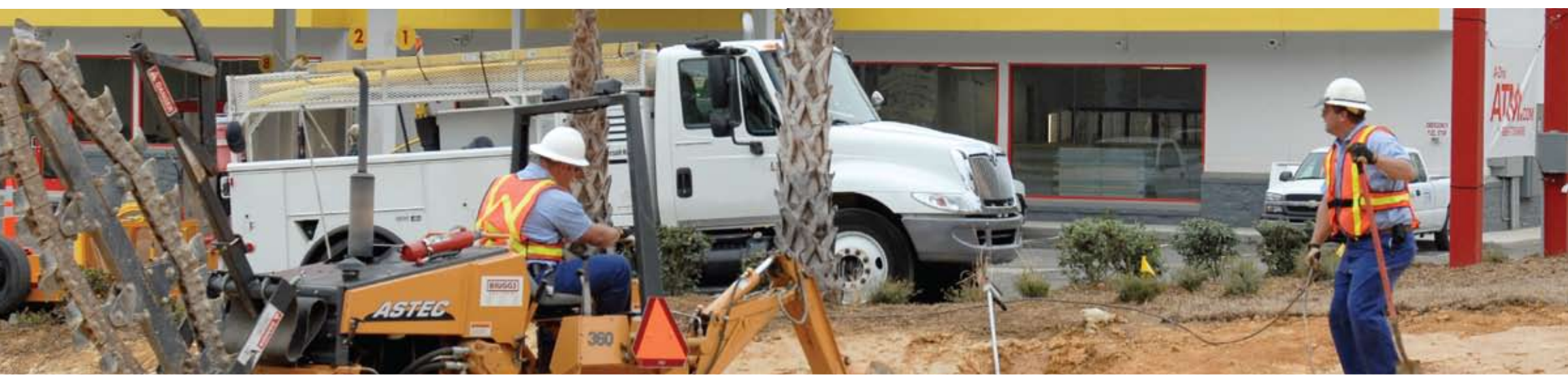


## Pipeline Safety and Awareness for Public Officials



## Pipeline Safety and Awareness

### A Team Effort

As the natural gas company serving your community, public safety is our highest priority, and, as a public official, we know you share that commitment to safety.

Having current and accurate information about our natural gas pipeline system is important and, it's also now required. The Pipeline Safety Improvement Act of 2002 established strict guidelines for natural gas utilities regarding public communication about natural gas and pipeline safety, so we'll be updating you annually with information about our pipelines and the steps to take to prevent, recognize or react to a pipeline incident.

We've included emergency contact information, but please let us know if you'd like to know more about PSNC Energy. For more information on natural gas and pipeline safety, visit [www.psnenergy.com/safety](http://www.psnenergy.com/safety).

### Identifying Pipelines in Your Community

PSNC Energy transports natural gas to approximately 460,000 customers throughout our service territory. And although

rare, pipeline accidents can happen. While federal statistics indicate that natural gas pipelines are the safest and most environmentally friendly form of energy transportation in use today, it's still important for those who live and work near pipelines to be aware of these facilities.

The existence of a pipeline is not always obvious. Some pipelines are noticeable because of clearly visible pipeline markers and an established pipeline right-of-way. PSNC Energy places markers at select locations and intervals along the pipeline right-of-way. These markers are visible where pipelines cross roadways, streams, some property lines and various other locations.

It's important to note that pipeline markers might not identify the precise location of a pipeline – only the general route. And the absence of a pipeline marker does not mean that an underground pipeline isn't present. Therefore, 811 should always be called prior to beginning a digging, excavating or grading project.



# Pipeline Safety and Awareness

*Please Post This Important Information*

## Steps for Managing Encroachments

One of the greatest dangers to the integrity of a pipeline is encroachment by human activity. You can take the following steps in your community to manage pipeline encroachments:

1. Require developers and planners to work with pipeline operators when developing plans for housing projects, schools, shopping centers or other infrastructure.
2. Use land-use practices that take into consideration pipeline facilities and the potential activities around those areas.
3. Be aware of existing pipelines and other underground facilities. Keep records of the facilities on official planning maps.
4. Notify the pipeline operator when work will be done near facilities.
5. Coordinate local emergency response plans with pipeline operators.
8. Keep open lines of communication with pipeline operators.

## Emergency Preparedness

We regularly share information with emergency response officials in your community so that we're prepared to jointly respond in the event of an emergency. Emergency responders receive information from PSNC Energy

on how to: respond to a pipeline emergency; assess hazardous situations; protect the safety of people and the environment; contact PSNC Energy in the event of an emergency.

In turn, emergency responders provide us with information regarding their response procedures, local resources, overall geography of the area, and appropriate communication channels during an emergency.

## Call Before You Dig

State law requires excavators to call the North Carolina One Call Center (NC One Call) at 811 before beginning any excavation work.

Wait. When an excavator's locate request is received by NC One Call, utilities have two working days from 12:01 am of the next business day to mark their underground facilities. For example, if you want to dig on Thursday, you should submit your locate request to NC One Call on Monday. Locate markings are valid for 15 business days starting on the day you call in the locate request. If you accidentally hit a natural gas pipeline, call PSNC Energy immediately at **1-877-776-2427** or call **911**.



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



## Responding to an Emergency

Knowing how to recognize and respond to a potential pipeline emergency is critical. There are key signs that you should be familiar with in order to properly recognize a potential natural gas leak:

- A rotten egg odor.
- Dead or discolored vegetation over or near a pipeline.
- A hissing, whistling or roaring sound near a gas appliance or the pipeline.
- Dirt or debris being blown into the air.
- Persistent bubbles in streams, ponds or wet areas.

If you detect a gas leak:

- Leave the area immediately.
- Warn others to stay away.
- From a safe place, call PSNC Energy at 1-877-776-2427 and call 911.

Remember, when you smell gas:

- Do not use your telephone or cell phone.
- Do not start or stop nearby vehicles or machinery.
- Do not do anything that may create a spark.

## Ensuring Integrity

PSNC Energy uses a combination of advanced technology and management processes to identify and mitigate risks that may cause harm to a pipeline. Risks can occur from natural conditions and outside forces. We address each of the risks in a different way, following industry best practices and regulatory requirements.

Congress recently passed the Pipeline Improvement Protection, Enforcement and Safety (PIPES) Act. This legislation builds on existing requirements for operators regarding the manner in which pipelines are designed, operated, maintained and protected.

Previously, entities such as municipalities, local and state transportation departments and specific industries were exempt from using the one-call procedures. This is no longer the case. The PIPES Act does not include any exemptions when it comes to having underground utilities properly marked.

If you would like additional information on federal pipeline regulations, visit [www.phmsa.dot.gov/regulations](http://www.phmsa.dot.gov/regulations).

## National Pipeline Mapping System

The information in this brochure takes into consideration both higher volume transmission pipelines and lower volume distribution pipelines. Maps of the higher volume transmission pipelines are available through the National Pipeline Mapping System (NPMS). To learn more about the transmission facilities in your area, visit [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov). Click on "NPMS Public Map Viewer" and follow the instructions.