WISCONSIN

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COORDINATED RESPONSE EXERCISE

COORDINATED RESPONSE EXERCISE®

Pipeline Safety Training For First Responders

EMERGENCY RESPONSE MANUAL

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Emergency Response
NENA Pipeline Emergency Operations
Signs of a Pipeline Release
High Consequence Area Identification
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Pipeline Damage Reporting Law

2025

EMERGENCY CONTACT LIST

COMPANY	EMERGENCY NUMBER
Alliant Energy - Wisconsin Power and Light	**1-800-758-1576**
Enbridge (U.S.) Inc.	**1-800-858-5253**
Enterprise Products Operating LLC	**1-888-883-6308**
Flint Hills Resources	**1-800-688-7594**
Magellan Midstream Partners, L.P.	**1-800-720-2417**
North Shore Gas	**1-866-556-6005**
Northern Natural Gas	**1-888-367-6671**
Suburban Propane	**1-800-776-7263**
We Energies	**1-800-261-5325**
West Shore Pipe Line Company	**1-888-625-7310**
Wisconsin Public Service	**1-800-450-7280**
Xcel Energy	**1-800-895-2999**

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 for companies not listed above.

ONE-CALL SYSTEM	PHONE NUMBER
Diggers Hotline	**1-800-242-8511**
National One-Call Referral Number	**1-888-258-0808**
National One-Call Dialing Number	**811**

Table of Contents

Paradigm

To: ALL EMERGENCY OFFICIALS

From: Paradigm Liaison Services, LLC

Re: Pipeline Emergency Response Planning Information

This material is provided to your department as a reference to pipelines that operate in your state in case you are called upon to respond to a pipeline emergency.

For more information on these pipeline companies, please contact each company directly. You will find contact information for each company represented throughout the material.

This information only represents the pipeline and/or gas companies who work with our organization to provide training and communication to Emergency Response agencies such as yours. There may be additional pipeline operators in your area that are not represented in this document.

For information and mapping on other Transmission Pipeline Operators please visit the National Pipeline Mapping System (NPMS) at: https://www.npms.phmsa.dot.gov.

For information on other Gas and Utility Operators please contact your appropriate state commission office.

Further product-specific information may be found in the US Department of Transportation (DOT) *Emergency Response Guidebook for First Responders*.

The Guidebook is available at:
https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2024-04/ERG2024-Eng-Web-a.pdf

PO Box 9123
Wichita, KS 67277
877.477.1162
pdigm.com

Pipeline Emergency Response

PLANNING INFORMATION

ON BEHALF OF:

Alliant Energy - Wisconsin Power and Light
Enbridge (U.S.) Inc.
Enterprise Products Operating LLC
Flint Hills Resources
Magellan Midstream Partners, L.P.
North Shore Gas
Northern Natural Gas
Suburban Propane
We Energies
West Shore Pipe Line Company
Wisconsin Public Service
Xcel Energy

Note: The enclosed information to assist in emergency response planning is delivered by Paradigm Liaison Services, LLC on behalf of the above sponsoring companies. Visit the National Pipeline Mapping System at **https://www.npms.phmsa.dot.gov** to determine additional companies operating in your area.

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

Product Hazards and Characteristics

Petroleum (flow rate can be hundreds of thousands of gallons per hour)

- Flammable range may be found anywhere within the hot zone
- H2S can be a by-product of crude oil

Type 1 Products	Flash Point	Ignition Temperature
Gasoline	- 45 °F	600 °F
Jet Fuel	100 °F	410 °F
Kerosene	120 °F	425 °F
Diesel Fuel	155 °F	varies
Crude Oil	25 °F	varies

Natural Gas (flow rate can be hundreds of thousands of cubic feet per hour)

- Flammable range may be found anywhere within the hot zone
- Rises and dissipates relatively quickly
- H2S can be a by-product of natural gas – PPM = PARTS PER MILLION
  - 0.02 PPM — Odor threshold
  - 10.0 PPM — Eye irritation
  - 100 PPM — Headache, dizziness, coughing, vomiting
  - 200-300 PPM — Respiratory inflammation within 1 hour of exposure
  - 500-700 PPM — Loss of consciousness/possible death in 30-60 min.
  - 700-900 PPM — Rapid loss of consciousness; death possible
  - Over 1000 PPM — Unconsciousness in seconds; death in minutes
- Incomplete combustion of natural gas may release carbon monoxide
- Storage facilities may be present around populated areas/can be depleted production facilities or underground caverns
- Gas travel may be outside the containment vessel along the natural cavern between the pipe and soil

Propane, Butane and Other Similar Products

- Flammable range may be found anywhere within the hot zone
- Products cool rapidly to sub-zero temperatures once outside the containment vessel
- Vapor clouds may be white or clear

Type 3 Products	Flash Point	Ignition Temperature
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F

Line Pressure Hazards

- Transmission pipelines – steel *(high pressure: average 800-1200psi)*
- Local gas pipeline transmission – steel *(high pressure: average 200-1000psi)*
- Local gas mains and services – steel and/or plastic *(low to medium pressure)*
  - Mains: up to 300psi
  - Service lines: up to regulator
    - Average 30-45psi and below
    - Can be up to 60-100psi in some areas
- At regulator into dwelling: ounces of pressure

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

Emergency Response Basics

- Always follow pipeline/gas company recommendations – pipeline representatives may need escort to incident site
- Advance preparation
  - Get to know your pipeline operators/tour their facilities if possible
  - Participate in their field exercises/request on-site training where available
  - Develop response plans and practice
- Planning partners
  - Pipeline & local gas companies
  - Police – local/state/sheriff
  - Fire companies/HAZMAT/ambulance/hospitals/Red Cross
  - LEPC/EMA/public officials
  - Environmental management/Department of Natural Resources
  - Army Corps of Engineers/other military officials
  - Other utilities
- Risk considerations
  - Type/volume/pressure/location/geography of product
  - Environmental factors – wind, fog, temperature, humidity
  - Other utility emergencies
- Incident response
  - Always approach from upwind/park vehicle a safe distance away/if vehicle stalls – DO NOT attempt to restart
  - Gather information/establish incident command/identify command structure
  - Initiate communications with pipeline/gas company representative ASAP
  - Control/deny entry: vehicle, boat, train, aircraft, foot traffic, media – refer all media questions to pipeline/gas reps
- Extinguish fires only
  - To aid in rescue or evacuation
  - To protect exposures
  - When controllable amounts of vapor or liquid present
- Incident notification – pipeline control center or local gas company number on warning marker
  - In ***Pipeline Emergency Response Planning Information Manual***
  - Emergency contact list in ***Program Guide***
  - Call immediately/provide detailed incident information
- Pipeline security – assist by noting activity on pipeline/gas facilities
  - Report abnormal activities around facilities
  - Suspicious excavation/abandoned vehicles/non-company personnel/non-company vehicles
  - Freshly disturbed soil/perimeter abnormalities

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

POTENTIAL HAZARDS

FIRE OR EXPLOSION

- **HIGHLY FLAMMABLE: Will be easily ignited by heat, sparks or flames.**
- Vapors may form explosive mixtures with air.
- Vapors may travel to source of ignition and flash back.
- Most vapors are heavier than air. They will spread along ground and collect in low or confined areas (sewers, basements, tanks).
- Vapor explosion hazard indoors, outdoors or in sewers.
- Those substances designated with a **"P"** may polymerize explosively when heated or involved in a fire.
- Runoff to sewer may create fire or explosion hazard.
- Containers may explode when heated.
- Many liquids are lighter than water.
- Substance may be transported hot.
- **If molten aluminum is involved, refer to GUIDE 169.**

HEALTH

- 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.

PUBLIC SAFETY

- **CALL Emergency Response Telephone Number on Shipping Paper first. If Shipping Paper not available appropriate telephone numbers can be found in the Emergency Response Guidebook.**
- As an immediate precautionary measure, isolate spill or leak area for at least 50 meters (150 feet) in all directions.
- Keep unauthorized personnel away.
- Stay upwind.
- Keep out of low areas.
- Ventilate closed spaces before entering.

PROTECTIVE CLOTHING

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.

EVACUATION

Large Spill

- Consider initial downwind evacuation for at least 300 meters (1000 feet).

Fire

- If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.

EMERGENCY RESPONSE

FIRE

CAUTION: All these products have a very low flash point: Use of water spray when fighting fire may be inefficient.

CAUTION: For mixtures containing alcohol or polar solvent, alcohol-resistant foam may be more effective.

Small Fire

- Dry chemical, CO_2, water spray or regular foam.

Large Fire

- Water spray, fog or regular foam.

PRODUCT: Crude Oil	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1267	128
PRODUCT: Diesel Fuel	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1202	128
PRODUCT: Jet Fuel	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1863	128
PRODUCT: Gasoline	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1203	128

Refer to the Emergency Response Guidebook for additional products not listed.

- Use water spray or fog; do not use straight streams.
- Move containers from fire area if you can do it without risk.

Fire involving Tanks or Car/Trailer Loads

- Fight fire from maximum distance or use unmanned hose holders or monitor nozzles.
- Cool containers with flooding quantities of water until well after fire is out.
- Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
- ALWAYS stay away from tanks engulfed in fire.
- For massive fire, use unmanned hose holders or monitor nozzles; if this is impossible, withdraw from area and let fire burn.

SPILL OR LEAK

- ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area).
- All equipment used when handling the product must be grounded.
- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- Prevent entry into waterways, sewers, basements or confined areas.
- A vapor suppressing foam may be used to reduce vapors.
- Absorb or cover with dry earth, sand or other non-combustible material and transfer to containers.
- Use clean non-sparking tools to collect absorbed material.

FIRST AID

- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.
- Wash skin with soap and water.
- In case of burns, immediately cool affected skin for as long as possible with cold water. Do not remove clothing if adhering to skin.
- Keep victim warm and quiet.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

POTENTIAL HAZARDS

FIRE OR EXPLOSION

- **EXTREMELY FLAMMABLE..**
- Will be easily ignited by heat, sparks or flames.
- Will form explosive mixtures with air.
- Vapors from liquefied gas are initially heavier than air and spread along ground. **CAUTION: Hydrogen (UN1049), Deuterium (UN1957), Hydrogen, refrigerated liquid (UN1966) and Methane (UN1971) are lighter than air and will rise. Hydrogen and Deuterium fires are difficult to detect since they burn with an invisible flame. Use an alternate method of detection (thermal camera, broom handle, etc.)**
- Vapors may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief devices.
- Containers may explode when heated.
- Ruptured cylinders may rocket.

HEALTH

- Vapors may cause dizziness or asphyxiation without warning.
- Some may be irritating 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.

PUBLIC SAFETY

- **CALL Emergency Response Telephone Number on Shipping Paper first. If Shipping Paper not available appropriate telephone numbers can be found in the Emergency Response Guidebook.**
- As an immediate precautionary measure, isolate spill or leak area for at least 100 meters (330 feet) in all directions.
- Keep unauthorized personnel away.
- Stay upwind.
- Many gases are heavier than air and will spread along ground and collect in low or confined areas (sewers, basements, tanks).
- Keep out of low areas.

PROTECTIVE CLOTHING

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.
- Always wear thermal protective clothing when handling refrigerated/cryogenic liquids.

EVACUATION

Large Spill

- Consider initial downwind evacuation for at least 800 meters (1/2 mile).

Fire

- If tank, rail car or tank truck is involved in a fire, ISOLATE for 1600 meters (1 mile) in all directions; also, consider initial evacuation for 1600 meters (1 mile) in all directions.

EMERGENCY RESPONSE

FIRE

- **DO NOT EXTINGUISH A LEAKING GAS FIRE UNLESS LEAK CAN BE STOPPED. CAUTION: Hydrogen (UN1049), Deuterium (UN1957) and Hydrogen, refrigerated liquid (UN1966) burn with an invisible flame. Hydrogen and Methane mixture, compressed (UN2034) may burn with an invisible flame.**

Small Fire

- Dry chemical or CO2.

Large Fire

- Water spray or fog.
- Move containers from fire area if you can do it without risk.

Fire involving Tanks

- Fight fire from maximum distance or use unmanned hose holders or monitor nozzles.
- Cool containers with flooding quantities of water until well after fire is out.
- Do not direct water at source of leak or safety devices; icing may occur.
- Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
- ALWAYS stay away from tanks engulfed in fire.
- For massive fire, use unmanned hose holders or monitor nozzles; if this is impossible, withdraw from area and let fire

SPILL OR LEAK

- ELIMINATE all ignition sources (no smoking, flares, sparks or flames in immediate area).
- All equipment used when handling the product must be grounded.
- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- If possible, turn leaking containers so that gas escapes rather than liquid.
- Use water spray to reduce vapors or divert vapor cloud drift. Avoid allowing water runoff to contact spilled material.
- Do not direct water at spill or source of leak.
- Prevent spreading of vapors through sewers, ventilation systems and confined areas.
- Isolate area until gas has dispersed. **CAUTION: When in contact with refrigerated/cryogenic liquids, many materials become brittle and are likely to break without warning.**

FIRST AID

- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- Clothing frozen to the skin should be thawed before being removed.
- In case of contact with liquefied gas, thaw frosted parts with lukewarm water.
- In case of burns, immediately cool affected skin for as long as possible with cold water. Do not remove clothing if adhering to skin.
- Keep victim warm and quiet.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

PRODUCT: Propane	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1075	115
PRODUCT: Butane	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1075	115
PRODUCT: Ethane	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1035	115
PRODUCT: Propylene	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1075/1077	115
PRODUCT: Natural Gas Liquids	
DOT GUIDEBOOK ID #:	**GUIDE #:**
1972	115

Refer to the Emergency Response Guidebook for additional products not listed.

