

## Online Survey: We Need Your Help!

Pipeline Safety Awareness Feedback Survey

Please help us improve our pipeline public awareness and outreach efforts by being one of the first one-hundred (100) people to complete our brief survey and provide your contact information in a drawing for a chance to win one of five \$50 Visa Rewards cards. You can participate by visiting the following website link and follow the instructions:

[www.TSCpublicawarenesssurvey.com/NationalFuel/AP](http://www.TSCpublicawarenesssurvey.com/NationalFuel/AP)

## 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 sometimes 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 National Fuel's (1-800-444-3130), NFG Midstream's (1-800-526-2608) and Empire Pipeline's (1-800-833-1843) 24-hour gas emergency line, from another location.

### Ask For Identification of Suspicious Persons near any Pipeline

For your safety, every National Fuel Gas, NFG Midstream and 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 the phone numbers above. 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 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 AND PIPELINE FACILITY OWNERS.**

### 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 national 811 "Call Before You Dig" phone number and website – [www.call811.com](http://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.

National Fuel Gas, NFG Midstream and Empire Pipeline are members of One-Call, a damage prevention system for excavators. Please call 811 at least 3 business days before you do any digging or excavating.

NATIONAL FUEL GAS, NFG MIDSTREAM AND EMPIRE PIPELINE  
6363 MAIN STREET  
WILLIAMSVILLE, NY 14221

PRSRT STD  
U S POSTAGE PAID  
PERMIT 4885  
HOUSTON, TEXAS

Before you dig or excavate, call 811 or  
your local One-Call System.

NFG MIDSTREAM - 1 (800) 526-2608  
EMPIRE PIPELINE - 1 (800) 833-1843  
NATIONAL FUEL GAS - 1 (800) 444-3130

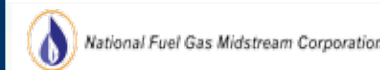


Know what's below.  
Call before you dig.

# Pipeline Public Awareness

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

**NATIONAL FUEL GAS,  
NATIONAL FUEL GAS MIDSTREAM  
AND 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.

We monitor our pipelines 24 hours a day and we operate our pipelines utilizing safe operations. Our employees are well trained and we conduct regular testing and pipeline right-of-way surveillance. All of our efforts are in accordance with our Integrity Management Plan, our safety plan and procedures to help ensure public safety.

To help protect your family or your employees and the people, property and environment in your community:

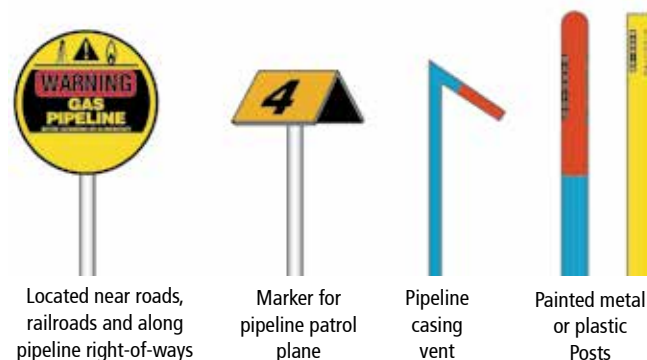
1. You should know where pipelines are located and find the location of pipelines near your home or office by looking for pipeline markers. Write down the operator's name and emergency phone number.
2. Always Call Before You Dig. Call 811 at least three business days before you dig for any reason. One-Call is free and coordinates with local utilities to mark the location of underground utility lines including pipelines.
3. Watch, Listen & Smell for Signs of a leak. If you see, hear or smell signs of a pipeline leak, immediately leave the area, warn others to stay away and call 911.

Should you desire additional information regarding any aspect of our operations, product transported or other non-emergency information, please contact us at the address in this brochure or by calling 1 (800) 365-3234.

We want you to be aware of our pipelines. We ask for your help in preventing accidental damage to pipelines. We support the Nation's Homeland Security efforts and encourage you to immediately notify and report any suspicious persons and/or activities near the pipeline to your local law enforcement authorities.

# Pipelines in Your Community

## 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.

Most pipelines are not visible, because they are located under streets or buried in rights-of-way created by an easement, license or permit. The pipeline markers come in various shapes and sizes but please familiarize yourself with the samples in this brochure. The pipeline markers are located along the pipeline route and identify the general location but not the exact location. The markers also display the company operating the pipeline and emergency phone number as well as what type of product is being transported in the pipeline. Before a pipeline is constructed, rights-of-way are obtained to secure the land rights necessary to construct, operate, and maintain the pipeline. It is necessary to check with us before constructing or even planting anything in, on or over the right-of-way to verify pipeline locations.

Before you dig or excavate, call 8-1-1 or  
CALL your local One-CALL System

## CALL BEFORE YOU DIG OR EXCAVATE - IT'S THE LAW!

A national toll free, call-before-you-dig, three-digit telephone number has been established. The number 8-1-1 is the national call-before-you-dig number. 811 will better facilitate the call-before-you-dig process and benefit the local One Call Center process.

Before you add a fence, plant a tree or dig for any reason, call 811 or your local One-Call Center at least 3 business days before starting your project to have underground utility lines marked. Wait to have the lines marked and dig with care. If you cause or discover any dents, scratches or damage to the pipeline, immediately contact us. One-Call is a free service that protects you, your family or employees and your property.

Please remember that a backhoe, a bulldozer, a hole auger or a pick - any of these as well as other drilling or digging equipment - are dangerous ways to find pipelines. Please contact the local One Call Center and a representative will respond to identify our pipeline and if necessary, discuss any concerns you might have. This will be done at no cost to you and is for your safety and protection.

Industry-supported laws require excavators, contractors and private land owners to call the local One Call Center number before beginning any kind of digging. Its purpose is to aid in the prevention of damage to pipelines due to excavation activities.

Careless digging is unsafe. It is estimated that there are thousands of incidents each year in which underground facilities are damaged during excavation, with many of these resulting in injuries and fatalities.

To find who is operating pipelines in your area go to:  
[www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

## A WORD ABOUT SECURITY...

National Fuel Gas, NFG Midstream and Empire Pipeline are active partners in the effort to ensure Homeland Security. As owners and operators of critical energy infrastructure, we work closely with Federal, State and Local authorities to protect our facilities from possible malicious acts. We want to remind you, our neighbors, that we all need to remain vigilant. If you see any suspicious persons or activity in your area, please call your local law enforcement agency and report it. If you are located in New York State you may also utilize the Terrorism Tips Line at 1-866-SAFENYS (1-866-723-3697). If you have any non-emergency questions about pipeline safety, please call us at 1 (800) 365-3234.

If an **EMERGENCY**, please contact us at  
our **24-Hour Emergency Phone Number:**  
**NATIONAL FUEL GAS - 1 (800) 444-3130**  
**NFG MIDSTREAM - 1 (800) 526-2608**  
**EMPIRE PIPELINE - 1 (800) 833-1843**

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

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

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



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