission pipelines:

- 710 miles of pipeline with 0 miles identified as being within a designated high consequence area
 - 220 miles of plastic pipe
 - 490 miles of steel pipe
- 19 miles of unodorized gas
- 691 miles of odorized gas
- Pipe Size: 2" to 20"
- Pipe Pressure: 100 – 900 psig

Natural gas distribution pipelines:

- 4,440 miles of pipeline
- Pipe Size: 2" to 8"
- Pipe Pressure: 15 – 150 psig

Natural gas services:

- 217,373 gas services
- Pipe Size: ½" to 8"
- Pipe Pressure: 15 - 150 psig

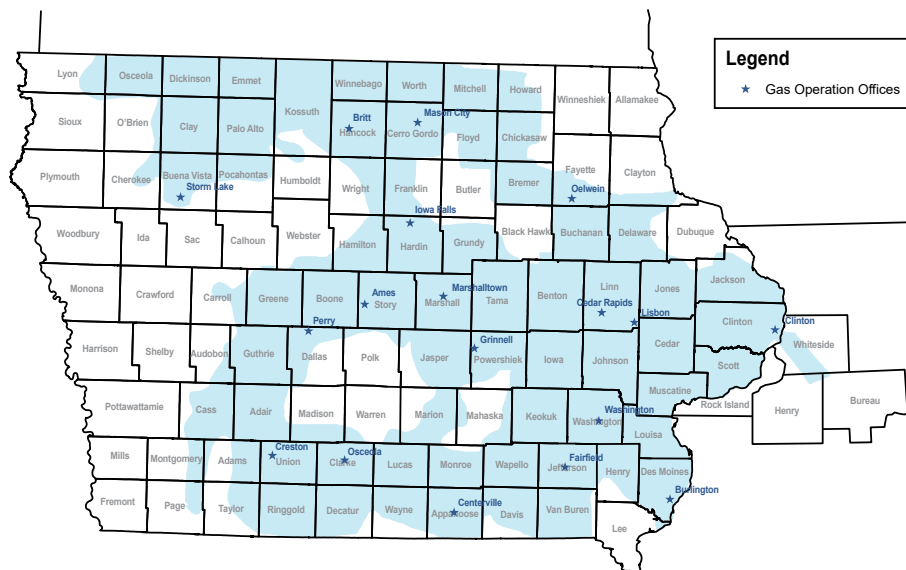
Iowa Contacts:

Alliant Energy has 18 gas operation managers strategically located throughout Iowa.

Lisa Hinzman Howard
Pipeline Public Awareness Specialist
200 1st St SE
Cedar Rapids IA 52401
Phone: 319-786-7101
Email: lisahoward@alliantenergy.com



Alliant Energy Pipeline Markers – Found at road crossings, fence lines and street intersections. Markers do not indicate center of pipeline.


PUBLIC EMERGENCY:

1-800-255-4268

EMERGENCY RESPONDER:

1-800-758-1576

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas 1971 115
Electricity

IOWA
COUNTIES OF OPERATION:

Adair	Keokuk
Appanoose	Kossuth
Benton	Lee
Boone	Linn
Buchanan	Louisa
Buena Vista	Lucas
Carroll	Lyon
Cass	Madison
Cedar	Mahaska
Cerro Gordo	Marion
Cherokee	Marshall
Clarke	Mitchell
Clay	Monroe
Clinton	Montgomery
Davis	Muscatine
Decatur	Osceola
Delaware	Page
Des Moines	Pocahontas
Emmet	Polk
Fayette	Poweshiek
Floyd	Ringgold
Franklin	Scott
Greene	Story
Grundy	Tama
Guthrie	Union
Hamilton	Van Buren
Hancock	Wapello
Hardin	Warren
Henry	Washington
Iowa	Wayne
Jackson	Webster
Jasper	Winnebago
Jefferson	Worth
Johnson	Wright
Jones	

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



1205 SW 37th Street
Grimes, IA 50111
www.blackhillsenergy.com
www.blackhillscorp.com
custserv@blackhillscorp.com

ABOUT BLACK HILLS ENERGY

Black Hills Corp. (NYSE: BKH) is a customer focused, growth-oriented utility company with a tradition of improving life with energy and a vision to be the energy partner of choice. Based in Rapid City, South Dakota, the company serves 1.3 million natural gas and electric utility customers in eight states: Arkansas, Colorado, Iowa, Kansas, Montana, Nebraska, South Dakota and Wyoming. More information is available at www.blackhillscorp.com and www.blackhillsenergy.com.

COMMITMENT TO SAFETY, HEALTH & ENVIRONMENT

Safety Policy

Black Hills Energy (BHE) is committed to providing customers with safe, reliable natural gas service by providing an environment that is free from recognized hazards for employees and customers.

Black Hills Energy employees perform daily proactive tasks to ensure the integrity of its pipeline system. Integrity Management Plans are implemented to further protect zones defined by pipeline regulators as High Consequence Areas. These areas are located near high-pressure natural gas pipelines and can include – but aren't limited to – playgrounds, hospitals, schools, daycares, and retirement and correctional facilities.



Emergency Response

Black Hills Energy has detailed emergency procedures for responding to a natural gas emergency with a priority to protect life first, then property and the environment. Our procedures and abilities to respond to an emergency are exchanged with local emergency officials so that we can engage in mutual assistance to minimize hazards to life or property. To view a list of gas operators and maps of the transmission pipelines in a community, go to the National Pipeline Mapping System website, www.npms.phmsa.dot.gov. BHE's Emergency contact number is 1-800-890-5554.

Black Hills Energy seeks opportunities to educate the public about natural gas. The company also partners with volunteer fire departments to provide hands-on training exercises for firefighters to practice techniques to effectively extinguish natural gas fueled fires under controlled circumstances.

Public Awareness Program

Black Hills Energy's Public Awareness Program was developed under the guidance of API RP1162 and is intended to educate stakeholder audiences along the geographic areas in which the company has distribution or transmission facilities. This includes customers, affected public along both the distribution and transmission pipelines, local and state emergency response and planning agencies, local public officials and governing councils, and excavators. Educating stakeholders can help prevent pipeline emergencies and can also help recognize, report and respond to a suspected pipeline emergency in a timely manner.

24-HOUR EMERGENCY/ CUSTOMER SERVICE: 1-888-890-5554

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

IOWA COUNTIES OF OPERATION:

Adair	Grundy
Allamakee	Guthrie
Black Hawk	Hamilton
Boone	Hancock
Bremer	Hardin
Buchanan	Howard
Buena Vista	Jackson
Butler	Jasper
Calhoun	Jones
Carroll	Linn
Cass	Marshall
Chickasaw	Mills
Clay	Mitchell
Clayton	Monona
Crawford	O'Brien
Dallas	Pocahontas
Delaware	Polk
Dickinson	Pottawattamie
Dubuque	Sac
Emmet	Story
Fayette	Webster
Floyd	Winnebago
Franklin	Winneshiek
Fremont	Worth
Greene	

*TECH SERVICES ONLY:

Cedar (Tipton)	Kossuth
Cerro Gordo (Mason City)	Osceola
Cherokee	Union
Ida	Wright (Goldfield)

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

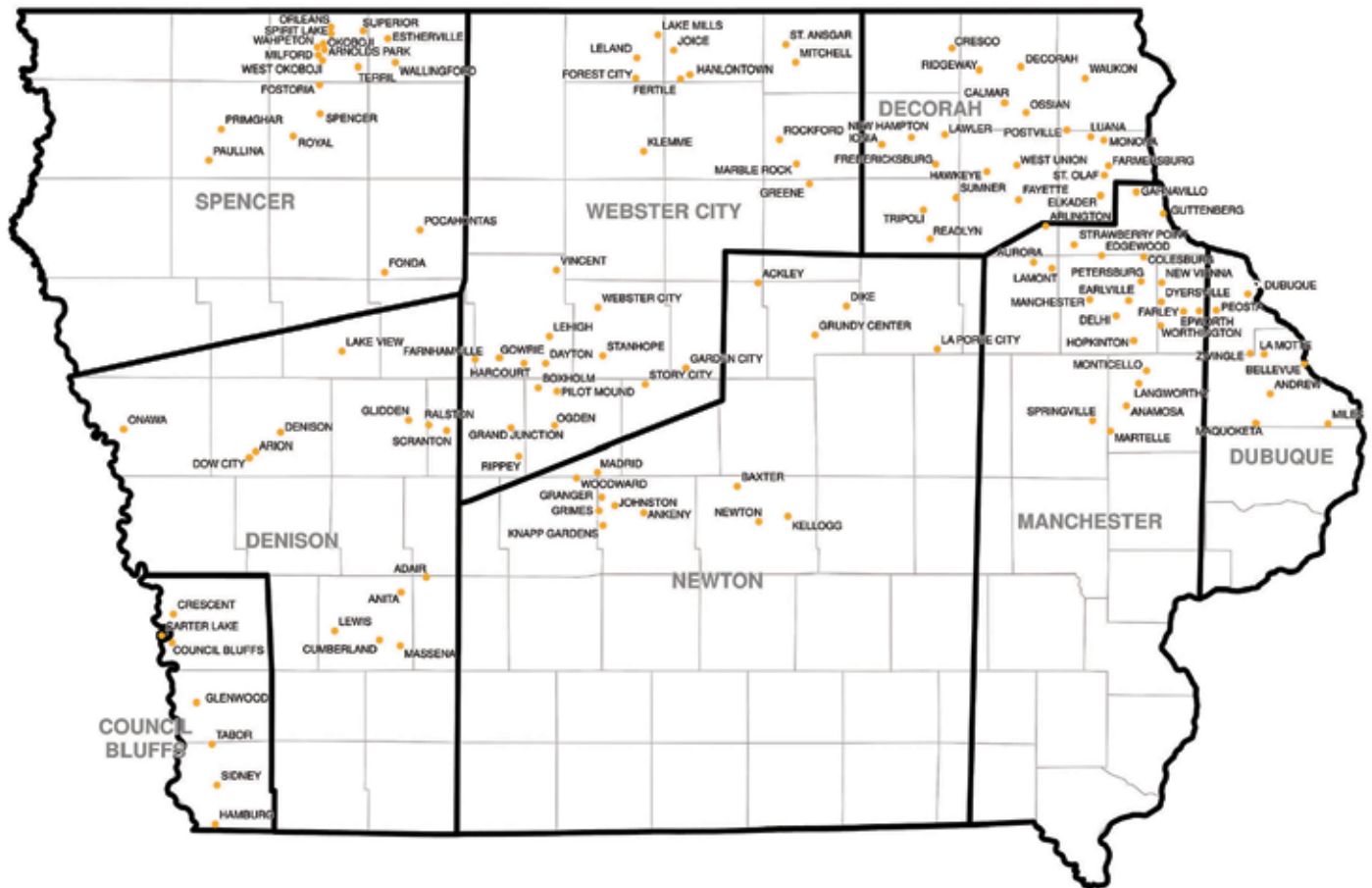
** We do not have BHE owned facilities but do provide maintenance and oversight of facilities owned by other entities*



Know what's below.
Call before you dig.