POTENTIAL HAZARDS

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- Keep victim warm and quiet.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

DOT GUIDEBOOK ID #: 1971 **GUIDE #:** 115

CHEMICAL NAMES:

- Natural Gas
- Methane
- Marsh Gas
- Well Head Gas
- Fuel Gas
- Lease Gas
- Sour Gas*

CHEMICAL FAMILY:

Petroleum Hydrocarbon Mix: Aliphatic Hydrocarbons (Alkanes), Aromatic Hydrocarbons, Inorganic Compounds

COMPONENTS:

Methane, Iso-Hexane, Ethane, Heptanes, Propane, Hydrogen Sulfide*, (In "Sour" Gas), Iso-Butane, Carbon, Dioxide, n-Butane, Nitrogen, Pentane Benzene, Hexane, Octanes

Product INFORMATION

The Emergency Response Guidebook is available at:
https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2024-04/ERG2024-Eng-Web-a.pdf

ANDROID APP ON Google play

Download on the App Store

This app is only available on the App Store for iOS devices.

Attn: Gas Compliance
4902 North Biltmore Lane
Madison, WI 53718-2132
Phone: 800-ALLIANT or 800-255-4268
Emergency Contact: 800-758-1576
Website: alliantenergy.com/gas

Incident Action Plan

(Emergency Response Plan)

- Protect people first, property second
- Isolate area and deny entry
- Determine if atmosphere is safe
- Establish hazard control zones
- Evacuate if necessary
- Notify Alliant Energy
- Eliminate ignition sources
- If ignited, allow to self-extinguish
- Contain or control secondary fires

Pipelines Unique Characteristics

Natural gas transmission pipelines:

- 37.88 miles of odorized natural gas steel transmission pipelines in Wisconsin with 4.93 miles identified as being within designated high consequence areas.
- Unique pipeline attributes (pipe material, size, pressure, etc.) are noted in Alliant Energy's mapping system, Transmission and Distribution Integrity Management Programs.

Natural gas distribution pipelines:

- 5,086.21 miles of pipeline

Natural gas services:

- 181,635 gas services

Contact Information:

Alliant Energy has 13 gas operation managers strategically located throughout Wisconsin.

Lisa Hinzman Howard
Regulatory Specialist II
200 1st St SE
Cedar Rapids IA 52401
Phone: 319-786-7101
Email: lisahoward@alliantenergy.com

PUBLIC EMERGENCY:
1-800-255-4268
EMERGENCY RESPONDER:
1-800-758-1576

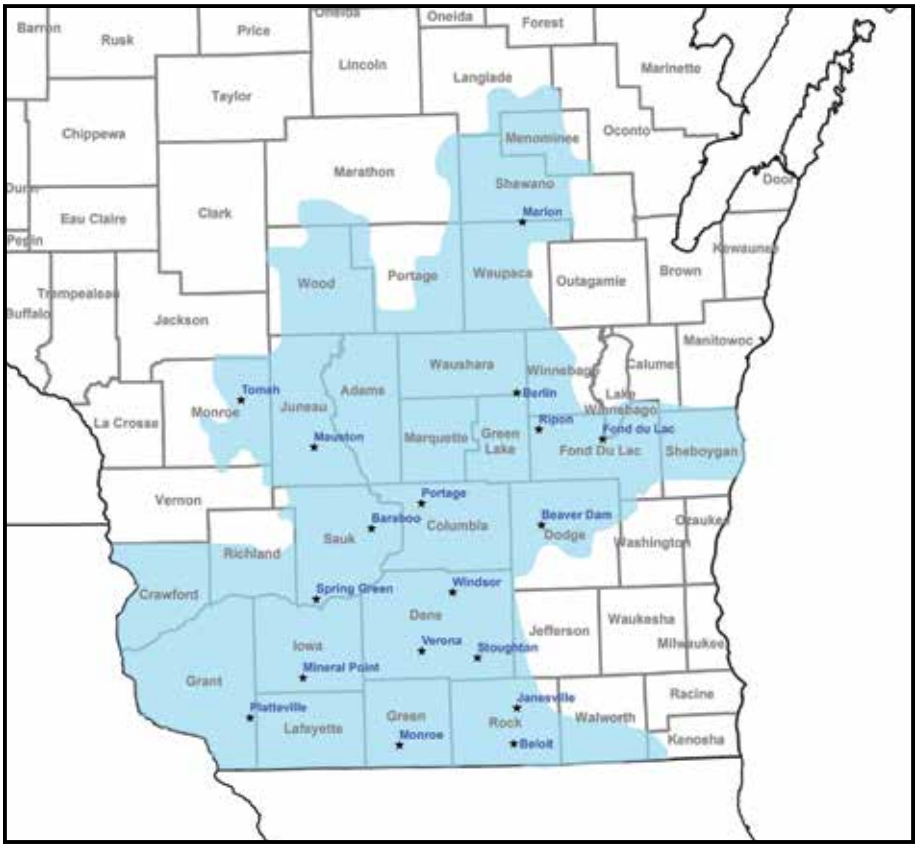
PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:

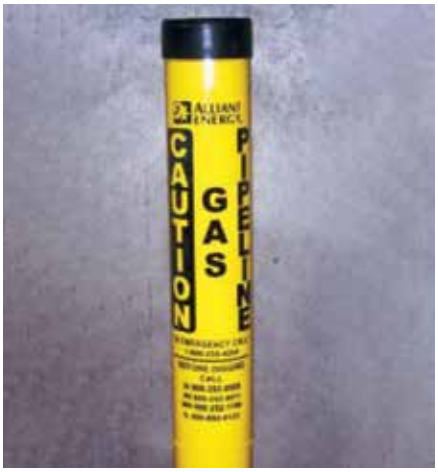
Natural Gas	1971	115
Electricity		

WISCONSIN
COUNTIES OF OPERATION:

Adams	Marquette
Columbia	Monroe
Dane	Portage
Dodge	Richland
Fond du Lac	Rock
Grant	Sauk
Green	Shawano
Green Lake	Vernon
Iowa	Waupaca
Jefferson	Waushara
Juneau	Winnebago
Lafayette	

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.





Alliant Energy Pipeline Makers – Found at road crossings, fence lines and street intersections. Markers do not indicate center of pipeline.

915 N. Eldridge Parkway, Suite 1100
Houston, TX 77079
Public Awareness: 1-877-799-2650
Email: uspublicawareness@enbridge.com
Website: www.enbridge.com

Life takes energy: to heat our homes, to feed our families, to fuel our vehicles. Enbridge connects people to the energy they need to help fuel their quality of life.

In the United States alone, more than two million miles of pipelines deliver petroleum and natural gas products. Every year, Enbridge invests in the latest technology and training to meet the high environmental and safety standards our neighbors expect, and to keep pipelines the safest, most efficient and most reliable way to move energy resources.

Call or click before you dig

811 and **ClickBeforeYouDig.com** are free services designed to keep you safe when digging. Calling or clicking is always the safest option anytime you are moving dirt. At least two to three business days before your project (depending on state law), simply call 811 or visit **www.ClickBeforeYouDig.com** with important details about your work, including:

- The type of work you'll be doing and a description of the area
- The date and time your project will begin
- Your worksite's address, the road on which it's located and the nearest intersection
- Driving directions or GPS coordinates
- Within two to three business days, professional locators will mark underground utility lines—including pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

Emergency responder education program

Enbridge offers a free online education program to provide public safety and local public officials with the information needed to safely and effectively respond to a pipeline emergency. This program focuses on information specific to the disciplines of firefighting, law enforcement, 9-1-1 dispatch, emergency medical services, emergency management and local government. Additionally, course completion may count for state-level continuing education (CE) credits. Register for the training at **www.mypipelinetraining.com**.

Pipeline location and markers

All pipeline markers provide the name of the pipeline operator, product being transported and a telephone number for reporting pipeline emergencies. These markers should never be used as a reference for a pipeline's exact location. You can also find out where other companies' pipelines are in your area by going to the National Pipeline Mapping System website at **https://www.npms.phmsa.dot.gov.**

Marker appearance may vary in your area.

EMERGENCY CONTACT:
1-800-858-5253

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Crude Oil	1267	128
Natural Gas Liquid	1972	115
Petroleum Distillate	1268	128

WISCONSIN COUNTIES OF OPERATION:

Adams	Marathon
Ashland	Marquette
Bayfield	Rock
Chippewa	Rusk
Clark	Sawyer
Columbia	Taylor
Dane	Walworth
Douglas	Washburn
Iron	Wood
Jefferson	

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

What if there is an emergency?

Enbridge facilities are designed to be quickly isolated with block valves for rapid containment in the event of an emergency. We have pre-arranged plans with local emergency personnel and periodically conduct emergency drills with these groups.

Incident Command System

Enbridge utilizes the Incident Command System (ICS) for managing a response to an emergency.

The ICS organizational structure is designed to coordinate with other responding agencies and to include those agencies inside a unified Command Post for a coordinated response.

In the event of an emergency

1. Abandon any equipment being used in or near the area, moving upwind of the product release
2. Warn others to stay away

3. **If emergency services have not been notified, call 911 and then call the 24-hour pipeline emergency number for your area**
4. Follow instructions given to you by local emergency responders and Enbridge

Actions Specific to Emergency Officials

1. Secure the site and determine a plan to evacuate or shelter in place
2. Monitor for hazardous atmospheres
3. Control and redirect traffic as needed
4. Provide immediate access to Enbridge Pipeline representatives
5. Implement your local emergency plan

1100 Louisiana
Houston, TX 77002
Public Awareness: 1-888-806-8152
Email: publicawareness@eprod.com
Website: www.enterpriseproducts.com

COMPANY INFORMATION, ASSETS & PRODUCTS TRANSPORTED

Enterprise Products Partners L.P. is a leading North American provider of midstream energy services to producers and consumers of natural gas, Natural Gas Liquids (NGL), crude oil, refined products and petrochemicals. Enterprise transports natural gas, NGLs, petrochemicals and crude oil through a network of pipelines throughout the United States.

The Mid America Pipeline (MAPL) System transports Propane (Natural Gas Liquids) throughout the state of Wisconsin. For additional information on Enterprise, visit www.enterpriseproducts.com.

LOCATING ENTERPRISE PIPELINES – PIPELINE VIEWER TOOL

To find more information regarding location and products transported in our pipelines within one (1) mile of a specific address, visit our website at: www.enterpriseproducts.com/pipelineviewer. Please note the asset map and pipeline viewer tool are for informational purposes only.

You can also find out where other companies' pipelines are in your area by going to the National Pipeline Mapping System website at www.npms.phmsa.dot.gov.

EMERGENCY RESPONSE PLAN

An Emergency Response Plan is developed for each pipeline facility to contain, control and mitigate the various types of emergency conditions/ situations that could occur at one of our facilities. For more information regarding Enterprise Products emergency response plans and procedures, contact us at publicawareness@eprod.com.

EMERGENCY RESPONSE CAPABILITIES

The Company's qualified personnel are trained in safe operations and emergency response activities and participate in exercises reflecting various types of emergency scenarios and environmental sensitivities. The Company utilizes the First Responder/ Emergency Response Team concept to handle emergency incidents at its facilities. Employees receive hands on training in fire fighting, hazardous material spill response and rescue/ medical/first aid training. In addition, we maintain a well trained team of employees from various Company locations as members of the Corporate Emergency Organization. This team, as well as an array of emergency response equipment (including, but not limited to, cell phones, fire extinguisher, supplied breathing air, and air monitoring equipment), can be mobilized and deployed to assist in handling emergency situations that may occur at a Company facility or pipeline location.

Enterprise Products utilizes its 24-hour/365 day a year, Pipeline Operations Control Center (888-883-6308) as a hub of communications in emergency response situations. Our manned control center monitors the flow, pressure, temperatures, and other conditions throughout the pipeline systems and is an integral part of our communication during emergency situations.

ENTERPRISE PRODUCTS' RESPONSE IN AN EMERGENCY

- We will immediately dispatch personnel to help handle the emergency at the site.
- We will provide information to public safety officials to aid in their response to the emergency.
- We will take necessary operating actions such as closing and opening valves to minimize the impact of the leak.

EMERGENCY CONTACT:
1-888-883-6308

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Propane	1075	115

WISCONSIN
COUNTIES OF OPERATION:

Grant	Lafayette
Green	Rock

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

- Public safety personnel and others unfamiliar with the pipeline should not attempt to operate any of the valves on the pipeline, unless instructed to do so by Enterprise Products personnel. Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

INCIDENT COMMAND SYSTEM

Enterprise Products utilizes an expandable Incident Command System. Depending upon the size and complexity of an incident, additional Company or contract personnel may be added as needed. Additional federal, state or local agencies may be integrated into the Incident Command System by utilizing a Unified Command Structure.

