



# RESPONDING TO A PIPELINE EMERGENCY

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

NON-EMERGENCY INQUIRIES: 1-888-885-6008



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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.

Para la versión en español de este folleto, visite nuestro sitio web.  
[www.southernstar.com/safety/pipeline-safety/#pl-safety-brochures](http://www.southernstar.com/safety/pipeline-safety/#pl-safety-brochures)

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## CONTACT INFORMATION

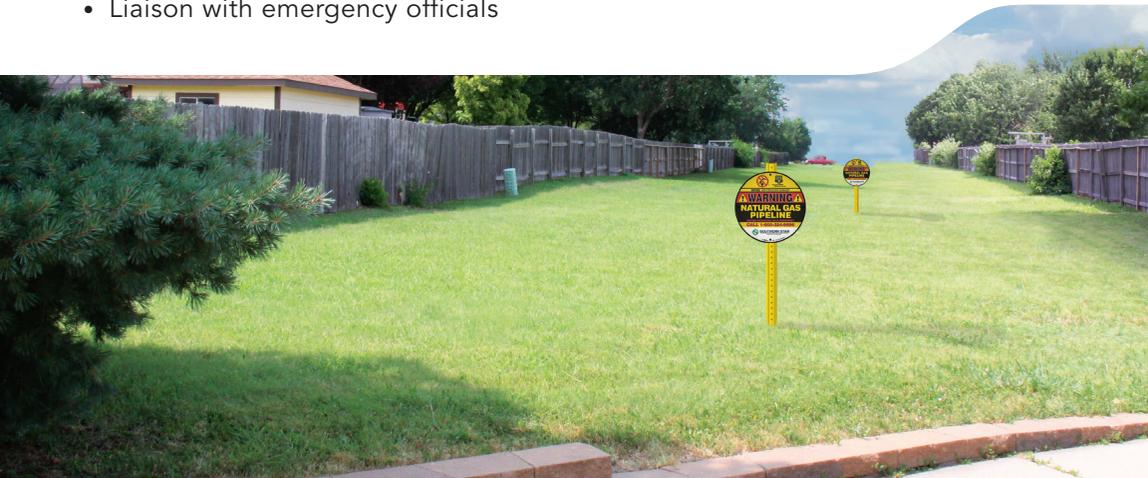
**PUBLIC AWARENESS DEPARTMENT:** 1-888-885-6008

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

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

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

- Recognizing a right-of-way and pipeline marker
- Recognizing a pipeline leak
- Potential hazards of a natural gas pipeline release
- Responding to a pipeline leak
- National Pipeline Mapping System (NPMS)
- Pipeline purpose and reliability
- Maintaining safety and integrity of pipelines and storage facilities
- Liaison with emergency officials



## 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 right-of-ways must be kept free from structures and other obstructions for your safety and to provide access in the event of maintenance or 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, or place/store anything on the right-of-way. Pipeline markers are found within the pipeline right-of-way.



## PIPELINE MARKERS

- Indicate **approximate** location, but not 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. A sulfur or rotten egg like odorant called mercaptan is added to most residential area natural gas lines to aid in recognizing a leak. While the natural gas transported in transmission/gas gathering pipelines is often odorless, a leak may give off a hydrocarbon or petroleum 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 Dos 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. 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.

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, as well as 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.).



# 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 (HCAs) 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 highly populated areas, open structures such as playgrounds and stadiums, as well as hospitals, schools, and other facilities where people have limited mobility or would be difficult to evacuate. 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.

Contact Southern Star to schedule an on-site meeting or to discuss further details regarding our natural gas transmission pipeline system, including information about potential hazards, our 24-hour emergency telephone number, and how to respond to a transmission pipeline emergency. E-mail us 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.org](http://www.pipeline101.org)

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)

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