Additional information is available online.

- Black Hills Energy's home page: www.blackhillsenergy.com
- List of natural gas service operators and maps of transmission pipeline systems: www.npms.phmsa.dot.gov
- Excavation practices near underground facilities: www.commongroundalliance.com





Scan to visit our Public Awareness website!



BUCKEYE PARTNERS

6161 Hamilton Blvd. | Allentown PA | 18106

Public Awareness Email Address: PublicAwareness@buckeye.com
Public Awareness Non-Emergency Phone Number: (866) 432-4960
Public Awareness Website: buckeye.com/public-awareness

ABOUT BUCKEYE PARTNERS, L.P.

Buckeye Partners, L.P. (Buckeye) provides mid-stream energy logistics services. Buckeye owns and operates one of the nation's largest independent petroleum products common carrier pipeline networks providing refiners, wholesalers, marketers, airlines, railroads, and other commercial end-users with dependable, all-weather transportation of liquid petroleum products through over 5,000 miles of pipelines. Buckeye transports liquid petroleum products by pipeline principally in the Northeastern and upper Midwestern states. Buckeye also operates and maintains pipelines it does not own, primarily in the Gulf Coast region, under contracts with major oil and petrochemical companies. The combination of experienced and responsive professional staff, technical expertise, and modern transportation facilities has earned Buckeye a reputation for providing high-quality, safe, reliable, and efficient pipeline transportation services.

In addition to pipeline transportation services, Buckeye provides terminalling, storage, and liquid petroleum product distribution services. Buckeye owns more than 130 liquid petroleum products terminals with an aggregate storage capacity of approximately 125 million barrels, and markets liquid petroleum products in certain regions served by its pipeline and terminal operations. Buckeye's flagship marine terminal in the Bahamas, Buckeye Bahamas Hub, is one of the largest crude oil and petroleum products storage facilities in the world, serving the international markets as a premier global logistics hub.

To learn more about Buckeye, log on to www.buckeye.com. To view the approximate location of pipelines in your area, visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov. For general information about pipelines, visit www.pipeline101.com.

COMMITMENT TO HEALTH, SAFETY, AND THE ENVIRONMENT

Buckeye is committed to preventing hazards to the public, to the environment, and to Buckeye's facilities. Buckeye utilizes various programs to ensure the safety of its pipelines. Our control centers operate 24 hours a day, 7 days a week monitoring our pipeline leak detection system. Our Integrity Management Program consists of corrosion control, risk engineering, geographic information systems, and pipeline inspection. We also perform pipeline patrols and various other inspections. Our Public Awareness Program is designed to establish communications and provide information necessary to help the public understand that pipelines are the major transportation system for petroleum products and natural gas in the United States, how pipelines function, and the public's responsibilities to help prevent damage to pipelines. Accordingly, heightened awareness and a better understanding by the public of Buckeye's pipeline operations will supplement and enhance our current maintenance, operations, and safety policies and procedures. For more information about these programs, please visit Buckeye's website listed above or call **Buckeye's non-emergency Public Education number at 866-432-4960**.

EMERGENCY RESPONSE

Since pipelines are the safest and most efficient method of transporting petroleum products, pipeline incidents are rare. Buckeye appreciates the hard work and effort of the many emergency responders that may be involved in helping us return the community to normal in the event of an incident. In an emergency, Buckeye may utilize the Incident Command System during a response to a pipeline incident. The following are examples of critical tasks would need to be considered during a pipeline release:

EMERGENCY CONTACT:

1-866-514-8380

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Diesel Fuel	1202/1993	128
Gasoline	1203	128

IOWA COUNTIES OF OPERATION:

Adams	Linn
Appanoose	Madison
Dallas	Mills
Davis	Page
Dubuque	Polk
Fremont	Pottawattamie
Iowa	Taylor
Johnson	Union
Jones	Wapello
Keokuk	Washington

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

- Public Safety / Evacuation
- Responder Safety
- Traffic Control
- Vapor Suppression
- Site Security
- Firefighting
- Product Containment

Federal regulations require specific qualifications to operate pipeline equipment; therefore, Buckeye employees will perform these duties. DO NOT attempt to operate any pipeline equipment, such as valves, because doing so could make the situation worse.

Additional information on how to respond to incidents involving pipelines is available by contacting Buckeye or by obtaining training materials from the National Association of State Fire Marshals' sponsored Pipeline Emergencies Program. This training can be found at <https://nasfm-training.org/pipeline/>.

BUCKEYE'S RESPONSE IN AN EMERGENCY

Buckeye is engaged in constant activity to maintain safe pipeline operations. In the event of a pipeline release, Buckeye will take the following steps to ensure public safety and protect the environment:

- Shut down the pipeline
- Close valves to isolate the problem
- Identify hazardous areas
- Dispatch personnel to the scene
- Excavate & repair the damaged line
- Work with emergency responders and the public in the affected area.

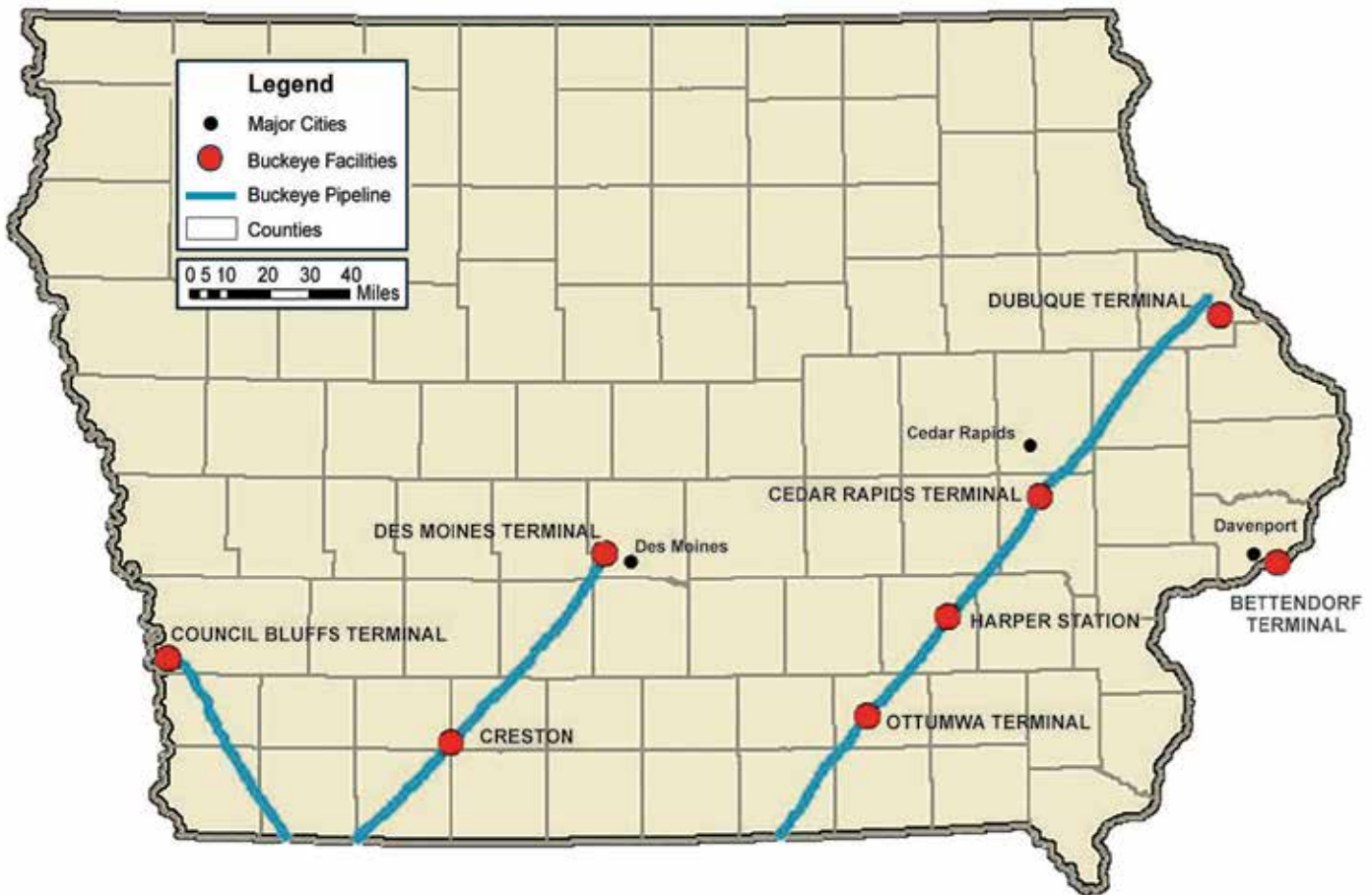
ACTIVITY ON THE RIGHT OF WAY

Always be sure to contact 811 before any digging activities occur. Accidental damage caused by excavation, construction, farming activities, and homeowner projects is one of the greatest threats to pipeline safety.



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

For more information on safe digging, see www.call811.com. If you hit a pipeline, you must report it to the pipeline operator. Even if damage looks minor or nonexistent, it is critical that the operator inspects the pipeline. A minor scratch, scrape, gouge, or dent to the pipeline or coating has the potential to cause a safety issue in the future. Also, if you see suspicious activity on or near the pipeline right of way, immediately notify your local law enforcement agency. Lastly, if you see power lines down on or near Buckeye's pipeline right of way, immediately call Buckeye's emergency number listed on this page. Electricity discharging to the ground can damage buried pipelines.