SPILL RESPONSE EQUIPMENT CAPABILITIES

We maintain emergency response equipment at some of our facilities. We also have agreements with various oil spill response organizations to provide the appropriate level of response with spill response equipment including trailers containing spill booms, sorbent materials, boats, motors, hand tools, power tools, pumps, hoses, personal protective equipment, first aid and miscellaneous supplies. These companies also have expert personnel trained in emergency response and cleanup methods.

CONTACT

Mike Housenga
5354 American Legion Road Southeast
Iowa City, IA 52240
Phone: 319-341-4615
Email: mrhousenga@eprod.com
Counties of responsibility: Grant, Green, Lafayette, Rock

FLINT HILLS resources®

4111 E 37th St N
Wichita, KS 67220
Telephone: 855-831-6353
Email: pipelinesafety@fhr.com
Website: www.fhr.com

Flint Hills Resources owns and/or operates over 4,000 miles of pipeline systems that transport crude oil, refined petroleum products, chemicals and natural gas liquids, efficiently, reliably, and safely. In Wisconsin, Flint Hills Resources operates the Wisconsin Pipeline System which transports refined petroleum products.

FLINT HILLS RESOURCES INTEGRITY MANAGEMENT PROGRAM

Flint Hills Resources is committed to maintaining the highest standards in safety. Flint Hills Resources has an Integrity Management Program that is designed to protect the mechanical integrity, safety, and reliability of its pipelines. Flint Hills Resources adheres to federal and state regulations and also partners with local emergency responders to verify that this integrity management plan is appropriate for each section of its pipelines.

EMERGENCY CONTACT:
1-800-688-7594

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Diesel Fuel	1202	128
Gasoline	1203	128
Propane	1075	115

WISCONSIN COUNTIES OF OPERATION:

Clark	Green Lake	Washington
Dane	Milwaukee	Waukesha
Dodge	Pepin	Waushara
Eau Claire	Pierce	Wood
Fond Du Lac	Portage	

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

Contact the Wisconsin one call center by calling 811 at least 48 hours, but not to exceed 14 calendar days before you want to dig. The one call center will notify Flint Hills Resources and other utilities of your intent to dig.

Wait for facility owners to mark their underground facilities using paint, flags and/or stakes.

Confirm that all facilities have been marked. If you know or believe that facilities have not been properly marked, you must make another call to the one call center before beginning any excavation work.

When digging within 25 feet of a Flint Hills Resources pipeline, a representative from the company must be present during the excavation.

Expose the underground facility by carefully hand-digging or using other non-mechanized equipment until the location and route is confirmed.

Continue to use caution even after the facility is exposed. Obey safe excavating practices and your state laws.

RECOGNIZE

Your sense of sight, sound and smell may help you recognize the signs of a pipeline leak.

Sight – Seeing a pool of liquid, a white cloud or fog, discolored vegetation, flames or vapors, oily sheen or water bubbling near a pipeline without obvious reason.

Sound – Hearing a hissing, roaring or bubbling sound from the ground or water near a pipeline.

Smell – Smelling a strange or unusual smell, such as a strong petroleum odor or "rotten eggs" near a pipeline.

REACT

DO stop work immediately.
DO turn off and leave equipment and vehicles.
DO immediately leave the area, on foot, in an upwind or crosswind direction, away from any vapors or fumes.
DO warn others to stay away.

DO NOT do anything that might ignite the leaking product, including making a phone call, starting an engine or driving a vehicle, lighting a match, or even switching on or off a light.
DO NOT operate any pipeline valves.
DO NOT touch or inhale the product.

REPORT

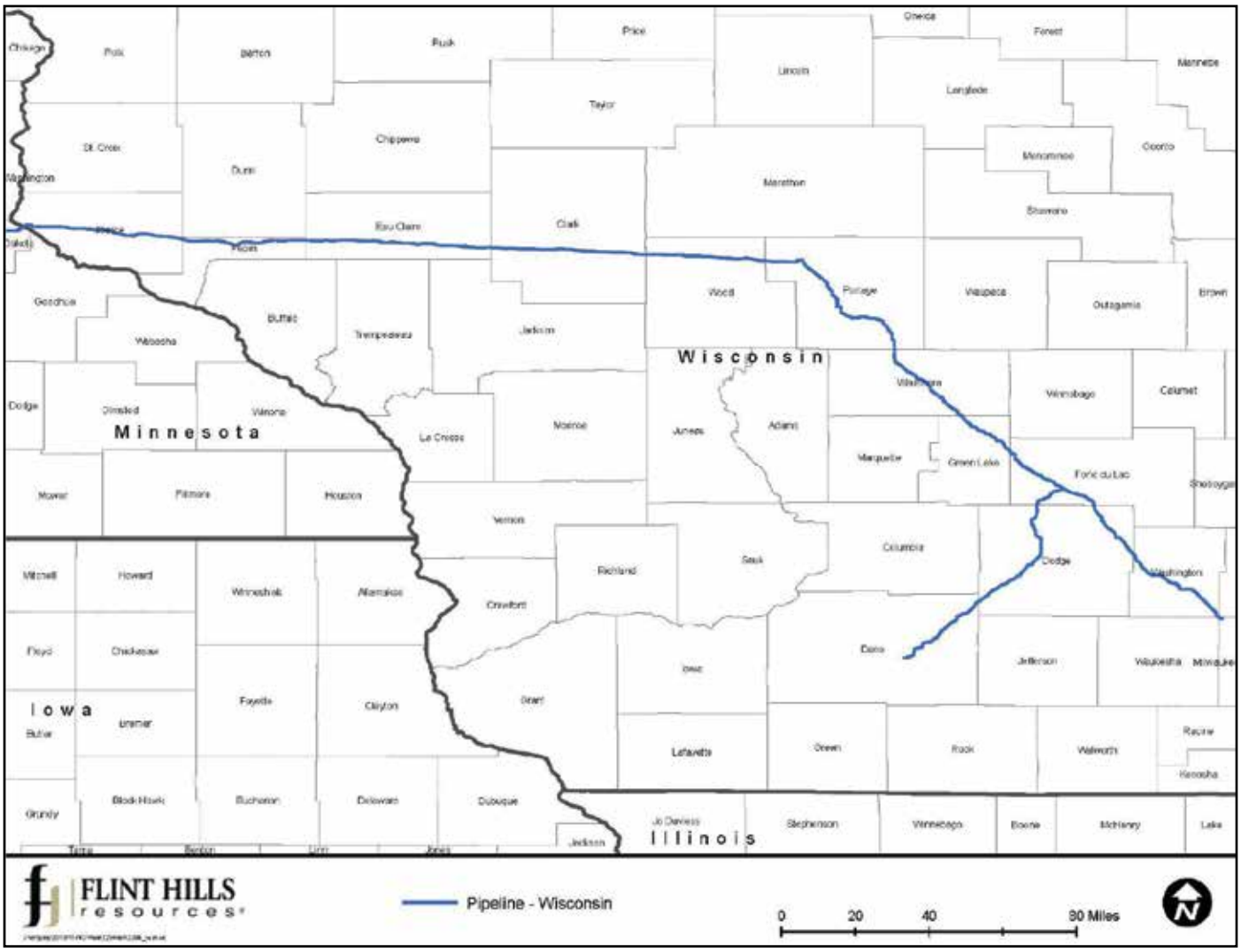
- Call 911 or the local fire or police department.
- When it is safe to do so, call the Flint Hills Resources 24-hour emergency number 1-800-688-7594

811
Know what's **below.**
Call before you dig.

CALL BEFORE YOU DIG

Before you dig, drill, blast, or move any ground near a pipeline, call 811. This free call notifies your local one call center to have representatives of underground utilities come out and mark their facilities at no charge to you. Required by law, calling 811 can save your life and decrease the cost and damage to our underground pipeline transportation system.

One Call Center	Phone Number	Website
811 National	811	www.call811.com
Wisconsin One Call	1-800-242-8511	www.diggershotline.com



MAGELLAN MIDSTREAM PARTNERS, L.P. | ONEOK

Magellan has merged into a wholly owned subsidiary of ONEOK

Magellan Pipeline Company, LP
Magellan Crude Oil Pipeline Company LP
Magellan Pipelines Holdings LP
Magellan Terminals Holdings LP
Magellan Operating Company, LLC

Oneok Plaza
100 West 5th Street
Tulsa, OK 74103-4298
(Headquarters) 918-588-7000
Website: Oneok.com

SYSTEM OVERVIEW

Name of system:
Magellan Midstream Partners, L.P.

Name of operator:
Magellan Midstream Partners, L.P.

Type of system: Transmission

List of products transported in system: Refined Petroleum Products (Diesel Fuel, Gasoline), and Jet Fuel.

OPERATOR OVERVIEW

Magellan Midstream Partners, L.P., a wholly owned subsidiary of ONEOK, Inc., is principally engaged in the transportation, storage and distribution of refined products and crude oil. Magellan operates a 9,800 mile refined products pipeline system with 54 connected terminals as well as 25 independent terminals not connected to our pipeline system, two marine terminals (one of which is owned through joint venture) and a 2,200 mile crude oil pipeline system.

Our pipeline markers can be typically identified by the black and red bands at the top.

COMMITMENT TO SAFETY, HEALTH & ENVIRONMENT

Magellan Midstream Partners, L.P. operates with a focus on safe, reliable, environmentally responsible, legally compliant and sustainable operations. Our pipelines are designed, installed, tested,operated, and maintained according to strict standards employed by our company, the pipeline industry and the federal government. Safety, honesty, responsibility, and efficiency are at the core of Magellan's business.

FREQUENTLY ASKED QUESTIONS

1. **How can an emergency responder or LEPC obtain maps of the pipeline?**

   Emergency responders and local planning/zoning authorities may obtain detailed maps of our system from field operations staff or contact us directly via email at: damageprevention@ magellanlp.com or call 888-945-2255. In addition, the National Pipeline Mapping System (www.npms.phsa.dot.gov) provides a list of pipeline operators in your community as well as the location of pipelines and other information.

2. **How will Magellan and response agencies work together during Pipeline Emergencies?**

   Local response agencies are expected to play a key role in the first few hours of a response, protecting the public, isolating the area and using local materials such as dirt or sand to help safely contain the event. Magellan personnel will join a Unified Command and can provide key response equipment such as air monitors, vacuum trucks, emergency spill contractors, heavy construction equipment and specialized command post contractors

EMERGENCY CONTACT:
(800) 720-2417

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Diesel Fuel	1202/1993	128
Gasoline	1971	115
Jet Fuel	1863	128

WISCONSIN
COUNTIES OF OPERATION:

Chippewa	Marathon
Clark	Pierce
Douglas	Saint Croix
Dunn	

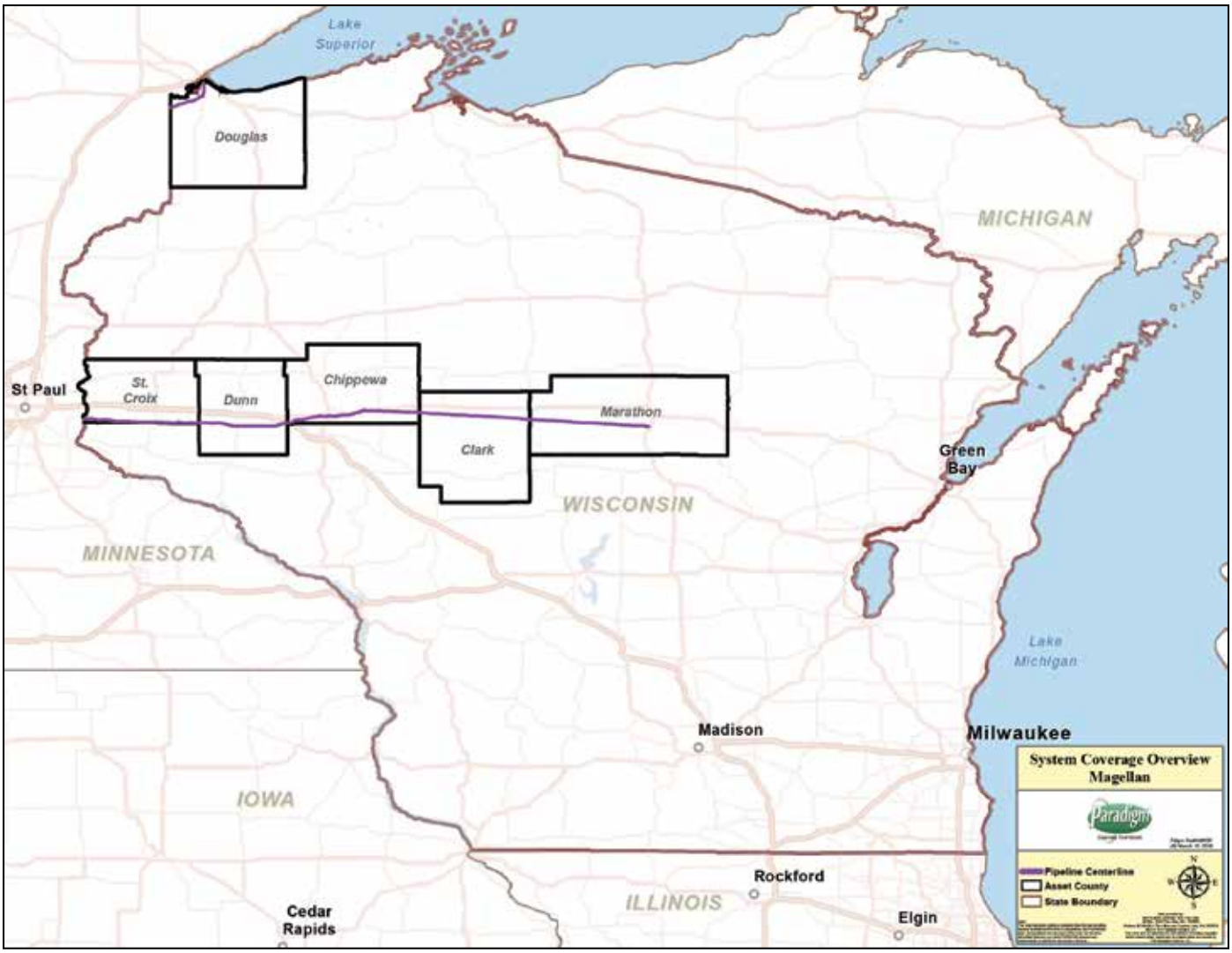
Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

3. **How can an emergency responder learn more about the company's official emergency plans?**

   If interested in learning more about our facility response plan, please contact your local Magellan field representative or contact Magellan Corporate directly via email at: damageprevention@ magellanlp. com.

