

Pipeline Awareness and Emergency Response Information

A Federally and State-Regulated Pipeline Safety Message



DOMINION ENERGY EMERGENCY PHONE NUMBERS



South Carolina
800-815-0083

North Carolina
877-776-2427

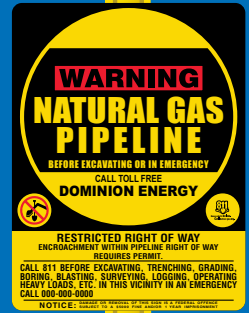
Ohio
877-542-2630

Utah, Wyoming, Idaho
800-767-1689

You have received this brochure because you have been identified as someone who lives and/or works near Dominion Energy pipelines.

This brochure contains information about living safely around pipelines, including:

- Recognizing right-of-way and pipeline markers
- Recognizing a pipeline leak
- Responding to a pipeline leak
- Information about 811 and damage prevention
- General information about Dominion Energy operations



Pipeline Purpose and Reliability

Natural gas is one of the cleanest, safest and most affordable forms of energy for residential and commercial use. The best known uses for natural gas are cooking, and heating your home and workplace.

According to the U.S. Department of Transportation, pipelines are the safest way to transport natural gas from place to place. To maintain this safety, natural gas pipeline operators have developed integrity management plans, system monitoring, right-of-way patrols and inspections, and provide safety awareness, training and support.

Pipelines/Systems Operated by Dominion Energy

The following are the types of natural gas pipeline systems:

Distribution pipelines are used to transport natural gas to your home or place of business. These are usually composed of smaller-diameter, interconnected pipelines. Large distribution lines, called mains, along with smaller lines, called service lines, deliver natural gas under streets to homes and businesses. Related structures are regulator stations, customer meters, and regulators and valves.

Transmission pipelines are used to move gas from treatment plants or processing facilities long distances between cities, states and even across the continent. These are usually longer and larger in diameter. Related structures are compressor stations, valves and metering stations.

Dominion Energy's system includes additional unique facilities that help maintain the necessary gas pressures to provide safe delivery of natural gas to customers. Together we can make natural gas safety a priority every day. Your awareness and actions can increase the safety of your home and community. If you suspect abnormal or suspicious activity, **call 911** from a safe location.



Recognizing a Natural Gas Pipeline Leak

— Use Your Senses

Although pipeline leaks are uncommon, it is important to be able to recognize the warning signs using sight, sound and smell.

Note: all of these signs may not be evident at the same time.



Sight

- Dry spots, especially in wet fields, discolored soil, dead or dying vegetation near a pipeline.
- Dirt being blown into the air.
- Continuous bubbles in standing or moving water.
- Flames coming from the ground or near exposed piping.



Sound

- Hissing, roaring or blowing sound.



Smell

- A sulfur-based additive gives natural gas its rotten-egg smell.

Responding to a Pipeline Leak

DO

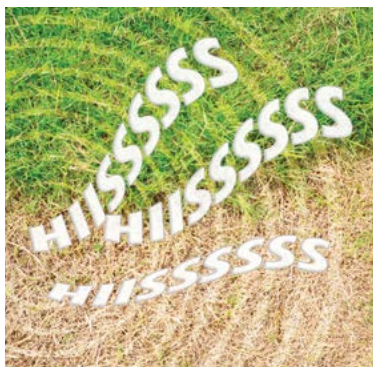


1. Leave the area immediately moving to an upwind location.
2. Warn others to stay away.
3. From a safe place **call 911** and then Dominion Energy.

DO NOT



1. **DO NOT** try to find the source of the leak.
2. **DO NOT** try to turn natural gas valves on or off. **NEVER** try to repair or reduce the flow of gas.
3. **DO NOT** use any light switch, electric switch, telephone, garage door opener as they can cause a spark and ignite gas.
4. **DO NOT** use your cell phone, flashlight or other battery-powered device.
5. **DO NOT** smoke, use a lighter or strike a match.
6. **DO NOT** start or stop nearby vehicles, machinery or device that may spark.
7. **DO NOT** attempt to put flames out if it ignites. Let it be.
8. **DO NOT** return to the area until notified by Dominion Energy or emergency services that it is safe to do so.



