



**SIGHT**



**SOUND**



**SMELL**

**How do you recognize and respond to a leak...**

**SIGHT** - Liquid pools, discolored or abnormally dry soil/vegetation, continuous bubbling in wet or flooded areas, an oily sheen on water surfaces, and vaporous fogs or blowing dirt around a pipeline area can all be indicative of a pipeline leak. Dead or discolored plants in an otherwise healthy area of vegetation or frozen ground in warm weather are other possible signs. Natural gas is colorless, but vapor and "ground frosting" may be visible at high pressures. A natural 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, petroleum odor, or gaseous odor will sometimes accompany pipeline leaks. Natural Gas and Highly Volatile Liquids are colorless, tasteless and odorless unless commercial odorants or Mercaptan is added. Gas transmission/gas gathering pipelines are odorless, but may contain a hydrocarbon smell.

**Evacuate the area, immediately call 911 and notify us at 1-800-922-3459.**

**How do stakeholders find out about pipeline operators in their community...**

For those interested in viewing the general location of pipelines in their community\* as well as other information, visit the U.S. Department of Transportation's National Pipeline Mapping System at:

[www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

or write:

U.S. Department of Transportation  
Pipeline and Hazardous Material Safety Administration  
1200 New Jersey Avenue SE, East Building  
Washington, DC 20590

*\*Emergency Officials are provided with detailed information after registering with the U.S. Department of Transportation.*

**For more information about Shell Pipeline Company LP...**

Visit [www.shell.us/pipeline](http://www.shell.us/pipeline) or contact us at **1-877-775-2622** (Monday - Friday 8:00am – 5:00pm Central Time) or e-mail us at [SPLC-One-Call-Center@shell.com](mailto:SPLC-One-Call-Center@shell.com).



Shell Pipeline Company LP is providing you with the following information to promote your awareness about our pipelines in your community.



**IN CASE OF EMERGENCY 1-800-922-3459 (24-HRS)**



### **Pipeline purpose and reliability...**

Over 200,000 miles of pipelines move crude oil and refined products from place to place across the United States each day. Transporting approximately two-thirds of all the crude oil and refined products, transmission pipelines and gathering lines provide a safe and reliable method to meet our Nation's growing economic and energy needs.

### **How do you know where a pipeline is located...**

Since pipelines are buried underground, line markers, like the ones shown in the box to the right, are used to indicate the approximate route and general location of the pipeline. **Markers should not be relied upon to indicate the exact position, depth or amount of cover over the pipeline. Pipelines oftentimes do not follow a straight route between markers and can also have various depth profiles as they cross tracts of land.** Contact Shell if you wish to know where the pipeline is located. Do not disturb or remove the markers. Willful removal or damage of the markers is a Federal offense and subject to a fine or imprisonment.

The markers can be found along the pipeline route or where a pipeline intersects a street, highway, waterway or railway. The markers display important information such as the material transported in the line, the name of the pipeline operator, and a telephone number where the operator can be reached in the event of an emergency.

### **What prevention measures do we undertake...**

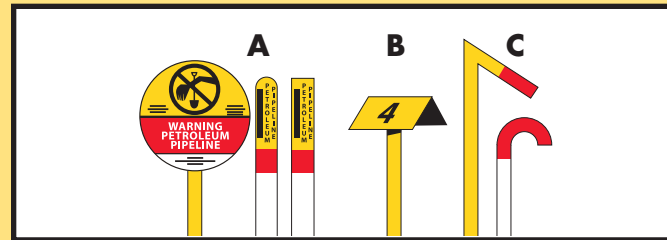
Shell is committed to operating its pipelines safely. In accordance with Federal and State regulations, Shell has a Damage Prevention Program to prevent excavation activities from harming, denting or scratching our pipelines. We also employ numerous prevention processes, such as valve inspections, equipment inspections, and right-of-way maintenance. We utilize several protective measures including cathodic protection systems to deter corrosion, sophisticated tools or pressure tests to detect potential anomalies, and electronic surveillance systems to monitor operations. Additionally, we conduct frequent ground and aerial surveys along the right of way to observe any excavation activity or ground discoloration.

### **How do you increase your awareness of hazards...**

Pipelines carry both gaseous and liquid materials under pressure. Many liquids form gaseous vapor clouds when released into the air. Many pipelines contain colorless and odorless products. Some gases are lighter than air and will rise. Other heavier-than-air gases and liquids will stay near the ground and collect in low spots. All petroleum gases and liquids are flammable. **Any pipeline leak can be potentially dangerous.**

### **How can you tell where a pipeline is located? Look for these signs:**

- A.** Line markers located near roads, railroads and along the pipeline right-of-ways
- B.** Sign for pipeline patrol plane
- C.** Pipeline casing vent



Line markers also identify the pipeline operator, the product transported and an emergency phone number.

**Before you dig, Call 811, or contact your local State One Call Center directly**

An advertisement featuring a red smartphone in the foreground with the number '811' on its screen. In the background, a shovel is stuck in the ground. Below the phone, there is a green banner with the text 'STATE ONE CALL CENTERS' and contact numbers for California, Illinois, Louisiana, and Texas.

**STATE ONE CALL CENTERS**

California: 1-800-227-2600	Louisiana: 1-800-272-3020
Illinois: 1-800-892-0123	Texas: 1-800-344-8377

### **Do your part... spread the word in your community...**

#### **CALL BEFORE YOU DIG. IT'S THE LAW!**

- Call 811 or your local One Call Center
- Wait for the site to be marked
- Discuss markings with the Shell representative prior to digging
- Respect all markings
- Dig with care

### **IN CASE OF AN EMERGENCY CALL 1-800-922-3459 (24-HRS)**

### **How we manage Emergency Preparedness communications...**

Public safety and environmental protection are Shell's top priority during any pipeline incident. Shell maintains a 24-hour control center that can be reached by calling **the toll-free number** you see on a Shell line marker or **1-800-922-3459**. As you know, Shell maintains an emergency response plan to effectively communicate and work with emergency officials and local first responders during incidents. Additionally, Shell conducts on a periodic basis emergency response drills, exercises and deployment practices with emergency officials. If you would like to learn more about our program, please contact us.

### **How to get additional information about pipelines...**

For more information about excavation practices around underground utilities and pipelines visit [www.pipeline101.com](http://www.pipeline101.com) or [www.commongroundalliance.com](http://www.commongroundalliance.com)

### **What actions will we take during an emergency...**

We will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in the response to the emergency. At the same time, we will take the necessary operating actions – such as closing and opening valves and similar steps – to minimize the impact of the leak. **Public safety personnel and others unfamiliar with the pipeline should not attempt to operate any of the valves on the pipeline.** Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

**As an Emergency Official,** you know to take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered for your consideration:

- **Secure the area around the leak** to a safe distance. This could include the evacuation of people from homes, businesses, schools, and other locations, as well as the erection of barricades to **control access to the emergency site** and similar precautions.
- If the pipeline leak is not burning, take steps to **prevent ignition**. This includes prohibiting smoking, rerouting traffic and shutting off the electricity.
- If the pipeline leak is burning, try to **prevent the spread of fire** but do not attempt to extinguish it. Burning petroleum products will not explode. If the fire is extinguished, gas or vapor will collect and could be reignited by secondary flames.
- **Contact the company** as quickly as possible. Pipeline marker signs show the company name, emergency telephone number and pipeline contents.

### **What you should do if you see suspicious activity near the pipeline or terminal...**

**Evacuate the area, immediately call 911.**