4. **How can responders learn more about pipeline responding training opportunities?**

   Visit www.pipelineemergencies.com. or visit www.magellanlp.com for more information and additional resources.


Lake Superior
Douglas
MICHIGAN
St Paul
St. Croix
Dunn
Chippewa
Clark
Marathon
Green Bay
WISCONSIN
MINNESOTA
Lake Michigan
Madison
Milwaukee
IOWA
Rockford
ILLINOIS
Cedar Rapids
Elgin
System Coverage Overview
Magellan
Pipeline Centerline
Asset County
State Boundary

NORTH SHORE GAS®

3001 Grand Ave.
Waukegan, IL 60085
Phone: 866-556-6004
Website: northshoregasdelivery.com
Email: first-responders@northshoregasdelivery.com

Every day, millions of people rely on natural gas to heat homes and prepare meals. This safe, reliable energy source is delivered to our customers by a network of underground pipelines. We are committed to operating safe natural gas pipelines that meet local, state and federal regulations. Our integrity management programs provide a process for inspecting, assessing and maintaining natural gas pipelines, based on industry best practices. Natural gas and the pipelines that carry it have exceptional safety records. However, when not used properly or when it is uncontrolled, natural gas can be dangerous.

BASIC NATURAL GAS PROPERTIES

Natural gas is an odorless, colorless, tasteless, nontoxic gas. It will not burn by itself, but if mixed with the right amount of air, natural gas can ignite. Natural gas is a simple asphyxiate – in an enclosed area, it may displace oxygen in the air, which can lead to suffocation. Transmission pipelines carry un-odorized natural gas. When natural gas passes through our gate stations, we add mercaptan, a rotten-egg-like odorant, to help detect leaks.

SIGNS OF A NATURAL GAS LEAK

Use your eyes, ears and nose, and call us if you:

- Smell an odor like rotten eggs.
- Hear an unusual hissing, whistling or roaring sound.
- See water bubbling in a puddle, river, pond or creek.
- See dirt or debris blowing into the air.
- See unexplained dead or dying grass or other vegetation near pipeline.

PIPELINE LOCATIONS

It's important to know the location of pipelines in your community. Look for pipeline markers – often placed at public road crossings, fence lines and street intersections to indicate the presence of pipelines. Color, format and design of markers may vary, but all provide the pipeline contents, operator name and emergency phone number. The National Pipeline Mapping System (NPMS) also can provide the names of pipeline operators in your area. (Visit www.npms.phmsa.dot.gov to access this information). Pipeline markers are not commonly used in residential areas - look for the presence of natural gas meters on or near houses or buildings - if you see these metering devices, buried natural gas lines are nearby.

TRAIN DERAILMENT

Train derailment and/or heavy equipment used to mitigate a train derailment have been known to cause pipeline failure. In the event of train derailment, call 811 "Call Before You Dig" to determine if there is a pipeline in the vicinity of the accident, as well as the location and depth of the pipeline. Then contact the pipeline operator to inspect the facilities.

EMERGENCY CONTACT:
1-866-556-6005

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Natural Gas	1971	115

WISCONSIN
COUNTIES OF OPERATION:

Kenosha Racine

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

BE PREPARED

Incorporating a response procedure for a natural gas pipeline incident in your emergency preparedness plan can help prevent a serious incident. Remember to include North Shore Gas in disaster drills. Together, we can protect communities in the event of a natural gas incident. Contact us at 312-240-7553 to arrange for drill coordination.

RESPONDING TO NATURAL GAS EMERGENCIES.

Follow these steps when responding to a possible natural gas leak or emergency:

- Call our 24-hour gas emergency number as soon as you know you need assistance. 866-556-6005
- If available, use instruments to verify and locate natural gas presence.
  - If instruments are not available and you can smell natural gas, assume an ignitable mixture is present.
- Establish a safety zone, keeping the wind at your back.
  - Evacuate the public to a safe distance.
  - Keep everyone out of areas where natural gas may have accumulated.

- Eliminate ignition sources.
  - Do not smoke, ring doorbells or touch anything that might create a spark, such as electric light switches or cell phones.
  - Turn off engines or other power equipment. Any emergency equipment that must be kept running should be moved a safe distance away.
- Ventilate the area if it can be done safely.

ALSO KEEP THESE SAFETY PRECAUTIONS IN MIND:

- If safe to do so, attempt to stop the flow of natural gas by closing the service meter valve.
  - Underground valves and valves inside regulator stations or fenced areas at gate stations should only be operated by utility employees. Improper operation of these valves can cause dangerous problems elsewhere in the system.
- Do not enter an enclosed area, such as an excavation, sewer, vault or pit, where natural gas is blowing.
  - Natural gas may displace oxygen in these areas making it difficult to breathe.
  - Static electricity may accumulate on plastic pipe, creating an ignition hazard.
- If natural gas is escaping outside, keep water out of excavations where gas is blowing.
- Check nearby buildings and structures for migrating natural gas – but do not ring doorbells as they are potential ignition sources.
- Never operate a natural gas valve as this could create a hazardous situation. Contact utility personnel to check for potential problems on the system before re-establishing service.

IF RESPONDING TO A NATURAL GAS FIRE:

- Let the fire burn unless life is in danger.
  - Extinguishing the fire before the natural gas is shut off may result in an explosion if the accumulating natural gas is ignited.
- For structure fires, shut off natural gas supply only if you can safely access the meter. Once gas is off, remain alert for gas migration and possible reignition.
- Do not use water to suppress a natural gas fire, as it is ineffective. However, a fog spray can be used to cool combustible exposures. Consult utility personnel and the incident commander for instructions on how to proceed.

Reporting a natural gas emergency on the North Shore Gas system:

1. Call our 24-hour gas emergency number as soon as you know you need assistance. 866-556-6005
2. Provide specific details about the situation:
   - Address or intersection closest to the emergency
   - Nature of emergency: building fire, natural gas odors, natural gas leaking or blowing, etc.
   - Assistance required
3. Provide contact information for your on-site personnel and location of incident command post.

We will dispatch our closest utility first responder who may be able to perform natural gas emergency response duties. Additional natural gas personnel will be dispatched to the scene to support first responders as needed.

Response time is based on:

- Time of day
- Personnel on duty
- Other emergencies in area
- Travel time
- Weather (storms or other emergencies may extend our response time)

If you call for assistance with a carbon monoxide investigation, someone from your department must remain on site until we arrive.

North Shore Gas, in partnership with Callan and Associates, offers free online emergency first responder training. The Responding to Utility Emergencies (RTUE) program covers the dangers that first responders must recognize and handle to achieve better outcomes and to save more lives. RTUE online incorporates interactive media to engage firefighters, police officers and other emergency personnel.
For more information, visit: www.northshoregasdelivery/responders.

Northern Natural Gas
A BERKSHIRE HATHAWAY ENERGY COMPANY

1111 South 103rd Street
Omaha, NE 68124
Phone: 1-888-367-6671
Website: www.northernnaturalgas.com

Please share this important information with others in your organization

COMPANY PROFILE

Northern Natural Gas (Northern) is a subsidiary of Berkshire Hathaway Energy, based in Omaha, Nebraska, and operates an interstate natural gas high pressure, transmission pipeline system extending from Texas to the upper Midwest. The system includes over 14,200 miles of natural gas pipeline, capable of 6.3 billion cubic feet per day (Bcf/d) of market area capacity, plus 1.7 Bcf/d of field capacity. Northern has a total of five natural gas storage facilities, three of which are underground facilities and the other two are Liquefied Natural Gas (LNG) facilities. All five total 79 Bcf which includes 4 Bcf of liquefied natural gas. At times, Northern's pipelines may be odorized, please check with your Northern Natural Gas representative to learn more. Northern provides transportation and storage services to approximately 81 utilities and numerous end-use customers in the upper Midwest. Pipeline pressures can reach as high as 1,600 pounds per square inch gauge. Pipeline sizes range from 2 inches to 36 inches in diameter. The maximum potential impact radius (PIR) is 1,000 feet.

Call 811 before digging. A pipeline representative must be present when excavating within 25 feet of the pipeline.

HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?

Since natural gas pipelines are built underground, line markers are used to indicate the approximate location of the pipelines. However, these markers do not indicate how deep the pipeline is buried. Also the route can take twists and turns between markers. It is a crime for any person to deliberately damage, destroy, or remove any pipeline sign or right-of-way marker. Never assume the pipeline lies in a straight line. Always call your state One Call Center before digging. Pipelines can lose cover by natural erosion or other forces. Certain types of deep farming activities require advanced notification before disturbing the soil. Some examples are: chisel plowing, waterway work and drain tiling. If you observe indications that a pipeline is shallow, exposed or damaged, immediately contact the Northern Natural Gas 24-hour Operations Communication Center at 1-888-367-6671. Call 811 or visit NPMS at: www.npms.phmsa.dot.gov to learn more.

WHO SHOULD I CALL IF I DETECT A GAS LEAK IN MY HOME?

If you suspect a natural gas leak inside your home or on your service line, immediately evacuate and contact 911 and your local gas company from a safe location. Northern operates the pipeline that delivers gas to local distribution companies. The distribution companies then deliver the gas to homes and businesses.

IF YOU ARE A PUBLIC SAFETY OFFICIAL:

A public safety official must take whatever steps are necessary to safeguard the public in the event of a pipeline emergency. The following points are offered as a guide.

- Notify the appropriate pipeline company. Report the type (leak, rupture, fire) and the location of the emergency. If it is a Northern Natural Gas pipeline, call the toll-free 24-hour Operations Communication Center: 1-888-367-6671.
- Establish a safety zone around the emergency site and control access.
- Use initial evacuation of 1,320 feet (1/4 mile) until advised further.
- If gas is not burning, avoid doing anything that may ignite it. Be aware of wind direction and remove potential ignition sources.

While emergency response agencies are doing their part, Northern employees will do what needs to be done to protect lives and property.

- They will first protect people.
- If a fire does not already exist, they will remove all sources of ignition.
- They will help people in distress.
- They will eliminate the natural gas source. If it is possible to do so from the location of the emergency, they will. In many cases, the natural gas must be shut off at a remote location. It is important for you to know that Northern employees are responsible for operating the valves that isolate the affected facilities.
- Is your group or agency interested in a presentation or additional information? Call the Northern Operations Communication Center at 1-888-367-6671 and ask to establish a public education liaison. Together we will determine the appropriate Northern field location nearest you and then provide you a means to contact Northern's local representative for more details.
- For more information visit www.pipelineawareness.org/training

EMERGENCY GAS CONTROL:
(888) 367-6671

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Natural Gas	1971	115

WISCONSIN
COUNTIES OF OPERATION:

Ashland	Grant	Polk
Barron	Green	Price
Bayfield	Iowa	Richland
Burnett	Iron	Rock
Chippewa	Jackson	Rusk
Columbia	Juneau	Sauk
Crawford	Lafayette	St Croix
Dane	Las Crosse	Taylor
Douglas	Monroe	Trempealeau
Dunn	Pepin	Vernon
Eau Clair	Pierce	Walworth

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

www.call811.com

24/7/365 Emergency Service
1-800-PROPANE
(1-800-776-7263)
Website: www.suburbanpropane.com

OPERATOR OVERVIEW

Suburban Propane is a nationwide marketer and distributor of a diverse array of energy-related products. In Wisconsin, we specialize in retail propane sales, installation, and service. For more information about Suburban and propane safety, visit **www.suburbanpropane.com**.

MISSION STATEMENT

Our Mission Statement defines our business philosophy and primary business goals. It is the mission of Suburban Propane to:

"Serve our customers, employees and communities by maintaining the highest level of safety standards, ethical principles, satisfaction and total value in all that we do."