Jerald Lukensmeyer
 1 Utility Parkway
 PO Box 769
 Cedar Falls, IA 50613
 Phone: 319-268-5330
 Fax: 319-266-8158

The City of Cedar Falls (pop 41,390) is located in Black Hawk County in northeast Iowa. The Gas Utility is governed by a five member Board of Trustees, General Manager, Director of Utility Operations and Operations Manager. CFU serves natural gas to over 14,000 customers with a throughput of about 2.0 BCF.



The Municipal Gas Utility was formed in 1928. The Utility distributed manufactured gas until 1954, when natural gas became available from a new pipeline south of Cedar Falls. The existing distribution system was converted to deliver the natural gas. The original cast iron and bare steel gas mains and services and some wrapped steel mains and services were replaced with polyethylene pipe from 1984-1997 resulting in highly reliable service. CFU has over 234 miles of gas main including 32 miles of cathodically protected wrapped steel and 202 miles of high density polyethylene.

BP and CPEP supply natural gas, which is transported to Cedar Falls by Northern Natural Gas. NNG border stations are located on the west side of town. Gas is metered and odorized at the border stations.

The CFU office is located at 1 Utility Parkway in Cedar Falls. The office hours are 7:30 am - 4:30 pm Monday-Friday. For customer safety, CFU operates a 24 hours, 7 days a week on call service.

EMERGENCY CONTACT:
911 / 1-319-268-5340

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

IOWA
COUNTIES OF OPERATION:

Black Hawk

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



CHEVRON NEW ENERGIES EMERGENCY RESPONSE CAPABILITIES

COMMITMENT

Chevron New Energies (CNE) is committed to the protection of the public and the environment through the safe operation and maintenance of its pipeline systems. CNE'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.

CNE has committed the necessary resources to fully prepare and implement its emergency response plans and has obtained through contract the necessary private personnel and equipment to respond, to the maximum extent practicable, to a "worst case" discharge or substantial threat of such a discharge.

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.



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!



COMMUNICATIONS

CNE utilizes its 24-hour Pipeline Control Center (1-866-497-2284) 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, 6GigHz analog 120 channel microwave radios (in Company vehicles), portable Motorola radios, and/or land-line telephone systems from Company facilities and offices.

INCIDENT COMMAND SYSTEM

CNE 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.

LEAK RESPONSE EQUIPMENT

CNE maintains emergency supplies and equipment at strategically located facilities. This includes spill booms (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 CONTACT:

1-866-497-2284

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
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IOWA

COUNTIES OF OPERATION:

O'Brien	Shelby
Osceola	Sioux

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

EMERGENCY RESPONDERS

We are committed to the safety of our emergency responders and the communities you serve. We want to provide you with information to keep you and your community safe by making our Emergency Response Plans available to you and your agency through our **Emergency Response Portal (ERP™)**.

In this portal you will find mapping of our assets, a copy of our Emergency Response Plans, and other safety information including emergency contact information.

Use the QR Code to register for access to our Emergency Response Plans.



CONTACTS

For additional information or to arrange an onsite visit, please contact:

Colby Sweeney

Colby.Sweeney@chevron.com
Phone: (970) 966-3227

24 Hour Emergency Control Center

Chevron New Energies
Phone: (866) 497-2284



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

Dakota Access Pipeline (DAPL) is an approximately 1,200-mile crude oil pipeline that extends from the Bakken/Three Forks production area in North Dakota to a storage and terminalling hub near Patoka, Illinois. Dakota Access, a joint venture, is operated by Sunoco Pipeline.

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

Boone, Buena Vista, Calhoun, Cherokee, Jasper, Jefferson, Keokuk, Lee, Lyon, Mahaska, O'Brien, Polk, Sac, Sioux, Story, Van Buren, Wapello and Webster counties:

Matthew Ryan
Operations Manager
713-375-1672 (w), 701-421-6971 (m)
matthew.ryan@energytransfer.com

EMERGENCY CONTACT: 1-800-753-5531

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

IOWA COUNTIES OF OPERATION:

Boone	Mahaska
Buena Vista	O'Brien
Calhoun	Polk
Cherokee	Sac
Jasper	Sioux
Jefferson	Story
Keokuk	Van Buren
Lee	Wapello
Lyon	Webster

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



WARNING CRUDE OIL PIPELINE

DAPL-ETCO Operations Management, LLC

IN CASE OF EMERGENCY CALL

1-800-753-5531

REMOVAL, DAMAGE OR CONCEALMENT OF THIS MARKER WITHOUT PRIOR WRITTEN AUTHORIZATION IS PUNISHABLE BY FINE AND/OR IMPRISONMENT UNDER 49 USC § 8123(c)



1100 Louisiana

Houston, TX 77002

Public Awareness: 1-888-806-8152

Email: publicawareness@eprod.comWebsite: www.enterpriseproducts.com

COMPANY PROFILE

The company's Mid-America Pipeline system operates approximately 750 miles of pipelines throughout the state of Iowa ranging in diameter from 6" to 10" inches. The products transported through this system include Iso-Butane, Naptha, Normal Butane, Natural Gasoline, Ethane-Propane and Propane. For additional information on Enterprise, visit www.enterpriseproducts.com.

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. 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.

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 us at 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 firefighting, 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, 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.
- 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.

EMERGENCY CONTACT:

1-888-883-6308

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Iso-Butane	1075	115
Naptha	1334	133
Normal Butane	1075	115
Natural Gasoline	1203	128
Ethane-Propane	1961	115
Propane	1075	115

IOWA

COUNTIES OF OPERATION:

Boone	Johnson
Carroll	Jones
Cedar	Lee
Cherokee	Monona
Clinton	O'Brien
Crawford	Osceola
Dickinson	Plymouth
Dubuque	Scott
Greene	Van Buren
Jackson	Washington
Jefferson	Woodbury

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

SPILL RESPONSE EQUIPMENT CAPABILITIES

We maintain emergency response equipment at some of our facilities. We also have agreements with Hazmat Response (Certified Oil Spill Response Organization) 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.

CONTACT

Michael Housenga
5354 American Legion Road SE
Iowa City, IA 52240 Phone: 319-341-4615
E-mail: mrhousenga@eprod.com





4111 E 37th St N
Wichita, KS 67220
Telephone: 855-831-6353
Email: pipelinesafety@fhr.com
Website: www.fhr.com

Flint Hills Resources owns and/or operates over 4,000 miles of pipeline systems that transport crude oil, refined petroleum products, chemicals and natural gas liquids, efficiently, reliably, and safely. In Iowa, Flint Hills Resources operates the Wood River Pipeline system which stores and transports crude oil and refined petroleum products.

FLINT HILLS RESOURCES INTEGRITY MANAGEMENT PROGRAM

Flint Hills Resources is committed to maintaining the highest standards in safety. Flint Hills Resources has an Integrity Management Program that is designed to protect the mechanical integrity, safety, and reliability of its pipelines. Flint Hills Resources adheres to federal and state regulations and also partners with local emergency responders to verify that this integrity management plan is appropriate for each section of its pipelines.

EMERGENCY CONTACT: 1-800-688-7594

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Butane	1011/1075	115
Crude Oil	1267	128
Diesel	1202	128
Gasoline	1203	128

IOWA COUNTIES OF OPERATION:

Clarke	Hamilton	Warren
Cerro Gordo	Hardin	Worth
Decatur	Polk	
Franklin	Story	

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



CALL

Contact the Iowa one call center by calling 811 at least 48 hours, but not to exceed 14 calendar days before you want to dig. The one call center will notify Flint Hills Resources and other utilities of your intent to dig.



WAIT

Wait for facility owners to mark their underground facilities using paint, flags and/or stakes.

Confirm that all facilities have been marked. If you know or believe that facilities have not been properly marked, you must make another call to the one call center before beginning any excavation work.



EXCAVATE

When digging within 25 feet of a Flint Hills Resources pipeline, a representative from the company must be present during the excavation.

Expose the underground facility by carefully hand-digging or using other non-mechanized equipment until the location and route is confirmed.

Continue to use caution even after the facility is exposed. Obey safe excavating practices and your state laws.



RECOGNIZE



REACT



REPORT

RECOGNIZE

Your sense of sight, sound and smell may help you recognize the signs of a pipeline leak.

Sight – Seeing a pool of liquid, a white cloud or fog, discolored vegetation, flames or vapors, oily sheen or water bubbling near a pipeline without obvious reason.

Sound – Hearing a hissing, roaring or bubbling sound from the ground or water near a pipeline.

Smell – Smelling a strange or unusual smell, such as a strong petroleum odor or “rotten eggs” near a pipeline.

REACT

- DO** stop work immediately.
- DO** turn off and leave equipment and vehicles.
- DO** immediately leave the area, on foot, in an upwind or crosswind direction, away from any vapors or fumes.
- DO** warn others to stay away.

DO NOT do anything that might ignite the leaking product, including making a phone call, starting an engine or driving a vehicle, lighting a match, or even switching on or off a light.

- DO NOT** operate any pipeline valves.
- DO NOT** touch or inhale the product.

