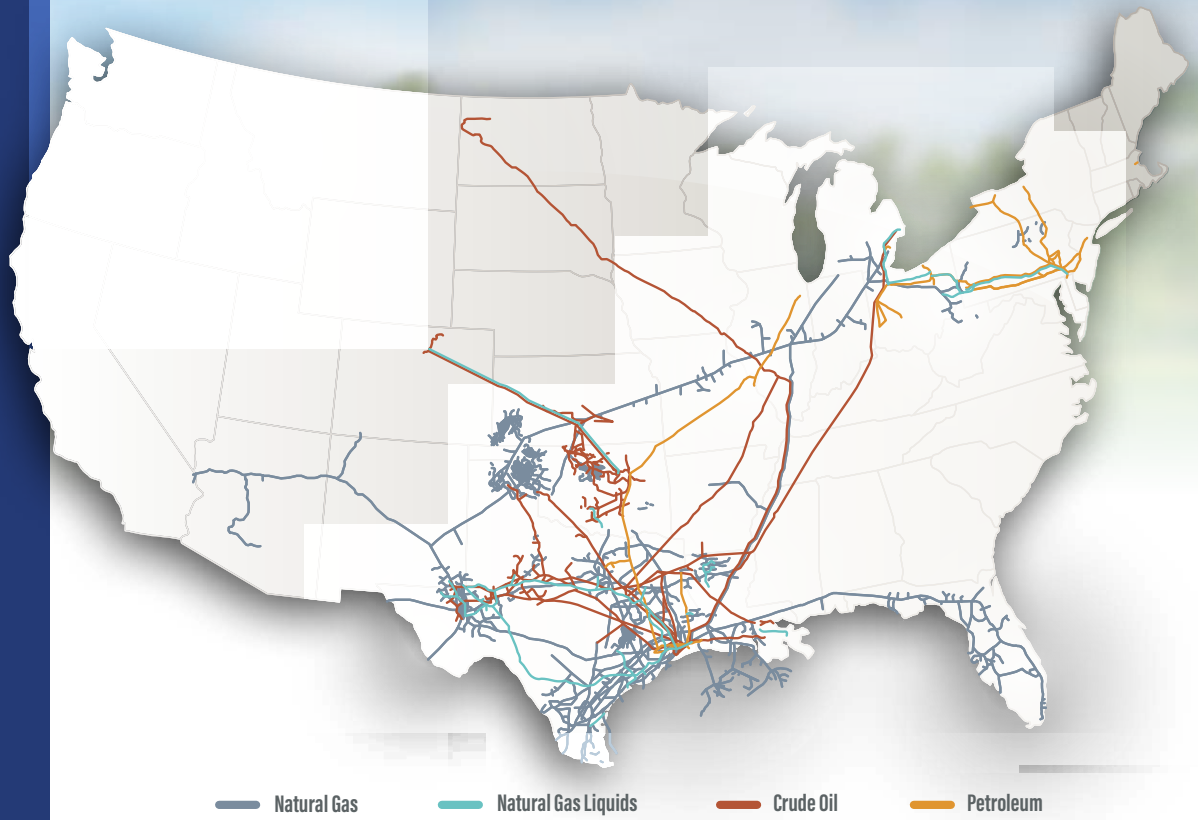

Know, Recognize, Respond
ARE YOU PREPARED TO RESPOND TO A PIPELINE EMERGENCY?
IMPORTANT INFORMATION ABOUT PIPELINE SAFETY IN YOUR COMMUNITY
ENERGY TRANSFER
811
Know what's below.
Call before you dig.

ENERGY TRANSFER

Energy Transfer, a Texas-based energy company founded in 1995 as a small intrastate natural gas pipeline company, is now one of the largest and most diversified master limited partnerships in the United States. Strategically positioned in all of the major U.S. production basins, the company owns and operates a geographically diverse portfolio of energy assets, including midstream, intrastate and interstate transportation and storage assets. Energy Transfer operates more than 90,000 miles of natural gas, crude oil, natural gas liquids and refined products pipelines and related facilities, including terminalling, storage, fractionation, blending and various acquisition and marketing assets in 38 states.

Approximately two-thirds of the natural gas and petroleum products we use every day are transported through underground pipelines – making them an essential part of the nation's critical transportation infrastructure. Studies have confirmed that pipelines are the safest way to transport energy in the United States.

You are receiving this information because Energy Transfer, or one of its affiliates, may operate or maintain a pipeline in your community. We ask that you review the following important safety information, encourage you to share it with others and retain for future reference.



