



## PIPELINE SAFETY TRAINING



### PROGRAM GUIDE

Overview

Pipeline Safety

Exercise Outline

Emergency Response Guidebook

NENA Pipeline Emergency Operations

Signs Of A Pipeline Release

High Consequence Areas Identification

Pipeline Industry ER Initiatives

Pipeline Damage Reporting Law



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

2022

# EMERGENCY CONTACT LIST

<b>COMPANY</b>	<b>EMERGENCY NUMBER</b>
Enterprise Products Operating, LLC.....	<b>1-888-883-6308</b>
IMTT Epic LLC.....	<b>1-478-788-1877</b>
Liberty Utilities .....	<b>1-855-216-6306</b>
Magellan Midstream Partners, L.P. ....	<b>1-800-720-2417</b>
Sabal Trail Transmission, LLC (Operated by Enbridge) .....	<b>1-888-568-7269</b>
Santee Cooper .....	<b>1-864-352-6110</b>
Southern Natural Gas Company .....	<b>1-800-252-5960</b>

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**Note: The above numbers are for emergency situations.**

**Please see individual company sections for non-emergency contact information.**

**Additional pipeline operators may exist in your area.**

**Visit the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) for companies not listed above.**

<b>ONE-CALL SYSTEM</b>	<b>PHONE NUMBER</b>
Georgia 811 .....	<b>1-800-282-7411</b>
National One-Call Referral Number.....	<b>1-888-258-0808</b>
National One-Call Dialing Number .....	<b>811</b>

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### **Pipeline Purpose and Reliability**

- Critical national infrastructure
- Over 2.7 million miles of pipeline provide 65% of our nation's energy
- 20 million barrels of liquid product used daily
- 21 trillion cubic feet of natural gas used annually

### **Safety Initiatives**

- Pipeline location
  - Existing right-of-way (ROW)
- ROW encroachment prevention
  - No permanent structures, trees or deeply rooted plants
- Hazard awareness and prevention methods
- Pipeline maintenance activities
  - Cleaning and inspection of pipeline system

### **Leak Recognition and Response**

- Sight, sound, smell – indicators vary depending on product
- Diesel engines – fluctuating RPMs
- Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- Any sign, gut feeling or hunch should be respected and taken seriously
- Take appropriate safety actions ASAP

### **High Consequence Area (HCA) Regulation**

- Defined by pipeline regulations 192 and 195
- Requires specialized communication and planning between responders and pipeline/gas personnel
- May necessitate detailed information from local response agencies to identify HCAs in area

### **One-Call**

- One-Call centers are not responsible for marking lines
- Each state has different One-Call laws. Familiarize yourself with the state you are working in
- Not all states require facility owners to be members of a One-Call
- You may have to contact some facility owners on your own if they are not One-Call members
- In some states, homeowners must call before they dig just like professional excavators



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

**EXCAVATOR** Contractor and Excavator Safety Program

Contractor and Excavator Personnel

# EXCAVATOR

PIPELINE SAFETY PROGRAM

Instructor:

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**EXCAVATOR** Local Operator Information\*

- Operator and/or company name
- Pipeline systems and products
- Location of pipelines
- Pipeline size/operating pressure(s)
- Type of response(s) to a pipeline emergency

\*Specific jurisdictional information is highlighted in blue and on state websites. Information on these materials may not represent all pipeline companies in your area.

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**EXCAVATOR** Program Objectives

- Learn** the responsibility of excavators prior to beginning any excavating project through the State One-Call law, Common Ground Alliance (CGA) Best Practices, and by calling 811.
- Acquaint** excavators with one-call/utility member responsibilities prior to beginning any excavation project.
- Identify** the different types of pipelines, products, characteristics and hazards of unsafe digging.
- Demonstrate** how you can engage in effective communication to minimize hazards to life, property and the environment.

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**EXCAVATOR** Program Resources

[Georgia11.com](http://georgia11.com)

[ga.pipeline-awareness.com](http://ga.pipeline-awareness.com)

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**EXCAVATOR** Program Resources

[ga.pipeline-awareness.com](http://ga.pipeline-awareness.com)

2.5 million miles

**Meeting Materials:**

- 2013 Emergency Response Manual
- 2013 Safety Program Manual
- 2013 Emergency Response Team Meeting Manual
- 2013 State Reg. Update

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**EXCAVATOR** Dredging Operations

**If your company conducts dredging operations, shoreline stabilization or pile driving activities, please be aware of the following:**