REPORT

- Call 911 or the local fire or police department.
- When it is safe to do so, call the Flint Hills Resources 24-hour emergency number 1-800-688-7594

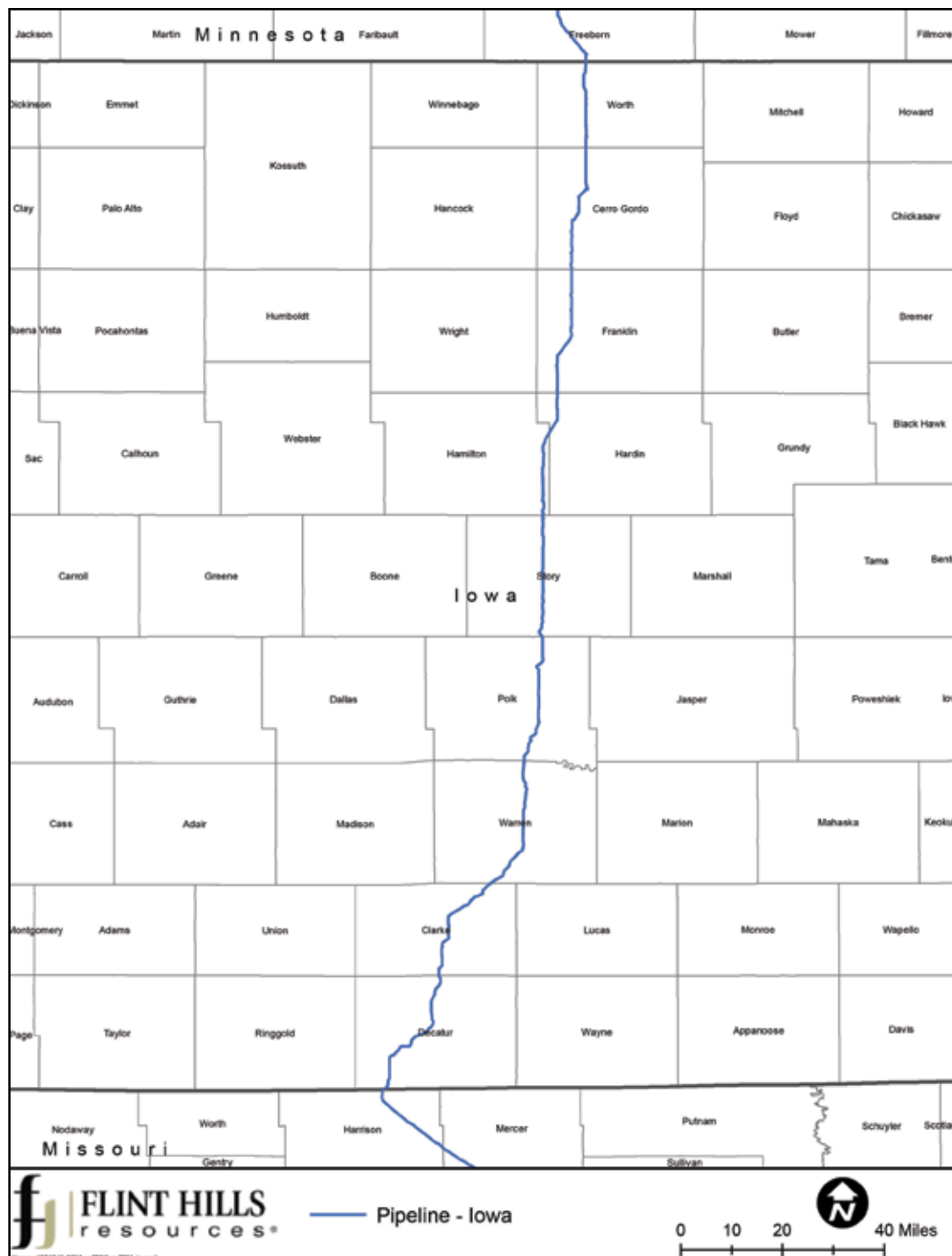


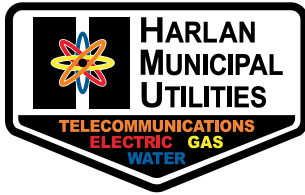
**Know what's below.
Call before you dig.**

CALL BEFORE YOU DIG

Before you dig, drill, blast, or move any ground near a pipeline, call 811. This free call notifies your local One Call Center to have representatives of underground utilities come out and mark their facilities at no charge to you. Required by law, calling 811 can save your life and decrease the cost and damage to our underground pipeline transportation system.

One Call Center	Phone Number	Website
811 National	811	www.call811.com
Iowa One Call	1-800-292-8989	www.iowaonecall.com





Colburn Warner
 2412 Southwest Ave.
 PO Box 71
 Harlan, Iowa 51537
 Phone: 712-733-0026
 Fax: 712-755-2320
 cwarner@hmunet.com

ABOUT HARLAN MUNICIPAL UTILITIES

The City of Harlan (pop. 4,820) is located in Shelby County in west central Iowa. Harlan is about 90 miles west of Des Moines, 40 miles east of Omaha and 11 miles north of I-80. The Gas Utility is governed by a five member Harlan Municipal Utility (HMU) Board of Trustees with a CEO and department supervisor overseeing daily operations. HMU serves approximately 2,400 customers with natural gas with an annual usage of about 500,000 MCF per year.

The original Gas Utility was added by public vote to Electric and Water service and built in 1954. Harlan now has 41 miles of gas main lines. Approximately 31 miles of system is coated steel, referred to as cathodically protected, and the rest is a specially designed plastic.

HMU contracts with Northern Natural Gas for pipeline delivery of the gas to our Town Border Station, which is about a mile east of the HMU offices on Highway 44. It is here that we meter how much gas we use for the town and add odorant for safety. Natural gas is purchased for resale through Clayton Energy.

For our customers' safety HMU also has personnel available 24 hours a day to check for natural gas leaks and carbon monoxide concentrations.

HMU Gas and Meter department employees are also responsible for monthly meter reading and maintaining electric, gas and water meters.

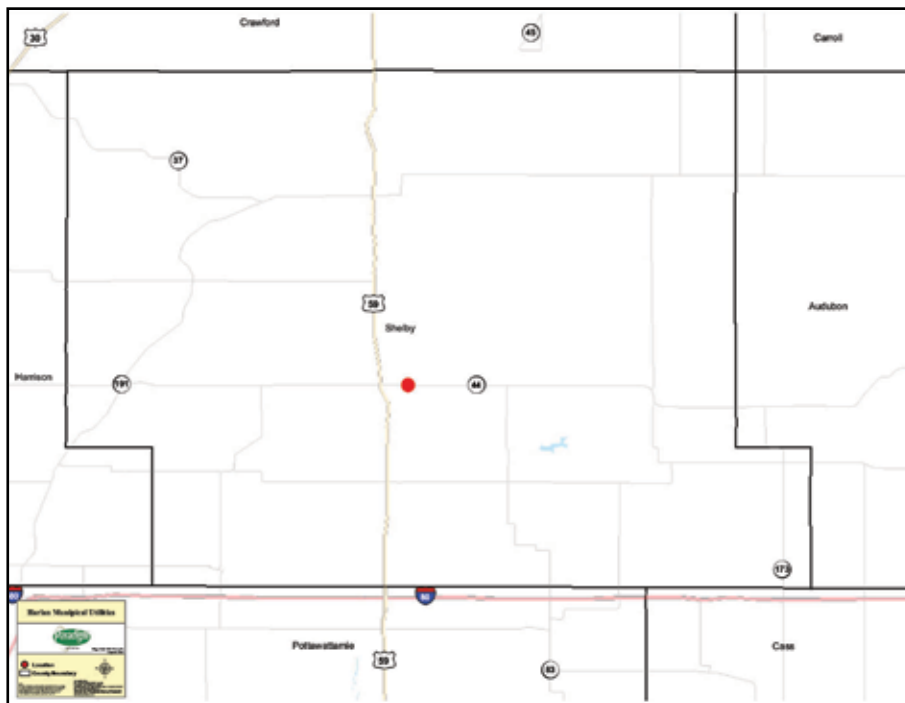
EMERGENCY CONTACT: 1-712-755-5182

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

IOWA COUNTIES OF OPERATION:

Shelby

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



1001 Louisiana St., Suite 1000
Houston, TX 77002
Phone: 713-369-9000
www.kindermorgan.com



COMPANY PROFILE

Natural Gas Pipeline Company of America (NGPL) is the largest transporter of natural gas into the high-demand Chicago market. The large interstate system has approximately 9,100 miles of pipeline, 288 Bcf of working gas storage. NGPL has developed a unique and extensive infrastructure – including premier storage facilities – that enables it to provide safe, reliable and efficient natural gas service to its many customers.

COMMITMENT TO SAFETY, HEALTH & ENVIRONMENT

Kinder Morgan/NGPL is committed to public safety, protection of the environment, and operation of its facilities in compliance with all applicable rules and regulations. The KM/NGPL pipelines fall under the regulatory oversight of the Office of Pipeline Safety in the U.S. Department of Transportation. 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, seven days a week by personnel in our Houston Gas Control Center using a Supervisory Control and Data Acquisition (SCADA) computer system. This electronic surveillance system gathers such data as pipeline pressures, volume and flow rates, the status of compressor stations 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 pipe line 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.

- Internal inspections are conducted periodically by passing sophisticated computerized equipment called "smart pigs" through most of our pipelines to confirm the wall thickness of the pipe.
- Cathodic protection is a technology designed to protect pipelines from external corrosion through the use of an electrostatic current. The small electrical charge is applied to our pipelines, which have an external protective coating.
- Kinder Morgan's public education 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.

Pipelines are the most efficient and safest method by which to transport and deliver natural gas and they are inherently safer than other modes of transportation such as rail, barge and truck. While the amount of natural gas being used in the U.S. continues to increase dramatically, the industry's

EMERGENCY CONTACT: 1-800-733-2490

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

IOWA COUNTIES OF OPERATION:

Adair	Mills
Adams	Montgomery
Keokuk	Muscatine
Louisa	Union
Madison	Warren
Mahaska	Washington
Marion	

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

safety performance in recent years has improved significantly and serious accidents are rare.

Pipelines help ensure a plentiful supply of natural gas to heat homes and businesses and generate electricity. There are well over one million miles of natural gas and product pipelines in the U.S.

For more information about Kinder Morgan or information regarding Kinder Morgan's emergency response plans and procedures, please contact:

Kinder Morgan
1001 Louisiana St., Suite 1000
Houston, TX 77002

Non-Emergency number 800-276-9927
<http://PA-InfoRequest.KinderMorgan.com>





ABOUT LIBERTY

Liberty is committed to providing safe and reliable natural gas, water, and electricity distribution services to over one million customer connections. Approximately 120,000 of those connections are natural gas customers in the Midwest. Liberty's utility operations are primarily located in the United States and Canada and have expanded to Chile and Bermuda. Liberty's North American gas distribution operations include Georgia, Illinois, Iowa, Massachusetts, Missouri, New Hampshire, and New York. For more information, please visit www.libertyenergyandwater.com.

