



**WHO IS COPPER MARKET INC**

Copper Market INC. provides propane service to both residential and commercial customers in the community of Bagdad, AZ. Copper Market INC has been serving both the Bagdad Townsite and the Sycamore Trailer Park, for over 45 years. Through our propane distribution system, Copper Market INC serves both residential and commercial customers, approximately 1,000. Copper Market INC strives to continuously provide our customers safe, reliable, propane gas service.

Copper Market INC maintains a Damage Prevention Program in accordance with state and federal guidelines. The purpose of this program is to prevent damage to our pipelines and facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, backfilling, or by any other digging activity.

**HOW WOULD YOU KNOW WHERE THE PIPELINE IS?**

Most pipelines are under-ground, where they are more protected from the elements and minimize interference with surface uses. Even so, pipeline rights-of-way are clearly identified by pipeline markers along pipeline routes that identify the approximate— NOT EXACT—location of the pipeline. It also contains Copper Market INC company information, type of product transported, and the emergency contact number. Markers do not indicate pipeline burial depth, which will vary.

**WHAT DOES COPPER MARKET INC DO IF A LEAK OCCURS?**

To prepare for the event of a leak, Copper Market INC personnel regularly communicate, plan and train with local emergency responders. Upon the notification of an incident or leak the gas utility company will immediately dispatch trained personnel to assist emergency responders. Copper Market INC personnel and emergency responders are trained to protect life, property and

facilities in the case of an emergency. Copper Market INC personnel will take steps to minimize the amount of gas that leaks out and to minimize the impact to the surrounding community.

**HOW WOULD YOU RECOGNIZE A PIPELINE LEAK?**

- **Sight:** Propane vapor is heavier than air, and may collect initially in low areas before beginning to dissipate; Dead or discolored vegetation amid healthy plants; Water bubbling or being blown into the air; Fire or explosion near the pipeline.
- **Sound:** An unusual hissing or roaring sound coming from the vicinity of the pipeline or a connecting facility.
- **Smell:** Any strange or unusual odor in the area of the pipeline.

**WHAT TO DO IN THE EVENT A LEAK WERE TO OCCUR:**

- **Turn off** all equipment and eliminate any ignition sources without risking injury.
- **Leave the area** by foot immediately. Try to direct any other bystanders to leave the area. Attempt to stay upwind.
- From a safe location, notify Copper Market INC immediately and call 911 or your local emergency response number. Copper Market INC and the 911 operator will need your name, your phone number, a brief description of the incident, and the location so the proper response can be initiated.

**WHAT NOT TO DO IN THE EVENT A LEAK WERE TO OCCUR:**

- **DO NOT** cause any open flame or other potential source of ignition such as an electrical switch, vehicle ignition, light a match, etc. Do not start motor vehicles or electrical equipment. Do not ring doorbells to notify others of the leak. Knock with your hand to avoid potential sparks from electric doorbells.
- **DO NOT** come into direct contact with any escaping liquids or vapors.

**EMERGENCY CONTACT:  
1-928-633-3211**

| PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#: |      |     |
|------------------------------------|------|-----|
| Propane                            | 1075 | 115 |

**ARIZONA  
COUNTIES OF OPERATION:**

Yavapai

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

- **DO NOT** drive into a leak or vapor cloud while leaving the area.
- **DO NOT** attempt to operate any pipeline valves yourself. You may inadvertently route more product to the leak or cause a secondary incident.
- **DO NOT** attempt to extinguish a petroleum product fire. Wait for local firemen and other professionals trained to deal with such emergencies.

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

Because even relatively minor excavation activities like landscaping or fencing can cause damage to a pipeline, its protective casing and/or buried utility lines, always contact your state One-Call Center before engaging in any excavation, construction, farming or digging. Most states require two or three working days notice to the One-Call Center to allow the utility operators to mark their pipelines and utilities at your proposed digging site. In fact, most serious damage done to pipelines is done when a third party inadvertently excavates, blasts or drills within a pipeline right-of-way. By contacting the One-Call Center first, this type of damage can be prevented. Sometimes pipeline companies will require a representative present to monitor the safe excavation.

One easy **FREE** phone call to **811** starts the process to get your underground pipelines and utility lines marked. When you call 811 from anywhere in the country, your call will be routed to your state One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can dig safely. More information regarding **811** can be found at [www.call811.com](http://www.call811.com) or Arizona specific at [www.arizona811.com](http://www.arizona811.com), [www.az811.com](http://www.az811.com), or [www.azbluestake.com](http://www.azbluestake.com). Know the Laws in Arizona. All damages to underground pipelines in the State of Arizona are required by law to be reported immediately to the underground facilities operator and 911 or the local emergency response agency.

