

# SOUTH CAROLINA



## Coordinated Response & Excavator Exercise® PIPELINE SAFETY TRAINING



### PROGRAM GUIDE

Overview

Pipeline Safety

Exercise Outline

Emergency Response Guidebook

NENA Pipeline Emergency Operations

Signs Of A Pipeline Release

High Consequence Areas Identification

Pipeline Industry ER Initiatives

Pipeline Damage Reporting Law

2025

# EMERGENCY CONTACT LIST

<b>COMPANY</b>	<b>EMERGENCY NUMBER</b>
Ameresco .....	<b>1-866-497-2284</b>
Carolina Gas Transmission, LLC .....	<b>1-800-789-7272</b>
Enterprise Products Operating, LLC.....	<b>1-888-883-6308</b>
Southern Natural Gas Company.....	<b>1-800-252-5960</b>
Sunoco Pipeline .....	<b>1-877-839-7473</b>

**Note:** The above numbers are for emergency situations.  
Please see individual company sections for non-emergency contact information.  
Additional pipeline operators may exist in your area.  
Visit the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) for companies not listed above.

<b>ONE-CALL SYSTEM</b>	<b>PHONE NUMBER</b>
South Carolina One Call.....	<b>1-888-721-7877</b>
National One-Call Referral Number.....	<b>1-888-258-0808</b>
National One-Call Dialing Number .....	<b>811</b>

Overview.....	4
Pipeline Safety.....	6
Emergency Response Guidebook.....	20
Emergency Response .....	21
NENA Pipeline Emergency Operations - Initial Intake Checklist .....	23
Signs Of A Pipeline Release / What To Do If A Leak Occurs / Pipeline Emergency.....	24
High Consequence Areas Identification / Identified Sites.....	25
Common Ground Alliance Best Practices / Pipelines In Our Community.....	26
Damage Prevention Programs / Pipeline Markers / Call Before You Dig / OSHA General Duty Clause.....	27
Product Characteristics .....	28
Excavation Best Practices Jobsite Checklist .....	29
Pipeline Damage Reporting Law / Websites .....	30
About Paradigm.....	31
Operator Information .....	32

**Pipeline Purpose and Reliability**

- Critical national infrastructure
- Over 2.7 million miles of pipeline provide 65% of our nation's energy
- 20 million barrels of liquid product used daily
- 21 trillion cubic feet of natural gas used annually

**Safety Initiatives**

- Pipeline location
  - Existing right-of-way (ROW)
- ROW encroachment prevention
  - No permanent structures, trees or deeply rooted plants
- Hazard awareness and prevention methods
- Pipeline maintenance activities
  - Cleaning and inspection of pipeline system

**Product Hazards and Characteristics****Petroleum (flow rate can be hundreds of thousands of gallons per hour)**

- Flammable range may be found anywhere within the hot zone
- H<sub>2</sub>S can be a by-product of crude oil

<u>Type 1 Products</u>	<u>Flash Point</u>	<u>Ignition Temperature</u>
Gasoline	- 45 °F	600 °F
Jet Fuel	100 °F	410 °F
Kerosene	120 °F	425 °F
Diesel Fuel	155 °F	varies
Crude Oil	25 °F	varies

**Natural Gas (flow rate can be hundreds of thousands of cubic feet per hour)**

- Flammable range may be found anywhere within the hot zone
- Rises and dissipates relatively quickly
- H<sub>2</sub>S can be a by-product of natural gas – PPM = PARTS PER MILLION
  - 0.02 PPM                      Odor threshold
  - 10.0 PPM                      Eye irritation
  - 100 PPM                      Headache, dizziness, coughing, vomiting
  - 200-300 PPM                  Respiratory inflammation within 1 hour of exposure
  - 500-700 PPM                  Loss of consciousness/possible death in 30-60 min.
  - 700-900 PPM                  Rapid loss of consciousness; death possible
  - Over 1000 PPM                Unconsciousness in seconds; death in minutes
- Incomplete combustion of natural gas may release carbon monoxide
- Storage facilities may be present around populated areas/can be depleted production facilities or underground caverns
- Gas travel may be outside the containment vessel along the natural cavern between the pipe and soil