BAYOU BRIDGE PIPELINE | DAPL-ETCO PIPELINE | ENERGY TRANSFER | FAYETTEVILLE EXPRESS PIPELINE | FLORIDA GAS TRANSMISSION COMPANY | GULF STATES | HARBOR PIPELINE | HOUSTON OIL TERMINAL | INLAND PIPELINE | LONE STAR GEISMAR CHALMETTE | LONE STAR NGL | MAUREPAS PIPELINE | MID-VALLEY PIPELINE | PANHANDLE EASTERN PIPELINE | PERMIAN EXPRESS PIPELINE | ROSE ROCK MIDSTREAM | ROVER PIPELINE | SEA ROBIN PIPELINE | STINGRAY PIPELINE | SUNOCO PIPELINE | TIGER | TRANSWESTERN PIPELINE | TRUNKLINE GAS COMPANY | WEST TEXAS GULF PIPELINE | WHITE CLIFFS PIPELINE | WYNNEWOOD REFINERY

We are strongly committed to operating a safe, reliable pipeline system. As part of that commitment, we strive to enhance public safety and environmental protection through increased public awareness and knowledge.

To learn more regarding location and products transported in pipelines operated or maintained by Energy Transfer, or one of its affiliates near your address, please visit our Pipeline Locator at **www.energytransfer.com/pipeline-locator.**

If you would like more information, please visit us at energytransfer.com or call our **non-emergency number at 877-795-7271.**

24-HOUR EMERGENCY NUMBER: (800) 777-6444

Don’t ever assume you know where underground utilities are located.

One of the greatest challenges to safe pipeline operations is the accidental damage caused by excavation. In accordance with state and federal guidelines, a damage prevention program has been established to prevent damage to our pipelines from excavation activities, including mechanical and non-mechanical equipment, explosives and activities below existing grade. Laws vary by state, but most require a call to 811 between 48 to 72 hours before you plan to dig. Check with your local One-Call Center for specific guidelines in your state. Your local One-Call Center will let you know if there are any buried utilities in the area, and the utility companies will be notified to identify and clearly mark the location of their lines at no cost to you. Company personnel must be present for all excavation near our facilities.

811®

Know what’s below. Call before you dig.

ALWAYS CALL 811 BEFORE YOU DIG.

WAIT THE REQUIRED AMOUNT OF TIME.

RESPECT THE MARKS.

DIG WITH CARE.

Paint, flags and/or stakes will be used to temporarily mark the location and identify underground utilities. Each color indicates a different type of utility.

APWA Uniform Color Code

- Proposed excavation
- Temporary survey markings
- Electric power lines, cables, conduit and lighting cables
- Gas, oil, steam, petroleum or gaseous materials
- Communication, alarm or signal lines, cables or conduit
- Potable water
- Reclaimed water, irrigation and slurry lines
- Sewers and drain lines

National Pipeline Mapping System

Everyone can contribute to safety and security by knowing where pipelines are in their community and recognizing unauthorized activity. To find out who operates transmission pipelines in your area, visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov. To download the mobile application to your iOS device free of charge, visit the App Store and search for "NPMS Public Viewer." Pipeline Information Management and Mapping Application (PIMMA) is also available to assist government officials with displaying data in more detail.

Pipeline Safety

Our pipelines are regularly tested and maintained using cleaning devices, diagnostic tools and cathodic protection. We perform regular patrols, both on the ground and in the air, along our routes to ensure the security and integrity of our lines. For the safety of our system and for the people around it, we monitor pipeline operations 24 hours a day, 365 days a year.

Special Protective Measures

Certain pipelines are designated as being in "High Consequence Areas" (HCA) due to their location in high population or environmentally sensitive areas. In accordance with regulations, we have developed and implemented a written Integrity Management Program that addresses the risks on certain pipeline segments. Baseline and periodic assessments are conducted to identify and evaluate potential threats to our pipelines. Any significant defects discovered are remediated and the company monitors program effectiveness so that modifications can be recognized and implemented.

Along the Right-of-Way

Rights-of-way provide a permanent, limited access to privately owned property to enable us to operate, inspect, repair, maintain and protect our pipelines. Rights-of-way must be kept free of structures and other obstructions. Property owners should not dig, plant, place or build anything on the right-of-way without first calling 811 and receiving authorization from our company personnel, who must be present for all excavation.

