



# RESPONDING TO A PIPELINE EMERGENCY

**SOUTHERN STAR EMERGENCY NUMBER: 1-800-324-9696**

NON EMERGENCY INQUIRIES: 1-888-885-6008



**PUBLIC AWARENESS DEPARTMENT: 1-888-885-6008**

**E-MAIL US AT:** [publicawareness@southernstar.com](mailto:publicawareness@southernstar.com)

**WEBSITE:** [www.southernstar.com](http://www.southernstar.com)

23SSCEO



Versi en espal disponible. Vea la Tarjeta de Respuesta Comercial.  
<https://www.southernstar.com/safety/pipeline-safety/#pl-safety-brochures>



**You received this brochure because you have been identified as an emergency responder and there are Southern Star Central Gas Pipeline, Inc. ("Southern Star") pipelines in your jurisdiction.**

This brochure contains information about emergency response around pipelines, including:

- Responding to a pipeline leak
- Potential hazards of a natural gas pipeline release
- Recognizing a right-of-way and pipeline marker
- Recognizing a pipeline leak
- General information about Southern Star Central Gas Pipeline operations
- Liaison with emergency officials

## RESPONSE TO A PIPELINE EMERGENCY

Using the information contained in this brochure as a part of your emergency response preparation will help ensure the safety of you and your community.

For more information about responding to a pipeline emergency you can contact us at:

**PUBLIC AWARENESS DEPARTMENT:** 1-888-885-6008

**E-MAIL US AT:** [publicawareness@southernstar.com](mailto:publicawareness@southernstar.com)

**WEBSITE:** [www.southernstar.com](http://www.southernstar.com)

**SOUTHERN STAR EMERGENCY NUMBER: 1-800-324-9696**

## RECOGNIZING A RIGHT-OF-WAY AND PIPELINE MARKER

A pipeline right-of-way is a strip of land over and around a pipeline where some of the property owner's legal rights have been granted to a pipeline company. Pipeline rights-of-way must be kept free from structures and other obstructions for your safety and to provide access for maintenance and in the event of an emergency. If a pipeline crosses your property, do not plant trees, high shrubs, or any vegetation that would impede access to the right-of-way. Likewise, do not dig, excavate, operate heavy equipment, build, store, or place anything on the right-of-way.

Pipeline markers are found within the pipeline right-of-way.



## PIPELINE MARKERS

- Indicate **approximate** location, cannot be used to determine exact location or depth
- Can be found where lines meet at public access points, above ground facilities, streets, highways, waterways, and railway intersections
- Display the pipeline operator name, emergency number, and product transported

## RECOGNIZING A PIPELINE LEAK



### SIGHT

Natural gas is colorless, but vapor and "ground frosting" may be visible at high pressures. A gas leak may also be indicated by bubbles in wet or flooded areas, distinct patches of dead vegetation, dust blowing from a hole in the ground or flames if the leak is ignited.



### SOUND

Volume can range from a quiet hissing to a loud roar depending on the size of the leak and pipeline system.



### SMELL

An unusual smell or gaseous odor will sometimes accompany pipeline leaks. Natural gas is colorless, tasteless, and odorless unless commercial odorants or Mercaptan (a rotten-egg odor) is added. Gas transmission/gas gathering pipelines are odorless, but may contain a hydrocarbon smell.

## POTENTIAL HAZARDS OF A NATURAL GAS PIPELINE RELEASE

The products we transport are flammable commodities. Therefore, a potential hazard exists for a release to escalate into a fire or an explosion affecting people and property in the vicinity of the pipeline. A gas release could cause negative impacts to personal health and the environment. It could also cause a loss of services, expensive repairs, and fines related to damaging a pipeline. A product release from a high-pressure natural gas pipeline could even create noise levels that are harmful to human hearing.

PRODUCT	LEAK TYPE	VAPORS	HEALTH HAZARDS	FIRE HAZARDS
Natural Gas	Gas	Lighter than air	Extremely high concentrations may cause irritation or asphyxiation	Extremely flammable and easily ignited by heat, sparks, or flames

## RESPONDING TO A PIPELINE LEAK

Follow these basic Do's and Don'ts to remain safe during a pipeline leak:

**DO**

1. Secure the area to protect the public
2. Contact Southern Star at 1-800-324-9696
3. Establish a command center
4. Control the ignition source

**DO NOT**

1. Attempt to operate any pipeline valves yourself. You may inadvertently route more product to the leak or cause a secondary incident.
2. Cause any open flame or other potential source of ignition such as an electrical switch, vehicle ignition, lighting a match, ringing a doorbell, etc.
3. Come into direct contact with any escaping liquids or gas.
4. Drive into a leak or vapor cloud while leaving the area.
5. Attempt to extinguish a natural gas fire.
6. Use telephones (including cell phones) or anything that could cause a spark.
7. Use e-mail, text, or the Internet to contact the company about a leak.
8. Never assume someone else has reported the leak.

