



**ARE YOU PREPARED TO RESPOND  
TO A PIPELINE EMERGENCY?**

**IMPORTANT INFORMATION ABOUT PIPELINE SAFETY IN YOUR COMMUNITY.**

**Know  
Recognize  
Respond**

 ENERGY TRANSFER



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



Energy Transfer Partners, a Texas-based energy company founded in 1995 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 operates more than 71,000 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 38 states.

Approximately 25 percent of the energy consumed in the United States is transported through pipelines, making them an essential part of the nation's infrastructure. Studies have confirmed that pipelines are the safest way to transport energy in the United States.

You are receiving this information because Energy Transfer, or one of its affiliates, operates a pipeline in your community. We ask that you review the following important safety information and we encourage you to share it with others.



If you would like more information, please visit us at [energytransfer.com](http://energytransfer.com).



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

## **Don't ever assume you know where the underground utilities are located.**

One of the greatest single challenges to safe pipeline operations is the accidental damage caused by excavation. In accordance with state and federal guidelines, a damage prevention program has been established to prevent damage to our pipelines from excavation activities, using non-mechanical or mechanical equipment or explosives to move earth, rock or other material below existing grade. State law requires you to call 811 at least 72 hours before you plan to dig. Your local One-Call Center will let you know if there are any buried utilities in the area, and the utility companies will be notified to identify and clearly mark the location of their lines at no cost to you.



**CALL BEFORE YOU DIG.**



**WAIT THE REQUIRED AMOUNT OF TIME.**



**RESPECT THE MARKS.**



**DIG WITH CARE.**

If you should happen to strike the pipeline while working in the area, it is important that you phone us immediately. Even seemingly minor damage, such as a dent or chipped pipeline coating, could result in a future leak if not promptly repaired.

## National Pipeline Mapping System









Everyone can contribute to safety and security by knowing where pipelines are in their community and recognizing unauthorized activity. To find out who operates pipelines in your area, visit the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

## Pipeline Safety

Our pipelines are regularly tested and maintained using cleaning devices, diagnostic tools and cathodic protection. We perform regular patrols, both on the ground and in the air, along our routes to ensure the security and integrity of our lines. For the safety of our system and for the people around it, we monitor pipeline operations 24 hours a day, 365 days a year.

Wait for the site to be marked. Marking could be either by paint, flags or stakes.

### APWA Color Code

-  Proposed excavation
-  Temporary survey markings
-  Electric power lines, cables, conduit and lighting cables
-  Gas, oil, steam, petroleum or gaseous materials
-  Communication, alarm or signal lines, cables or conduit
-  Potable water
-  Reclaimed water, irrigation and slurry lines
-  Sewers and drain lines

## Special Protective Measures

Certain pipelines are designated as being in “High Consequence Areas” (HCA) due to their location in high population or environmentally sensitive areas. In accordance with regulations, we have developed and implemented a written Integrity Management Program that addresses the risks on certain pipeline segments. Baseline and periodic assessments are conducted to identify and evaluate potential threats to our pipelines. Any significant defects discovered are remediated and the company monitors program effectiveness so that modifications can be recognized and implemented.

## Along the Right-of-Way

Rights-of-way provide a permanent, limited access to privately owned property to enable us to operate, inspect, repair, maintain and protect our pipeline. Rights-of-way must be kept free of structures and other obstructions. Property owners should not dig, plant, place or build anything on the right-of-way without first calling 811 and having our personnel mark the pipeline, stake the easement and explain our property development guidelines to you.



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## Product Characteristics

### Natural Gas

Colorless, odorless gas used as a fuel source. Odorized when being transported to an end user.

- Vapors are lighter than air.
- Dissipates rapidly into air.
- Odorless, tasteless and colorless.
- May contain hydrogen sulfide (H<sub>2</sub>S).

Natural gas is flammable and can ignite when it comes into contact with an ignition source. In confined spaces, exposure can cause asphyxiation.

### Natural Gas Liquids (NGL)

NGLs include a range of hydrocarbon elements including butane, iso-butane, propane, ethane and natural gas condensate. These elements are extracted from the gas stream during processing.

- Highly volatile liquid.
- Vapors are heavier than air.
- Vapors will seek low areas.

NGL is combustible. Exposure can cause moderate irritation including headaches and dizziness. NGL can also contain H<sub>2</sub>S.

### Crude Oil

- Highly flammable.
- Easily ignited and will form explosive mixtures with air.
- Product has distinctive smell.
- Vapors initially heavier than air, will spread along ground and may travel to source of ignition and flash back.

Exposure can cause skin irritation, dizziness or asphyxiation and may be toxic if inhaled at high concentrations. Fire may produce irritating and/or toxic gases. Requires use of approved air-purifying respirator.

Pipelines are made of steel, covered with a protective coating and buried several feet underground. For your safety, markers are used to indicate the approximate location of pipelines. The markers contain the name of the pipeline operator and emergency contact information. Keep in mind that pipelines may not follow a straight line between markers nor do markers indicate the exact location and depth of the pipeline.

