

How To Recognize A Pipeline Leak

Sight • Sound • Smell



LOOK - A spot of dead or discolored vegetation amid healthy plants, bubbles coming from bodies or pools of water, dirt being blown in the air, or fire at or below ground level are signs of a possible leak around the pipeline area.

LISTEN - Listen for any unusual noise like a hissing or roaring sound.



SMELL - An unusual smell or odor will sometimes accompany a pipeline leak.

Detecting a Gas Odor

Natural gas is colorless and odorless. We add an odorant that produces a distinctive "gas smell" so that leaks are easier to detect.

If you detect a faint gas smell or a strong gas smell near any pipeline:

- **Don't** switch lights on or off or use any electrical appliances or equipment.
- **Don't** light any matches or cause any type of ignition.
- **Immediately** leave the area or premises.
- **Do** call Empire Pipeline's 24-hour gas emergency line, **1-800-444-3130**, from another location.

Ask For Identification of Suspicious Persons near any Pipeline

For your safety, every Empire Pipeline representative carries an identification card. If the card is not clipped onto their clothing for easy viewing, ask to see it. If representatives display proper ID, please let them complete their job. If you are suspicious or have questions, contact us immediately at 1-800-444-3130. If you feel there might be a problem, call your local police.

What You Should Do If You Suspect A Leak

1. TURN OFF AND ABANDON EQUIPMENT.
2. IMMEDIATELY LEAVE THE AREA QUICKLY IN AN UPWIND DIRECTION.
3. WARN OTHERS.
4. AVOID DRIVING INTO THE SUSPECTED LEAK AREA
5. AVOID DIRECT CONTACT FROM ESCAPING PRODUCTS BECAUSE PHYSICAL INJURY CAN OCCUR.
6. DO NOT LIGHT A MATCH, START AN ENGINE, USE A TELEPHONE OR CELL PHONE, OR TURN ON / OFF ANY ELECTRICAL APPLIANCES.
7. AVOID CREATING SPARKS OR SOURCES OF HEAT WHICH COULD CAUSE GAS OR VAPORS TO IGNITE AND BURN.
8. SEEK THE AID OF LOCAL AUTHORITIES.

For Your Safety, Call

If there is an
Emergency
call **911**
OR your local
Fire or Police
Authorities directly.



Call Before You Dig, Drill or Blast It's the Law!

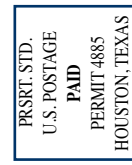
A new, national 811 "Call Before You Dig" phone number and website – www.call811.com - make it easier than ever to call before you dig.

All excavation projects require a call – even small projects like planting trees and shrubs, or installing a fence or mailbox. If you damage an underground utility line while digging, you run the risk of harming yourself or those around you, disrupting service to an entire neighborhood and potentially being held responsible for fines and repair costs.



Know what's below.
Call before you dig.

Empire Pipeline is a member of
One-Call, a damage prevention
system for excavators.
Please call 811 at least 3 business
days before you do any
digging or excavating.



