



Pipeline Safety Information for Emergency Responders



Know what's below.
Call before you dig.

ExxonMobil
Pipeline Company

ExxonMobil

Guidelines for 9-1-1 Dispatchers

As a 9-1-1 dispatcher, you play a vital role in effective response to pipeline incidents. You are regularly the first notified when a pipeline emergency occurs; therefore, it is important to follow these guidelines in the event of a pipeline emergency:

- Advise the public the following steps to take in the event of a potential leak - identified or suspected:
 - Immediately and safely leave the area and move upwind from the release
 - Do not touch, breathe or make contact with leaking liquids
 - Do not light a match, start an engine, use a phone or light switch, or do anything that may create a spark
 - Do not drive into a leak or vapor cloud area
- Ask for information relating to:
 - Caller's location & contact information
 - Facts relating to the emergency (describe the emergency, location of the emergency, is there property or people in danger)
 - Determining whether the caller is in immediate danger in order to provide safety guidance
- Help coordinate the initial response by making contact with emergency responders and **ExxonMobil Pipeline Company's (EMPCo) Operations Control Center** at **1-800-537-5200**.

Know the Signs of a Leak



By Sight

Liquid or frozen ground, water bubbling or being blown into the air, discolored or abnormally dry soil, oily sheen on water surfaces, fire or explosion, dense white cloud or fog or discolored vegetation



By Sound

Unusual noise, like a hissing or roaring sound



By Smell

Unusual petroleum, chemical or "rotten egg" smell

Tip: The National Emergency Number Association has developed recommendations to assist 9-1-1 dispatchers in emergency communications relating to pipeline incidents. These recommendations are available at www.nena.org.



Guidelines for Emergency Responders

Coordinating with the pipeline company is crucial for an effective and safe response to a pipeline incident. **Emergency responders are responsible for the following actions during an incident:**

- Securing the area around the leak. This could include asking residents to shelter-in-place; evacuating people from homes, businesses, schools, and other locations; erecting barricades to control access to the emergency site; and instituting other similar precautions. You know to take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency.
- If the pipeline leak is not burning, taking steps to prevent ignition. This could include prohibiting smoking, rerouting traffic, and shutting off the electricity and residential gas supply.
- If the pipeline leak is burning, taking measures to prevent the spread of fire, but making no attempt to extinguish it. Gas vapors or liquids may collect if the fire is extinguished and could explode when re-ignited by secondary fires.
- Setting up a command center and contacting EMPCo as soon as possible. EMPCo's Operations Control Center will want to know:
 - Caller's contact information
 - Emergency location
 - Size, characteristics and behavior of leak
 - Location of any nearby environmentally sensitive areas
 - Primary or secondary fires
 - Injuries or deaths
 - Proximity to buildings



Know what's below.
Call before you dig.

Tip: No one should attempt to operate any of the valves on the pipeline. It could worsen the situation.

Resources

- National Association of State Fire Marshals: comprehensive emergency response training - www.pipelineemergencies.com.
- ExxonMobil Pipeline Company – 2014 Oil Spill Response Field Manual - http://cdn.exxonmobil.com/~media/global/files/other/2015/oil-spill-response-field-manual_2014_e.pdf.
- American Petroleum Institute (API) and Association of Oil Pipe Lines (AOPL) made available a Pipeline Emergency Training Portal - <http://nasfm-training.org/pipeline/>.
- AOPL Emergency Response Toolkit - <http://www.aopl.org/emergencyresponse/>



How We Respond to an Emergency

In the unlikely event of an emergency, we are prepared to quickly respond. We regularly communicate, plan and drill with emergency responders in your community to ensure our response is well-coordinated and effective.

If an emergency is identified, we immediately dispatch personnel to the site to assist with response efforts. We also take the necessary operating actions to minimize the impact of the event. **For more information on our emergency response plans, please call 1-888-804-4788.**

Know the Signs of a Leak

Some pipelines contain colorless and odorless products. While some gases are lighter than air and will rise, others are heavier than air and will stay near the ground and collect in low spots.



By Sight

Liquid or frozen ground, water bubbling or being blown into the air, discolored or abnormally dry soil, oily sheen on water surfaces, fire or explosion, dense white cloud or fog or discolored vegetation



By Sound

Unusual noise, like a hissing or roaring sound



By Smell

Unusual petroleum, chemical or "rotten egg" smell

If a Leak Occurs

1. Immediately and safely leave the area and move upwind from the release.
2. Do not touch, breathe or make contact with leaking liquids.
3. Do not light a match, start an engine, use a phone or light switch, or do anything that may create a spark.
4. Do not drive into a leak or vapor cloud area.
5. From a safe location, call 911 and ExxonMobil Pipeline's emergency number at **1-800-537-5200**.

Tip: Do not attempt to operate any of the valves on the pipeline. It could worsen the situation.

Tip: Any pipeline leak can be potentially dangerous.



Know what's below.
Call before you dig.

How We Keep Our Pipelines Safe

Our pipelines are made of steel and buried underneath the ground. In accordance with federal and state regulations, EMPCo has evaluated and identified pipeline segments that could affect High Consequence Areas - areas where releases could have greater consequences to health, safety or the environment.