Visit the Arizona Corporation Commission at [www.azcc.gov](http://www.azcc.gov) for more information on the underground pipeline damage prevention laws.

### MAINTAINING SAFETY AND INTEGRITY OF PIPELINES

Copper Market INC invests significant time and capital maintaining the quality and integrity of their gas utility system. Copper Market INC also utilizes ground surveillance patrolling to identify potential dangers. Field personnel are immediately notified if there is a possibility of a leak. System valves can be utilized to isolate a leak.

### WHAT TO DO IN CASE OF DAMAGING/DISTURBING A PIPELINE

State laws require you to maintain a minimum clearance, or tolerance zone, on either side of the pipeline, between the point of excavation and a marked pipeline. Check with your state one-call for tolerance zone requirements in your state.

If you cause or witness even minor damage to a pipeline or its protective coating, please immediately notify the pipeline company. Even a small disturbance to a pipeline may cause a future leak. A gouge, scrape, dent or crease is cause enough for the company to inspect the damage and make repairs.

### HOW CAN YOU HELP?

While accidents pertaining to Copper Market INC's pipeline facilities are rare, awareness of the location of the pipeline, the potential hazards, and what to do if a leak occurs can help minimize

the number of accidents. When routine construction occurs, the stakeholders in the right-of-way will be notified. A leading cause of pipeline incidents is third-party excavation damage. Copper Market is responsible for the safety and security of their pipelines. To help maintain the integrity of its pipeline and rights-of-way, it is essential that pipeline and facility neighbors protect against unauthorized excavations or other destructive activities. Here's what you can do to help:

- Become familiar with Copper Market INC's pipeline and pipeline facilities in the area (marker signs, fence signs at gated entrances, etc).
- Record Copper Market INC's contact information and any pipeline information from nearby marker/facility signs and keep in a permanent location near the telephone.
- Be aware of any unusual or suspicious activities or unauthorized excavations taking place within or near the pipeline right-of-way or pipeline facility; report any such activities to Copper Market INC and the local law enforcement.

### EMERGENCY RESPONDER ACTIONS IN A PIPELINE EMERGENCY

The following guidelines are designed to ensure the safety of those in the area if a petroleum product pipeline leak is suspected or detected:

- **Public safety and environmental protection are the top priorities in any pipeline emergency response.**
- **Secure the area around the leak to a safe distance.** Because vapors from the products carried in pipelines can migrate great distances, it is important to remove all ignition sources from the area. If safe, evacuating people from homes, businesses, schools and other places of congregation, as well as controlling access to the site may be required in some incident scenarios. Sheltering in place may be the safest action if the circumstances make going outdoors dangerous.
- **Establish a command center.** Work with Copper Market INC representatives as you develop a plan to address the emergency. Copper Market INC will need to know:
  - Your contact information and the location of the emergency
  - Size, characteristics and behavior of the incident, and if there are any primary or secondary fires

- Any injuries or deaths
- The proximity of the incident to any structures, buildings, etc.
- Any environmental concerns such as bodies of water, grasslands, endangered wildlife and fish, etc.
- **Evacuate or shelter in place.** Depending on the quantity of product released, or other variables, it may be necessary to evacuate the public or have the public shelter in place. Evacuation route and the location of the incident will determine which procedure is required, but both may be necessary. Evacuate people upwind of the incident if necessary. Involving Copper Market INC may be important in making this decision.

### 911 DISPATCH

911 Dispatch personnel play a critical role in effective response to pipeline incidents. Knowing the companies, their contact information, and the products transported in your respective jurisdiction is important for prompt and correct responses in the case of a pipeline incident. Dispatchers actions can save lives, direct the appropriate emergency responders to the scene, and protect our nations' infrastructure from additional issues that can be caused by improper response. Follow these simple guidelines in the case of a pipeline incident:

- Gather the proper information (if possible): company, product, and release characteristics
- Know the appropriate response to each product
- Know the wind direction at the time
- Warn of ignition sources if possible
- Dispatch appropriate emergency responders
- Contact Copper Market INC customer service: (928) 633-3103

**24-Hour Contact** – (928) 633-3211

**Emergency** – 911

**Billing** – (928) 633-6001