- Underground hazardous liquids and natural/gas pipelines do traverse lakes and navigable waterways
- R13 requirements to submit a one-call ticket prior operations commencing, to include a sub-aqueous ticket option
- Identify all pipeline warning markers near the shorelines where you will be working
- Contact the pipeline company as part of your pre-planning before work begins

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**EXCAVATOR** Pipeline System Types

**Transmission**  
Can vary in size and have greater flow and pressure than other types of pipelines. They can transport natural/gas or other refined products from a gathering, processing, or storage facility to processing, or additional storage facilities

**Distribution**  
Are unique to natural/gas systems. These pipelines are used to deliver product to end users or customers and are mostly found in populated areas

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**EXCAVATOR** Pipeline System Types

**Gathering**  
Transport gas and liquids, such as oil or natural/gas from the commodity's source to processing and/or storage facilities

**Storage facilities**  
Above or underground facilities used to receive and store hazardous liquid or natural/gas transported by a pipeline for re-shipment and continued transportation

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**EXCAVATOR** **Integrity Management**

Pipeline companies are required to have an Integrity Management program to insure safe and efficient operations:

- Internal and external cleaning and inspection of the pipeline and affected areas
  - Rights of Way and valves
- Supervisory Control and Data Acquisition (SCADA)
- Identification of High Consequence Areas (HCA)
- Aerial Rights of Way Patrols
- Public Awareness Outreach to stakeholders
- Participation as a member of R1
- Operator Qualification (OQ) Training
- Local Distribution Company (LDC)
  - Meter Testing
  - Local Surveys



**Prologis**

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**EXCAVATOR** **Product Characteristics**

**Hazardous Liquids**  
 (8 Hours 122) (Pages 132-133)

- Crude oil, jet fuel, gasoline and other refined products
- Liquid in and liquid out of the pipeline

**Highly Volatile Liquids**  
 (8 Hours 123) (Pages 140-141)

- Propane, butane, ethane and natural gas liquids
- Liquid in and vapor out of the pipeline

**Natural Gas**  
 (8 Hours 123) (Pages 140-141)

- Gas in and gas out of the pipeline
- Diluent added if needed



**Prologis**

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**EXCAVATOR** **Above Ground Storage Tanks**

**Considerations when responding to tank farms/ terminals**

Work with your local operator to:

- Develop an effective response plan
- Identify products and hazards
- Determine evacuation radius

Response recommendations:

- Control tank(s) or nearby containers by flooding with water
- Use unmanned/aerial vehicles/monitor nozzles
- Do not direct water at safety devices or piping may occur
- Just product burn, even after air supply line/system is closed
- Beware of the potential for Boiling Liquid Expanding Vapor Explosions (BLEVE)



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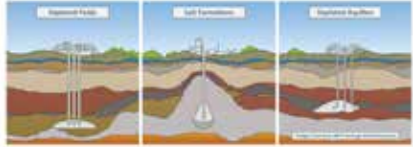
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**EXCAVATOR** **Underground Storage Fields**

**Emergency response "non-intervention"**

- Emergency contact information located on pipeline markers and all overhead locations
- Always be aware of wind direction; walk into the wind, away from hazardous features
- Do not drive into a leak or vapor cloud
- Monitor combustible atmospheres
- Determine hazardous area and escape route



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**EXCAVATOR RESPONSIBILITIES:**

- Call Before You Dig - It's the Law!
- Wait the required time for the markings!  
(state specific time – check your local One Call Law)
- Tolerance Zones – May vary by state and/or company!
- Respect the marks!
- Dig with care!

**RISK CONSIDERATIONS**

- Type/volume/pressure/location/geography of product
- Environmental factors – wind, fog, temperature, humidity
- Sight, sound, smell – indicators vary depending on product
- Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- Other utility emergencies

**PIPELINE MARKERS**

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

**The markers display:**

- The product transported
- The name of the pipeline operator
- The operator's emergency number



- White Lining (Pre-marking)
  - One Call Facility Request
  - One Call Access
  - Locate Reference Number
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- Separate Locate Request
  - Pre-excavation Meeting
  - Facility Relocations
  - One Call Reference Number at Site
  - Contact Names and Numbers
  - Positive Response
  - Facility Owner/Operator Failure to Respond
  - Locate Verification
  - Work Site Review with Company Personnel
  - Documentation of Marks
  - Facility Avoidance
  - Marking Preservation
  - Excavation Observer
  - Excavation Tolerance Zone
  - Excavation within the Tolerance Zone
  - Vacuum Excavation
  - Mismarked Facilities
  - Exposed Facility Protection
  - Locate Request Updates
  - Facility Damage Notification
  - Notification of Emergency Personnel
  - Emergency Coordination with Adjacent Facilities
  - Emergency Excavation
  - Backfilling
  - As-built Documentation
  - Trenchless Excavation
  - No Charge for Providing Underground Facility Locations
  - Federal and State Regulations



