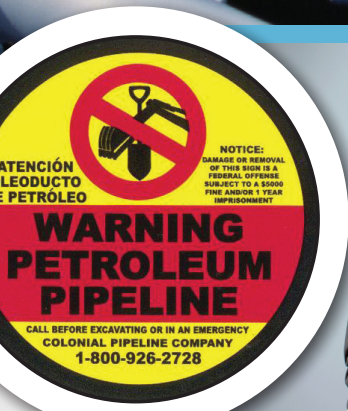


Colonial Pipeline Company

# Pipeline Smart. Pipeline Safe.

A Guide to Community Pipeline  
Safety Preparedness



# Is your community “pipeline smart”?



You are receiving this brochure because you are a public official in a county through which one or more Colonial pipelines pass. Although pipeline incidents are rare, they can occur. Whether pipelines are located within your jurisdiction, or simply part of your energy infrastructure, we've created this guide to help you make sure the community you serve is “pipeline smart” in any situation.

## 5 Steps to a “Pipeline Smart” Community

### Step 1: Locate the pipelines in your area

Pipelines are the safest method of fuel transportation, but because most are buried underground, they are virtually invisible. As a public official, you can view the approximate location of transmission pipelines and obtain contact information for pipeline operators in your area by visiting the National Pipeline Mapping System (NPMS) at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

As required by federal law, Colonial posts easy-to-spot yellow, black and red markers (pictured below) to reveal the approximate (not exact!) location of pipelines—including all locations where pipelines pass beneath roads, rivers, streams, railroad tracks, etc. These markers identify Colonial Pipeline as the operator, list the product being transported, and display Colonial's emergency phone number. It is a federal offense to move, remove, or deface any pipeline marker.

### Step 2: Recognize the signs and hazards of a leak

Colonial communicates the following early warning signs to your community in annual public awareness mailings. Individuals who spot any of the following 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
- Spots of dead vegetation
- An exposed pipeline in a creek, river or stream
- A vapor cloud—the result of fuel 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



## Refined petroleum products present the following risks and hazards:

- Flammable and explosive
- Vapors may be irritating to skin and eyes
- Inhalation may cause dizziness, irritate nose and throat; Prolonged exposure may be harmful
- Potential carcinogen
- Hazardous to wildlife and plant life

Colonial's pipelines also operate under high pressure. To prevent injuries or escalation of an emergency, no one except pipeline personnel should attempt to operate pipeline equipment.

## Step 3: Know how to respond to a pipeline emergency

### Safety Precautions

In the event of a leak or a suspected leak, Colonial advises everyone in the area to take the following safety precautions:

- If possible without risk of injury, turn off any running equipment and eliminate any ignition source. If not possible, abandon equipment and immediately leave the area on foot. Warn others.
- Move upwind of the suspected leak. Refined petroleum product vapors are heavier than air. Seek a higher location.
- Do NOT use a telephone or cell phone, start a vehicle engine, turn an electrical appliance on or off or create an ignition source near the suspected leak.
- Do NOT attempt to operate pipeline equipment or close valves; serious injury or escalation in the emergency can result.
- Do NOT drive into a vapor cloud.

When you are a safe distance away,  
**first call 911, then 1-800-926-2728**  
(Colonial's 24-hour emergency number)





## Response Process

Colonial's first priority is the safety of your community and protection of the environment. In the event of an emergency, we 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 will be deployed immediately to the site to assess and manage the spill and coordinate with local emergency responders.
- Colonial may also call on Oil Spill Response Organizations (OSROs), contractors who are certified by the U.S. Coast Guard to respond to pipeline emergencies.

Colonial will assign an incident commander to lead our efforts and will coordinate with federal, state and local authorities on pipeline operation, product recovery and clean up. Colonial uses the National Incident Management System (NIMS) to provide a collaborative platform for all groups involved in the response effort.

## Communications

Although your first notification of a pipeline emergency may come through your local emergency responder, Colonial personnel will contact you as soon as they understand the nature of the emergency to debrief you on the situation and help you respond to community and media questions. Throughout the event, you'll receive regular updates on emergency management and repair decisions and their potential impact to your community.

