

# Pipeline Emergency Response

## Pipeline Emergency Response – A Team Effort

At PSNC Energy, our first priority is the same as yours – public safety. While we design, install, test, operate and maintain our pipelines to meet or exceed regulatory standards, we believe in comprehensive planning in the unlikely event of an incident.

This brochure is intended to give you some fundamental emergency response information regarding pipelines. We hope that you will keep it readily accessible for future reference.

## Pipelines in Your Community

There are millions of miles of energy pipelines in North America and, according to National Transportation Safety Board statistics, pipelines are the safest and most economical method of transporting products.

PSNC Energy is committed to the safe operations of its pipelines in your community. From our control center, we use state-of-the-art technology to monitor

the operation of our pipelines, 24 hours a day, seven days a week. We maintain a safe, reliable system through routine inspections, corrosion protection, maintenance and testing programs, public awareness and education. For additional information about our pipelines, visit [psncenergy.com/gassafety](http://psncenergy.com/gassafety).

## Identifying Our Pipelines

Our pipelines are located underground and can be easily identified by markers and signage. While the marker does not identify the exact location of the pipeline, it does indicate the general vicinity of the line, along with emergency contact information. It is important to note that multiple lines may exist in a single right-of-way or above-ground facility. Please be aware that not all pipelines are marked. The absence of pipeline markers is not a sure sign that underground pipelines are not present. In the event you respond to a pipeline incident, we recommend you contact all of the pipeline operators with facilities in the incident vicinity.





# Pipeline Emergency Response

*Please Post This Important Information*

## Damage Prevention

PSNC Energy regularly patrols its lines to monitor for construction activity or other encroachments that may present a potential threat. Careless digging poses the biggest threat to our pipelines and to people. North Carolina state law requires all excavators to notify the NC One Call Center before beginning any excavation work. When a utility locate request is received by NC One Call, utilities have two business days beginning at 12:01 am of the next business day to mark their underground facilities.

## Natural Gas

Natural gas is composed primarily of methane. It is lighter than air, colorless and odorless. An odorant called Mercaptan, which some say smells like rotten eggs, is added to the gas. The natural gas in our system can be transported at pressures up to 960 psi.

Specific gravity: **0.60**  
Flammable range: **5 – 15 percent**  
Ignition temperature: **1,200 degrees F**

## Leak Indications

- Brown or discolored vegetation amid healthy plants
- Dirt being blown into the air
- Fire at or below ground level
- Bubbles coming from bodies of water
- A loud roaring or hissing sound
- A rotten egg odor (Mercaptan)

## Emergency Response Recommendations

- Evacuate areas where natural gas is present.
- Isolate and secure the area and restrict access.
- Call PSNC Energy immediately at 1-888-546-2288.
- Do not operate (open or close) pipeline valves or other associated equipment.
- Eliminate ignition sources.
- Using combustible gas detectors, establish the perimeter of the impacted area. Check for migration of natural gas to surrounding buildings and sewers.
- Position vehicles and equipment upwind and at a safe distance from the incident site.
- Do not attempt to extinguish a natural gas fire unless life or property is in jeopardy. Remove surrounding combustibles or keep them watered down to prevent ignition.



## Pressure-relieving Devices

On occasion, a pressure-relieving device may activate at an above-ground facility. These devices are designed to relieve pressure on the system in the event of over-pressurization. Notify us and we will dispatch company personnel to respond. Natural gas will readily dissipate in the atmosphere. Under no circumstances should the pressure-relieving device be valved off.

## Incident Command System

PSNC Energy's response to a pipeline emergency is directed toward the safety of all persons and includes isolating, minimizing and controlling the pipeline release. We maintain comprehensive emergency response plans at our facilities. Our personnel are trained to respond and communicate with emergency response agencies within the Incident Command structure.

## Media Relations

Pipeline incidents are rare. When they do occur, they can attract media attention. PSNC Energy's public affairs personnel can be reached 24 hours a day, seven days a week by dialing (919) 819-0965 for Raleigh and Durham areas or (704) 714-1278 for Gastonia and Asheville areas.

## Company Contact Numbers

Pipeline Emergency: 1-888-546-2288  
General Information: 1-877-776-2427

## Additional Information

For information about transmission pipelines in your area, visit the National Pipeline Mapping System's Web site at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).



[www.psnenergy.com/gassafety](http://www.psnenergy.com/gassafety)