COMMUNITY AWARENESS AND PARTNERSHIP

Liberty understands that maintaining a strong safety record requires the partnership of many stakeholders. Liberty considers its employees, customers and the public near our pipelines, local government officials, and emergency responders all partners in our goal of providing safe reliable natural gas services. Liberty provides training and educational materials to stakeholders to help increase awareness of the role each party plays in maintaining a safe natural gas delivery system. These materials provide detailed information about understanding what a pipeline is, how to recognize where a pipeline is located and various pipeline marking methods. Information is also provided about the properties of the products moved by pipeline, how to recognize a pipeline incident and what your role as a stakeholder is in responding to that incident.

COMMITMENT TO PIPELINE SAFETY, HEALTH & ENVIRONMENT

Prevention is Liberty's primary focus to ensure the safety of its gas system and to protect the health and welfare of the public which includes our customers and employees. We work to maintain the integrity of our pipeline systems and keep them safe from any potential threat. Our goal is that everyone who lives or works near our pipeline facilities

is aware of them, adopts safe digging practices, learns the signs of a potential pipeline leak and knows how to quickly respond if a problem is suspected. Though we monitor our assets regularly by various patrols, we also request your help to maintain a safe, secure, and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities or in the unlikely event an emergency occurs, please call us immediately using the emergency number listed in this document.

System failures are rare along the nation's network of interstate natural gas pipeline facilities, however most of the ones that do occur are caused by damage from others digging near the pipeline. We watch for unauthorized digging, but we request your help too. We are members of the Iowa One-Call and strongly encourage those who are going to dig to call Iowa One-Call or 811 "Call before you dig" hotline to allow all buried utilities a chance to mark the underground facilities in the area before digging begins.

Liberty maintains regional service centers supplied with equipment and materials to respond to incidents should they occur. We have the committed company employees and contractor resources available for prompt responses to any nature of natural gas pipeline emergency. Liberty maintains a 24 hour emergency call center and members of our staff are on call 24 hours a day, 7 days a week to respond to and investigate any suspected pipeline incident. Our goal is the safe delivery of natural gas and the preservation of public health and safety and the environment.

MAINTAINING SAFETY AND INTEGRITY OF PIPELINES

Most active pipelines are monitored 24 hours a day via manned control centers. Liberty also utilizes 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

EMERGENCY CONTACT: 1-855-644-8134

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
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IOWA COUNTIES OF OPERATION:

Lee

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



a leak. Automatic shut-off valves are sometimes utilized to isolate a leak.

Gas transmission and hazardous liquid pipeline operators have developed supplemental hazard and assessment programs known as Integrity Management Programs (IMPs). Specific information about Liberty's program may be found by contacting us directly.

WHAT DOES LIBERTY DO IF A LEAK OCCURS?

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

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

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

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

We stay in contact with industry and government to monitor potential threats and study new technologies that will help keep our facilities as safe and secure as possible.

PIPELINE LOCATION AND MARKERS

Pipeline markers (pictured above) 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.



HOW TO GET ADDITIONAL INFORMATION

To find more information about Liberty, visit our website at www.LibertyEnergyandWater.com, or contact a customer care representative at the number listed in the header next to our logo.

You can also find out where Liberty's and other companies' pipelines are in your area by going to the National Pipeline Mapping System website at www.npms.phmsa.dot.gov.



PO Box 657

Des Moines, IA 50306-0657

Phone: 888-427-5632

Website: www.midamericanenergy.com

COMPANY PROFILE

MidAmerican Energy is a combination gas and electric utility with its corporate office in Des Moines, Iowa. MidAmerican Energy operates over 12,700 miles of distribution main and approximately 680 miles of transmission pipeline in Iowa, Illinois, South Dakota and Nebraska. MidAmerican Energy serves over 765,000 gas customers and over 783,000 electric customers.

MidAmerican Energy receives gas from four primary pipeline transportation companies: Northern Natural, Northern Border, Natural Gas Pipeline and ANR Pipeline. MidAmerican Energy only transports natural gas and does not transport liquids. MidAmerican Energy operates three storage facilities to augment pipeline supplies during high consumption days. Liquefied natural gas plants are located in Waterloo, Des Moines and Bettendorf.

Upon request, MidAmerican Energy will provide training related to gas emergency response. The MidAmerican Energy website provides general company information, gas safety notices, and other safety related information. Specific gas safety (nonemergency) questions, requests for training, or requests to review MidAmerican's emergency response plan can be sent to PublicAwareness@midamerican.com.

COMMITMENT TO SAFETY, HEALTH & ENVIRONMENT

MidAmerican Energy is committed to the safety of its employees, customers, and the general public.

MidAmerican Energy designs, constructs, operates, and maintains its facilities in compliance with all the requirements of DOT 49 CFR 192 "Transportation of Natural and Other Gas by Pipeline: Federal Safety Standards." To assure compliance with all regulations and the operation of safe and reliable pipeline facilities, the company has an active internal auditing process that inspects and evaluates company facilities.

The primary cause of all pipeline incidents is third-party dig-ins. MidAmerican Energy is an enthusiastic and active supporter of state One Call systems.

MidAmerican Energy has trained personnel to respond to gas leaks and other gas emergencies in a timely manner. Responders are supported by an automated dispatch system, continuous contact with a 24/7 dispatch center, and an Emergency Plan that can quickly establish communication with support personnel and mobilize resources rapidly.

MidAmerican Energy believes responsible environmental management is good business; it benefits our customers and improves the quality of the environment in which we live.

All MidAmerican Energy employees are responsible and accountable for incorporating environmental compliance requirements into their daily work activities with obligation to bring issues and concerns forward for resolution.

SERVICE AREA



PUBLIC EMERGENCY CONTACT:

1-800-595-5325

EMERGENCY RESPONDERS:

1-800-275-5743

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
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IOWA

COUNTIES OF OPERATION:

Adair	Floyd	Montgomery
Audubon	Franklin	Muscatine
Benton	Fremont	O'Brien
Black Hawk	Guthrie	Page
Boone	Harrison	Palo Alto
Bremer	Humboldt	Plymouth
Buchanan	Ida	Polk
Buena	Jackson	Pottawattamie
Vista	Jasper	Poweshiek
Butler	Johnson	Sac
Calhoun	Keokuk	Scott
Cass	Kossuth	Shelby
Cedar	Lee	Sioux
Cerro	Linn	Union
Gordo	Lyon	Wapello
Cherokee	Madison	Warren
Chickasaw	Mahaska	Washington
Clinton	Marion	Webster
Dallas	Mills	Woodbury
Dubuque	Monona	Wright
Emmet	Monroe	

ILLINOIS

COUNTIES OF OPERATION:

Henry	Rock Island
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NEBRASKA

COUNTIES OF OPERATION:

Dakota

SOUTH DAKOTA

COUNTIES OF OPERATION:

Clay	Turner	McCook
Moody	Lincoln	Yankton
Lake	Union	Minnehaha

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



1111 South 103rd Street

Omaha, NE 68124

Phone: 1-888-367-6671

Website: www.northernnaturalgas.com

Please share this important information with others in your organization

COMPANY PROFILE

Northern Natural Gas (Northern) is a subsidiary of Berkshire Hathaway Energy, based in Omaha, Nebraska, and operates an interstate natural gas high pressure, transmission pipeline system extending from Texas to the upper Midwest. The system includes over 14,200 miles of natural gas pipeline, capable of 6.3 billion cubic feet per day (Bcf/d) of market area capacity, plus 1.7 Bcf/d of field capacity. Northern has a total of five natural gas storage facilities, three of which are underground facilities and the other two are Liquefied Natural Gas (LNG) facilities. All five total 79 Bcf which includes 4 Bcf of liquefied natural gas. At times, Northern's pipelines may be odorized, please check with your Northern Natural Gas representative to learn more. Northern provides transportation and storage services to approximately 81 utilities and numerous end-use customers in the upper Midwest. **Pipeline pressures can reach as high as 1,600 pounds per square inch gauge. Pipeline sizes range from 2 inches to 36 inches in diameter. The maximum potential impact radius (PIR) is 1,000 feet.**

Call 811 before digging. A pipeline representative must be present when excavating within 25 feet of the pipeline.

HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?

Since natural gas pipelines are built underground, line markers are used to indicate the approximate location of the pipelines. However, these markers do not indicate how deep the pipeline is buried. Also the route can take twists and turns between markers. It is a crime for any person to deliberately damage, destroy, or remove any pipeline sign or right-of-way marker. Never assume the pipeline lies in a straight line. Always call your state One Call Center before digging. Pipelines can lose cover by natural erosion or other forces. Certain types of deep farming activities require advanced notification before disturbing the soil. Some examples are: chisel plowing, waterway work and drain tiling. If you observe indications that a pipeline is shallow, exposed or damaged, immediately contact the Northern Natural Gas 24-hour Operations Communication Center at 1-888-367-6671. Call 811 or visit NPMS at: www.npms.phmsa.dot.gov to learn more.

WHO SHOULD I CALL IF I DETECT A GAS LEAK IN MY HOME?

If you suspect a natural gas leak inside your home or on your service line, immediately evacuate and contact 911 and your local gas company from a safe location. Northern operates the pipeline that delivers gas to

local distribution companies. The distribution companies then deliver the gas to homes and businesses.

IF YOU ARE A PUBLIC SAFETY OFFICIAL:

A public safety official must take whatever steps are necessary to safeguard the public in the event of a pipeline emergency. The following points are offered as a guide.

- Notify the appropriate pipeline company. Report the type (leak, rupture, fire) and the location of the emergency. If it is a Northern Natural Gas pipeline, call the toll-free 24-hour Operations Communication Center: 1-888-367-6671.
- Establish a safety zone around the emergency site and control access.
- Use initial evacuation of 1,320 feet (1/4 mile) until advised further.
- If gas is not burning, avoid doing anything that may ignite it. Be aware of wind direction and remove potential ignition sources.

While emergency response agencies are doing their part, Northern employees will do what needs to be done to protect lives and property.

- They will first protect people.
- If a fire does not already exist, they will remove all sources of ignition.
- They will help people in distress.
- They will eliminate the natural gas source. If it is possible to do so from the location of the emergency, they will. In many cases, the natural gas must be shut off at a remote location. It is important for you to know that Northern employees are responsible for operating the valves that isolate the affected facilities.