**Propane, Butane and Other Similar Products**

- Flammable range may be found anywhere within the hot zone
- Products cool rapidly to sub-zero temperatures once outside the containment vessel
- Vapor clouds may be white or clear

<u>Type 3 Products</u>	<u>Flash Point</u>	<u>Ignition Temperature</u>
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F

**Line Pressure Hazards**

- Transmission pipelines – steel (*high pressure: average 800-1200psi*)
- Local gas pipeline transmission – steel (*high pressure: average 200-1000psi*)
- Local gas mains and services – steel and/or plastic (*low to medium pressure*)
  - Mains: up to 300psi
  - Service lines: up to regulator
    - Average 30-45psi and below
    - Can be up to 60-100psi in some areas
- At regulator into dwelling: ounces of pressure

**Leak Recognition and Response**

- Sight, sound, smell – indicators vary depending on product
- Diesel engines – fluctuating RPMs
- Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- Any sign, gut feeling or hunch should be respected and taken seriously
- Take appropriate safety actions ASAP

**High Consequence Area (HCA) Regulation**

- Defined by pipeline regulations 192 and 195
- Requires specialized communication and planning between responders and pipeline/gas personnel
- May necessitate detailed information from local response agencies to identify HCAs in area

**Emergency Response Basics**

- Always follow pipeline/gas company recommendations – pipeline representatives may need escort to incident site
- Advance preparation
  - Get to know your pipeline operators/tour their facilities if possible
  - Participate in their field exercises/request on-site training where available
  - Develop response plans and practice
- Planning partners
  - Pipeline & local gas companies
  - Police – local/state/sheriff
  - Fire companies/HAZMAT/ambulance/hospitals/Red Cross
  - LEPC/EMA/public officials
  - Environmental management/Department of Natural Resources
  - Army Corps of Engineers/other military officials
  - Other utilities
- Risk considerations
  - Type/volume/pressure/location/geography of product
  - Environmental factors – wind, fog, temperature, humidity
  - Other utility emergencies
- Incident response
  - Always approach from upwind/park vehicle a safe distance away/if vehicle stalls – DO NOT attempt to restart
  - Gather information/establish incident command/identify command structure
  - Initiate communications with pipeline/gas company representative ASAP
  - Control/deny entry: vehicle, boat, train, aircraft, foot traffic, media – refer all media questions to pipeline/gas reps
- Extinguish fires only
  - To aid in rescue or evacuation
  - To protect exposures
  - When controllable amounts of vapor or liquid present
- Incident notification – pipeline control center or local gas company number on warning marker
  - In **Pipeline Emergency Response Planning Information Manual**
  - Emergency contact list in **Program Guide**
  - Call immediately/provide detailed incident information
- Pipeline security – assist by noting activity on pipeline/gas facilities
  - Report abnormal activities around facilities
    - Suspicious excavation/abandoned vehicles/non-company personnel/non-company vehicles
    - Freshly disturbed soil/perimeter abnormalities

**One-Call**

- One-Call centers are not responsible for marking lines
- Each state has different One-Call laws. Familiarize yourself with the state you are working in
- Not all states require facility owners to be members of a One-Call
- You may have to contact some facility owners on your own if they are not One-Call members
- In some states, homeowners must call before they dig just like professional excavators

## Pipeline Emergency Response Training

First Responders and Contractor/Excavator Personnel



Instructor:



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## Continuing Education Unit (CEU) Opportunities

This course is approved for 2.0 hours of continuing education for South Carolina Law Enforcement Officers through the South Carolina Criminal Justice Academy. Paradigm Liaison Services is Institutional Provider #483, and this is CJA Lesson Plan 6339

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## ABOUT SOUTH CAROLINA 811

South Carolina 811, also known as Palmetto Utility Protection Service, was formed by member facility operators in 1978 under the Underground Facility Damage Prevention Act. Its mission is to protect buried facilities and ensure safety for excavators and the general public.