EMERGENCY CONTACT:
(800) PROPANE
(800) 776-7263

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:

Propane	1075/1978	115

WISCONSIN
COUNTIES OF OPERATION:

Crawford
La Crosse
Vernon

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

For additional information, please contact:

Chris Bonny
610 West City Hwy 16
West Salem, WI 54669
(608) 781-8070

Ed Moreno
610 West City Hwy 16
West Salem, WI 54669
(608) 345-3186

We Energies

PO Box 2046
Milwaukee, WI 53201-2046
Phone: 800-242-9137
Website: we-energies.com
Email: first-responders@we-energies.com

Every day, millions of people rely on natural gas to heat homes and prepare meals. This safe, reliable energy source is delivered to our customers by a network of underground pipelines. We are committed to operating safe natural gas pipelines that meet local, state and federal regulations. Our integrity management programs provide a process for inspecting, assessing and maintaining natural gas pipelines, based on industry best practices. Natural gas and the pipelines that carry it have exceptional safety records. However, when not used properly or when it is uncontrolled, natural gas can be dangerous.

BASIC NATURAL GAS PROPERTIES

Natural gas is an odorless, colorless, tasteless, nontoxic gas. It will not burn by itself, but if mixed with the right amount of air, natural gas can ignite. Natural gas is a simple asphyxiate – in an enclosed area, it may displace oxygen in the air, which can lead to suffocation. Transmission pipelines carry un-odorized natural gas. When natural gas passes through our gate stations, we add mercaptan, a rotten-egg-like odorant, to help detect leaks.

SIGNS OF A NATURAL GAS LEAK

Use your eyes, ears and nose, and call us if you:

- Smell an odor like rotten eggs.
- Hear an unusual hissing, whistling or roaring sound.
- See water bubbling in a puddle, river, pond or creek.
- See dirt or debris blowing into the air.
- See unexplained dead or dying grass or other vegetation near pipeline.

PIPELINE LOCATIONS

It's important to know the location of pipelines in your community. Look for pipeline markers – often placed at public road crossings, fence lines and street intersections to indicate the presence of pipelines. Color, format and design of markers may vary, but all provide the pipeline contents, operator name and emergency phone number. The National Pipeline Mapping System (NPMS) also can provide the names of pipeline operators in your area. (Visit https://www.npms.phmsa.dot.gov to access this information). Pipeline markers are not commonly used in residential areas - look for the presence of natural gas meters on or near houses or buildings - if you see these metering devices, buried natural gas lines are nearby.

TRAIN DERAILMENT

Train derailment and/or heavy equipment used to mitigate a train derailment have been known to cause pipeline failure. In the event of train derailment, call 811 "Call Before You Dig" to determine if there is a pipeline in the vicinity of the accident, as well as the location and depth of the pipeline. Then contact the pipeline operator to inspect the facilities.

BE PREPARED

Incorporating a response procedure for a natural gas pipeline incident in your emergency preparedness plan can help prevent a serious incident. Remember to include We Energies in disaster drills. Together, we can protect communities in the event of a natural gas incident. Contact us at 800-242-9137 to arrange for drill coordination.

EMERGENCY CONTACT:
800-261-5325

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:

Natural Gas	1971	128

WISCONSIN
COUNTIES OF OPERATION:

Adams	Milwaukee
Barron	Monroe
Brown	Oconto
Burnett	Outagamie
Calumet	Ozaukee
Chippewa	Pepin
Clark	Pierce
Columbia	Polk
Dane	Portage
Dunn	Racine
Eau Claire	Richland
Florence	Rock
Fond Du Lac	Rusk
Forest	Sawyer
Grant	Shawano
Green	Sheboygan
Green Lake	St. Croix
Iowa	Taylor
Iron	Trempealeau
Jackson	Vilas
Jefferson	Walworth
Kenosha	Washburn
La Crosse	Washington
Lafayette	Waukesha
Manitowoc	Waupaca
Marathon	Waushara
Marinette	Winnebago
Marquette	Wood

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

811
Know what's **below.**
Call before you dig.

RESPONDING TO NATURAL GAS EMERGENCIES

Follow these steps when responding to a possible natural gas leak or emergency:

- Call us immediately at **800-261-5325**.
- If available, use instruments to verify and locate natural gas presence.
  - » If instruments are not available and you can smell natural gas, assume an ignitable mixture is present.
- Establish a safety zone, keeping the wind at your back.
  - » Evacuate the public to a safe distance.
  - » Keep everyone out of areas where natural gas may have accumulated.
- Eliminate ignition sources.
  - » Do not smoke, ring doorbells or touch anything that might create a spark, such as electric light switches or cell phones.
  - » Turn off engines or other power equipment. Any emergency equipment that must be kept running should be moved a safe distance away.
- Ventilate the area if it can be done safely.

ALSO KEEP THESE SAFETY PRECAUTIONS IN MIND:

- If safe to do so, attempt to stop the flow of natural gas by closing the service meter valve.
  - » Underground valves and valves inside regulator stations or fenced areas at gate stations should only be operated by utility employees. Improper operation of these valves can cause dangerous problems elsewhere in the system.
- Do not enter an enclosed area, such as an excavation, sewer, vault or pit, where natural gas is blowing.
  - » Natural gas may displace oxygen in these areas making it difficult to breathe.
  - » Static electricity may accumulate on plastic pipe, creating an ignition hazard.
- If natural gas is escaping outside, keep water out of excavations where gas is blowing.
- Check nearby buildings and structures for migrating natural gas – but do not ring doorbells as they are potential ignition sources.
- Never operate a natural gas valve as this could create a hazardous situation. Contact utility personnel to check for potential problems on the system before re-establishing service.

IF RESPONDING TO A NATURAL GAS FIRE:

- Let the fire burn unless life is in danger.
  - » Extinguishing the fire before the natural gas is shut off may result in an explosion if the accumulating natural gas is ignited.
- For structure fires, shut off natural gas supply only if you can safely access the meter. Once gas is off, remain alert for gas migration and possible reignition.
- Do not use water to suppress a natural gas fire, as it is ineffective. However, a fog spray can be used to cool. Consult utility personnel and the incident commander for instructions on how to proceed.

REPORTING A NATURAL GAS EMERGENCY ON OUR SYSTEM

1. Call us immediately at **800-261-5325**.
2. Provide specific details about the situation:
   - Address or intersection closest to the emergency
   - Nature of emergency: building fire, natural gas odors, natural gas leaking or blowing, etc.
   - Assistance required
3. Provide contact information for your on-site personnel and location of incident command post.

We will dispatch our closest utility first responder who may be able to perform natural gas emergency response duties. Additional natural gas personnel will be dispatched to the scene to support first responders as needed. Response time is based on:

- Time of day
- Personnel on duty
- Other emergencies in area
- Travel time
- Weather (storms or other emergencies may extend our response time)

If you call for assistance with a carbon monoxide investigation, someone from your department must remain on site until we arrive.

FREE ONLINE TRAINING AVAILABLE

We Energies, in partnership with Callan and Associates, offers free online emergency first responder training. The Responding to Utility Emergencies (RTUE) program covers the dangers that first responders must recognize and handle to achieve better outcomes and to save more lives. RTUE online incorporates interactive media to engage firefighters, police officers and other emergency personnel.

FOR MORE INFORMATION, VISIT:

www.we-energies.com/firstresponders

Scan to visit our Public Awareness website!

Contact Information
Public Awareness Non-Emergency Phone Number: (866) 432-4960
Public Awareness Email Address: PublicAwareness@buckeye.com
Public Awareness Website: buckeye.com/public-awareness

WEST SHORE PIPE LINE COMPANY

westshorepipeline.com
12920 Bell Road | Lemont, IL 60439

ABOUT WEST SHORE PIPE LINE

West Shore Pipe Line Company is a common carrier petroleum pipeline system that originates in the Chicago area and extends north to Green Bay, Wisconsin and west and then north to Madison, Wisconsin. The 650 mile pipeline system transports refined petroleum products to markets in northern Illinois and Wisconsin from the greater Chicago area.

To learn more about West Shore Pipe Line, log on to www.westshorepipeline.com. **To view the approximate location of pipelines in your area, visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov**. For general information about pipelines, visit www.pipeline101.com.

COMMITMENT TO HEALTH, SAFETY, AND THE ENVIRONMENT

West Shore Pipe Line is committed to preventing hazards to the public, to the environment, and to West Shore Pipe Line's facilities. West Shore Pipe Line utilizes various programs to ensure the safety of its pipelines. Our control center operates 24 hours a day, 7 days a week monitoring our pipeline leak detection system. Our Integrity Management Program consists of corrosion control, risk engineering, geographic information systems, and pipeline inspection. We also perform pipeline patrols and various other inspections. Our Public Awareness Program is designed to establish communications and provide information necessary to help the public understand that pipelines are the major transportation system for petroleum products and natural gas in the United States, how pipelines function, and the public's responsibilities to help prevent damage to pipelines. Accordingly, heightened awareness and a better understanding by the public of West Shore's pipeline operations will supplement and enhance our current maintenance, operations, and safety policies and procedures. For more information about these programs, please visit West Shore Pipe Line's website listed above or call **West Shore Pipe Line's non-emergency Public Education number at 866-432-4960**.

EMERGENCY RESPONSE

Since pipelines are the safest and most efficient method of transporting petroleum products, pipeline incidents are rare. West Shore Pipe Line appreciates the hard work and effort of the many emergency responders that may be involved in helping us return the community to normal in the event of an incident. In an emergency, West Shore Pipe Line may utilize the Incident Command System during a response to a pipeline incident. The following are examples of critical tasks would need to be considered during a pipeline release:

- Public Safety / Evacuation
- Responder Safety
- Traffic Control
- Vapor Suppression
- Site Security
- Firefighting
- Product Containment

Federal regulations require specific qualifications to operate pipeline equipment; therefore, West Shore Pipe Line employees will perform these duties. DO NOT attempt to operate any pipeline equipment, such as valves, because doing so could make the situation worse.

Additional information on how to respond to incidents involving pipelines is available by contacting West Shore Pipe Line or by obtaining training materials from the National Association of State Fire Marshals' sponsored Pipeline Emergencies Program. This training can be found at https://nasfm-training.org/pipeline/.

WEST SHORE PIPE LINE'S RESPONSE IN AN EMERGENCY

West Shore Pipe Line is engaged in constant activity to maintain safe pipeline operations. In the event of a pipeline release, West Shore Pipe Line will take the following steps to ensure public safety and protect the environment:

- Shut down the pipeline
- Close valves to isolate problem
- Identify hazardous areas

EMERGENCY CONTACT:
1-888-625-7310

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Diesel Fuel	1220/1993	128
Fuel, Aviation	1863	128
Turbo Engine	1863	128
Fuel Oil	1202/1993	128
Gasoline	1203	128
Turbine Fuel	1863	128

WISCONSIN COUNTIES OF OPERATION:

Brown	Ozaukee
Calumet	Racine
Dane	Rock
Kenosha	Sheboygan
Manitowoc	Washington
Milwaukee	Waukesha

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

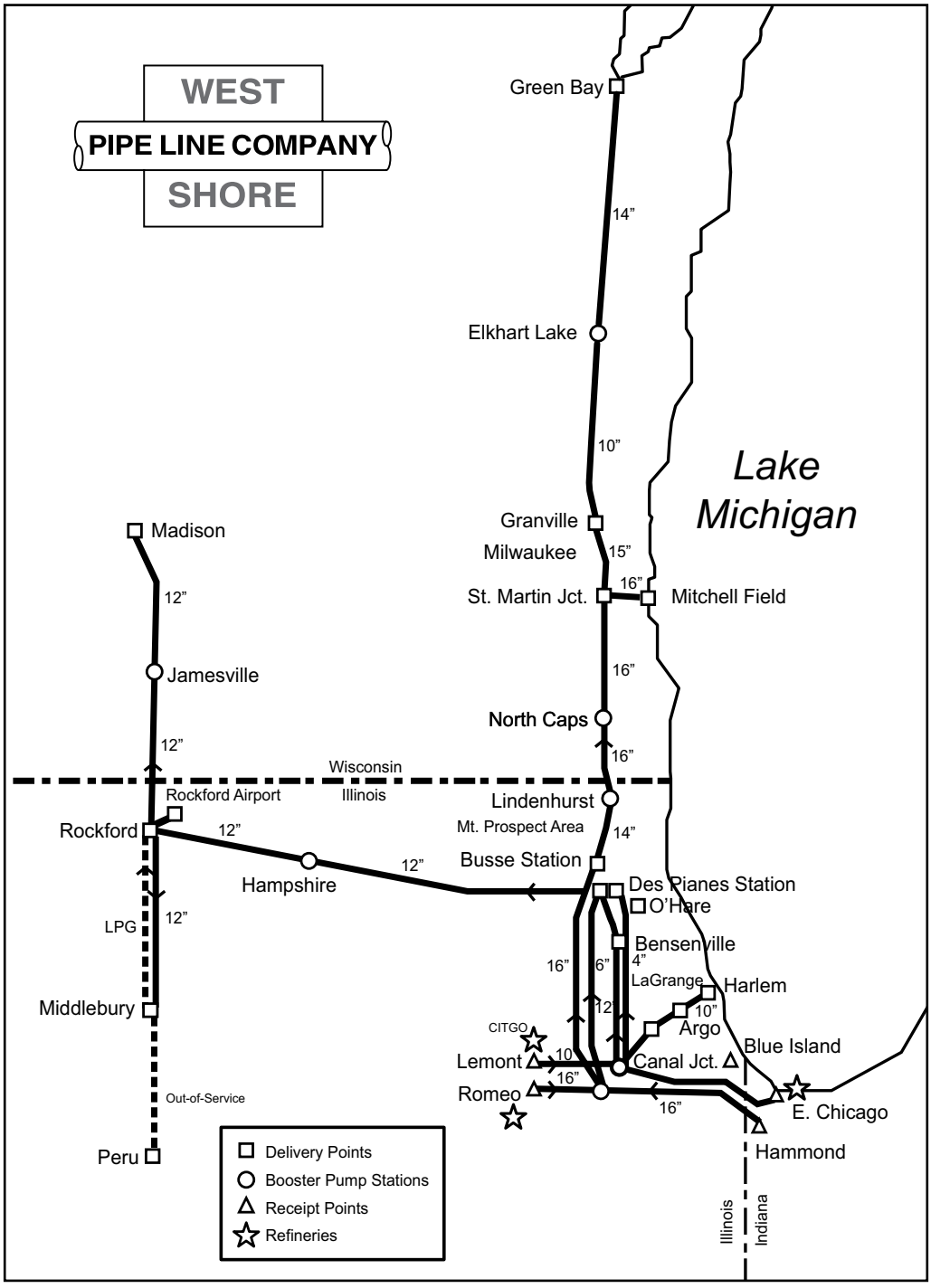
- Dispatch personnel to the scene
- Excavate & repair the damaged line
- Work with emergency responders and the public in the affected area