EMERGENCY CONTACT:

1-888-367-6671

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas 1971 115

IOWA

COUNTIES OF OPERATION:

Allamakee	Dubuque	Mills
Audubon	Emmet	Mitchell
Benton	Fayette	Monona
Black Hawk	Floyd	O'Brien
Boone	Franklin	Osceola
Bremer	Greene	Palo Alto
Buchanan	Grundy	Plymouth
Buena Vista	Guthrie	Pocahontas
Butler	Hamilton	Polk
Calhoun	Hancock	Pottawattamie
Carroll	Hardin	Poweshiek
Cass	Harrison	Sac
Cedar	Howard	Shelby
Cerro Gordo	Humboldt	Sioux
Cherokee	Ida	Story
Chickasaw	Jackson	Tama
Clay	Jasper	Webster
Clayton	Jones	Winnebago
Clinton	Kossuth	Winneshek
Crawford	Linn	Woodbury
Dallas	Lyon	Worth
Delaware	Madison	Wright
Dickinson	Marshall	

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

- Is your group or agency interested in a presentation or additional information? Call the Northern Operations Communication Center at 1-888-367-6671 and ask to establish a public education liaison. Together we will determine the appropriate Northern field location nearest you and then provide you a means to contact Northern's local representative for more details.
- For more general information visit www.pipelineawareness.org/training



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

www.call811.com





NuStar Pipeline Operating Partnership LP

Sunoco LP – Mid-Con Region

7340 W. 21st North, Suite 200

Wichita, KS 67205

Phone: 316-773-9000

DL-PublicAwarenessMid-Con@Sunoco.com

Website: www.sunocolp.com

ABOUT NUSTAR PIPELINE OPERATING PARTNERSHIP L.P.

You may be aware of Sunoco LP's recent acquisition of NuStar Energy L.P. through an allstock purchase. All NuStar operating companies, including NuStar Pipeline Operating Partnership LP, still own and operate the same assets as before the transaction. In other words, no asset transfer or change of operational control has occurred. For the sake of clarity, this information only references NuStar; however, our communications going forward will be on Sunoco letterhead and from the Sunoco.com email domain.

Our business unit consists of pipeline systems that transport refined petroleum products, including gasoline, diesel and propane throughout Kansas, Nebraska, Iowa, South Dakota, North Dakota and Minnesota. We also operate an anhydrous ammonia pipeline system in Louisiana, Arkansas, Missouri, Illinois, Indiana, Iowa and Nebraska. Anhydrous ammonia is primarily used as agricultural fertilizer and used as a feedstock for a number of industrial applications.

NuStar has comprehensive Public Awareness and Damage Prevention Programs in place. The goal of each 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.

Please read and keep these important safety messages located in the brochure and company profile provided in the event you need to reference them in the future.

Contact us for more information about our Integrity Management Program or Emergency Response Plan.

COMMITMENT TO SAFETY, HEALTH & ENVIRONMENT

At NuStar, the health and safety of our personnel, customers, and neighbors and the protection of the environment are core business values. NuStar is committed to achieving health, safety and environmental (HSE) excellence throughout the organization. NuStar emphasizes its HSE commitment through internal audits, public awareness, damage prevention, pipelines integrity management, emergency response preparedness, and other programs. In addition, most of NuStar's pipelines are operated via satellite communication systems from a central control room located in San Antonio, TX. This control center is equipped with state-of-the-art computer systems designed to continuously monitor real-time operational data, operate equipment associated with the delivery of crude oil, refined products, and anhydrous ammonia, and control safety measures to ensure smooth and safe operation of our pipelines.

**BE PREPARED**

Please visit Emergency Response Portal to register for access to more information about NuStar's Emergency Response Plan including how to contact us directly from the site. If you are

EMERGENCY CONTACT:**1-800-759-0033****PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:****HVL System**

Propane	1075	115
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Refined Products System

Diesel Fuel	1202/1993	128
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Fuel Oil	1202	128
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Gasoline	1203	128
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Ammonia System

Anhydrous Ammonia	1005	125
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IOWA**COUNTIES OF OPERATION:****Refined Products System**

Clay	O'Brien
Dickinson	Plymouth
Harrison	Pottawattamie
Lyon	Sioux
Mills	Woodbury
Monona	

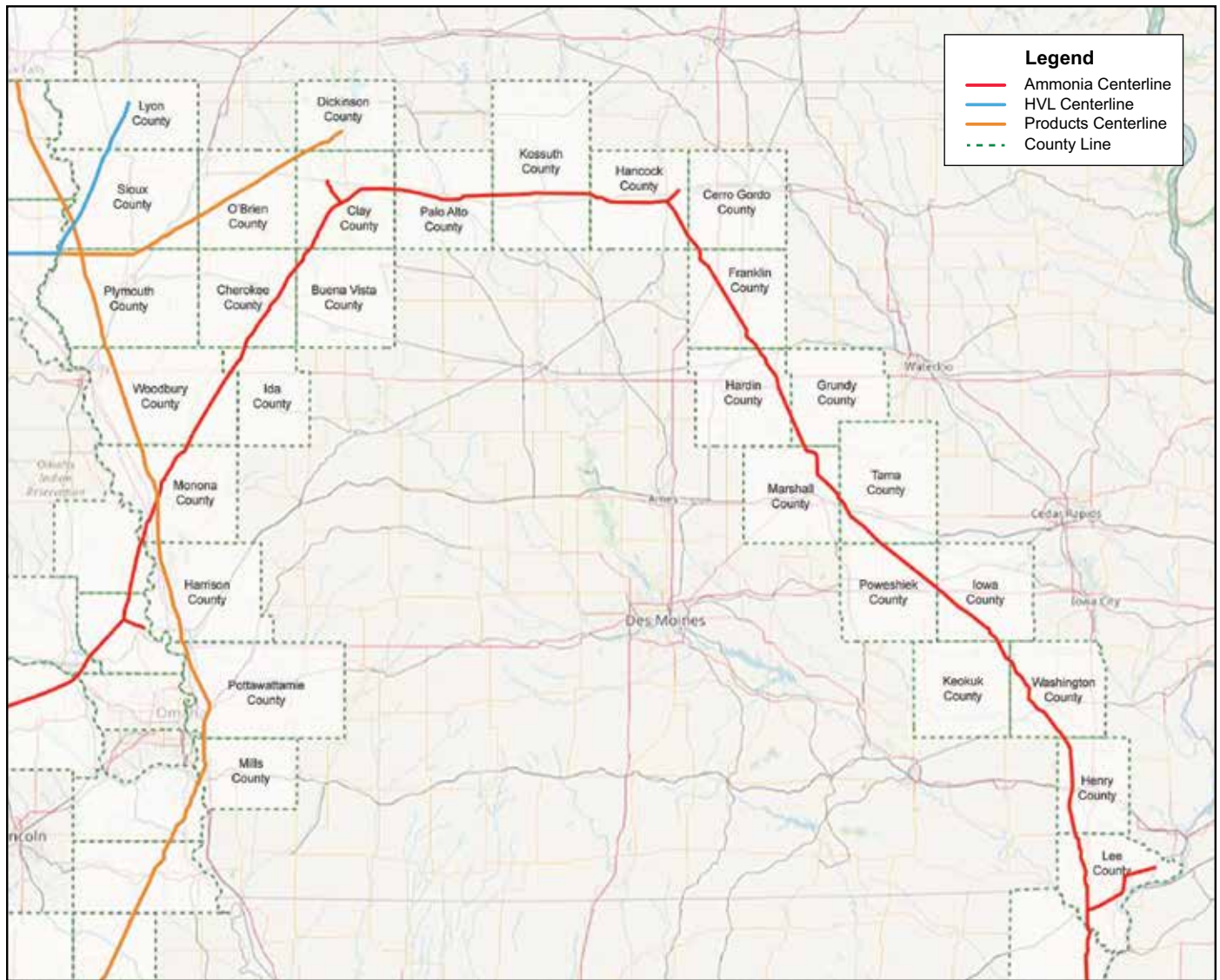
Ammonia System

Buena Vista	Keokuk
Cerro Gordo	Kossuth
Cherokee	Lee
Clay	Marshall
Franklin	Monona
Grundy	Palo Alto
Hancock	Poweshiek
Hardin	Tama
Henry	Washington
Ida	Woodbury
Iowa	

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

already registered, you will receive email notifications when there are additional resources in your area of jurisdiction.





Base map courtesy of openstreetmap.org



Pembina U.S.
 1300 Post Oak Blvd. Suite 1050
 Houston, TX 77056
 Toll Free: 1-888-428-3222
 Website: www.pembina.com

OPERATOR OVERVIEW

Pembina Cochin LLC is the operator of the Cochin Pipeline System. Pembina Cochin LLC is a subsidiary of Pembina U.S. Corporation, which is owned by Pembina Pipeline Corporation. Pembina is a leading North American transportation and midstream service provider. For over 65 years, we have been safely and reliably connecting oil, natural gas, and natural gas liquids production to markets that need it. Pembina owns an integrated system of pipelines that transport various hydrocarbon liquids and natural gas products. We also own gas gathering and processing facilities, and an oil and natural gas liquids infrastructure and logistics business.

INCIDENT ACTION PLAN (Emergency Response Plan)

- Protect people first, property second
- Isolate area and deny entry
- Determine if atmosphere is safe
- Establish hazard control zones
- Evacuate if necessary
- Notify Pembina
- Control Ignition Sources
- If ignited, allow to self-extinguish
- Contain and control secondary fires.

Pembina practices the National Incident Management System (NIMS) and will integrate into the Incident Command System (ICS) in an emergency. In the unlikely event that a leak should occur, Pembina will dispatch our pipeline maintenance crews (located at strategic points along the pipeline) to the site. Once we have ensured the safety of our neighbors, employees, and contractors and the immediate dangers have been

controlled, the pipeline is repaired and any damage to the surrounding area is restored.



Pipeline Unique Characteristics

The Cochin Pipeline System is a 1,764-mile, 12-inch pipeline. In 2019, Pembina acquired ownership of the pipeline from Kinder Morgan. The pipeline transports condensate from Fair Oaks, IN to Fort Saskatchewan, Alberta Canada.

- 1,000 psig Operating pressure
- Automated pipeline block valves
- Pump stations are located approximately every 60 miles

PIPELINE MONITORING

Pembina monitors the Cochin Pipeline on a 24-hour basis from the computer assisted control system.

