



Darrell Eller  
1811 River Road  
Delaware City, DE. 19706  
Phone: 302-834-6078

**PAULSBORO NATURAL GAS PIPELINE CO., LLC EMERGENCY CONDITION COURSE OF ACTION**

It is anticipated that most reports will be received via our 24 hour emergency number answered at the refinery. The operator receiving the report is authorized to shut the pipeline down, if considered necessary with the information available, and shall provide the appropriate information to the PNGPC Initial Responder. It is important that no one other than

PNGPC representatives operate any pipeline equipment. There are potential problems that must be evaluated by trained PNGPC personnel who are familiar with pipeline operations prior to closing valves. Once our reps arrive on site, they immediately begin evaluation and take the appropriate action needed to minimize any potential hazards. Operations personnel are trained to recognize dangers involved and use lower explosive limit meters and other devices to determine the extent of the danger.

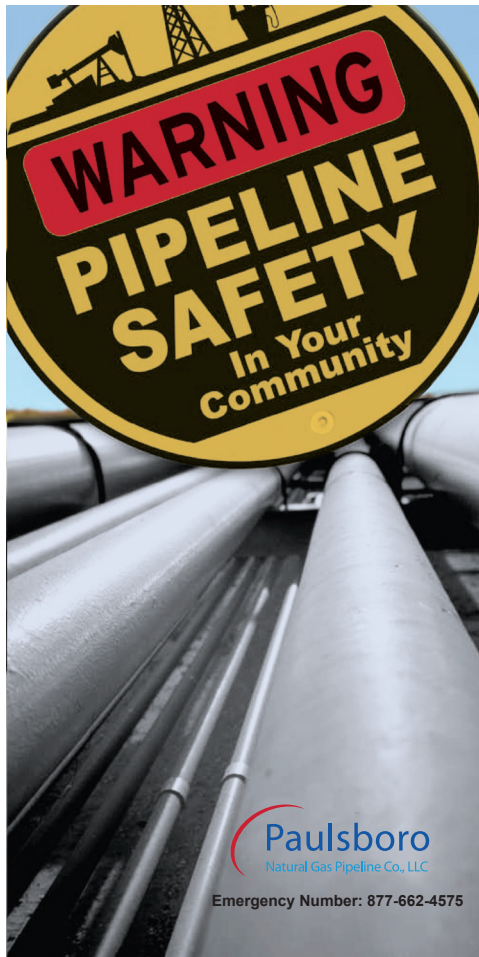
**EMERGENCY CONTACT:  
1-877-662-4575**

**PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:**  
Natural Gas      1971      115

**PENNSYLVANIA  
COUNTIES OF OPERATION:**

Delaware

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



**PAULSBORONATURALGASPIPELINECO.,LLCEMERGENCYRESPONSE RESOURCES**

Response for PNGPC is supplied by a third party contractor specializing in pipeline operations. This company has the capability to provide response throughout the coverage area. They are available 24-hours a day to provide response personnel to aid and assist us at the scene. Our average response time to an incident is approx. 1 hr. or less.



See this brochure on following pages for more information.



## Pipelines . . . Your Quiet Neighbor

At PNGPC, safety is our way of doing business. So, we've prepared this Pipeline Safety brochure to share information with government agencies about PNGPC's pipeline in your county and to help ensure the health and safety of our neighbors, employees, customers and the environment. These facts and safety instructions will help you avoid potentially dangerous activity around pipelines and guide you to proper actions if you see or suspect a problem.

Pipelines are the safest method for transporting natural gas according to the National Transportation Safety Board. Natural gas provides about 24 percent of all the energy used in the United States so you can see why pipelines are an essential component of our nation's infrastructure. PNGPC owns or operates 2.65 miles of natural gas pipeline that transports natural gas from Enbridge Energy Partners in Pennsylvania to the Paulsboro New Jersey refinery. We take great care to ensure that we keep our pipeline operating safely without any disturbances or inconveniences to our neighbors.

### PIPELINE MONITORING-KEEPING OUR NEIGHBORHOODS SAFE:

PNGPC's natural gas pipeline is monitored 24 hours a day, seven days a week by our control center in Woodlands TX. The pipeline is monitored by personnel who use sophisticated computer technology to keep track of flow and pressures along the line. We also have operations and maintenance people located at many points along our pipeline to conduct routine maintenance checks and, if needed, repairs. In the event of an emergency involving our pipeline, our field operators are fully prepared to respond. Plus, our response personnel coordinate their efforts with local police and fire departments and other emergency responders to help evacuate residents or close roads, if necessary. In addition, our pipeline has automatic shut-off valves that will immediately isolate and stop a pipeline leak. In addition, the operator or a refinery representative may send a person to close one or more of the manual operated block valves, which are located along the line and/or near the refinery.



### WHERE ARE PIPELINES?

Pipelines are normally visible. They are buried under ground in rights-of-way. The rights-of-way are created by an easement or permit. For your safety, markers like the ones shown (below or to the right) are used to show the pipeline's approximate location.