West Shore's emergency response plan is available upon request

ACTIVITY ON THE RIGHT OF WAY

Always be sure to contact 811 before any digging activities occur. Accidental damage caused by excavation, construction, farming activities, and homeowner projects is one of the greatest threats to pipeline safety. For more information on safe digging, see www.call811.com. If you hit a pipeline, you must report it to the pipeline operator. Even if damage looks minor or nonexistent, it is critical that the operator inspects the pipeline. A minor scratch, scrape, gouge, or dent to the pipeline or coating has the potential to cause a safety issue in the future. Also, if you see suspicious activity on or near the pipeline right of way, immediately notify your local law enforcement agency. Lastly, if you see power lines down on or near West Shore's pipeline right of way, immediately call West Shore Pipe Line's emergency number listed on this page. Electricity discharging to the ground can damage buried pipelines.

811
Know what's **below.**
Call before you dig.



P.O. Box 19003
Green Bay, WI 54307-9003
Phone: 800-450-7260
Website: wisconsinpublicservice.com
Email: first-responders@wisconsinpublicservice.com

Every day, millions of people rely on natural gas to heat homes and prepare meals. This safe, reliable energy source is delivered to our customers by a network of underground pipelines. We are committed to operating safe natural gas pipelines that meet local, state and federal regulations. Our integrity management programs provide a process for inspecting, assessing and maintaining natural gas pipelines, based on industry best practices. Natural gas and the pipelines that carry it have exceptional safety records. However, when not used properly or when it is uncontrolled, natural gas can be dangerous.

BASIC NATURAL GAS PROPERTIES

Natural gas is an odorless, colorless, tasteless, nontoxic gas. It will not burn by itself, but if mixed with the right amount of air, natural gas can ignite. Natural gas is a simple asphyxiate – in an enclosed area, it may displace oxygen in the air, which can lead to suffocation. Transmission pipelines carry un-odorized natural gas. When natural gas passes through our gate stations, we add mercaptan, a rotten-egg-like odorant, to help detect leaks.

SIGNS OF A NATURAL GAS LEAK

Use your eyes, ears and nose, and call us if you:

- Smell an odor like rotten eggs.
- Hear an unusual hissing, whistling or roaring sound.
- See water bubbling in a puddle, river, pond or creek.
- See dirt or debris blowing into the air.
- See unexplained dead or dying grass or other vegetation near pipeline.

PIPELINE LOCATIONS

It's important to know the location of pipelines in your community. Look for pipeline markers – often placed at public road crossings, fence lines and street intersections to indicate the presence of pipelines. Color, format and design of markers may vary, but all provide the pipeline contents, operator name and emergency phone number. The National Pipeline Mapping System (NPMS) also can provide the names of pipeline operators in your area. (Visit https://www.npms.phmsa.dot.gov to access this information). Pipeline markers are not commonly used in residential areas - look for the presence of natural gas meters on or near houses or buildings - if you see these metering devices, buried natural gas lines are nearby.

TRAIN DERAILMENT

Train derailment and/or heavy equipment used to mitigate a train derailment have been known to cause pipeline failure. In the event of train derailment, call 811 "Call Before You Dig" to determine if there is a pipeline in the vicinity of the accident, as well as the location and depth of the pipeline. Then contact the pipeline operator to inspect the facilities.

BE PREPARED

Incorporating a response procedure for a natural gas pipeline incident in your emergency preparedness plan can help prevent a serious incident. Remember to include WPS in disaster drills. Together, we can protect communities in the event of a natural gas incident. Contact us at 800-450-7260 to arrange for drill coordination.

EMERGENCY CONTACT:
800-450-7280

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Natural Gas	1971	128

WISCONSIN COUNTIES OF OPERATION:

Brown	Marinette
Calumet	Oconto
Fond Du Lac	Oneida
Forest	Outagamie
Kewaunee	Portage
Langlade	Shawano
Lincoln	Sheboygan
Manitowoc	Vilas
Marathon	Winnebago

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

RESPONDING TO NATURAL GAS EMERGENCIES

Follow these steps when responding to a possible natural gas leak or emergency:

- Call us immediately at **800-450-7280**.
- If available, use instruments to verify and locate natural gas presence.
  - » If instruments are not available and you can smell natural gas, assume an ignitable mixture is present.
- Establish a safety zone, keeping the wind at your back.
  - » Evacuate the public to a safe distance.
  - » Keep everyone out of areas where natural gas may have accumulated.
- Eliminate ignition sources.
  - » Do not smoke, ring doorbells or touch anything that might create a spark, such as electric light switches or cell phones.
  - » Turn off engines or other power equipment. Any emergency equipment that must be kept running should be moved a safe distance away.

- Ventilate the area if it can be done safely.

ALSO KEEP THESE SAFETY PRECAUTIONS IN MIND:

- If safe to do so, attempt to stop the flow of natural gas by closing the service meter valve.
  - » Underground valves and valves inside regulator stations or fenced areas at gate stations should only be operated by utility employees. Improper operation of these valves can cause dangerous problems elsewhere in the system.
- Do not enter an enclosed area, such as an excavation, sewer, vault or pit, where natural gas is blowing.
  - » Natural gas may displace oxygen in these areas making it difficult to breathe.
  - » Static electricity may accumulate on plastic pipe, creating an ignition hazard.
- If natural gas is escaping outside, keep water out of excavations where gas is blowing.
- Check nearby buildings and structures for migrating natural gas – but do not ring doorbells as they are potential ignition sources.
- Never operate a natural gas valve as this could create a hazardous situation. Contact utility personnel to check for potential problems on the system before re-establishing service.

IF RESPONDING TO A NATURAL GAS FIRE:

- Let the fire burn unless life is in danger.
  - » Extinguishing the fire before the natural gas is shut off may result in an explosion if the accumulating natural gas is ignited.
- For structure fires, shut off natural gas supply only if you can safely access the meter. Once gas is off, remain alert for gas migration and possible reignition.
- Do not use water to suppress a natural gas fire, as it is ineffective. However, a fog spray can be used to cool. Consult utility personnel and the incident commander for instructions on how to proceed.

REPORTING A NATURAL GAS EMERGENCY ON OUR SYSTEM

1. Call us immediately at **800-450-7280**.
2. Provide specific details about the situation:
   - Address or intersection closest to the emergency
   - Nature of emergency: building fire, natural gas odors, natural gas leaking or blowing, etc.
   - Assistance required
3. Provide contact information for your on-site personnel and location of incident command post.

We will dispatch our closest utility first responder who may be able to perform natural gas emergency response duties. Additional natural gas personnel will be dispatched to the scene to support first responders as needed. Response time is based on:

- Time of day
- Personnel on duty
- Other emergencies in area
- Travel time
- Weather (storms or other emergencies may extend our response time)

If you call for assistance with a carbon monoxide investigation, someone from your department must remain on site until we arrive.

FREE ONLINE TRAINING AVAILABLE

WPS, in partnership with Callan and Associates, offers free online emergency first responder training. The Responding to Utility Emergencies (RTUE) program covers the dangers that first responders must recognize and handle to achieve better outcomes and to save more lives. RTUE online incorporates interactive media to engage firefighters, police officers and other emergency personnel.

FOR MORE INFORMATION, VISIT:

www.wisconsinpublicservice.com/responders

414 Nicollet Mall
Minneapolis, MN 55401
Telephone: (800) 895-4999
Website: www.xcelenergy.com

OPERATOR OVERVIEW

Xcel Energy is a combination electricity and natural gas energy company, and we offer a comprehensive portfolio of energy-related products and services to more than 3.6 million electricity customers and 2 million natural gas customers. We have regulated operations in nine states and own more than 35,000 miles of natural gas distribution pipelines, and over 2,200 miles of natural gas transmission pipelines delivering natural gas to residential, commercial and industrial natural gas customers. In Wisconsin and Michigan, Xcel Energy provides natural gas to 107,000 customers in 15 counties, with 2,467 miles of natural gas distribution pipeline and 3 miles of natural gas transmission pipeline.

COMMITMENT TO SAFETY, HEALTH & ENVIRONMENT

Xcel Energy is committed to the public's safety, health and the environment through protection, operation, maintenance and routine inspection of our natural gas facilities and pipelines in compliance with all applicable rules and federal regulations. Key personnel within areas of Xcel Energy's natural gas operations are trained to assure a safe response to gas operations and emergencies. We also conduct periodic leak inspections and patrol for activities near pipelines that could impact safety.

Xcel Energy's public education program is designed to prevent third-party damage to its pipelines as well as enhance the public's awareness of steps to take in the event of any pipeline emergency. Xcel Energy is a member of the Common Ground Alliance, a member-driven association committed to saving lives and preventing damage to underground infrastructure by promoting effective damage prevention practices, such as identifying the approximate location of pipelines. Since the leading cause of pipeline accidents is third-party damage caused by digging/excavation activities, Xcel Energy steadfastly supports industry and will continue to provide and enforce activities designed to prevent damage to its pipelines and protect the public.

Local employees of Xcel Energy's natural gas operations work in partnership with local emergency officials to ensure the public's safety. From a minor gas leak to a fire or explosion, this partnership and strengthened communication between emergency responders and Xcel Energy reduces the risk to the public, the emergency officials and our employees when an emergency natural gas situation develops.

EMERGENCY CONTACT:
1-800-895-2999

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Natural Gas	1971	115

WISCONSIN
COUNTIES OF OPERATION:

Ashland	Monroe
Bayfield	Pierce
Chippewa	Polk
Dunn	Price
Eau Claire	St. Croix
Iron	Taylor
LaCrosse	

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

Emergency Response Plans for Gas and Hazardous Liquid Pipeline Operators

Federal regulations for both gas and hazardous liquid pipelines require operators to have written procedures for responding to emergencies involving their pipeline facility. Because pipelines are often located in public space, the regulations further require that operators include procedures for planning with emergency and other public officials to ensure a coordinated response. Please contact your local pipeline operators for information regarding their company specific emergency response plan.

Natural Gas

Each operator shall establish written procedures to minimize the hazard resulting from a gas pipeline emergency. At a minimum, the procedures must provide for the following:

- Receiving, identifying, and classifying notices of events which require immediate response by the operator.
- Establishing and maintaining adequate means of communication with appropriate fire, police, and other public officials.
- Prompt and effective response to a notice of each type of emergency, including the following:
  1. Gas detected inside or near a building.
  2. Fire located near or directly involving a pipeline facility.
  3. Explosion occurring near or directly involving a pipeline facility.
  4. Natural disaster.
- The availability of personnel, equipment, tools, and materials, as needed at the scene of an emergency.
- Actions directed toward protecting people first and then property.
- Emergency shutdown and pressure reduction in any section of the operator's pipeline system necessary to minimize hazards to life or property.
- Making safe any actual or potential hazard to life or property.
- Notifying appropriate fire, police, and other public officials of gas pipeline emergencies and coordinating with them both planned responses and actual responses during an emergency.
- Safely restoring any service outage.
- Each operator shall establish and maintain liaison with appropriate fire, police, and other public officials to:
  1. Learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency;
  2. Acquaint the officials with the operator's ability in responding to a gas pipeline emergency;
  3. Identify the types of gas pipeline emergencies of which the operator notifies the officials; and
  4. Plan how the operator and officials can engage in mutual assistance to minimize hazards to life or property.