See Something, Say Something

Neighbors like you can help us maintain a safe, secure and reliable pipeline system and keep your community safe by alerting us to potential problems before they become pipeline emergencies. If you observe any unusual or suspicious persons, vehicles, or activities near our pipeline facilities, such as unauthorized digging, people loitering, recording/monitoring activities, showing unusual interest or tampering with equipment, please call us immediately at 800-777-6444. In the event of an emergency or immediate threat, you should always call 911.

Product Characteristics

	Characteristics	Hazards
Natural Gas	• Lighter than air. • Dissipates rapidly into air. • Tasteless and colorless. • Odorless unless mercaptan, a chemical odorant, is added to give it a distinctive smell.	Natural gas is flammable and can ignite when it comes into contact with an ignition source. In confined spaces, exposure can cause dizziness or asphyxiation and may be toxic, if inhaled at high concentrations. Natural gas may contain hydrogen sulfide (H_2S).
Natural Gas Liquids (Butane, Ethane, Propane, Olefins)	• Initially heavier than air and will spread along ground and collect in low or confined areas. • Vapors may travel to source of ignition and flash back. • Tasteless and colorless. • Odorless in its natural state, however a faint smell may be present.	NGL is flammable and can ignite when it comes into contact with an ignition source. Exposure can cause moderate irritation including headaches and dizziness. NGL may contain hydrogen sulfide (H_2S).
Petroleum (Crude Oil, Gasoline, Diesel, Jet Fuel, Kerosene, Vacuum Oil Gas)	• Initially heavier than air and will spread along ground and collect in low or confined areas. • Vapors may travel to source of ignition and flash back. • An unusual smell or gaseous odor.	Petroleum is a flammable liquid and can ignite when it comes into contact with an ignition source. Exposure can cause skin irritation, dizziness or asphyxiation and may be toxic, if inhaled at high concentrations. Fire may produce irritating and/or toxic gases. Requires use of positive pressure self-contained breathing apparatus (SCBA) or supplied air. Runoff may cause pollution or other hazards.
Hydrogen Sulfide (H_2S)	• Initially heavier than air and will spread along ground and collect in low or confined areas. • Colorless gas that is an irritant. • Foul sulfur odor, similar to rotten eggs.	H_2S is flammable and can ignite when it comes into contact with an ignition source. Exposure can affect both oxygen utilization and the central nervous system of the human body. H_2S exposure may result in asphyxiation. The severity of health effects can vary depending on the level and duration of exposure however, exposure to low concentrations can deaden the sense of smell. Requires use of positive pressure SCBA or supplied air.

Pipelines are typically made of steel, covered with a protective coating and buried several feet underground. For your safety, markers are used to indicate the approximate location of pipelines. The markers contain the name of the pipeline operator, products transported and emergency contact information. Keep in mind that pipelines may not follow a straight line between markers, nor do markers indicate the exact location and depth of the pipeline.

Leaks from pipelines are unusual, but you should know what to do in the unlikely event one occurs. The table below describes the types of products transported by our pipelines. Please visit our Pipeline Locator at www.energytransfer.com/pipeline-locator to find out which products are transported in your area. You may be able to recognize a leak by the following signs:

	Natural Gas	**Natural Gas Liquids** (Butane, Ethane, Propane, Olefins)	**Petroleum** (Crude Oil, Gasoline, Diesel, Jet Fuel, Kerosene, Vacuum Oil Gas)	**Hydrogen Sulfide** (H_2S)
By Sight	• Continuous bubbling in wet or flooded areas. • Dead or discolored vegetation in a green area. • Dust blowing from a hole in the ground. • Flames, if a leak has ignited.	• Continuous bubbling in wet or flooded areas. • Dead or discolored vegetation in a green area. • Dust blowing from a hole in the ground. • Flames, if a leak has ignited. • Ice around a leak. • Vapor cloud or mist.	• Continuous bubbling in wet or flooded areas. • Dead or discolored vegetation in a green area. • Flames, if a leak has ignited. • Pool of liquid on the ground. • Rainbow sheen on the water. • Vapor cloud or mist.	• Continuous bubbling in wet or flooded areas. • Dead or discolored vegetation in a green area. • Dust blowing from a hole in the ground. • Flames, if a leak has ignited.
By Sound	• Blowing or hissing sound.	• Blowing or hissing sound.	• Blowing or hissing sound.	• Blowing or hissing sound.
By Smell	• Odorless unless mercaptan, a chemical odorant, is added to give it a distinctive smell.	• Odorless in its natural state, however a faint smell may be present.	• An unusual smell or gaseous odor.	• Foul sulfur odor, similar to rotten eggs. • H_2S exposure may result in asphyxiation (suffocation) and exposure to low concentrations can deaden the sense of smell.