**These markers DO NOT indicate the depth of the pipeline, NOR is the pipeline necessarily laid in a straight line between the markers.**

Note: Pipeline markers are important for the safety of the general public. It is a federal crime for any person to willfully deface, damage, remove, or destroy any pipeline sign or right-of-way marker.



The markers display the material transported in the pipeline, the name of the pipeline operator and a telephone number where the pipeline operator can be reached in the event of an emergency.

### INFORMATION TO KNOW:

It is unlikely that a leak would occur, but if it does, the information contained in this brochure will help you:

- Know how to recognize a leak
- Know what to do if you notice a leak
- Know how to immediately report a leak

By working together, we can keep our pipeline operating safely without any disturbances or inconveniences to our neighbors. If you have any questions about this safety information or our operations in your area, please contact us at

**IN CASE OF AN EMERGENCY,  
YOU CAN CALL US AT  
877-662-4575**

**CALL BEFORE YOU DIG:**

To protect pipelines, other underground utilities, the public and the environment, the states in which we operate have developed an excavation notification system known as "One Call." When you call the appropriate number - found by visiting this website: [www.digtess.org](http://www.digtess.org) - "One Call" notifies all subscribing facilities. The appropriate company will send a representative to the proposed excavation site to mark the location of the buried pipeline. **FREE of Charge to the caller.**

Each state has set the appropriate notification period required by law to notify the utility companies. This notification is required before excavating for any project such as fences, light poles, landscaping, sprinkler systems, foundations, swimming pools, ground clearing, grading, deep plowing or tilling, laying underground pipe, tile, wiring, etc. Calling before you dig, either by hand or with machinery, could prevent possible accidents, injuries or death. **In most states it is the law and may result in a penalty if the One Call is not notified.**

**DO NOT BUILD ON A RIGHT-OF-WAY:**

For safety purposes and to provide access to the pipeline for maintenance, pipeline right-of-ways must be kept free from structures and other obstructions. If a pipeline crosses your property, please do not plant trees or high shrubs on the right-of-way. Do not dig, build, store or place anything on or near the right-of-ways without first having the pipeline company's personnel mark the pipeline or stake the right-of-ways and explain the company's constructions guidelines to you.

**REPORTING AN ACCIDENT:**

All scrapes or dents to a pipeline must be inspected. If not properly repaired, such damage could result in a future leak or serious accident. **Regardless of how minor the damage appears, don't cover it up!** Call the pipeline operator. We are also very concerned about any condition or danger that could threaten the pipeline. If you become aware of such an incident or a potential incident, please call us or the emergency dispatch for your area immediately.

**HOW TO IDENTIFY A LEAK:**

Often you can see or smell a pipeline leak. The following signs might indicate a leak:

- A strange or pungent odor near the pipeline
- An unusual noise, such as a hissing or roaring sound (from escaping material) coming from the pipeline
- A dense white cloud of fog
- A patch of dead or discolored vegetation in an otherwise green setting along a pipeline
- Continuous bubbling in wet, flooded areas or marshlands, rivers, creeks and bayous
- Skin and eye irritation
- Frozen ground at the pipeline in warm weather
- Dirt blowing up from the ground

If you suspect a leak, please do not attempt to stop the pipeline's flow by closing any valves or operating any of the pipeline equipment. Pipelines are normally operated under high pressure regulated by the product that they transport. Attempting to close valves or the operation of equipment could endanger lives and property.

**WHAT TO DO IF YOU SUSPECT A LEAK:**

The first concern is for the personal safety of people. Please follow these steps.

- Turn off any machinery and/or equipment in the immediate area.
- Do not create any sparks or heat sources, which could ignite escaping product. For example, do not start a car, turn a light switch on or off, use a telephone, or light a match or cigarettes. Turn off any lit gas pilots.
- Immediately leave the area by foot in a direction away from the vapors or fumes.
- Warn others to stay away from the leak.
- From a safe location, call us at 877-662-4575 or 911, or your local emergency response number and the pipeline company. Call collect, if needed, and give your name, phone number, description of the leak and its location.

**WHAT NOT TO DO IF YOU SUSPECT A LEAK:**

- Do not drive into or go near the area around the leak. The car's engine might ignite the vapor cloud or deplete the oxygen in the car's engine causing it to stall trapping you in the vapors.
- Do not touch, breathe or make contact with the leaking liquids. Stay upwind if possible.
- Do not attempt to extinguish any pipeline fire that may start.
- Do not attempt to operate valves or any other pipeline equipment.

**REPORTING SUSPICIOUS ACTIVITY NEAR A PIPELINE:**

The nation's infrastructures, including pipeline, are a matter of National Security. If you witness suspicious activity on a pipeline right-of-way, please report it to the appropriate authorities as soon as possible. Or, you may call the pipeline operators' numbers listed on this brochure. The Department of Homeland Security's website, [www.dhs.gov/dhspublic](http://www.dhs.gov/dhspublic), lists threat advisories.