**Reference 49 CFR 192.615*

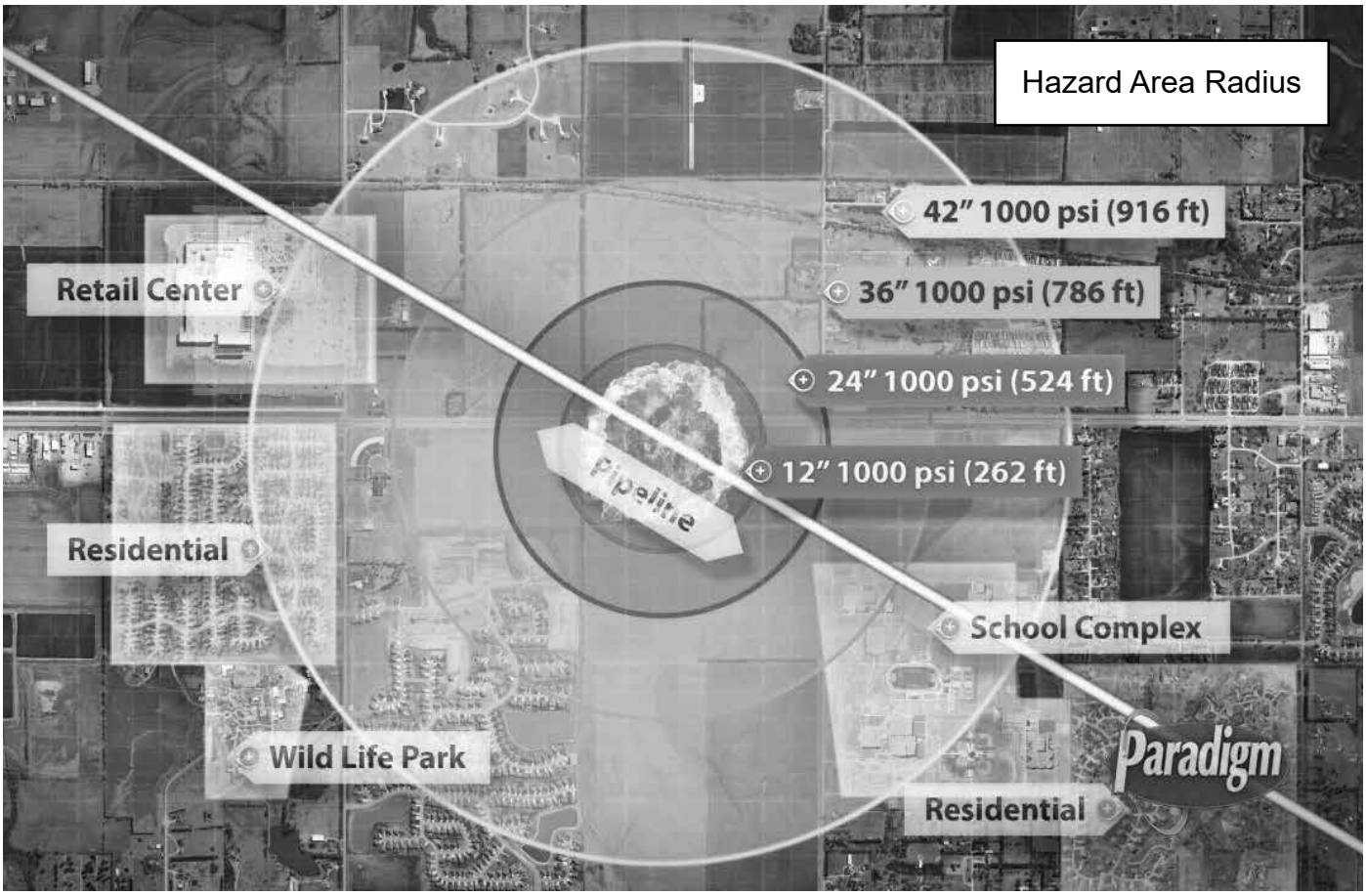
Hazardous Liquids

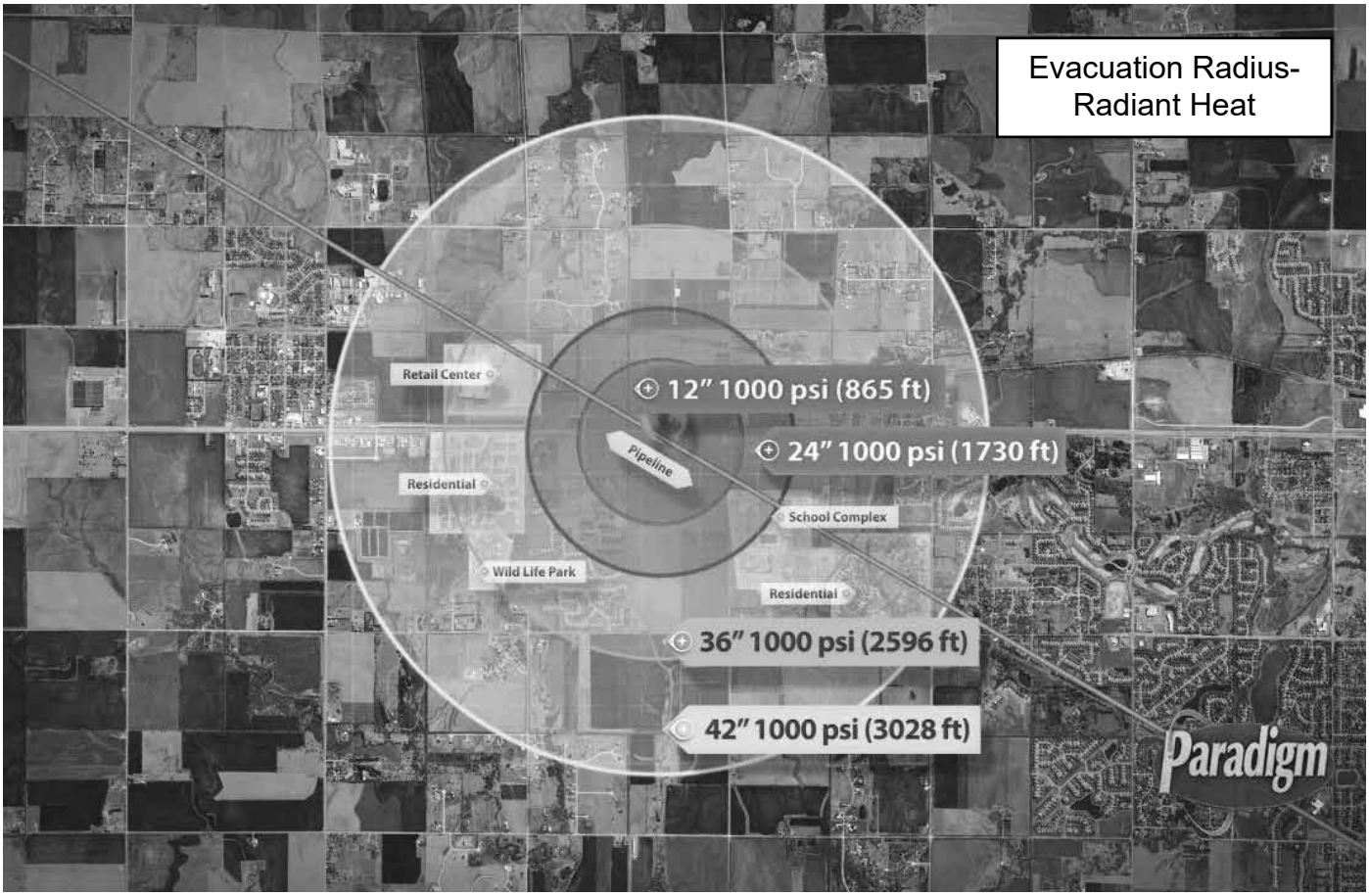
(a) General: Each operator shall prepare and follow for each pipeline system a manual of written procedures for conducting normal operations and maintenance activities and handling abnormal operations and emergencies. This manual shall be reviewed at intervals not exceeding 15 months, but at least once each calendar year, and appropriate changes made as necessary to insure that the manual is effective. This manual shall be prepared before initial operations of a pipeline system commence, and appropriate parts shall be kept at locations where operations and maintenance activities are conducted.

Emergencies. The manual required by paragraph (a) of this section must include procedures for the following to provide safety when an emergency condition occurs:

- Receiving, identifying, and classifying notices of events which need immediate response by the operator or notice to fire, police, or other appropriate public officials and communicating this information to appropriate operator personnel for corrective action.
- Prompt and effective response to a notice of each type emergency, including fire or explosion occurring near or directly involving a pipeline facility, accidental release of hazardous liquid or carbon dioxide from a pipeline facility, operational failure causing a hazardous condition, and natural disaster affecting pipeline facilities.
- Having personnel, equipment, instruments, tools, and material available as needed at the scene of an emergency.
- Taking necessary action, such as emergency shutdown or pressure reduction, to minimize the volume of hazardous liquid or carbon dioxide that is released from any section of a pipeline system in the event of a failure.
- Control of released hazardous liquid or carbon dioxide at an accident scene to minimize the hazards, including possible intentional ignition in the cases of flammable highly volatile liquid.
- Minimization of public exposure to injury and probability of accidental ignition by assisting with evacuation of residents and assisting with halting traffic on roads and railroads in the affected area, or taking other appropriate action.
- Notifying fire, police, and other appropriate public officials of hazardous liquid or carbon dioxide pipeline emergencies and coordinating with them preplanned and actual responses during an emergency, including additional precautions necessary for an emergency involving a pipeline system transporting a highly volatile liquid.
- In the case of failure of a pipeline system transporting a highly volatile liquid, use of appropriate instruments to assess the extent and coverage of the vapor cloud and determine the hazardous areas.
- Providing for a post accident review of employee activities to determine whether the procedures were effective in each emergency and taking corrective action where deficiencies are found.

**Reference 49 CFR 195.402*


Hazard Area Radius
42" 1000 psi (916 ft)
36" 1000 psi (786 ft)
24" 1000 psi (524 ft)
12" 1000 psi (262 ft)
Pipeline
Retail Center
Residential
School Complex
Wild Life Park
Residential
Paradigm


Evacuation Radius-
Radiant Heat
12" 1000 psi (865 ft)
24" 1000 psi (1730 ft)
36" 1000 psi (2596 ft)
42" 1000 psi (3028 ft)
Pipeline
Retail Center
Residential
School Complex
Wild Life Park
Residential
Paradigm

In accordance with NENA Pipeline Emergency Operations Standard/Model Recommendation NENA 56-007 (https://www.nena.org/?page=PipelineEmergStnd)

GOALS FOR INITIAL INTAKE:

1. Obtain and Verify Incident Location, Callback and Contact Information
2. Maintain Control of the Call
3. Communicate the Ability to HELP the Caller
4. Methodically and Strategically Obtain Information through Systematic Inquiry to be Captured in the Agency's Intake Format
5. Recognize the potential urgency of situations involving the release of dangerous gases or liquids related to pipelines or similar events of this nature and immediately begin the proper notifications consistent with agency policy
6. Perform all Information Entries and Disseminations, Both Initial and Update

FIRST RESPONSE CALL INTAKE CHECKLIST

The focus of this Standard is on the first minute of the call intake process. Actions taken during this time frame significantly impact the effectiveness of the response and are critical to public safety.

The following protocol is intended as a solid framework for call intake, but should not in any manner rescind or override agency procedures for the timing of broadcasts and messaging.

These procedures are established as recommended practices to consider with existing agency policy and procedure to ensure the most swift and accurate handling of every incident involving the release of dangerous gases or hazardous liquids.

All information should be simultaneously entered, as it is obtained by the telecommunicator, into an electronic format (when available) that will feed/populate any directed messages which will be sent to emergency responders in conjunction with on-air broadcasts.

Location:

Request exact location of the incident (structure addresses, street names, intersections, directional identifiers, mile posts, etc.) and obtain callback and contact information.

Determine Exactly What Has Happened:

Common signs of a pipeline leak are contained in Table 1 below. If any of these conditions are reported, THIS IS A PIPELINE EMERGENCY.

