

Colonial Pipeline Company

Managing Pipeline Emergency Calls

A Guide for E911 Operators



**Colonial's 24/7 Emergency Number
1-800-926-2728**



When it comes to pipeline safety, YOU can make all the difference.

You are receiving this brochure because you are a 911 operator in a county through which a Colonial refined liquid petroleum pipeline passes. Colonial works hard to keep your community safe, but pipeline emergencies can occur. Part of our safety efforts includes educating the public to dial 911 when they spot the warning signs of a potential pipeline emergency. Your ability to recognize the emergency, ask the right questions and provide proper safety guidance can make a significant difference in the severity of the event—and the safety of your entire community.

How to Recognize a Refined Liquids Pipeline Emergency

Not every pipeline emergency will present in the same way, but the following is a list of possible indications of a refined petroleum products leak. A 911 caller may report one or more of the following:

Visual Indications

- An area of dead vegetation
- A dark or oily patch on the ground
- A rainbow film or sheen on water near a river, stream or lake
- An exposed pipeline in a creek, river or stream
- A vapor cloud near the ground—the result of gasoline being released under pressure

Unusual Smells

- A strong odor of gasoline or oil

Unusual Noises

- A hissing or roaring noise coming from a pipeline or near a marker



Three Steps for Managing A Refined Liquids Pipeline Emergency Call

1. Verify Caller Safety

- Ask the caller to describe the emergency. If any of the conditions listed in the blue box are reported, assume a refined liquid petroleum pipeline emergency.
- Verify that the caller is in a safe place, some distance from the pipeline. If not advise the caller to immediately leave the area on foot. If the caller reports seeing a vapor cloud, advise them to move upwind to a higher location, out of the path of the cloud.
- Ask the caller whether they can smell an odor. Does it smell more like "gasoline" or "oil?" If there is a definite gasoline odor reported, assume a greater risk of flammability.
- Instruct the caller to avoid any actions that could create a spark. They should **NOT** light a match, start a vehicle, turn an electrical appliance on or off, hang up the phone, or otherwise provide an ignition source in the vicinity of the leak.
- Caution the caller **NOT** to touch any product that may have escaped from the pipeline nor manipulate pipeline valves or equipment.
- If it is safe to do so, instruct the caller to warn others in the area.

2. Capture Critical Data

Once you have verified the safety of the caller, document the necessary details to assist emergency responders:

- Location details, including state, county, town, street address or GPS coordinates. (If the location is rural, identify nearby highways and intersections.)
- Local time when the emergency was reported
- Pipeline operator (if a pipeline marker was visible or known by the caller)



- Known injuries or property damage
- Nearby water sources that could be affected
- Special considerations at the scene such as major highways, nearby homes, businesses, schools, hospitals, parks, railroads, etc.
- Weather conditions and wind speed, if available

3. Notify Emergency Responders & Pipeline Personnel

- Alert appropriate emergency responders. If there is no fire, advise responders that vapors may be present. Vehicles should be parked a safe distance away. Radios used within the area should be intrinsically safe.
- Notify Colonial Pipeline at **1-800-926-2728** and share critical data, including how many and what kind of emergency units have been dispatched.
- Obtain an estimated arrival time for pipeline personnel and share with emergency responders at the scene.



A Quick Guide to Our Pipelines



What They Do

Colonial pipelines do NOT carry natural gas or crude oil. They only carry refined liquid petroleum products such as:

- Gasoline
- Kerosene
- Home heating oil
- Jet & military fuels
- Diesel fuels

Where They Are

Colonial's underground pipelines run from Texas to the New York harbor. They are identified above ground by yellow, red and black markers at frequent points along the route. These markers identify Colonial Pipeline as the operator, list the product being transported, and display Colonial's emergency phone number—important information that a 911 caller can relay to you.

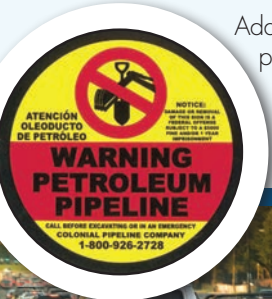
Risks/Hazards

Refined liquid petroleum products present the following risks of exposure:

- Flammability
- Potential irritant to eyes and skin
- Potential inhalation risk
- Potential carcinogen
- Environmental hazard to wildlife and plant life

Gasoline is flammable; Distillates (such as heating oil, kerosene, jet fuels, etc.) are combustible. Released liquids will likely spread and seek lower ground.

Additionally, pipelines operate under high pressure. To avoid personal injury or pipeline damage, no one besides pipeline personnel should attempt to open or close valves or operate equipment.



About Colonial Pipeline Company

Colonial Pipeline is an interstate carrier of refined liquid petroleum products. Our 5,500-mile network of underground pipelines delivers over 100 million gallons of refined petroleum products per day to supply our nation's growing energy needs. Our system operates 24 hours a day and is continuously monitored from a state-of-the-art control center in Alpharetta, Georgia.

Need More Information?

To learn more, please contact
Colonial Pipeline's Public Awareness
Program Manager, at
678-762-2250 or visit www.colpipe.com.



www.colpipe.com



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If you would like specific information about emergency response plans,
please contact the Colonial Office in your area.