**Leaks from pipelines are unusual, but we want you to know what to do in the unlikely event one occurs. You may be able to recognize a crude oil, natural gas or natural gas liquids leak by the following signs:**

## BY SIGHT

- Dust blowing from a hole in the ground.
- Continuous bubbling in wet or flooded areas.
- Dead or discolored vegetation in a green area.
- Flames, if a leak has ignited.
- Ice around a leak.
- Vapor cloud or mist.
- Pool of liquid on the ground.
- Rainbow sheen on water.

## BY SOUND

- Blowing or hissing sound.

## BY SMELL

- An unusual smell or gaseous odor.



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***CONTACT THE PIPELINE COMPANY IMMEDIATELY, USING THE EMERGENCY CONTACT INFORMATION LOCATED ON THE PIPELINE MARKER.***

### Emergency Preparedness

We strive to build partnerships with emergency responders and public officials in order to share resources, establish important lines of communication and provide education needed to safely respond to a pipeline related emergency. Our intent is to exchange information, evaluate potential emergency scenarios and discuss how to coordinate efforts. When managing an emergency, protecting lives and the environment requires a concerted team effort with emergency responders. Emergency responders who are knowledgeable about the hazards and risks of pipeline operations are better equipped to respond.

### What should I do if I suspect a leak?

- Leave the area immediately on foot and warn others to stay away.
- Abandon any equipment being used in or near the area.
- Avoid any open flame or other sources of ignition.
- Call 911 or local law enforcement.
- Notify the pipeline company immediately.
- Do not attempt to extinguish a natural gas fire.
- Do not attempt to operate pipeline valves.

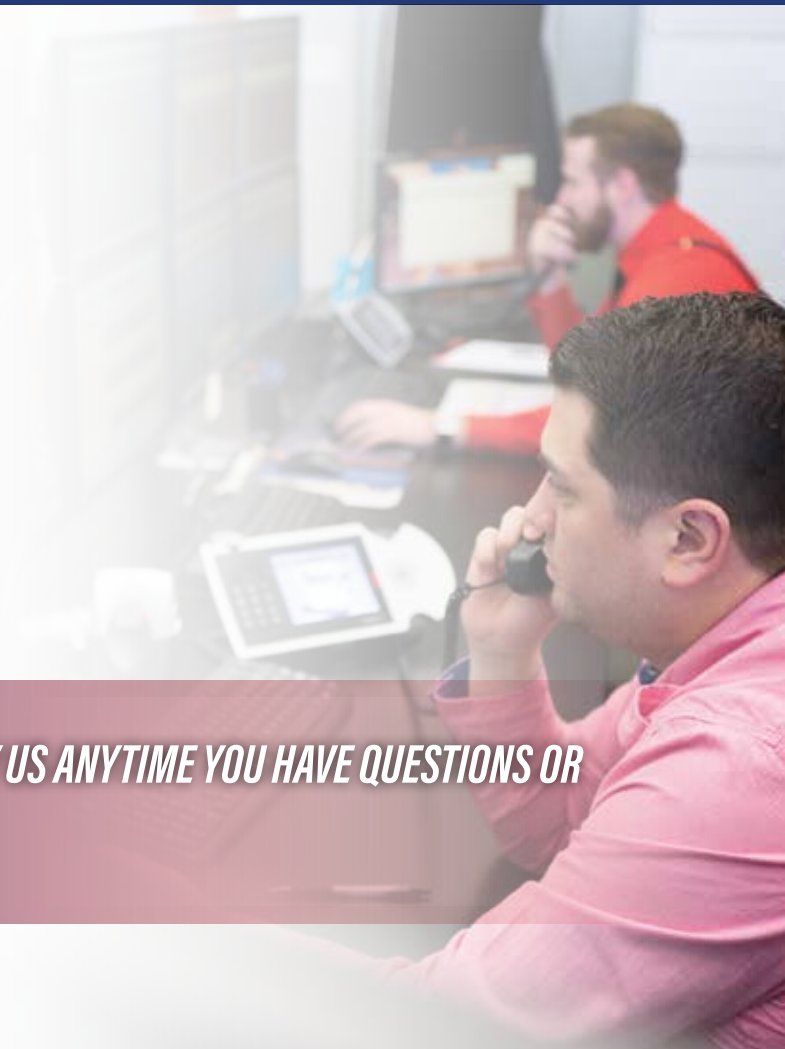


## Our Response:

### In the event that an emergency occurs:

- Company personnel will be dispatched immediately upon notification of a potential emergency.
- We will provide information to public safety officials to aid in their response to the emergency.
- Response times will vary based on time of day, weather conditions, available personnel and incident location.

***DON'T WAIT FOR AN EMERGENCY TO CONTACT US. PLEASE NOTIFY US ANYTIME YOU HAVE QUESTIONS OR WOULD LIKE MORE INFORMATION ON PIPELINE SAFETY.***





*DON'T ATTEMPT TO OPERATE VALVES OR EQUIPMENT. SHUTTING OFF THE FLOW OF PRODUCT MAY CREATE AN EVEN GREATER HAZARD.*



**ENERGY TRANSFER**

1300 Main Street  
Houston, Texas 77002

*TO LEARN MORE VISIT*

***WWW.ENERGYTRANSFER.COM***

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