TABLE 1

Common Indications of a Pipeline Leak

Condition	Natural Gas (lighter than air)	LPG & HVL (heavier than air)	Liquids
An odor like rotten eggs or a burnt match	X	X	
A loud roaring sound like a jet engine	X	X	
A white vapor cloud that may look like smoke		X	
A hissing or whistling noise	X	X	
The pooling of liquid on the ground			X
An odor like petroleum liquids or gasoline		X	X
Fire coming out of or on top of the ground	X	X	
Dirt blowing from a hole in the ground	X	X	
Bubbling in pools of water on the ground	X	X	
A sheen on the surface of water		X	X
An area of frozen ground in the summer	X	X	
An unusual area of melted snow in the winter	X	X	
An area of dead vegetation	X	X	X

PSAP - Notification of Potential Rupture Rule

From April Heinze at NENA October 2022

A recent change made at the federal level will begin to impact your Emergency Communications Center (ECC) very soon. In April 2022, the Pipeline and Hazardous Materials Safety Administration (PHMSA), a subset of the National Highway Traffic Safety Administration (NHTSA), updated a rule for Pipeline Operators. The rule went into effect on October 5, 2022. The PHMSA rule is 49 CFR § 192.615(a)(8) and § 195.402(e)(7). It requires pipeline operators to contact the appropriate PSAP immediately upon notification of a potential rupture. The rule specifies the following:

A ***Notification of Potential Rupture*** is an observation of any unanticipated or unexplained:

- Pressure loss outside of the pipeline's normal operating pressure
- Rapid release of a large volume of a commodity (e.g., natural gas or hazardous liquid)
- Fire or explosion in the immediate vicinity

ECCs will begin to receive calls from pipeline operators for situations that may not be dispatchable. Of the three potential rupture notifications, the "pressure loss outside of the pipeline's normal operating pressure" will be the most difficult for responders to locate and mitigate. The operators will contact the ECC at the same time they are sending a technician to check the potential problem and determine the actual location. Many pipeline segments span an extensive area that could cross multiple ECC and Fire Department boundaries. Based on recent discussions with pipeline operators, they will call ECCs to fulfill the rule requirements to place the ECC on standby for a potential problem. They also want the ECC to contact them if the ECC receives any calls that may confirm there is a problem.

PHMSA and pipeline operators lack an understanding of local ECC and first responder policies and procedures. Some pipeline operators have already sent letters to ECCs that serve the areas their pipeline infrastructure is located. It does not appear that PHMSA engaged the ECC community before adopting the rule, nor have they communicated this information to the responder community.

So, what does this mean for your ECC? ECCs are responsible for intaking information and dispatching appropriate resources. They are not in the habit of intaking details of a potential emergency and doing nothing with it. To do nothing creates liability issues for your ECC. ECC Managers should work with local Fire Departments to develop local policy regarding handling these calls. The policy will need to address whether to hold the information until further information is provided from the pipeline operator or, if a dispatch is to be made, what resources need to be sent. The policy should also address how to properly notify the pipeline operator if the ECC or responders discover that a potential rupture is, in fact, an actual rupture. ECC management should incorporate pipeline maps into their local GIS systems or maintain a map easily accessible to call-takers of the pipeline infrastructure within their jurisdiction. PHMSA has a pipeline mapping system that ECCs can use, https://www.npms.phmsa.dot.gov/. In addition, the ECC should consider specific questions within their call intake guides.

Specific Questions that ECCs may want to incorporate for potential rupture situations include:

1. What commodity might be leaking, and how severe does the potential leak appear?
2. What is the point-to-point location span of the potential rupture?
3. Is any special equipment needed for responders to mitigate the potential problem?

To comply with the new PHMSA rule, pipeline operators must contact ECCs reliably. Some pipeline operators are local or regional companies with existing relationships with the ECCs in their area. However, many pipeline operators serve a large geographic area and may not have established relationships with every ECC within their service area. Those pipeline operators may utilize the NENA Enhanced PSAP Registry and Census (EPRC) to obtain PSAP contact information. NENA strongly encourages you to verify the accuracy of your PSAP's contact information in the EPRC database. ECC 24/7/365 emergency contact number(s) should be 10-digit lines answered as quickly as possible. Callers should not be required to interact with a phone tree or wait on hold if possible. Access to the EPRC is free for ECCs. To learn more and to request user accounts if you do not already use the EPRC, visit nena.org/eprc.

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).

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.

American Public Works Association (APWA) Uniform Color Code

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

National One-Call Dialing Number:

811

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

For More Details Visit: www.call811.com

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
- Mud or water bubbling up
- 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

High Consequence Areas Identification*

Pipeline safety regulations use the concept of "High Consequence Areas" (HCAs), to identify specific locales and areas where a release could have the most significant adverse consequences. Once identified, operators are required to devote additional focus, efforts, and analysis in HCAs to ensure the integrity of pipelines.

Releases from pipelines can adversely affect human health and safety, cause environmental degradation, and damage personal or commercial property. Consequences of inadvertent releases from pipelines can vary greatly, depending on where the release occurs, and the commodity involved in the release.

What criteria define HCAs for pipelines?

Because potential consequences of natural gas and hazardous liquid pipeline releases differ, criteria for HCAs also differ. HCAs for natural gas transmission pipelines focus solely on populated areas. (Environmental and ecological consequences are usually minimal for releases involving natural gas.) Identification of HCAs for hazardous liquid pipelines focuses on populated areas, drinking water sources, and unusually sensitive ecological resources.

HCAs for hazardous liquid pipelines:

- Populated areas include both high population areas (called "urbanized areas" by the U.S. Census Bureau) and other populated areas (areas referred to by the Census Bureau as a "designated place").
- Drinking water sources include those supplied by surface water or wells and where a secondary source of water supply is not available. The land area in which spilled hazardous liquid could affect the water supply is also treated as an HCA.
- Unusually sensitive ecological areas include locations where critically imperiled species can be found, areas where multiple examples of federally listed threatened and endangered species are found, and areas where migratory water birds concentrate.

HCAs for natural gas transmission pipelines:

- An equation has been developed based on research and experience that estimates the distance from a potential explosion at which death, injury or significant property damage could occur. This distance is known as the "potential impact radius" (or PIR), and is used to depict potential impact circles.
- Operators must calculate the potential impact radius for all points along their pipelines and evaluate corresponding impact circles to identify what population is contained within each circle.
- Potential impact circles that contain 20 or more structures intended for human occupancy; buildings housing populations of limited mobility; buildings that would be hard to evacuate. (Examples are nursing homes, schools); or buildings and outside areas occupied by more than 20 persons on a specified minimum number of days each year, are defined as HCA's.

** https://primis.phmsa.dot.gov/comm/FactSheets/FSHCA.htm*

Identified Sites*

Owners and companies of gas transmission pipelines are regulated by the US Department of Transportation (DOT). According to integrity management regulations, gas pipeline companies are required to accept the assistance of local public safety officials in identifying certain types of sites or facilities adjacent to the pipeline which meets the following criteria:

(a) A small, well-defined outside area that is occupied by twenty or more persons on at least 50 days in any twelve-month period (the days need not be consecutive). Examples of such an area are playgrounds, parks, swimming pools, sports fields, and campgrounds.

(b) A building that is occupied by 20 or more persons on at least 5 days a week for 10 weeks in any 12 month period (the days and weeks need not be consecutive). Examples included in the definition are: religious facilities, office buildings, community centers, general stores, 4-H facilities, and roller rinks.

(c) A facility that is occupied by persons who are confined, are of impaired mobility, or would be difficult to evacuate. Examples of such a facility are hospitals, schools, elder care, assisted living/nursing facilities, prisons and child daycares.

Sites within your jurisdiction will fit the above requirements, please go to my.spatialobjects.com/admin/register/ISR to provide this valuable information to pipeline companies.

** 49 CFR §192.903.*

IDENTIFIED SITE REGISTRY

Pipeline operators need your help keeping people and property safe.

Identified Sites - locations where many people occupy an area near a pipeline asset or facility. These are places where people may gather from time to time for a variety of reasons.

Some of these sites are very difficult for companies to obtain without help from those with local knowledge of the area.

Please use the following website to gain secure access, so you can assist in identifying sites where people congregate in your community:

my.spatialobjects.com/admin/register/ISR

Pipeline operators are required by law to work with public officials who have safety or emergency response, or planning responsibilities that can provide quality information regarding identified sites.

Maintaining Safety and Integrity of Pipelines

Pipeline companies invest significant time and capital maintaining the quality and integrity of their pipeline systems. Most active pipelines are monitored 24 hours a day via manned control centers. Pipeline companies also utilize aerial surveillance and/or on-ground observers to identify potential dangers. Control center personnel continually monitor the pipeline system and assess changes in pressure and flow. They notify field personnel if there is a possibility of a leak. Automatic shut-off valves are sometimes utilized to isolate a leak. Gas transmission and hazardous liquid pipeline companies have developed supplemental hazard and assessment programs known as Integrity Management Programs (IMPs). IMPs have been implemented for areas designated as “high consequence areas” (HCAs) in accordance with federal regulations. Specific information about companies’ programs may be found on their company web sites or by contacting them directly.

How You Can Help Keep Pipelines Safe

While accidents pertaining to pipeline facilities are rare, awareness of the location of the pipeline, the potential hazards, and what to do if a leak occurs can help minimize the number of accidents. A leading cause of pipeline incidents is third-party excavation damage. Pipeline companies are responsible for the safety and security of their respective pipelines. To help maintain the integrity of pipelines and their right-of-way, it is essential that pipeline and facility neighbors protect against unauthorized excavations or other destructive activities. You can help by:

- Being aware of any unusual or suspicious activities or unauthorized excavations taking place within or near the pipeline right-of-way or pipeline facility.
  - Develop contacts and relationships with pipeline company representatives, i.e. participate in mock drill exercises with your local pipeline company.
  - Share intelligence regarding targeting of national infrastructure, and specific threats or actual attacks against pipeline companies.
  - Assist with security steps for pipeline facilities during heightened national threat levels, i.e., increased surveillance near facilities.
  - Monitor criminal activity at the local level that could impact pipeline companies, and anti-government/ pipeline groups and other groups seeking to disrupt pipeline company activities.
- Keeping the enclosed fact sheets for future reference.
- Attending an emergency response training program in your area.
- Familiarizing yourself and your agency with the Pipelines and Informed Planning Alliance (PIPA) best practices regarding land use planning near transmission pipelines.
- Completing and returning the enclosed postage-paid survey.
- Report to the pipeline company localized flooding, ice dams, debris dams, and extensive bank erosion that may affect the integrity of pipeline crossings.

National Pipeline Mapping System (NPMS)

The National Pipeline Mapping System (NPMS) is a geographic information system created by the U.S. Department of Transportation (DOT), Pipeline and Hazardous Materials Safety Administration (PHMSA), Office of Pipeline Safety (OPS) in cooperation with other federal and state governmental agencies and the pipeline industry to provide information about companies and their pipelines. The NPMS web site is searchable by ZIP Code or by county and state, and can display a printable county map.

Within the NPMS, PHMSA has developed the Pipeline Integrity Management Mapping Application (PIMMA) for use by pipeline companies and federal, state, and local government officials only. The application contains sensitive pipeline infrastructure information that can be viewed via internet browsers. Access to PIMMA is limited to federal, pipeline companies. PIMMA access cannot be given to any person who is not a direct employee of a government agency.

For a list of companies with pipelines in your area and their contact information, or to apply for PIMMA access, go to npms.phmsa.dot.gov. Companies that operate production facilities, gas/liquid gathering piping, and distribution piping are not represented by NPMS nor are they required to be.

Training Center

Supplemental training available for agencies and personnel that are unable to attend:

- Train as your schedule allows
- Download resources including pipeline operator specific information
  - Sponsoring pipeline operator contact information
  - Product(s) transported
- Submit Agency Capabilities Survey
- Receive Certificate of Completion

Visit https://trainingcenter.pdigm.com/ to register for training

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:

Association of Public-Safety Communications Officials - International (APCO)
www.apcointl.org/

Common Ground Alliance
www.commongroundalliance.com

Federal Emergency Management Agency
www.fema.gov

Federal Office of Pipeline Safety
www.phmsa.dot.gov

Government Emergency Telecommunications
www.dhs.gov/government-emergency-telecommunications-service-gets

Infrastructure Protection – NIPC
www.dhs.gov/national-infrastructure-protection-plan

National Emergency Number Association
www.nena.org/?

National Fire Protection Association (NFPA)
www.nfpa.org

National Pipeline Mapping System
https://www.npms.phmsa.dot.gov

National Response Center
www.nrc.uscg.mil or 800-424-8802

Paradigm Liaison Services, LLC
www.pdigm.com

United States Environmental Protection Agency (EPA)
www.epa.gov/cameo

Wireless Information System for Emergency Responders (WISER)
www.wiser.nlm.nih.gov

FOR MORE INFORMATION ON THE NASFM *PIPELINE EMERGENCIES* PROGRAM
www.pipelineemergencies.com

FOR EMERGENCY RESPONSE INFORMATION, REFER TO DOT GUIDEBOOK.
FOR COPIES: (202) 366-4900
www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg

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

Paradigm®

VSM™
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Homeland Security Exercise and Evaluation Program

Presenter/Contact Information:	Key Take-Aways:
	✓
	✓
	✓
	✓
	✓

Comments to Remember

Questions to Ask

New Concepts to Explore

Diggers Hotline
Wisconsin's One-Call Center

Anyone in the state who is digging, excavating or disturbing the soil is required by law to contact Diggers Hotline at least three working days before beginning work.

For more information Call (800) 242-8511 or visit our website at www.diggershotline.com

811
Know what's **below.**
Call before you dig.

Wisconsin

Diggers Hotline 800-242-8511
Website: www.diggershotline.com
Hours: 24 hours, 7 days
Advance Notice: 3 working days
Marks Valid: Indefinitely, if marks are clear **AND** work begins within 10 days of start date/time **AND** there are no stoppages of work of 10 days or more.
Law Link:
http://primis.phmsa.dot.gov/comm/DamagePreventionSummary.htm

TICKETS			STATE LAWS & PROVISIONS										NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	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	N	N	Y	Y	N	N	N	N	N	N	Y	Y	Y	Y	Y	18"

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