EMPIRE PIPELINE
6363 MAIN STREET
WILLIAMSVILLE, NY 14221

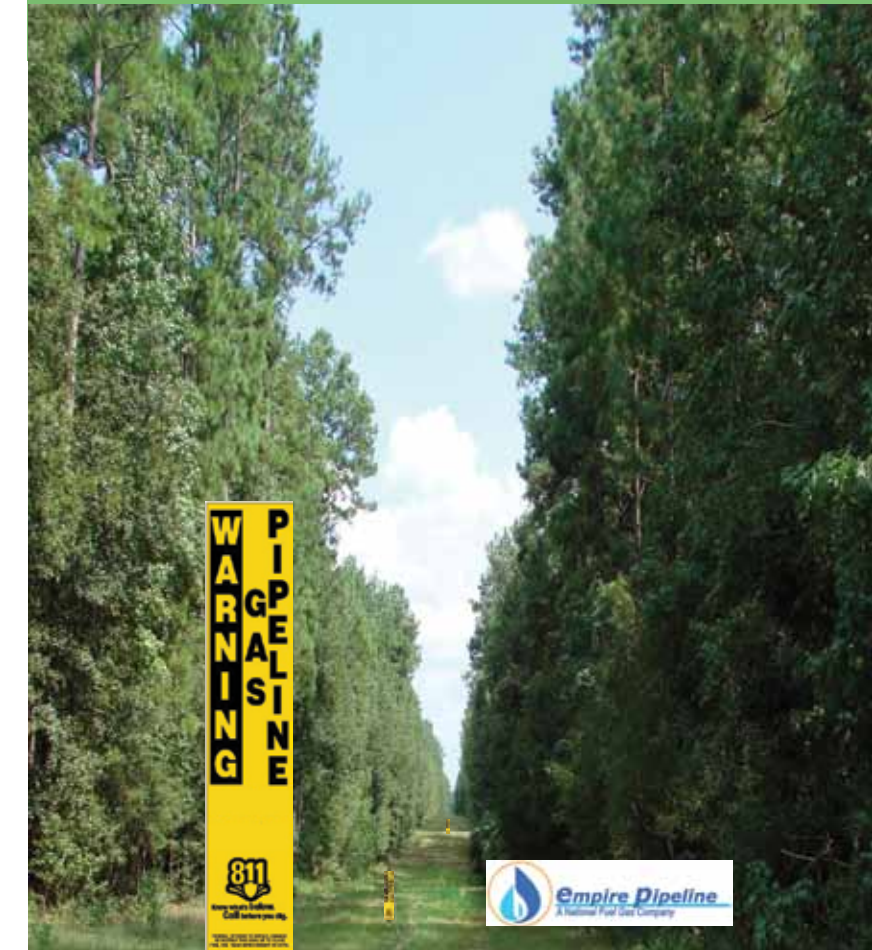


Know what's below.
Call before you dig.

Pipeline Public Awareness

INFORMATION ABOUT UNDERGROUND
NATURAL GAS PIPELINES IN YOUR COMMUNITY
OWNED AND OPERATED BY

EMPIRE PIPELINE



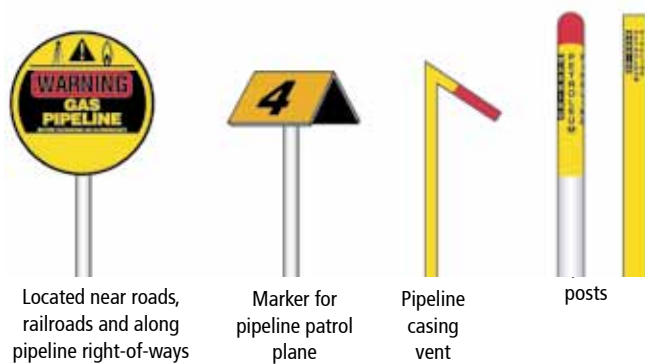
Para recibir la información de este folleto en español, por favor, comuníquese con nosotros

IF YOU LIVE OR WORK NEAR A PIPELINE...

There are thousands of miles of pipelines in the United States and it is possible that you have a pipeline for a neighbor. According to the Department of Transportation, pipelines are the safest method of transporting petroleum products and natural gas that we use in our everyday life. Stationary pipelines are polite and quiet neighbors, but they are hard working too. They operate every year effectively and safely, and are vital to our economy. So please be a good neighbor and watch out for your local pipeline. Here are some tips for living and working near your pipeline neighbors:

How can you tell where a pipeline is located?

Look for these signs...



Since pipelines are buried underground, line markers like the ones shown above are used to indicate their approximate location along the route. The markers can be found where a pipeline intersects a street, highway or railway.

The markers display the material transported in the line, the name of the pipeline operator, and a telephone number where the operator can be reached in the event of an emergency.

Are pipeline markers always placed on top of the pipeline?

Markers indicate the general location of a pipeline. They cannot be relied upon to indicate exact position of the pipeline they mark. Also, the pipeline may not follow a straight course between markers. And, while markers are helpful in locating pipelines, they are limited in the information they provide. They provide no information, for example, on the depth or number of pipelines in the vicinity.