Emergency Preparedness

When managing an emergency, protecting lives and the environment requires a concerted team effort. We strive to build partnerships with emergency responders and public officials in order to share resources, establish important lines of communication and provide education needed to safely respond to a pipeline related emergency. Our intent is to exchange information, evaluate potential emergency scenarios and discuss how to coordinate efforts. Emergency responders who are knowledgeable about the hazards and risks of pipeline operations are better able to act quickly to protect life, property and the environment. You may be the first on the scene of a pipeline incident – even before the pipeline company personnel.

Your Response:

Responding to an Emergency

- Approach the incident from upwind, uphill. Park vehicles a safe distance from the incident and turn off engines.
- Isolate the area. Restrict entry to trained emergency response and company personnel.
- Call 911 and the pipeline company immediately, using the emergency contact information located on the pipeline marker.
- Eliminate ignition sources. Potential ignition sources include open flames, such as pilot lights or matches. Other sources include sparks from tools, doorbells, electric motors and switches, static electricity, vehicle engines, radios and cell phones.
- Don't attempt to extinguish a pipeline fire with water or other chemicals. Doing so could prolong the emergency. Use water spray to protect surrounding exposures. Wet down exposed flammable areas in the vicinity and extinguish perimeter fires.
- Don't attempt to operate valves or equipment as it may actually create an even greater hazard. Rely on pipeline personnel – they are trained in the proper procedures.

Our Response:

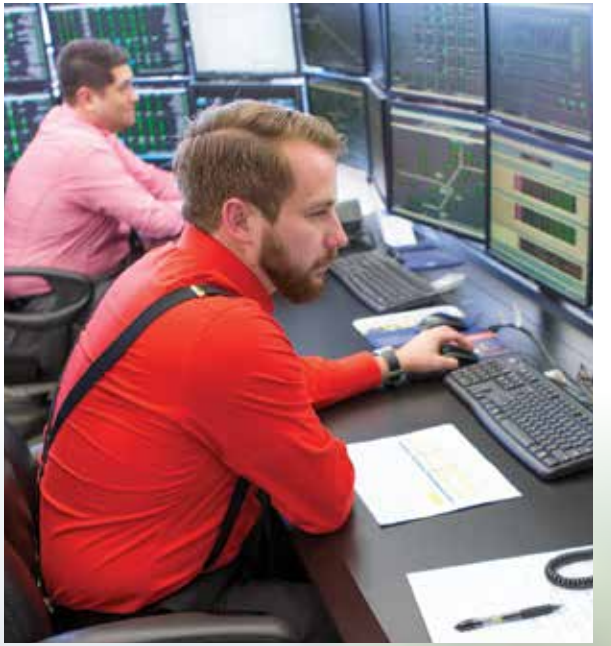
Upon notification of a potential emergency, we will dispatch trained company personnel immediately. Response times will vary based on time of day, weather conditions, available personnel and incident location. While personnel are en route, please remain in contact with the pipeline company. We will provide information to local public safety officials to aid in their response to the emergency.

Our control center will want to know:

- Caller's name / title / organization
- Caller's phone number(s) and phone number of person to call back (i.e. cell phone at site)
- Emergency information
- Location, include city and state
- What you see
- What you hear
- What you smell