## Signs Of A Pipeline Release

### **SIGHT\***

- Liquid on the ground
- Rainbow sheen on water
- Dead vegetation in an otherwise green area
- Dirt blowing into the air
- White vapor cloud
- Frozen area on ground

\*Signs vary based upon product

### **SMELL**

- Odors such as gas or oil
- Natural gas is colorless and odorless
  - Unless Mercaptan has been added  
(rotten egg odor)

### **OTHER - NEAR PIPELINE OPERATIONS**

- Burning eyes, nose or throat
- Nausea

### **SOUND**

- A hissing or roaring sound

## What To Do If A Leak Occurs

- Evacuate immediately upwind
- Eliminate ignition sources
- Advise others to stay away
- **CALL 911** and the pipeline company – number on warning marker
  - Call collect if necessary
- Make calls from safe distance – not “hot zone”
- Give details to pipeline operator:
  - Your name
  - Your phone number
  - Leak location
  - Product activity
  - Extent of damage
- DO NOT drive into leak or vapor cloud
- DO NOT make contact with liquid or vapor
- DO NOT operate pipeline valves (*unless directed by pipeline operator*):
  - Valve may be automatically shut by control center
  - Valve may have integrated shut-down device
  - Valve may be operated by qualified pipeline personnel only, unless specified otherwise
- Ignition sources may vary – a partial list includes:
  - Static electricity
  - Metal-to-metal contact
  - Pilot lights
  - Matches/smoking
  - Sparks from telephone
  - Electric switches
  - Electric motors
  - Overhead wires
  - Internal combustion engines
  - Garage door openers
  - Firearms
  - Photo equipment
  - Remote car alarms/door locks
  - High torque starters – diesel engines
  - Communication devices

## Pipeline Emergency

### **Call Gas Control Or Pipeline Control Center**

Use **Pipeline Emergency Response Planning Information Manual** for contact information  
Phone number on warning markers  
Use state One-Call System, if applicable

### **Control Center Needs To Know**

Your name & title in your organization  
Call back phone number – primary, alternate  
Establish a meeting place  
Be very specific on the location (**use GPS**)  
Provide City, County and State

### **Injuries, Deaths, Or Property Damage**

Have any known injuries occurred?  
Have any known deaths occurred?  
Has any severe property damage occurred?

### **Traffic & Crowd Control**

Secure leak site for reasonable distance  
Work with company to determine safety zone  
No traffic allowed through any hot zone  
Move sightseers and media away  
Eliminate ignition sources

### **Fire**

Is the leak area on fire?  
Has anything else caught on fire besides the leak?

### **Evacuations**

Primary responsibility of emergency agency  
Consult with pipeline/gas company

### **Fire Management**

**Natural Gas** – DO NOT put out until supply stopped  
**Liquid Petroleum** – water is NOT recommended; foam IS recommended  
Use dry chemical, vaporizing liquids, carbon dioxide

### **Ignition Sources**

Static electricity (*nylon windbreaker*)  
Metal-to-metal contact  
Pilot lights, matches & smoking, sparks from phone  
Electric switches & motors  
Overhead wires  
Internal combustion engines  
Garage door openers, car alarms & door locks  
Firearms  
Photo equipment  
High torque starters – diesel engines  
Communication devices – not intrinsically safe

## Common Ground Alliance Best Practices

In 1999, the Department of Transportation sponsored the Common Ground Study. The purpose of the Common Ground Study was to identify and validate existing best practices performed in connection with preventing damage to underground facilities. The collected best practices are intended to be shared among stakeholders involved with and dependent upon the safe and reliable operation, maintenance, construction, and protection of underground facilities. The best practices contain validated experiences gained that can be further examined and evaluated for possible consideration and incorporation into state and private stakeholder underground facility damage prevention programs.

The current Best Practices Field Manual is divided into nine chapters that provide a collection of current damage prevention best practices. The nine chapters include:

1. Planning & Design Best Practices
2. One Call Center Best Practices
3. Location & Marking Best Practices
4. Excavation Best Practices
5. Mapping Best Practices
6. Compliance Best Practices
7. Public Education Best Practices
8. Reporting & Evaluation Best Practices
9. Miscellaneous Practices

To view the latest version of the Best Practices please visit [www.commongroundalliance.com](http://www.commongroundalliance.com)



## Pipelines In Our Community

According to National Transportation Safety Board statistics pipelines are the safest and most efficient means of transporting natural gas and petroleum products, which are used to supply roughly two-thirds of the energy we use. These pipelines transport trillions of cubic feet of natural gas and hundreds of billions of ton/miles of liquid petroleum products in the United States each year.