## Step 4: Update your community emergency plans

Don't wait for a pipeline incident to happen. Work now with your local emergency responders, emergency management team and Colonial personnel to understand how pipeline emergencies might affect your community. Consider pipeline products, location local topography, vulnerable populations, and potential evacuation routes in developing effective emergency plans. Drill and train on pipeline emergency scenarios as part of emergency preparedness for your community.



## Step 5: Help Colonial prevent pipeline incidents

### Promote 811: "Call Before You Dig"

Onethird of all major pipeline accidents are caused by excavation damage. State laws require anyone that digs, including residents, excavators and municipal work crews, to call 811—the nationwide safe-digging number—to have all underground utilities, including pipelines, accurately located and marked before any digging project begins. By encouraging your community to use this free locating service, you can help prevent service disruptions, project delays, accidents, injuries and even deaths.

### Support A Clear Right Of Way

Your support for Colonial's efforts to mow and clear the right of way is vital to our ongoing prevention and detection programs.

### Encourage Pipeline Watch Programs

Encourage your community members to call Colonial's 24/7 emergency number at **1-800-926-2728** if they witness unauthorized excavation, hazardous conditions or suspicious activity near the pipeline. Callers can receive a reward of up to \$500 for helping us keep their community safe.

### Manage Development Near Pipelines

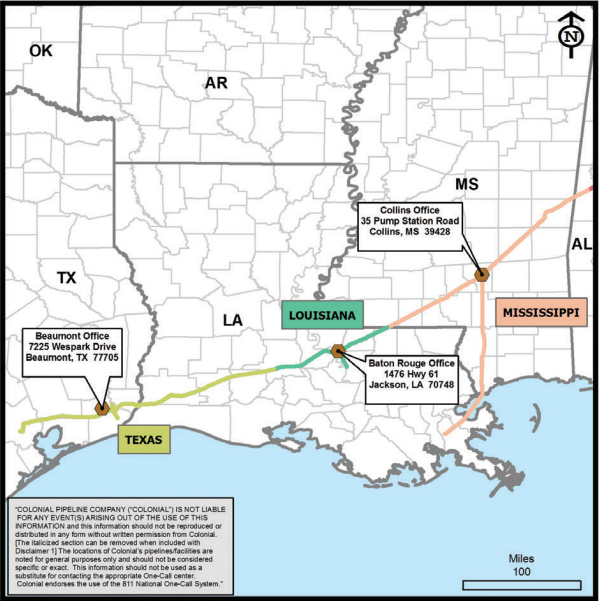
With economic growth and expansion, many areas adjacent to pipelines have become increasingly populated. Visit the Pipelines and Informed Planning Alliance (PIPA) online at [www.pipa-info.com](http://www.pipa-info.com) for risk-informed land use guidelines to help safely manage pipeline encroachment in your community.