## NATIONAL PIPELINE MAPPING SYSTEM (NPMS)

The location of Southern Star transmission pipelines can be found at the National Pipeline Mapping System (NPMS) website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

## PIPELINE PURPOSE AND RELIABILITY

Pipelines are the safest and most efficient means of transporting natural gas, according to National Transportation Safety Board statistics. These pipelines transport the natural gas which provides about 24 percent of all the energy used in the United States.

Southern Star owns and operates approximately 5,800 miles of high-strength steel natural gas pipelines in Colorado, Kansas, Missouri, Nebraska, Oklahoma, Texas, and Wyoming, including eight underground natural gas storage fields located in Kansas and Oklahoma.

Underground storage facilities connect to the pipeline system and safely store natural gas. The ability to store gas helps to ensure we have an adequate and reliable supply of natural gas for our customers during times of high demand, such as cold winter days. You may be aware that much of our pipeline system and storage facilities are buried underground, but other facilities related to our business are above ground (e.g. compressor stations, meter stations, valves, etc.).

## PLANNING, ZONING AND PROPERTY DEVELOPMENT

It is crucial to coordinate with pipeline operators when developing site plans where large numbers of people congregate or limited mobility structures such as schools, nursing homes, and churches are being considered. One tool to assist with the planning and zoning around pipelines is the Pipelines and Informed Planning Alliance (PIPA) recommended practices. The purpose of PIPA is to reduce risks and improve the safety of affected communities and pipelines by improving the way local planning and zoning officials plan new development and land use near transmission pipelines. There are PIPA-developed recommended practices that are available on the PIPA website at <https://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>.





## MAINTAINING SAFETY AND INTEGRITY OF PIPELINES AND STORAGE FACILITIES

Southern Star monitors the operation of our pipeline system 24 hours a day, 7 days a week. Routine inspections, computer monitoring systems, corrosion protection, maintenance, and regular employee training events are just a few of the ways we ensure the safe and reliable operations of our pipeline and storage facilities. Our pipelines and storage wells are designed, tested, installed, operated, and maintained in accordance with all applicable federal and state requirements.

Gas transmission pipeline operators have developed hazard and assessment programs known as Integrity Management Programs (IMPs). IMPs have been implemented for areas designated as "high consequence areas" in accordance with federal regulations. Specific information about Southern Star's program may be found on our website, or by contacting us directly.

High Consequence Areas (HCA) have been identified and a plan has been implemented for environmentally sensitive areas, urbanized and populated areas, and navigable waterways. This plan provides elevated protection for those occupying an open structure such as playgrounds or stadiums, facilities occupied by persons with limited mobility or who would be difficult to evacuate such as hospitals or schools, and highly populated areas. These are called identified sites. If you know of any identified sites in your jurisdiction, please contact Southern Star at 1-888-885-6008.

## LIAISON WITH EMERGENCY OFFICIALS

Title 49 CFR §192.615 requires pipeline operators to liaise with emergency officials to learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency.

To discuss more detailed information regarding Southern Star's natural gas transmission pipeline system including information regarding our 24-hour emergency telephone number, how to respond to a transmission pipeline emergency, potential hazards, or to schedule an on site meeting contact Southern Star at: [publicawareness@southernstar.com](mailto:publicawareness@southernstar.com)

Or call our toll-free Public Awareness number: **1-888-885-6008**





## FOR MORE INFORMATION PLEASE VISIT THE FOLLOWING WEBSITES:

### **Pipeline Resources and Information**

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

Pipeline 101 - [www.pipeline101.com](http://www.pipeline101.com)

Pipeline Hazardous Materials Safety Administration (PHMSA) - [www.phmsa.dot.gov](http://www.phmsa.dot.gov)

National Pipeline Mapping System (NPMS) - [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

---

## SOUTHERN STAR NON-EMERGENCY CONTACT INFORMATION

**1-888-885-6008**

[publicawareness@southernstar.com](mailto:publicawareness@southernstar.com)

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

**SOUTHERN STAR EMERGENCY NUMBER: 1-800-324-9696**