This system is comprised of three types of pipelines: transmission, distribution and gathering. The approximately 519,000 miles of transmission pipeline\* transport products, including natural gas and petroleum products, across the country and to storage facilities. Compressor stations and pumping stations are located along transmission and gathering pipeline routes and help push these products through the line.

Approximately 2.2 million miles of distribution pipeline\* is used to deliver natural gas to most homes and businesses through underground main and utility service lines. Onshore gathering lines are pipelines that transport gas from a current production operation facility to a transmission line or main. Production operations are piping and equipment used in production and preparation for transportation or delivery of hydrocarbon gas and/or liquids.

\*mileage according to the Pipeline Hazardous Materials Safety Administration (PHMSA).



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

## Damage Prevention Programs

Pursuant to 49 CFR Parts 192.614 (c)(2)(i) and 195.442 (c)(2)(i) pipeline operators must communicate their Damage Prevention Program's "existence and purpose" to the public in the vicinity of the pipeline and persons who normally engage in excavation activities in the area in which the pipeline is located.

State and federally regulated pipeline companies maintain Damage Prevention Programs. The purpose of which is to prevent damage to pipelines and facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, backfilling, or by any other digging activity.

## Pipeline Markers

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way.

### The markers display:

- The material transported
- The name of the pipeline operator
- The operator's emergency number

### MARKER INFORMATION

- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth (*never assume pipeline depth*)
- DOES NOT indicate pipeline pressure



## Call Before You Dig

Statistics indicate that damage from excavation related activities is a leading cause of pipeline accidents. If you are a homeowner, farmer, excavator, or developer, we need your help in preventing pipeline emergencies.

1. Call your state's One-Call center before excavation begins - regulatory mandate as state law requires.
2. Wait the required amount of time.
3. A trained technician will mark the location of the pipeline and other utilities (private lines are not marked).
4. Respect the marks.
5. Dig with care.

National One-Call Dialing Number:



Know what's below.  
Call before you dig.

For More Details Visit: [www.call811.com](http://www.call811.com)

### American Public Works Association (APWA) Uniform Color Code

	<b>WHITE</b> - Proposed Excavation
	<b>PINK</b> - Temporary Survey Markings
	<b>RED</b> - Electric Power Lines, Cables, Conduit and Lighting Cables
	<b>YELLOW</b> - Gas, Oil, Steam, Petroleum or Gaseous Materials
	<b>ORANGE</b> - Communication, Alarm or Signal Lines, Cables or Conduit
	<b>BLUE</b> - Potable Water
	<b>PURPLE</b> - Reclaimed Water, Irrigation and Slurry Lines
	<b>GREEN</b> - Sewers and Drain Lines

## OSHA General Duty Clause

Section 5(a)(1) of the Occupational Safety and Health Act (OSHA) of 1970, employers are required to provide their employees with a place of employment that "is free from recognizable hazards that are causing or likely to cause death or serious harm to employees."

<https://www.osha.gov/laws-regs/oshact/section5-duties>

## Product Characteristics

PRODUCT	LEAK TYPE	VAPORS
<b>HIGHLY VOLATILE LIQUIDS [SUCH AS: BUTANE, PROPANE, ETHANE, PROPYLENE, AND NATURAL GAS LIQUIDS (NGL)]</b>	Gas	Initially heavier than air, spread along ground and may travel to source of ignition and flash back. Product is colorless, tasteless and odorless.
<b>HEALTH HAZARDS</b>	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.	

PRODUCT	LEAK TYPE	VAPORS
<b>NATURAL GAS</b>	Gas	Lighter than air and will generally rise and dissipate. May gather in a confined space and travel to a source of ignition.
<b>HEALTH HAZARDS</b>	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.	

PRODUCT	LEAK TYPE	VAPORS
<b>HAZARDOUS LIQUIDS [SUCH AS: CRUDE OIL, DIESEL FUEL, JET FUEL, GASOLINE, AND OTHER REFINED PRODUCTS]</b>	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.
<b>HEALTH HAZARDS</b>	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.	