PIPELINE MARKERS

To ensure everyone knows the location of Pembina's pipelines, we place pipeline markers in high traffic areas such as road and rail way crossings. We place them near but not necessarily on top of the pipeline. It is important to remember that markers may not tell you the exact location, route, depth or number of pipelines.



EMERGENCY LINE (24/7) Cochin Pipeline System 1-800-360-4706

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:

Natural Gasoline
 (Petroleum Distillate) 1268 128

IOWA COUNTIES OF OPERATION:

Bremer	Fayette
Buchanan	Howard
Cedar	Johnson
Chickasaw	Jones
Clinton	Mitchell
Delaware	

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



Know what's below.
Call before you dig.

ALWAYS CALL BEFORE YOU DIG

Before starting any work near a pipeline, a locate request to your local One-Call Centre is required. The One-Call Center will notify owners of the buried infrastructure in the area who will send out a company representative to locate and mark the facilities using paint, flags or other marks. It is important you don't start work until the pipelines are marked.

NATIONAL PIPELINE MAPPING SYSTEM

The federal government provides maps that show the approximate location of transmission pipelines in your community through the National Pipeline Mapping System at www.npms.phmsa.dot.gov. Safety officials can access additional information and download electronic files to import into emergency preparedness GIS mapping systems. As with pipeline markers, the map will show the approximate location of the pipeline only. A One-Call is required.



**PHILLIPS 66
PIPELINE LLC**



Corporate Headquarters:
Phillips 66 Pipeline LLC
2331 Citywest Blvd
Houston, TX 77042
www.phillips66pipeline.com

PHILLIPS 66 PIPELINE LLC OWNS OR OPERATES 1 STORAGE TERMINAL IN IOWA

Operating with Integrity

Pipelines are one of the most reliable methods to move energy products, helping to meet our nation's growing economic and energy needs. They operate under many government regulations and industry standards. These measures address all aspects of pipeline operation, such as where and how they are built, operated and maintained -- and Phillips 66 Pipeline LLC applies best practices that often exceed requirements.

Committed to Safety and Reliability

Our commitment to safety goes further, with the goal that everyone who lives or works near our assets is aware of our lines and facilities, adopts safe digging practices, learns the signs of a potential pipeline leak and knows how to quickly respond if he or she suspects a problem. As part of our on-going damage prevention program, we employ many tactics to ensure the safety of our communities.

Emergency Response Capabilities

Phillips 66 Pipeline LLC has committed resources to prepare and implement its emergency response plans and has obtained, through contract, the necessary private personnel and equipment to respond to a worst case discharge, to the maximum extent practical.

Communications

Phillips 66 Pipeline LLC employs a 24-hour Control Center as a hub of communication in emergency response situations. On-site communications are conducted using cellular phones; and portable radios and/or land-line telephone systems from facilities and offices.

Incident Command System

Phillips 66 Pipeline LLC utilizes an expandable Incident Command System. Personnel and federal, state and local agencies may be integrated into the Unified Command Structure, scalable to the size and complexity of an incident.

Spill Response Equipment

Phillips 66 Pipeline LLC maintains emergency response trailers and equipment at strategically-located facilities. Response equipment may include spill boom (as needed and of various types, sizes and lengths), absorbent materials, boats, motors, hand and power tools, pumps, hoses, personal protective equipment (PPE), first aid and miscellaneous supplies. Each trailer is inspected; equipment is deployed during drills on a regular basis.

Oil Spill Contractors

Certified Oil Spill Response Organizations (OSROs) are under contract by Phillips 66 Pipeline LLC for use in this area. Oil Spill Response Limited (OSRL) and associated STAR Contractors are used globally.

The Phillips 66 Pipeline LLC Emergency Response Action Plan (ERAP) contains specific contact and resource information for these companies. In addition, these OSROs are invited to participate in training and pre-planning exercises with Phillips 66 Pipeline LLC local and regional response teams. OSROs and Co-Ops can be relied upon for an appropriate level of response, with spill response equipment and trained personnel.

EMERGENCY CONTACT: 1-877-267-2290

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:

Butane	1011	115
Diesel Fuel	1202	128
Ethanol	1170	127
Gasoline	1203	128

IOWA COUNTIES OF OPERATION:

Polk

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

Response Plans and Maps

To view and download emergency response plans and procedures, visit <https://my.spatialobjects.com/erpp/home>.

To view and obtain GIS map files of our locations, visit <https://www.phillips66pipeline.com/maps/>



Base map courtesy of openstreetmap.org

ADDITIONAL INFORMATION AND RESOURCES

Visit the following industry and government sites for important safety references and educational materials.

National Association of State Fire Marshal's "Pipeline Emergencies"
www.pipelineemergencies.com

PHMSA Emergency Response Guidebook
www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg

National Pipeline Mapping System
www.npms.phmsa.dot.gov

Phillips 66 Pipeline LLC ERAP Portal
<https://my.spatialobjects.com/erpp/home>

Pipelines and Informed Planning Alliance
<http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>

CONTACT

PHILLIPS 66 PIPELINE LLC

Phillips 66 Pipeline LLC Headquarters
 2331 CityWest Blvd.
 Houston, TX 77042
www.phillips66pipeline.com

Non-Emergency Phone Number
 800-231-2566

Non-Emergency Email
Resource.Publicawareness@p66.com

This document is for informational purposes only and does not replace, substitute or preempt any interaction or agreements with Phillips 66 Pipeline LLC or its representatives. For specific information, including state-specific questions, contact 800-231-2566.



Traer Municipal Utilities

WHO IS TRAER MUNICIPAL UTILITIES

At Traer Municipal Utilities, we manage the daily systems operations of the electricity, natural gas distribution, water, sewer, and internet services that Traer depends on and we provide local service and support you can count on. We adhere to the strictest safety standards and practices and receive ongoing training as mandated. Our local dispatch system provides immediate response times to service calls and emergencies.

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 the number listed in this document.

More information on Traer Municipal Utilities can be found at: www.traer.net.

WHAT ARE THE SIGNS OF A NATURAL GAS PIPELINE LEAK?

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

WHAT SHOULD I DO IF I SUSPECT A PIPELINE LEAK?

Your personal safety should be your first concern:

- Evacuate the area and prevent anyone from entering
- Abandon any equipment being used near the area
- Avoid any open flames
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers, 2-way radios)

- Do not start/turn off motor vehicles/ electrical equipment
- Call 911 or contact local fire or law enforcement
- Notify the pipeline company
- Do not attempt to extinguish a natural gas fire
- Do not attempt to operate any pipeline valves

PIPELINE SAFETY

System failures occur infrequently along the nation's network of interstate natural gas pipeline facilities, and many of these are caused by damage from others digging near the pipeline. We watch for unauthorized digging, but we request your help to notify us.



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

ALWAYS CALL 811 BEFORE YOU DIG!

PIPELINE LOCATION AND MARKERS

Pipeline markers are used to indicate the approximate location of a natural gas pipeline and to provide contact



EMERGENCY CONTACT: 1-319-478-2525

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

IOWA COUNTIES OF OPERATION:

Tama

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

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.

EMERGENCY RESPONSE PLANS

An Emergency Response Plan is developed for each operator to contain, control and mitigate the various types of emergency conditions/ situations that could occur at one of our facilities. For more information regarding Traer Municipal Utilities' emergency response plans and procedures, stop by our office located at 649 2nd St, Traer, IA or contact Gas Supervisor at tmugas@traer.net.



RC Androy
517 Walker Street
Woodbine, IA 51579
Phone: 712-647-2550
Fax: 712-647-2522

ABOUT WOODBINE MUNICIPAL GAS

The City of Woodbine is a small community in Southwest Iowa. Woodbine has a population of 1,622 people. Woodbine is located 50 minutes Northeast of Omaha, NE., right along US Hwy. 30. Our utility is overseen by the Mayor and a 5 person City Council. Woodbine is a quiet little town with a great downtown district. The WMG serves around 573 residential, 96 commercial meters, and 3 industrial customer as well. The WMG supplies around 58,000 MCF per year. We also own 14 miles of distribution main, 9 miles of that is coated steel the rest is designed plastic main. The WMG started in 1962 and has been changing little by little every since.

The WMG is supplied solely by Northern Natural Gas through our Border Station, which is located just east of town. The Border Station is where the gas coming into town is metered, this also where odorant is added for safety.

The WMG office is located on Walker Street is located in the back half of the Municipal Building in downtown Woodbine. The office hours are 7:30-4:00 Monday-Friday.

For the safety of us and our customers we run a 24/hour 7/day a week on call, which we run through the Harrison County Comm. Center 911 dispatcher which is reached by calling 712-600-9774. WMG also can be contacted through the office during normal business hours at 712-647-2550.



EMERGENCY CONTACT: 911 / 1-712-600-9774

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

IOWA COUNTIES OF OPERATION:

