

# Pipeline Safety Information for Public Officials

Including Elected Officials, Planning & Zoning Boards  
and Permitting Departments



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

ExxonMobil  
Pipeline Company

ExxonMobil

# Your Role as a Public Official

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 ExxonMobil Pipeline Company (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 telephone(s).
- Educate your constituents on pipeline safety.
- Make sensible zoning and permitting decisions relative to pipelines.
- 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.

## 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 to ensure their safety and that of the public.

- 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

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



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# 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 Company'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.

## How We Respond to an Emergency

We work hard to prevent a pipeline incident, but in the unlikely event of a pipeline emergency, we are prepared to respond, quickly. We regularly communicate, plan and drill with local emergency personnel, such as fire and police departments, to ensure our response to an incident is well-coordinated and effective.

If an emergency is identified, we immediately dispatch personnel to the site to assist with response efforts. Local government officials are immediately contacted to coordinate and support their needs during an emergency. We also take the necessary operating actions to minimize the impact of the event. For more information on our emergency response plans, please contact us at **1-888-804-4788** or **public.awareness@exxonmobil.com**.



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# 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](http://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.





# Call 811 Before You Dig

One of the leading causes of pipeline incidents is excavation damage. Learning how to work safely around pipelines will help:

- Protect you and the public from injury
- Prevent damages to utilities
- Prevent service disruptions
- Avoid fines and repair costs

## Here's what to do before beginning a project located near our pipeline:

**Step 1:** Call the free 811 number at least 48 hours before starting your project. You'll be connected to a One-Call Center operator who will tell you what laws apply in your state. Failure to comply with this rule could result in penalties.

**Step 2:** Tell the operator about your project. They will notify ExxonMobil Pipeline Company and other companies with underground lines about your intent to dig.

**Step 3:** The One-Call Center will coordinate with us, and other companies with underground lines, to schedule a time to come out to your project and mark the location of the lines.

**Tip:** Don't assume the location or depth of the pipeline. Call 811 to have the lines marked. Pipeline markers identify the approximate location and content of the pipeline, the operator's name and emergency contact information.

**Tip:** Call us immediately at **1-800-537-5200** if you make any contact, however minor, with an EMPCo pipeline so we can investigate for possible damage.



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[www.call811.com](http://www.call811.com)



## 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](http://www.npms.phmsa.dot.gov).

**Tip:** As a public official, 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>



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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



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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  
P.O. Box 9677

Spring, TX 77387-6677

1-888-804-4788

[public.awareness@exxonmobil.com](mailto:public.awareness@exxonmobil.com)  
[www.exxonmobilpipeline.com](http://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)

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