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



# Gulf Coast District



## Texas/West Louisiana

409-291-5645  
7225 Wespark Drive  
Beaumont, TX 77705

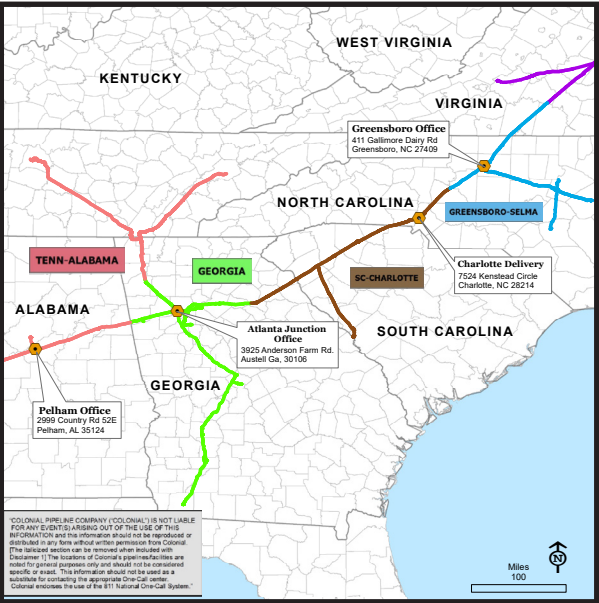
## Mississippi

601-765-9168  
35 Pump Station Rd.  
Collins, MS 39428

## East Louisiana

225-570-3047  
1476 Highway 61  
Jackson, LA 70748

# Southeast District



## Tennessee/Alabama

205-532-1956  
2999 County Rd 52 E  
Pelham, AL 35124

## Georgia

770-876-0247  
3925 Anderson Farm Rd.  
Austell, GA 30106

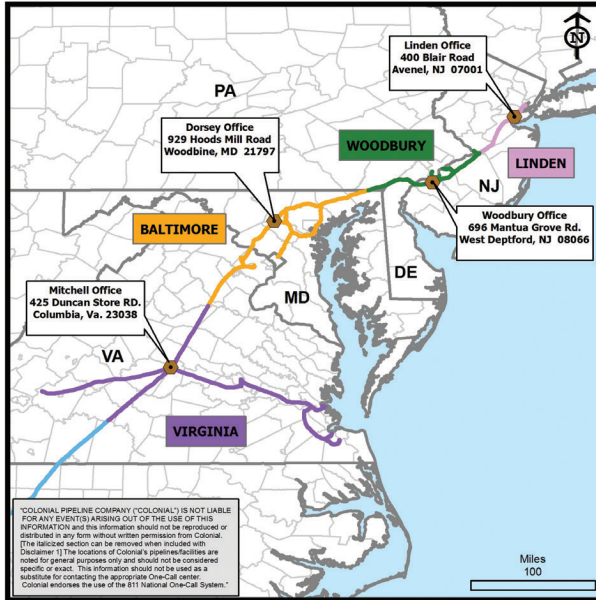
## GA/SC/Charlotte, NC

336-931-6047  
7524 Kenstead Circle  
Charlotte, NC 28214

## Greensboro/Selma, NC

336-931-6027  
411 Gallimore Dairy Rd.  
Greensboro, NC 27409

## Northeast District



### Maryland/Virginia

240-405-7023  
929 Hoods Mill Rd.  
Woodbine, MD 21797

### Virginia

757-545-7004  
425 Duncan Store Rd.  
Columbia, VA 23038

### Pennsylvania/ Delaware/NJ

856-202-4050  
696 Mantua Grove Rd.  
West Deptford, NJ 08006

### New Jersey

732-713-9078  
400 Blair Rd.  
Avenel, NJ 07001

## About Colonial Pipeline Company

Pipelines move nearly two-thirds of this country's annual supply of refined fuels. These nearly invisible transportation systems operate continuously and are the most efficient and cost-effective method for moving the vast quantities of fuels required to meet this nation's energy needs.

Colonial Pipeline operates a 5,500-mile network of underground pipe stretching from Texas to the New York harbor. Each day, these pipelines, ranging in size from 6-40 inches, transport over 100 million gallons of refined petroleum products, including gasoline, kerosene, home heating oil, diesel fuel and jet fuel.

## How Colonial Keeps Your Community Safe

Colonial Pipeline dedicates a significant portion of its annual budget to maintain the integrity of our pipelines. Our safety measures include:

- Sophisticated electronic inspection tools and corrosion prevention systems
- 24/7 monitoring from our centralized control center
- Foot patrols and aerial inspections of the pipelines
- Immediate pipeline shutdowns if a problem is identified
- Routine maintenance of pipeline "rights of way" (the strips of land over and around pipelines) to keep them clear of potentially damaging tree roots, plants and other encroachments
- Integrity Management Plans (IMPs) for high consequence areas such as highly populated, environmentally sensitive, or drinking water areas, as well as commercially navigable waterways. For an overview of Colonial's IMP, please call 678-762-2250.

# Need More Information?

To contact Colonial with questions or comments, email us at:  
[info@colpipe.com](mailto:info@colpipe.com)

**For more information about Colonial Pipeline,  
visit Colonial Pipeline's website at [www.colpipe.com](http://www.colpipe.com).**

## **Important Phone Numbers**

To report suspicious or unauthorized activities, **call Colonial at 1-800-926-2728**

In an emergency, **first call 911,  
then call Colonial at 1-800-926-2728**

**Before digging, call 811**



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



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

Follow us on our social media channels