All facility operators are required to become members and utilize the SC811 notification center.



South 811 Carolina



South 811 Carolina

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- It is highly recommended that employees have access to the applicable law.
- Locators, Excavators, and Member Operators may easily access the law online to reference for excavation guidelines at [sc811.com/enforcement](http://sc811.com/enforcement).
- Maintain readily accessible copies of the law for reference.
- Consult legal counsel for clarification or interpretation of the law.

South 811 Carolina

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## RESPONSIBLE LOCATE REQUEST

Are you ready to submit your request?



South 811 Carolina

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## NOTIFICATION TIME TABLE

Locators have **3 full working days** to respond.

Wait time for a Normal Notice						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Locate Requested	Day 1	Day 2	Day 3	Positive Response Received (to dig)	
		Locate Requested	Day 1	Day 2	Day 3	Positive Response Received (to dig)
			Locate Requested	Day 1	Day 2	Positive Response Received (to dig)
Weekends & Holidays excluded	Day 1	Day 2	Day 3	Day 4	Day 5	Weekends & Holidays excluded

South 811 Carolina

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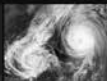
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## REQUEST AND RESPONSE TYPES

### NOTIFICATION REQUEST

- Call
- Exactix



**EXTRAORDINARY CIRCUMSTANCES**

- Weather
- Area of Grid
- Error Code 110
- Location Must Specify Date and Time Facility Marked

### LOCATE LIFE

- Normal Notification
- Subsequent Notification
- Design Notification
- Emergency Notification



**SECONDARY ACTIONS**

- Update
- No Show
- Remark
- Resend

South Carolina

## EXCAVATOR RESPONSIBILITIES DON'T GUESS!



**NOTIFY**



**PRE-MARKING**



**POSITIVE RESPONSE**



**PRESERVE MARKS**

South Carolina

## FACILITY OPERATOR RESPONSIBILITIES

MEMBERSHIP IS REQUIRED BY LAW



**SC811 MEMBERSHIP**



**RESPOND TO NOTIFICATIONS**



**APWA UNIFORM COLOR CODE**



**OPEN / CLOSED CODES**

South Carolina

### OPEN CODES

- 88 - LOCATE NOT COMPLETE - UNABLE TO CONTACT EXCAVATOR
- 81 - INSUFFICIENT INFORMATION - PLEASE CALL SC811 AND PROVIDE ADDITIONAL OR CORRECT INFORMATION
- 80 - LOCATE NOT COMPLETE - COULD NOT GAIN ACCESS TO PROPERTY
- 89 - EXCAVATOR FACILITY NOT MARKED, THE UTILITY OWNERS OR THEIR DESIGNATED REPRESENTATIVE HAVE CONTACTED THE EXCAVATOR AND HAVE AGREED TO A PERIOD THAN AN OWNER REPRESENTATIVE MUST BE PRESENT DURING EXCAVATION TO IDENTIFY THE UNMARKED FACILITY AND/OR MONITOR THE EXCAVATION
- 69 - LOCATION AND EXCAVATOR HAVE AGREED AND DOCUMENTED MARKING SCHEME
- 90 - SUBSEQUENT FACILITY TO BE MARKED OR COMMUNICATION REQUIRED
- 110 - EXCAVATOR MARKING CIRCUMSTANCES, COMMUNICATION REQUIRED
- 122 - DESIGN REQUEST - MEETING REQUIRED
- 99 - MEMBER HAS NOT RESPONDED BY REQUIRED TIME