Response to a Leak

Dominion Energy strives to build partnerships with the emergency response community to share resources and provide education for a safe response to a pipeline emergency.

In the unlikely event of a pipeline emergency, Dominion Energy will work with the response community to control the situation as quickly as possible. Our trained personnel will:

- Arrive at the site of the emergency and stop or reduce product flow to the area
- Notify and work with the appropriate emergency response officials
- Repair the facility and restore service as soon as possible
- Fully investigate the cause of the incident

Potential Hazards of a Pipeline Release

Product	Leak Type	Vapors	Hazards
Natural Gas	Gas	Lighter than air	Extremely high concentrations may cause irritation or asphyxiation. Extremely flammable and easily ignited by heat, sparks or flames.

For more information about pipeline safety visit [DominionEnergy.com/safety](https://www.dominionenergy.com/safety).



Pipeline Markers

- Indicate approximate location, cannot be used to determine exact location or depth
- Can be found where lines meet at public access points, above ground facilities, streets, highways, waterways, and railway intersections
- Display the pipeline operator name, emergency number, and product transported

Recognizing a Right-of-Way

A pipeline right-of-way is a strip of land over and around a pipeline where some of the property owner's legal rights have been granted to a pipeline company.

Pipeline rights-of-way must be kept free from structures and other obstructions for your safety and to provide access for maintenance and in the event of an emergency. If a pipeline crosses your property do not plant trees, high shrubs or any vegetation that would impede access to the right-of-way.

Pipeline markers are found within the pipeline right-of-way.

Right-of-Way Encroachments

If a pipeline crosses your property, do not plant trees, high shrubs, or any vegetation that would impede access to the right-of-way. Likewise, do not dig, excavate, operate heavy equipment, build, store or place anything on the right-of-way.

Maintaining Safety and Integrity of Pipelines Near You

An Integrity Management Plan (IMP) provides a process of assessing and mitigating risks along the pipeline system. Dominion Energy has developed and implemented an IMP that provides a process for monitoring, managing and mitigating risks along the pipeline system.

For more information on Dominion Energy’s IMPs, visit [DominionEnergy.com/IMP](https://www.dominionenergy.com/IMP).

Natural gas operators provide enhanced protection for High-Consequence Areas (HCAs) in highly populated areas, an outside area, or an open or enclosed structure used by persons who are confined, are of impaired mobility, or would be difficult to evacuate. Examples of HCAs include beaches, playgrounds, recreational centers, campgrounds, outdoor theaters, stadiums, recreational areas near a body of water, religious centers, office buildings, community centers, general stores, 4-H centers, roller-skating rinks, hospitals, prisons, schools, day-care facilities, retirement or assisted-living centers.

Right-of-Ways are areas of land over and around where pipelines are placed in the ground. Your knowledge of the location of a right-of-way can be important factor when making official decisions on land use near pipelines since adequate buffers reduce the possibility of damage to pipelines by unsafe excavation activity.

For the safety of those around the pipeline and the environment, Dominion Energy seeks to keep the pipeline right-of-way clear of anything that may prohibit the monitoring of or access to the pipeline. These maintenance activities may include the removal of trees or brush and mowing and clearing obstructions that would impede pipeline access during emergencies or for operations or maintenance activities.

See Something! Say Something! Keep Your Community Safe

Be aware of people acting suspiciously near pipelines or pipeline facilities. If you suspect suspicious activity, **call 911** or **Dominion Energy Corporate Security at 800-684-8486**, suspicious activity could include:

- People or vehicles loitering in the vicinity of pipelines or facilities
- People taking photos, video or showing other unusual interest in pipelines and facilities
- A strong odor or fluid leaking from a vehicle located near a pipeline facility



National Pipeline Mapping System (NPMS)

The National Pipeline Mapping System (NPMS) includes information on natural gas transmission pipelines. To view the transmission pipelines in your area, visit npms.phmsa.dot.gov.



Natural Gas Leak Emergency Response

Effective communication and coordination between emergency responders and Dominion Energy is important for successful management of natural gas pipeline incidents.

