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Public Awareness Non-Emergency Phone Number: (866) 432-4960

Public Awareness Email Address: PublicAwareness@buckeye.com

Public Awareness Website: buckeye.com/public-awareness
or scan QR code

ABOUT BUCKEYE PARTNERS, L.P.

Buckeye Partners, L.P. (Buckeye) provides mid-stream energy logistics services. Buckeye owns and operates one of the nation's largest independent petroleum products common carrier pipeline networks providing refiners, wholesalers, marketers, airlines, railroads, and other commercial end-users with dependable, all-weather transportation of liquid petroleum products through over 5,500 miles of pipelines. Buckeye transports liquid petroleum products by pipeline principally in the Northeastern and upper Midwestern states. Buckeye also operates and maintains pipelines it does not own, primarily in the Gulf Coast region, under contracts with major oil and petrochemical companies. The combination of experienced and responsive professional staff, technical expertise, and modern transportation facilities has earned Buckeye a reputation for providing high-quality, safe, reliable, and efficient pipeline transportation services.

In addition to pipeline transportation services, Buckeye provides terminalling, storage, and liquid petroleum product distribution services. Buckeye owns more than 130 liquid petroleum products terminals with an aggregate storage capacity of approximately 130 million barrels, and markets liquid petroleum products in certain regions served by its pipeline and terminal operations. Buckeye's flagship marine terminal in the Bahamas, Buckeye Bahamas Hub, is one of the largest crude oil and petroleum products storage facilities in the world, serving the international markets as a premier global logistics hub.

To learn more about Buckeye, log on to www.buckeye.com. To view the approximate location of pipelines in your area, visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov. For general information about pipelines, visit www.pipeline101.com.

COMMITMENT TO HEALTH, SAFETY, AND THE ENVIRONMENT

Buckeye is committed to preventing hazards to the public, to the environment, and to Buckeye's facilities. Buckeye utilizes various programs to ensure the safety of its pipelines. Our control centers operate 24 hours a day, 7 days a week monitoring our pipeline leak detection system. Our Integrity Management Program consists of corrosion control, risk engineering, geographic information systems, and pipeline inspection. We also perform pipeline patrols and various other inspections. Our Public Awareness Program is designed to establish communications and provide information necessary to help the public understand that pipelines are the major transportation system for petroleum products and natural gas in the United States, how pipelines function, and the public's responsibilities to help prevent damage to pipelines. Accordingly, heightened awareness and a better understanding by the public of Buckeye's pipeline operations will supplement and enhance our current maintenance, operations, and safety policies and procedures. For more information about these programs, please visit Buckeye's website listed above or call **Buckeye's non-emergency Public Education number at 866-432-4960.**

EMERGENCY RESPONSE

Since pipelines are the safest and most efficient method of transporting petroleum products, pipeline incidents are rare. Buckeye appreciates the hard work and effort of the many emergency responders that may be involved in helping us return the community to normal in the event of an incident. In an emergency, Buckeye may utilize the Incident Command System during a response to a pipeline incident. The following are examples of critical tasks would need to be considered during a pipeline release:

**EMERGENCY CONTACT:
1-866-514-8380**

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:

Ammonia	1005	125
1 Butadiene	1010	116
3 Butadiene	1010	116
Butane	1011/1075	115
Butanol	1120	129
Butyl Acrylate	2348	129
C4 Raffinate	1075	115
Carbon Dioxide	1013	120
Crude Butadiene	1010	116
Crude Oil	1267	128
E/P Mix	1965	115
Ethane	1035	115
Ethylene	1962	116
Hydrogen	1049	115
Iso-Butane	1075/1969	115
LPG	1075	115
Methanol	1230	131
MTBE	2398	127
Natural Gas	1971/1972	115
Natural Gasoline	1203	128
NGL (Y Grade)	1971	115
Nitrogen	1066	121
Normal Butane	1011/1075	115
Off Gas	1954	115
Oxygen	1072	122
Propylene		
Chemical Grade	1075/1077	115
Polymer Grade	1075/1077	115
Refinery Grade	1075/1077	115
Propane	1075	115
PyGas	1268	128

**TEXAS
COUNTIES OF OPERATION:**

Angelina	Live Oak
Aransas	Matagorda
Brazoria	McMullen
Calhoun	Nacogdoches
Chambers	Nueces
El Paso	Orange
Galveston	Polk
Gregg	Refugio
Harris	Rusk
Jackson	San Patricio
Jefferson	Victoria
Liberty	

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

- Public Safety / Evacuation
- Responder Safety
- Traffic Control
- Vapor Suppression
- Site Security
- Firefighting
- Product Containment

Federal regulations require specific qualifications to operate pipeline equipment; therefore, Buckeye employees will perform these duties. DO NOT attempt to operate any pipeline equipment, such as valves, because doing so could make the situation worse.

Additional information on how to respond to incidents involving pipelines is available by contacting Buckeye or by obtaining training materials from the National Association of State Fire Marshals' sponsored Pipeline Emergencies Program. This training can be found at <https://nasfm-training.org/pipeline/>.

BUCKEYE'S RESPONSE IN AN EMERGENCY

Buckeye is engaged in constant activity to maintain safe pipeline operations. In the event of a pipeline release, Buckeye will take the following steps to ensure public safety and protect the environment:

- Shut down the pipeline
- Close valves to isolate the problem
- Identify hazardous areas
- Dispatch personnel to the scene
- Excavate and repair the damaged pipeline
- Work with emergency responders and the public in the affected area.

Buckeye's emergency response plan is available upon request.

ACTIVITY ON THE RIGHT OF WAY

Always be sure to contact 811 before any digging activities occur. Accidental damage caused

by excavation, construction, farming activities, and homeowner projects is one of the greatest threats to pipeline safety. For more information on safe digging, see www.call811.com. If you hit a pipeline, you must report it to the pipeline operator. Even if damage looks minor or nonexistent, it is critical that the operator inspects the pipeline. A minor scratch, scrape, gouge, or dent to the pipeline or coating has the potential to cause a safety issue in the future. Also, if you see suspicious activity on or near the pipeline right of way, immediately notify your local law enforcement agency. Lastly, if you see power lines down on or near Buckeye's pipeline right of way, immediately call Buckeye's emergency number listed on this page. Electricity discharging to the ground can damage buried pipelines.



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