### CLOSED CODES

- 10 - NO CONFLICT
- 11 - MEMBER OPERATES NOT IN AREA OF EXCAVATION
- 20 - MARKED
- 15 - EXCAVATOR FACILITY MARKED, THE UTILITY OWNER OR THEIR DESIGNATED REPRESENTATIVE HAVE CONTACTED THE EXCAVATOR AND HAVE AGREED TO A PERIOD THAT AN OWNER REPRESENTATIVE MUST BE PRESENT DURING EXCAVATION TO IDENTIFY THE UNMARKED FACILITY AND/OR MONITOR THE EXCAVATION
- 80 - FACILITY OWNER IS MARKING CIRCUMSTANCES, RESPONSIBLE FOR LOCATING FACILITIES
- 100 - INSUFFICIENT SECURITY ISSUE - REQUEST DENIED, FACILITY OWNER SHALL CONTACT EXCAVATOR
- 120 - DESIGN REQUEST - MARKED
- 121 - DESIGN REQUEST - FACILITY HINT PROVIDED
- 122 - DESIGN REQUEST - PROBLEMS SECURITY ISSUE - REQUEST DENIED, FACILITY OWNER SHALL CONTACT EXCAVATOR

## OPEN / CLOSED CODES WHAT DO THE NUMBERS MEAN?

South Carolina



**DIGGING IN THE TOLERANCE ZONE**

UNITED STATES  
SOUTH CAROLINA

**TOLERANCE ZONE**

1/4" 15°

**TOLERANCE ZONE**

1/4" 30°

**APWA Uniform Color Codes**

- 1. Sewer (light blue)
- 2. Storm Sewer (medium blue)
- 3. Gas (yellow)
- 4. Electric (orange)
- 5. Telecommunications (green)
- 6. Water (dark blue)
- 7. Other (brown)
- 8. Unknown (grey)

**South Carolina**

## South 811 | Carolina

### What's the Difference?

## What's the Difference?

## SC811 SUPPORT



**Customer Service**  
800-390-2837 Option 1\*  
support@sc811.com



**Escalation Protocol**  
Use for NO SHOWS, INVALID  
TICKETS, FALSE  
EMERGENCIES, ETC \*  
Ask CSB  
operations@sc811.com



**Complaint Process**  
Report Violation\* Complaint  
Verified & Confirmed  
Enforcement Subcommittee\*  
Attorney General Office  
<https://agcomplaint.sc811.com/>

South 811 Carolina

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## PLEASE JOIN OUR POLL

Help improve the 811 process!

**JOIN BY QR CODE**



Scan with your camera app



**JOIN BY WEB**  
[Polls.com/sc811event](https://polls.com/sc811event)

South 811 Carolina

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## THANK YOU TO OUR SPONSORS











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**Scan our QR Code to sign up for SafeNex and receive a free gift!**



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Liberty County Emergency Communications Secretary, Liberty County Emergency Communications, how may I assist your call?

**Pipeline Operator:** I'm in line with ABC Pipeline Company. I'm looking for a direct number because I'm in special operations in our SCADA center located in Houston, Texas. We are required to give you a "Notice of Potential Release" on one of our pipelines in your jurisdiction.

Liberty County Emergency Communications Secretary: Is this an emergency? If so, I need to transfer you to an emergency call center.

**Pipeline Operator:** We are unsure of the exact location; we are working through the details with our local operations and need to ensure we are in communication with local responders as quickly as possible. Yes, please transfer me to the 9-1-1 dispatchers, thank you.

**Emergency Dispatchers:** Liberty County 9-1-1. What is your emergency?

**Pipeline Operator:** I'm in line with ABC Pipeline Company. I am in special operations in our SCADA center located in Houston, Texas. We are required to contact you regarding a "Notice of Potential Release" on one of our pipelines in your jurisdiction.

**Emergency Dispatchers:** OK, do you know the exact location of this line - it could be in Liberty County or Central County, not sure to you.