For an effective response, please take the following actions:

- **Park emergency vehicles away and upwind from the area** and do not park over manholes or storm drains; call Dominion Energy immediately.
- **Secure the area and perimeter of the incident** by restricting traffic and, if necessary, informing people in the area to evacuate.
- **Using combustible-gas detectors**, establish the perimeter of the impacted area.
- **Check for migration of natural gas** to surrounding buildings and sewers.
- **Do not operate (open or close) pipeline system valves, excluding individual service line valves.** Individual service line valves can be closed to help control an emergency when necessary. If a service line valve is closed, it should only be opened by qualified Dominion Energy representatives.
- **For a gas release incident that has not resulted in fire**, take steps to prevent ignition of gas vapors, such as rerouting traffic and reminding people in the area not to smoke or use electronic/battery-powered devices.
- **For a gas release incident that has resulted in a fire**, do not extinguish the fire at its source, since doing so could result in a vapor cloud that could re-ignite. In this case, emergency responders should allow the fire at the source to continue burning while focusing on preventing the fire from spreading.



Managing Development Near Pipelines in Your Community

Your land use decisions can help prevent pipeline damage by ensuring adequate buffers are maintained between pipeline easements and large excavation and construction projects such as housing and retail development, road installation and new schools. Public safety and environmental protection are the two top priorities.

It is crucial to coordinate with pipeline operators when developing site plans where large numbers of people congregate or limited mobility structures such as schools, nursing homes, and churches are being considered. One tool to assist with the planning and zoning around pipelines is the Pipelines and Informed Planning Alliance (PIPA) recommended practices. The purpose of PIPA is to reduce risks and improve the safety of affected communities and pipelines by improving the way local planning and zoning officials plan new development and land use near transmission pipelines.

There are PIPA-developed recommended practices that are available on the PIPA website at primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm.

Call 811

You are required by law to contact 811, “Call Before You Dig,” at least 48 to 72 hours (varies by state) prior to excavating.

This **FREE SERVICE** will notify all facility operator members in your area of your plans to dig. Excavating includes any activity which requires moving earth, rock or material is moved or displaced by tools, equipment or explosives.

Please visit call811.com/811-In-Your-State for state specific One-Call information.

If Dominion Energy operates a pipeline in the vicinity, we will be notified and will locate and mark our pipeline with temporary flags or spray paint before you dig.

Damage from excavation-related activities is the leading cause of pipeline incidents, so **always call 811 before you dig.**



**SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.**



Additional Resources for Public Officials

Pipelines and Informed Planning Alliance (PIPA) is a great resource to assist with the planning and zoning around pipelines in your jurisdiction. On this website, you will find information on:

- Locating transmission pipelines
- Understanding pipeline risk
- Manage development near transmission pipelines
- Review webinar presentations conducted for land planners and other stakeholders

To access these great resources, please visit:

[primis.phmsa.dot.gov/comm/pipa/pipa_audience_local_government.htm](https://www.phmsa.dot.gov/comm/pipa/pipa_audience_local_government.htm)

Additional Emergency Responder Information

There are many tools available for emergency responders to be prepared and understand pipeline and facility incident risks. In addition, having coordinated and prepared emergency-response plans with pipeline operators leads to a more effective response. For more information visit [firstresponder.domsafety.com](https://www.phmsa.dot.gov/training/hazmat/erg/emergency-response-guidebook-erg).

The Pipeline and Hazardous Materials Safety Administration's (PHMSA) Emergency Response Guidebook (ERG) Access information about the ERG at: <https://www.phmsa.dot.gov/training/hazmat/erg/emergency-response-guidebook-erg>

Pipeline Emergencies Training

Access information about pipeline emergencies at [pipelineemergencies.com](https://www.pipelineemergencies.com), which is produced by PHMSA and the National Association of State Fire Marshals and provides an overview of pipeline operations to help educate emergency responders.

For more information about Dominion Energy pipeline safety, please visit:

[DominionEnergy.com/safety](https://www.dominionenergy.com/safety)



P.O. Box 3151
Wichita, KS 67201

Presort Std
U.S. Postage
PAID
Wichita, Ks
Permit No. 504

DOMINION ENERGY EMERGENCY PHONE NUMBERS

South Carolina
800-815-0083

Ohio
877-542-2630

North Carolina
877-776-2427

Utah, Wyoming, Idaho
800-767-1689



How are we doing?

Help us improve our public awareness efforts.

Scan the QR code and take our survey or going

to https://www.surveymonkey.com/r/DES8075_EO.