



Nicole Caldwell
 2300 Lowery St.
 Winston-Salem, NC 27101
 Phone: (336) 726-7774
 Website: www.duke-energy.com
 E-mail: nicole.caldwell@duke-energy.com

COMMITMENT TO PIPELINE SAFETY

Duke Energy has the highest concern for the safety of the public, our customers and our employees. Our pipeline facilities and operations and maintenance procedures are all designed to provide safe and reliable service. Despite our best efforts, emergencies do arise. Duke Energy’s Preparedness Program has been developed to enable personnel to respond to any type of emergency involving a pipeline facility quickly, effectively, and in an organized manner.

RESPONDING TO PIPELINE EMERGENCIES

Duke Energy Gas Operations employees are trained and qualified, as required by Federal regulation, in responding to pipeline emergencies. Gas Operations Technical Training group develops and presents initial and recurrent training and qualification programs for employees who are involved in field operations relating to emergencies.

Duke Energy is committed to working with our communities in planning for natural gas pipeline emergencies. We will provide employees and equipment to assist you during emergency drills that you coordinate.

Emergency Officials may request a meeting with Gas Operations to discuss the Duke Energy Emergency Response Plan.

OBJECTIVE OF EMERGENCY RESPONSE PLAN:

- Protect lives
- Protect property
- Maintain service
- Restore service
- Manage operations
- Protect environment

THERE IS AN EMERGENCY, WHEN:

- There is an actual or threatened unplanned escape of natural gas from the system that could reasonably be expected to become a hazard to people or property; or
- There is an unintentional ignition of natural gas; or
- There is an actual or threatened unplanned interruption of gas service to customers; or
- There is an actual or threatened hazard caused by malfunctioning gas-fire equipment or appliances; or
- There is an odor or other indication of natural gas near the pipeline that cannot be evaluated to determine the extent or source; or
- There is an actual or threatened safety and/or security issue to facilities affecting gas supply and control issues or public safety.
- There is a hazardous concentration of gas in or surrounding a building

EMERGENCY CONTACT:
1-800-634-4300

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:		
Mercaptan	3336	130
Natural Gas	1971	115

KENTUCKY
COUNTIES OF OPERATION:

Boone	Grant
Bracken	Kenton
Campbell	Pendleton
Gallatin	

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

HOW DOES DUKE ENERGY RESPOND TO AN EMERGENCY?

- Duke Energy will coordinate our response with local emergency responders to maintain public safety
- Duke Energy will actively communicate the situation to the public as needed through our media partners and via other communication channels, including going door to door and calling homes and businesses in the area
- Corrective action will be taken immediately or scheduled to maintain the safety, integrity and reliability of our natural gas pipeline facilities

MAPPING/GEOGRAPHIC INFORMATION SYSTEM

Geographic Information System (GIS) is a computer database capable of organizing and relating information according to its geographic location. At Duke Energy, we use GIS to record and analyze up-to-date pipeline information throughout our system. We include specific pipe statistics, such as pipe size, coating type, construction and pressure testing information, along with pipeline routes with topographical, weather and community-based data. Using a GIS, Duke Energy can learn more about factors that affect pipelines and possibly forecast when issues may occur.

Natural gas transmission/high pressure and distribution pipelines installed in rights-of-way are marked with pipeline markers showing the pipeline’s approximate location, name of the pipeline company and a telephone number where company representatives can be reached. For security reasons, detailed maps of the pipeline are not publicly available.

You can access the National Pipeline Mapping System Web site and the link Find Who’s Operating Pipelines in Your Area to find out which operators have pipelines near you. To schedule a meeting with Duke Energy Gas Operations to discuss pipelines in your area, please call 800-634-4300.

DUKE ENERGY KENTUCKY SERVICE AREA