**Pipeline Operator:** We do not have a specific location at this time - it could be in Liberty County or Central County, not sure to you.

**Emergency Dispatchers:** What company are you with again?

**Pipeline Operator:** ABC Pipeline, our SCADA center is in Houston, Texas but the potential release could be on line 234 which runs through 30 miles of Liberty County and 20 miles of Central County - in the jurisdiction next to you. We want to ensure we make you aware and open the line of communication if requests are needed.

**Emergency Dispatchers:** So, what emergency services do you need and in what location?

**Pipeline Operator:** We are unsure at this time because we are required by PHMSA to give you this "notice of potential release" before we have actual confirmation. We will keep your PSAP informed when information becomes available. We want you to be aware of the situation in case you get other calls.

**Emergency Dispatchers:** Where is pipeline 234 located?


**Pipeline Operator:** We have 30 miles of pipeline in Liberty County. We have yet to confirm there is an actual release. The pipeline is 20 inches in diameter and has an MOP of 800 PSI.

**Emergency Dispatchers:** What actions do you need us to take right now?

**Pipeline Operator:** Engage your pipeline emergency response procedures for a potential pipeline emergency, and stand by for additional information. We get to provide notice of potential release to these additional PSAPs, so I'll be forwarding this call now.

**CORE-EX** **Central Dispatch Receives a call...** *Paragon*

## Table and / or Group Discussion



- Your dispatch has just received a NOTICE OF POTENTIAL RUPTURE. The caller represents a pipeline company following their in-house emergency response plans.
- Now, discuss with those around you how your dispatch will handle this information. What existing policies and procedures are applicable to this call? Describe, at least generally, those relevant policies and procedures.
- Work with the pipeline operators present to discuss, evaluate and prepare for a response to a potential rupture on their facilities.

**CORE-EX** *Paragon*

## New PHMSA Rule – Impact on PSAPs

For both natural gas and hazardous liquids pipelines

- Rupture mitigation valves must be installed on all newly constructed and replaced pipelines 6" in diameter or greater for onshore gas transmission and hazardous liquids
  - This does not include natural gas distribution pipelines
- Pipeline operators must contact 9-1-1 or Emergency Management with a "notice of potential rupture"

How does this rule potentially affect PSAPs

- How will your agency process this call when notified of a "potential" release?
  - Will you record it and not pass it on to your response agencies?
  - Will you record and pass that information on to your response agencies?
  - Will this require your PSAP (and emergency services) to develop written policies?
  - Where, potentially, could this call be coming from?
  - Pipeline control center locations
    - Contacting a PSAP through the non-emergency number (no Automatic Number Identification (ANI), No Automatic Location Identification (ALI))
    - Is this number monitored 24/7?
- Pipeline operators were required to update their Emergency Response Plans (ERP) with this requirement in October 2022

**CORE-EX** *Paragon*

## What is the intent of this new final rule?

- To require design and equipment elements and improved operational practices for quick and efficient identification of ruptures, that in turn will improve rupture mitigation and shorten rupture isolating times for certain gas transmission, gathering, and hazardous liquid pipelines.
- Rupture isolation time, as it is discussed in this final rule, is the time it takes an operator to identify a rupture after notification of a potential rupture, implement response procedures, and fully close the appropriate valves to terminate the uncontrolled flow of commodity from the ruptured pipeline segment.



