



When it comes to pipeline safety, you are our best line of defense.

You are receiving this brochure because you serve as a first responder in an area through which a Colonial pipeline passes. Although Colonial works around the clock to ensure the safety of our network, pipeline incidents can occur. We've created this guide to help you prevent, detect, and respond to pipeline incidents so that you can keep yourself, your team and the community you serve safe.

PREVENT Pipeline Incidents

Log on to the National Pipeline Mapping System:
your first step to pipeline safety.

To identify the pipelines in your jurisdiction, visit the National Pipeline Mapping System (NPMS) at <https://www.npms.phmsa.dot.gov>. Here, you can view pipeline maps county by county and obtain contact information for the pipeline operators in your community.

Look for Colonial's yellow, black and red markers.

These markers are required by law and are posted along the pipeline right of way and at all locations where pipelines pass beneath roads, rivers, streams, railroad tracks, etc. As shown on this page, markers identify Colonial Pipeline as the operator, list the product being transported, and display Colonial's emergency phone number. Although they show the approximate location of the pipeline, markers do not reveal the exact location or depth of the pipeline. It is a federal offense to move, remove, or otherwise deface any pipeline marker.

Stay alert for suspicious activity
& unauthorized digging.

State laws require homeowners/individuals and professional excavators to call 811—the nationwide safe-digging number—to have their underground utilities, including pipelines, marked before any digging project begins. If you witness unauthorized excavation or suspicious activity near pipeline areas, have them stop all activity immediately (or have the proper authorities do so). Then call our 24-hour emergency number at **1-800-926-2728** to have a Colonial inspector dispatched to investigate.



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DETECT Petroleum Hazards & Leaks

Know the warning signs of a petroleum leak.

Colonial communicates the following early warning signs to the public in annual public awareness mailings. Individuals who spot any of these signs of a leak are instructed to call 911 immediately, then call Colonial's emergency number at **1-800-926-2728**.

- A dark or oily patch on the ground
- A rainbow film or sheen on water near a river, stream or lake
- An area of dead vegetation
- An exposed pipeline in a creek, river or stream
- A vapor cloud near the ground—the result of gasoline being released under pressure
- An unusual hissing or roaring noise coming from the pipeline or near a marker
- A strong odor or scent of gasoline or oil

Remember the hazards when approaching a potential leak site.

Refined liquid petroleum products can be:

- Flammable and explosive
- Irritating to eyes and skin
- Harmful if inhaled
- Carcinogenic
- Hazardous to wildlife and plant life

| Facts About Refined Liquids | | |
|-----------------------------|---------------------------------|---------------------------------|
| | GASOLINE | DISTILLATES |
| Physical State | Flammable Liquid | Combustible Liquid |
| Flammable Limits | Lower 1.4%; Upper 7.6% | Lower N. AV; Upper N. AV. |
| Flash Point | Less than -45 Deg. F (TCC) | 110 Deg. F. (TCC) |
| Vapor Density (Air = 1) | 3.0 - 4.0 (heavier than air) | 3.0 - 8.0 (heavier than air) |
| Toxic | Yes | Yes |

Colonial does NOT transport crude oil or natural gas.



RESPOND to Pipeline Emergencies

If you are the first to respond to a suspected pipeline leak, here's what to do:

- **Isolate** the area by restricting entry to emergency personnel and designated pipeline employees only. Evacuate all others to an upwind location.
- **Call Colonial at 1-800-926-2728** to alert pipeline personnel and obtain information about the product in the pipe. Use the DOT Emergency Response Guidebook to help identify product properties.
- **Establish restricted/evacuation zones** based on the type of incident, gas detection instrument readings, etc. Do not approach a suspected leak with a vehicle or other equipment (including radios) until air quality has been tested and restricted/evacuation zones have been established. Use the highest level of protection until you know the area is safe.
- **Avoid creating an ignition source.** Evaluate potential ignition sources in the area. Do not use a telephone or cell phone, light flares, attempt to light a cigarette, turn an electrical appliance on or off, or otherwise provide an ignition source. Park all emergency vehicles safely beyond the restricted zone.
- **Evacuate personnel** in the affected area to higher elevations. Liquid petroleum product vapors will collect in low-lying areas.
- **Do not attempt to extinguish a refined liquids fire with water.** If necessary, cool nearby pipeline components or structures that may be threatened by the fire. Foam or other extinguishing agents may be considered after consulting with pipeline personnel.
- **Do not attempt to operate pipeline valves or equipment.** Pipelines operate under high pressure. Operation of equipment by non-pipeline personnel can result in injuries or may further damage the pipeline, resulting in an escalation of the emergency.



Colonial will assist your response team every step of the way.

- **At the first notification of a potential emergency, Colonial will immediately shut down the pipeline.**
- Our highly trained, 24/7, local Emergency Response Team (or "Strike Team") will be deployed immediately to the site to assess the spill and coordinate with local emergency responders.
- Depending on the extent of the event, a Corporate Response Team may be assembled to supplement the Strike Team and develop an action plan for managing the situation.
- Colonial may also call on Oil Spill Response Organizations (OSROs), contractors who are specially trained to respond to pipeline spills.
- After the initial emergency, Colonial teams will take action to excavate and repair the pipeline.
- Colonial assigns an incident commander to lead our efforts, but believes all incidents begin and end locally. Incident command rests with state and local authorities, with Colonial personnel serving as experts in pipeline operation and product recovery.



National Incident Management System (NIMS): A Smarter Emergency Response Tool

Colonial uses NIMS to provide a collaborative approach to responding to, mitigating and recovering from a pipeline emergency. NIMS provides a common operating picture that allows all groups in both the public and private sectors to make cooperative, consistent and timely decisions.

In The Event of An Emergency

Call 1-800-926-2728

The Colonial 24/7 Emergency Number

Provide the following information:

- Nature of emergency (spill, fire, damage to pipeline, vapor cloud, etc.)
- Location details (state, county, town, street or road address, GPS coordinates)
- Time the emergency was reported locally
- Your name, title and call-back number
- The nature of any injuries
- Emergency officials on the scene (medical, police, fire)
- Any special actions taken such as evacuation, sheltering in place, etc.
- Any refined liquids released and whether they will likely endanger water sources
- Special considerations at the scene such as highways, nearby homes or businesses, schools, railroads, etc.



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