



PO Box 127  
 Joplin, MO 64802  
 Phone: 1-800-406-9220  
 Website: www.empiredistrict.com

**COMPANY PROFILE**

Empire District Gas, A Liberty Utilities Company, operates 86 miles of gas transmission pipeline as part of its natural gas distribution system serving over 42,000 residential, commercial, and industrial customers in central, western, and northern Missouri. Our transmission and feeder pipelines transport natural gas to our distribution mains, where we then deliver the natural gas to homes and businesses. Underground pipeline transportation is the safest method to move natural gas to help meet our nation’s energy needs.

**COMMITMENT TO PIPELINE SAFETY, HEALTH & ENVIRONMENT**

Prevention is Empire’s primary focus to ensure the safety of its gas system and to protect the health and welfare of the public which includes our customers and employees. We work to maintain the integrity of our pipeline systems and keep them safe from any potential threat. Our goal is that everyone who lives or works near our pipeline facilities is aware of them, adopts safe digging practices, learns the signs of a potential pipeline leak and knows how to quickly respond if a problem is suspected. Though we monitor our assets regularly by various patrols, we also request your help to maintain a safe, secure, and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities or in the unlikely event an emergency occurs, please call us at any time using the emergency number listed in this document.

System failures are rare along the nation’s network of interstate natural gas pipeline facilities, however most of the ones that do occur are caused by damage from others digging near the pipeline. We watch for unauthorized digging, but we request your help too. We are members of the Missouri One-Call and strongly encourage those who are going to dig to call

Missouri One-Call or 811 “Call before you dig” hotline to allow all buried utilities a chance to mark the underground facilities in the area before digging begins.

Empire maintains regional service centers supplied with equipment and materials to respond to incidents should they occur. We have the committed company employees and contractor resources available for prompt responses to any nature of natural gas pipeline emergency. Empire maintains a 24 hour emergency call center and members of our staff are on call 24 hours a day, 7 days a week to respond to and investigate any suspected pipeline incident. Our goal is the safe delivery of natural gas and the preservation of public health and safety and the environment.

**COMMUNITY AWARENESS AND PARTNERSHIP**

Empire is proud of its long history of safely delivering natural gas to its customers. We understand that maintaining a strong safety record requires the partnership of many stakeholders. Empire considers its employees, customers and the public near our pipelines, local government officials, and emergency responders all partners in our goal of providing safe reliable natural gas services. To that end, empire provides training and educational materials to each stakeholder group throughout the year to help ensure each party is aware of the role they play in maintaining a safe natural gas delivery system. This publication provides detailed information about understanding what a pipeline is, how to recognize where a pipeline is located and various pipeline marking methods. Information is also provided about the properties of the products moved by pipeline, how to recognize a pipeline incident and what your role as a stakeholder is in responding to that incident.

**ADDITIONAL INFORMATION ABOUT EMPIRE**

To find out more information about Empire District Gas, A Liberty Utilities

**EMERGENCY CONTACT:  
 1-800-406-9220**

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Natural Gas	1971	115

**MISSOURI  
 COUNTIES OF OPERATION:**

Andrew	Linn
Atchison	Livingston
Chariton	Morgan
Cooper	Nodaway
Grundy	Pettis
Henry	Platte
Holt	Ray
Howard	Saline
Johnson	Vernon
Lafayette	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

Company, visit our website at [www.empiredistrict.com](http://www.empiredistrict.com) – OR – contact an Empire District Gas representative at the number listed above.

You can also find out where Empire’s and other companies’ pipelines are in your area by going to the National Pipeline Mapping System website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

**WHAT ARE THE SIGNS OF A NATURAL GAS PIPELINE LEAK?**

- Blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Gaseous or hydrocarbon odor
- Dead or discolored vegetation in a green area
- Flames, if a leak has ignited

## WHAT SHOULD I DO IF I SUSPECT A PIPELINE LEAK?

Your personal safety should be your first concern:

- Evacuate the area and prevent anyone from entering
- Abandon any equipment being used near the area
- Avoid any open flames
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers, 2-way radios)

- Do not start/turn off motor vehicles/ electrical equipment
- Call 911 or contact local fire or law enforcement
- Notify the pipeline company
- Do not attempt to extinguish a natural gas fire
- Do not attempt to operate any pipeline valves

We stay in contact with industry and government to monitor potential threats and study new technologies that will help keep our facilities as safe and secure as possible.

## PIPELINE LOCATION AND MARKERS

Pipeline markers are used to indicate the approximate location of a natural gas pipeline and to provide contact information. Aerial patrol planes also use the markers to identify the pipeline route. Markers should never be removed or relocated by anyone other than a pipeline operator.



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