Harrison

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

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*

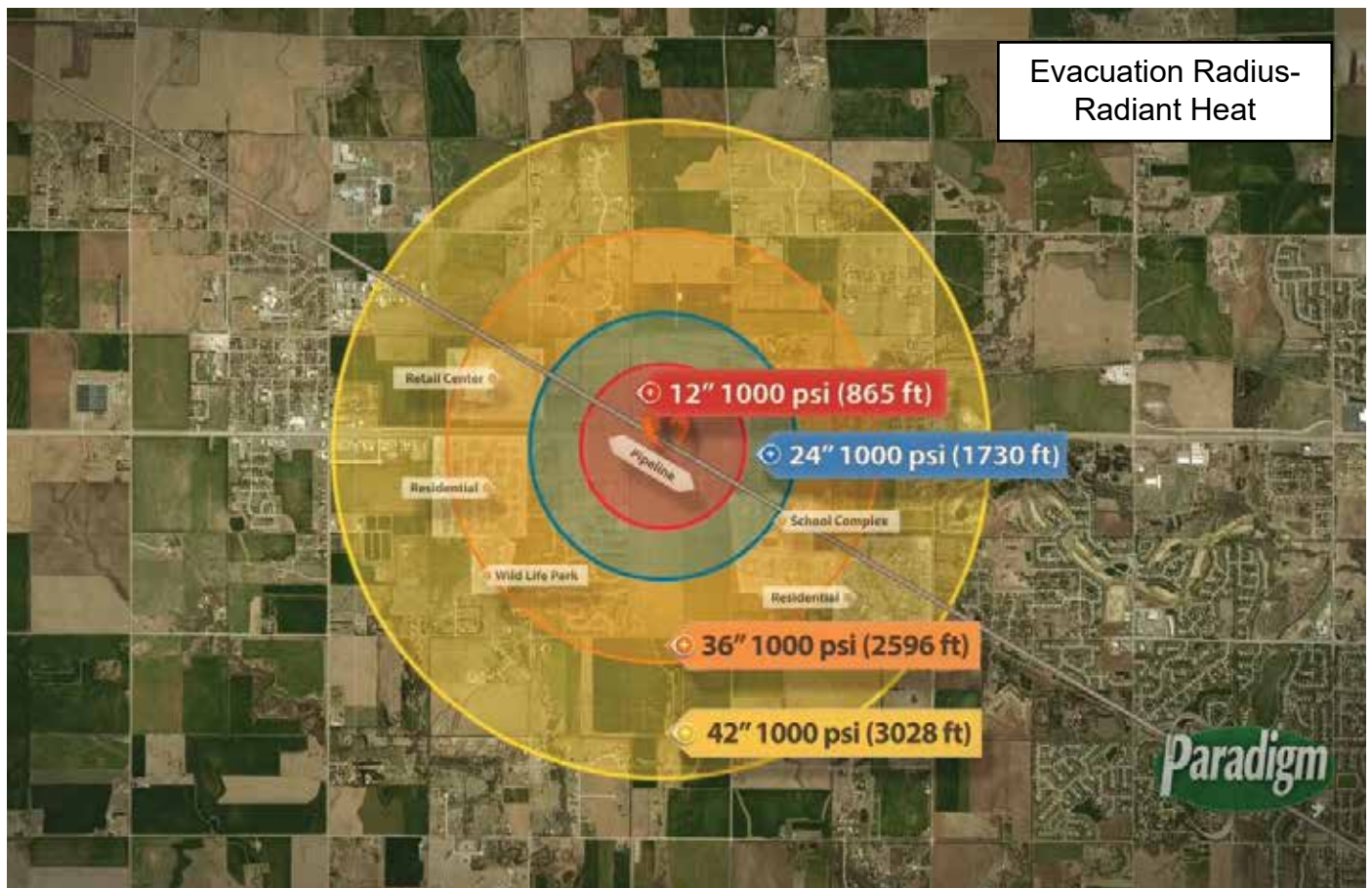
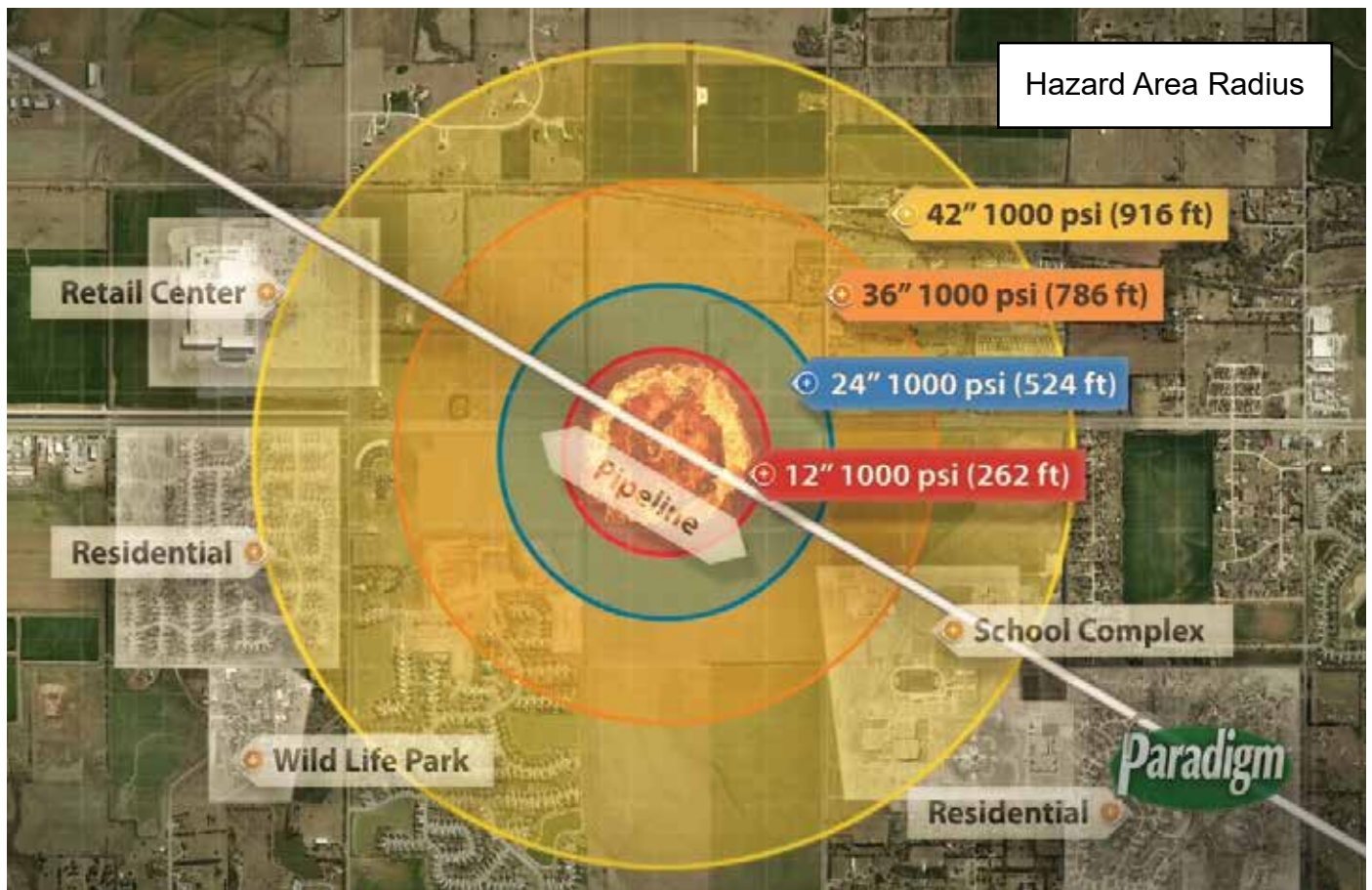
Hazardous Liquids

(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=PipelineEmergStd>)

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.

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

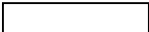
- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth (*never assume pipeline depth*)
- DOES NOT indicate pipeline pressure



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	
	WHITE - Proposed Excavation
	PINK - Temporary Survey Markings
	RED - Electric Power Lines, Cables, Conduit and Lighting Cables
	YELLOW - Gas, Oil, Steam, Petroleum or Gaseous Materials
	ORANGE - Communication, Alarm or Signal Lines, Cables or Conduit
	BLUE - Potable Water
	PURPLE - Reclaimed Water, Irrigation and Slurry Lines
	GREEN - Sewers and Drain Lines

National One-Call Dialing Number:



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

For More Details Visit: 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 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

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. 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/

Common Ground Alliance

www.commongroundalliance.com

Federal Emergency Management Agency

www.fema.gov

Federal Office of Pipeline Safety

www.phmsa.dot.gov

Government Emergency Telecommunications

www.dhs.gov/government-emergency-telecommunications-service-gets

Infrastructure Protection – NIPC

www.dhs.gov/national-infrastructure-protection-plan

National Emergency Number Association

www.nena.org/?

National Fire Protection Association (NFPA)

www.nfpa.org

National Pipeline Mapping System

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

National Response Center

www.nrc.uscg.mil or 800-424-8802

Paradigm Liaison Services, LLC

www.pdigm.com

United States Environmental Protection Agency (EPA)

www.epa.gov/cameo

Wireless Information System for Emergency Responders (WISER)

www.wiser.nlm.nih.gov

FOR MORE INFORMATION ON THE NASFM PIPELINE EMERGENCIES PROGRAM

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

About Paradigm

Paradigm leads the way in public awareness for the industry. Pipeline operators and local distribution companies trust in Paradigm to implement their public awareness and damage prevention programs.

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.

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





Iowa One Call (IOC) is Iowa's free underground damage prevention notification system designed to effectively reduce excavation-related damages to underground facilities (e.g.: buried gas, electric, communications, water and sewer facilities). A vital communications tool for excavators and underground facility operators, the IOC system coordinates the statewide locating and marking of underground facilities prior to the commencement of excavation-related activities.

The IOC call center is accessible 24 hours a day, seven days a week, via the national 811 abbreviated dialing system (simply dial 8-1-1), a toll-free telephone number(1-800-292-8989) or the ITIC online ticket entry system.

Damage prevention is a shared responsibility. Iowa One Call reminds all stakeholders, including contractors and excavators, locators and underground facility operators, as well as homeowners and landowners, to embrace and adhere to the state's Iowa One Call requirements and the Common Ground Alliance's Recommended Best Practices. Safe excavating practices and effective 'one call' protocols are paramount to the wellbeing of Iowa's citizenry. Iowa's vast underground facilities infrastructure is a complicated network of systems put in place to convey the essential services vital to the needs of all Iowans. The actions, or lack of actions, by Iowa's stakeholders may significantly impact public safety.

Safety awareness and damage prevention begins with planning and preparation. All stakeholders should have a strong understanding of local, state and federal laws and regulations pertaining to excavation safety and damage prevention, as well as established industry standards, known safety protocols, and recommended best practices. To learn more, Iowa One Call encourages all stakeholders to visit the IOC website at www.iowaonecall.com, the Common Ground Iowa website at www.commongroundiowa.com and the Common Ground Alliance website at www.commongroundalliance.com.

IOWA

Iowa One Call: 800-292-8989

Website: www.iowaonecall.com

Hours: 24 hours, 7 days

Advance Notice: 48 hours excluding the day of notice. The 48 hour period commences at 6:00 AM the next business day (excluding Saturdays, Sundays, and legal holidays).

Marks Valid: The notice (ticket) is valid for 25 calendar-days beginning on the day the 48 hour period concludes.

Law Link:

<http://primis.phmsa.dot.gov/comm/DamagePreventionSummary.htm>

**Normal farm operations less than fifteen inches.*

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	N	N	N	Y*	N	Y	Y	Y	N	Y	18"



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