**Pipeline Damage Reporting Law As Of 2007**

**H.R. 2958 Emergency Alert Requirements**

Any person, including a government employee or contractor, who while engaged in the demolition, excavation, tunneling, or construction in the vicinity of a pipeline facility;

- A. Becomes aware of damage to the pipeline facility that may endanger life or cause serious bodily harm or damage to property; or
  - B. Damages the pipeline facility in a manner that may endanger life or cause serious bodily harm or damage to property, shall promptly report the damage to the operator of the facility and to other appropriate authorities.
- 

**Websites:**

**Call Before You Clear**

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

**Common Ground Alliance**

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

**Federal Office of Pipeline Safety**

[www.phmsa.dot.gov](http://www.phmsa.dot.gov)

**National One-Call Dialing Number: 811**

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

**National Pipeline Mapping System**

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

**National Response Center**

<https://www.epa.gov/emergency-response/national-response-center> or 800-424-8802

**Occupational Safety & Health Administration (OSHA)**

[www.osha.gov](http://www.osha.gov)

**Paradigm Liaison Services, LLC**

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

**United States Environmental Protection Agency (EPA)**

[www.epa.gov/cameo](http://www.epa.gov/cameo)

**Wireless Information System for Emergency Responders (WISER)**

<https://wiser.nlm.nih.gov/>

## Operator Information

Operator Name(s) / Contact Information	Type(s) of Pipeline Systems Operating	Location within County	Pipe Size and Operating Pressure Range(s)	Average Emergency Response Time(s)



## About Paradigm

Paradigm is public awareness. We provide public awareness and damage prevention compliance services to assist with the regulatory requirements of 49 CFR 192 and 195, as well as API RP 1162. Since 2001, the oil and gas industry has worked with Paradigm to fulfill public education and community awareness requirements.

Our history of implementing public awareness programs and compliance services pre-dates API RP 1162. Most of the pipeline industry's large, mid-sized and small operators, as well as many local distribution companies utilize Paradigm's compliance services.

In serving our clients, Paradigm performs full-scope compliance programs from audience identification through effectiveness measurement. In addition, we offer consulting services for plan evaluation and continuous improvement. At the completion of each compliance program, we provide structured documentation which precisely records all elements of the program's implementation to assist with audits.

Paradigm leads the way in industry service. Pipeline operators and local distribution companies trust in Paradigm to implement their public awareness and damage prevention programs. Each year we:

- Distribute 25 million pipeline safety communications
- Compile and analyze roughly 250,000 stakeholder response surveys
- Facilitate over 1,200 liaison programs
- Implement approximately 1,000 public awareness compliance programs
- Provide audit support and assistance with over 50 public awareness audits

Contact Paradigm for more information regarding custom public awareness solutions.

### Contact us:

Paradigm Liaison Services, LLC  
PO Box 9123  
Wichita, KS 67277  
(877) 477-1162  
Fax: (888) 417-0818  
[www.pdigm.com](http://www.pdigm.com)



**HSEEP**  
Homeland Security Exercise  
and Evaluation Program





## Who we are. Who we serve. What we do.

Georgia 811 is a nonprofit corporation dedicated to preventing damage to Georgia’s underground utilities and promoting public safety. We function as a communication system, connecting our member utility companies with professional excavators and homeowners who are planning mechanized digging activity such as excavation, tunneling, grading, boring and demolition.

Although it is not required by Georgia law to notify the Georgia 811 if a smaller, non-mechanized digging project is planned, we encourage residents to do so to ensure their personal safety and the safety of those around them. These projects can include installing a fence, deck, swing set or mail box; planting trees or landscaping.

This notification system provides Georgia 811 members an opportunity to locate and identify any underground facilities they may have in an area where digging is planned.

## Contact 811 before you dig. The law protects us all.

Georgia law mandates that before beginning any mechanized digging or excavation work, you must contact Georgia 811 by entering a locate ticket online (link available at Georgia811.com) or by calling 811 or 1-800-282-7411 at least 48 hours in advance to have utility lines marked. Additional information can be found by visiting our website at [www.georgia811.com](http://www.georgia811.com).

### GEORGIA

Georgia 811 800-282-7411

Website: [www.georgia811.com](http://www.georgia811.com)

Hours: 7:00 AM - 6:00 PM, M-F (24/7 emergency)

Advance Notice: 48 hours (excluding day of call)

Marks Valid: 30 calendar days

#### Law Link:

<https://www.georgia811.com/index.php/laws-policies/>

\* Routine road maintenance

\*\* Farming activities

TICKETS			STATE LAWS & PROVISIONS										NOTIFICATION EXEMPTIONS				NOTIFICATIONS ACCEPTED					
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Remarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y*	N	Y	**	N	Y	Y	Y	Y	Y	18"