H_2S Response

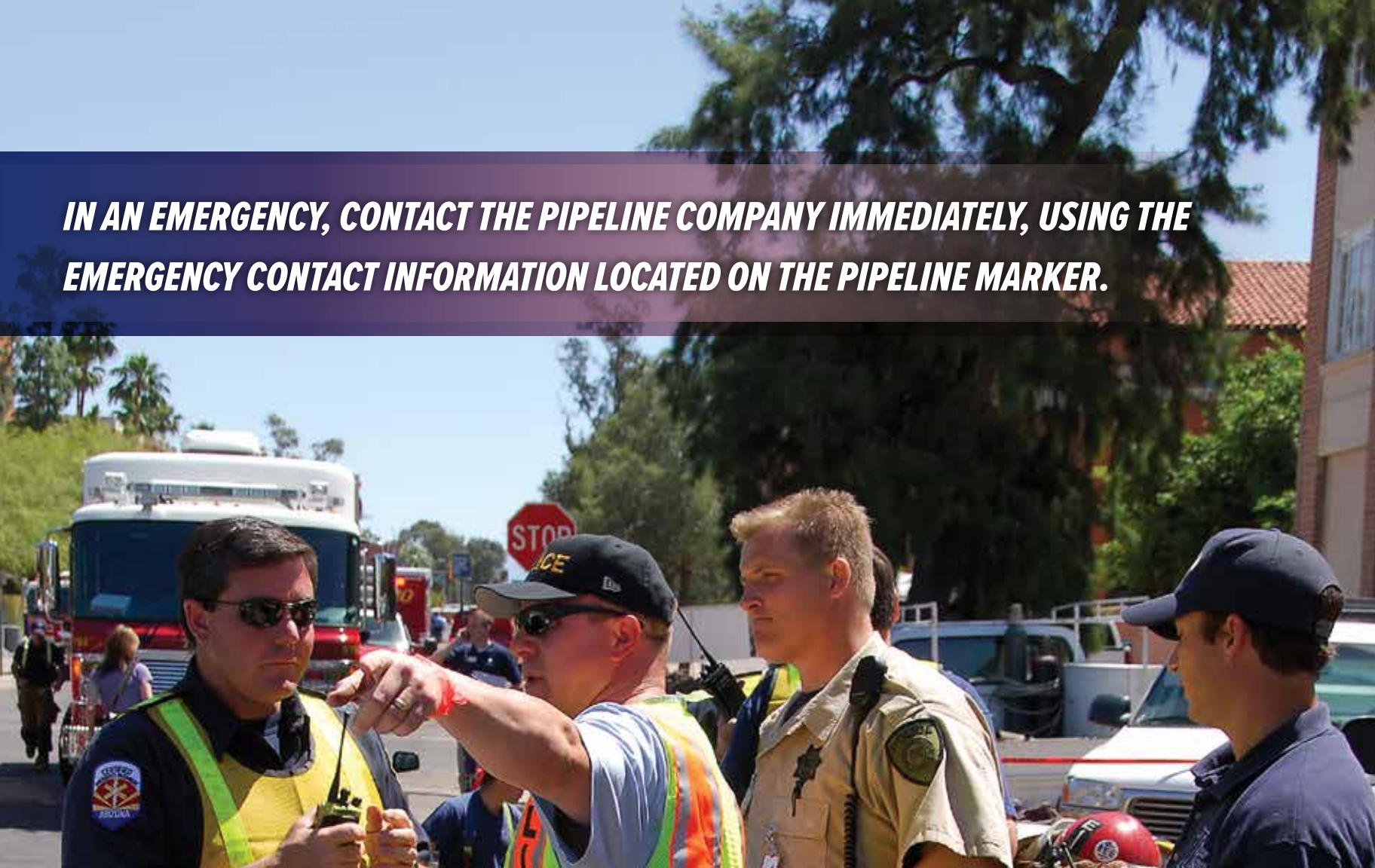
- Emergency personnel will notify you if there is an emergency that may affect you.
- It is possible that you will recognize one of the warning signs before you receive a notification. If you notice any of these warning signs, immediately contact 911 and 877-404-2730.
- Typically, H_2S releases are fast moving and relatively short in duration. It is important that you react quickly. H_2S can deaden the sense of smell within three to 15 minutes. Decide whether or not to shelter-in-place or evacuate. If you decide to evacuate, ensure that you first evacuate crosswind and then upwind – away from the leak site and eliminate any ignition sources.
- The safest action is to shelter-in-place, inside the nearest building and prevent outside air from flowing in. This can be done by closing windows, doors and turning off any ventilation systems, such as air conditioning or heat. Wait for official notification that it is safe to leave the shelter.



Don't wait for an emergency to contact us.

Please notify us anytime you have questions or would like more information concerning:

- Pipeline safety
- Emergency response plans
- Drills, table-top exercises, facility tours



IN AN EMERGENCY, CONTACT THE PIPELINE COMPANY IMMEDIATELY, USING THE EMERGENCY CONTACT INFORMATION LOCATED ON THE PIPELINE MARKER.

DON'T ATTEMPT TO OPERATE VALVES OR EQUIPMENT AS IT MAY CREATE AN EVEN GREATER HAZARD.

ENERGY TRANSFER
1300 Main Street
Houston, Texas 77002

Connect with us

energytransfer.com

Safety is a shared responsibility. Thanks for sharing this important safety information with others.