Pipelines in Your Community

Pipeline Contents...

- Pipelines carry both gaseous and liquid materials.
- Many liquids form gaseous vapor clouds when released into the air.
- Many pipelines contain colorless and odorless products.
- Some pipeline gases are lighter than air and will rise.
- Other heavier-than-air gases and liquids will stay near the ground and collect in low spots.
- All petroleum gases and liquids are flammable.
- Any pipeline leak can be potentially dangerous.

IF YOU OR YOUR COMPANY DOES EXCAVATION WORK...

If your company does excavation work, or if you are a homeowner, developer or a farmer plowing more than 16 inches deep, we need your help in preventing pipeline emergencies. Before starting any excavation activity on your property, you are required by state law to call the One-Call Notification Center or 8-1-1.

Records show that damage from excavation-related activities, particularly from equipment digging into pipelines, is the number one cause of pipeline accidents. Without proper coordination, excavation activities in the vicinity of underground pipelines can result in very dangerous situations.

A nation-wide 811 "Call Before You Dig" phone number simplifies the process of contacting your local One Call center. A call to 811 quickly begins the process of getting underground utilities marked. On receipt of a call, the national center passes the request on to the local level. One Call Center personnel in your area will then notify affected underground utilities who will send crews to mark underground lines for free. Please call 811 at least 3 working days before digging. This service is free at no cost to you.

Look for pipeline markers...

To determine if there are pipelines in the area where excavation is planned, look for pipeline markers at nearby roads, railroads and fences. Don't try to guess the route or location of the pipeline from where the markers are placed. Call the pipeline company collect at the telephone number shown on the marker. They will send a representative to mark the exact location, route, and depth of the pipeline at no charge.

What to do if you are digging and disturb a pipeline...

Even if you cause what seems to be only minor damage to the pipeline, notify the pipeline company immediately. A gouge, scrape, dent or crease to the pipe or coating may cause a future break or leak. It is imperative that the pipeline owner inspect and repair any damage to the line.

IF YOU ARE A PUBLIC SAFETY OFFICIAL...

Emergency action procedures for Public Safety Officials

If you are a public safety official, you know to take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered as a guide:

- Secure the area around the leak to a safe distance. This could include the evacuation of people from homes, businesses, schools, and other locations, the erection of barricades to control access to the emergency site and similar precautions.
- If the pipeline leak is not burning, take steps to prevent ignition. This could include prohibiting smoking, rerouting traffic, and shutting off the electricity and residential gas supply.
- If the pipeline leak is burning, try to prevent the spread of fire but do not attempt to extinguish it. Burning petroleum products will not explode. If the fire is extinguished, gas or vapor will collect and could explode when reignited by secondary fires.
- Contact the pipeline company as quickly as possible. Pipeline marker signs show the pipeline company's name, emergency telephone number and pipeline contents.

EMPIRE PIPELINE'S ACTIONS DURING AN EMERGENCY...

We will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in the response to the emergency. We will also take the necessary operating actions starting and stopping equipment, closing and opening valves, and similar steps to minimize the impact of the leak. But PLEASE: Public safety personnel and others unfamiliar with the pipeline involved in the emergency should not attempt to operate any of the valves on the pipeline. Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

For additional information about pipelines in your community, visit the National Pipeline Mapping System web site at www.npms.phmsa.dot.gov



Know what's below.
Call before you dig.

If an EMERGENCY, please contact us at our 24-Hour Emergency Phone Number:
1 (800) 444-3130

Before digging, please contact
8-1-1 for assistance.

Additional Information about
Empire Pipeline Operations...

If you ever have any questions or require additional information concerning Empire Pipeline operations in your community, please contact us at :

EMPIRE PIPELINE
6363 MAIN STREET
WILLIAMSVILLE, NY 14221
1 (800) 365-3234

If an EMERGENCY, please contact us at our
24-Hour Emergency Phone Number:
1 (800) 444-3130