To safely operate our pipelines, EMPCo follows a comprehensive Integrity Management Program that includes:

- Regularly maintaining our system using cleaning devices and cathodic protection to prevent corrosion
- Running diagnostic tools and tests to detect corrosion or damage to our pipelines before a leak could occur

Additionally, EMPCo performs surveillance of our systems including:

- Performing patrols on the ground and in the air
- Monitoring our operations 24 hours a day through a centralized control center
- Using sophisticated computers, alarms and other technologies designed to immediately implement protective measures should a leak be detected

Tip: Be aware of EMPCo pipeline markers in your area. For more information, visit our website at www.exxonmobilpipeline.com.

Tip: Call our 24 hour contact number **1-800-537-5200** in case of an emergency.

Help us Prevent Pipeline Product Theft: Tampering with or tapping into oil pipelines is a dangerous and illegal act. When people tamper with pipelines to steal fuel, they endanger themselves and the neighboring community. If you suspect that pipeline fuel theft may be happening in your area, you can report it anonymously to us at 800-537-5200. Signs of theft include evidence of excavated dirt near a pipeline, tubes or hoses running from a pipeline, an odor of leaking fuel and/or anyone other than ExxonMobil personnel working on an ExxonMobil pipeline. To prevent pipeline fuel theft, please familiarize yourself with the oil pipelines and facilities in your area, be observant of suspicious persons or activities and promptly report any concerns for the purpose of ensuring your and your neighbors' safety.

How Do You Know Where a Pipeline is Located

Markers that indicate the location of pipelines may include warning signs, aerial patrol markers, casing vents and painted metal, wooden or plastic posts.

Pipeline markers are used to indicate the approximate location of the pipeline - **DO NOT** rely on them to indicate the exact position of the pipeline.

Pipeline marker signs show the pipeline company's name, emergency phone number, and products transported.



How You Can Help

Although pipeline companies are responsible for the safety and security of their facilities, it is essential that we all work together to protect against unauthorized excavations or other destructive activities.

Here's what you can do to help:

- Become familiar with EMPCo pipelines and related facilities in your area.
- Keep our emergency contact number **1-800-537-5200** in your cell phone and near your office and home telephones.
- Be aware of any unusual or suspicious activities or unauthorized excavations taking place within the right of way or near a facility. Report any such activities to EMPCo and local law enforcement.
- Encourage the use of the National Call Before You Dig number, 8-1-1. It's free – and it's the law.

Is There a Pipeline in My Area?

The National Pipeline Mapping System (NPMS) was designed to provide local government and emergency officials with information about pipeline companies operating in their communities. Check for pipelines in your area at **www.npms.phmsa.dot.gov**.

Tip: As an Emergency Responder, you also have access to more detailed information through the PIMMA (Pipeline Information Management Mapping Application) link within the website.

Do You Know?

The Pipelines and Informed Planning Alliance (PIPA) assists communities in becoming risk-informed about transmission pipelines and making better land use planning and development decisions related to pipelines. PIPA has developed recommended practices for protecting communities, protecting transmission pipelines and communicating among stakeholders.

Visit: **<http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>**



Know what's below.
Call before you dig.

Each day, ExxonMobil Pipeline Company (EMPCo) and its affiliates transport the following products through more than 4,000 miles of pipeline in 6 states and the Gulf of Mexico:

PRODUCT	LEAK TYPE	VAPORS
HIGHLY VOLATILE LIQUIDS [SUCH AS: BUTANE, PROPANE, BENZENE, ETHYLENE, PROPYLENE, RESINS, AND NATURAL GAS LIQUIDS (NGL)]	Gas	Initially heavier than air, spread along ground and may travel to source of ignition and flash back. Product is colorless, tasteless and odorless.
HEALTH HAZARDS	Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite. Fire may produce irritating and/or toxic gases.	
HAZARDOUS LIQUIDS [SUCH AS: CRUDE OIL, LIQUEFIED PETROLEUM GASES, AND OTHER REFINED PETROLEUM PRODUCTS]	Liquid	Initially heavier than air and spread along ground and collect in low or confined areas. Vapors may travel to source of ignition and flash back. Explosion hazards indoors, outdoors or in sewers.
HEALTH HAZARDS	Inhalation or contact with material may irritate or burn skin and eyes. Fire may produce irritating, corrosive and/or toxic gases. Vapors may cause dizziness or suffocation. Runoff from fire control or dilution water may cause pollution.	

Pipelines are the safest, most efficient and environmentally friendly means of transporting petroleum products, according to the U.S. Department of Transportation.

We make every effort to avoid an incident on our pipeline system. These safety guidelines are provided to raise your awareness of pipelines operating in your area. Through the use of effective excavation and land use practices, we can work together to keep the public and environment safe.

We ask that you share this important safety information with all personnel in your organization.

ExxonMobil Pipeline Company LLC operates pipelines and other assets on behalf of various entities and owners, including:

ExxonMobil Oil Corporation
 Mobil Pipe Line Company
 Mobil Chemical Company
 Mobil Eugene Island Pipeline Company
 Mobil Vanderbilt - Beaumont Pipeline Company
 Mustang Pipeline LLC
 Wink to Webster Pipeline, LLC



Know what's below.
Call before you dig.



Mail Distribution Center
PO Box 9123, Wichita, KS 67277

For emergencies please call **1-800-537-5200**.

For more information on our pipelines in your area, we can be reached at:

ExxonMobil Pipeline Company
PO Box 9677

Spring, TX 77387-6677

1-888-804-4788

public.awareness@exxonmobil.com
www.exxonmobilpipeline.com

Additional Information is available at:

[U.S. Department of Transportation
www.phmsa.dot.gov](http://www.phmsa.dot.gov)

[National Pipeline Mapping System
www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

PRSRT STD
U.S. Postage
PAID
Paradigm