**CORE-EX** *Paragon*

Agency	ACQUERED EMERGENCY CENTER - P&M
FOOD	MEAT
P&M Type	Salmonella
Emergency Phone	717-684-1711
P&M Comment	Deal is for Distribution of Distribution of Distribution of Department, 1200 South Street, Harrisburg, PA 17101-1000 Harrisburg is with Harris, Part Distribution of Distribution of
Coordinate Contact	MR. LIAISON HARRIS
Coordinate Title	DEPUTY DIRECTOR, HARRIS
Coordinate Phone	717-684-1711
Coordinate Fax	717-684-1711
Coordinate Email	liaison@harris.org
Coordinate Address	1200 SOUTH STREET HARRISBURG, PA 17101-1000

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# NENA

- Access the full report through [nena.org](http://nena.org)

"Actions taken during this time frame significantly impact the effectiveness of the response and are critical to public safety"



**CORE-EX**

- Mailings (More than 20 Million pieces annually)
- Over 1,000 Liaison Meetings with Emergency Officials, Public Officials, and Excavators
- Face-to-Face Meetings with Emergency Officials at their agencies.
- Emergency Response Planning Portal (ERP)



CORE-EX

- Take necessary actions, such as emergency shutdown and pressure reduction
- Control of released hazardous liquid or carbon dioxide at scene to minimize hazards
- Minimize public exposure to injury by taking appropriate actions such as evacuations or traffic controls
- Use instrumentation to assess vapor cloud coverage and determine hazardous areas

**CORE-EX**

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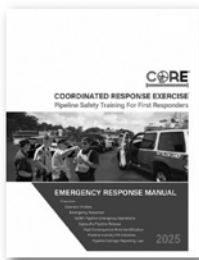
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- Regular pressure testing of the pipeline
- Smart piggings in a timely manner of the pipeline
- Personnel logistics – Drive time and other factors
- Personnel training – Actual practice of closing a Pipeline
- Tool placement / positioning
- Human reaction to working under stress
- Working with local Public officials and First Responders



**CORE-EX**

- Operator and/or company name
- Pipeline systems and products
- Location of pipelines
- Pipeline size/operating pressure(s)
- Operator Response(s) to a pipeline emergency



\*Information in the materials may not represent all pipeline companies in your area.

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sc.pipeline-awareness.com



**CORE-EX**

**CORE**  
Coordinated Response Exercise

**COORDINATED RESPONSE EXERCISE**  
Urgent Safety Training for First Responders

**EMERGENCY RESPONSE MANUAL**

**2025**



<http://www.aol.com/health/kozyak/welch-state-of-the-art-salt>

**CORE-EX**

## National Pipeline Mapping System (NPMS)



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<https://www.npms.phmsa.dot.gov/>

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## Product Characteristics

### Hazardous Liquids

ER Guide 128 (Pages 186-187)

- Crude oil, jet fuel, gasoline and other refined products
- Liquid in and liquid out of the pipeline

### Highly Volatile Liquids

ER Guide 115 (Pages 160-161)

- Propane, Butane, Ethane and natural gas liquids
- Liquid in and vapor out of the pipeline

### Natural Gas

ER Guide 115 (Pages 160-161)

- Gas in and gas out of the pipeline
- Odorant Mercaptan added where required



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## Product Characteristics Resources

### Mobile Applications: Android and iPhone



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## Petroleum Products Batching



PIPELINE COMPANIES USE BATCHING LINES

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The diagram illustrates the installation of an EFV (Electronic Flame Valve) identification tag. On the left, a detailed view of the tag shows its dimensions (1 1/2" x 1 1/2") and a series of numbered callouts (1-6) pointing to specific features. On the right, a list defines these callouts: 1 = EFV identification tag, 2 = Protection against the flame setting the or electrical cable to prevent damage to the gas valve, 3 = Gas Valve, 4 = EFV identification tag, 5 = Protection against the flame setting the or electrical cable to prevent damage to the gas valve, and 6 = Gas Valve. Below this, a photograph shows the tag being applied to a gas valve assembly. An arrow points from the tag to the valve, and another arrow points to the gas line, labeled 'Gas Fiber'. An inset image shows a close-up of the tag being secured to the valve with a nut and washer.

## Excess Flow Valve (EFV)

### Local Distribution Lines

- Automatic reduction of gas flow should a service line break
- May not completely stop the flow of natural gas
- May not hear a distinct hissing sound
- Migration and ignition sources may still exist
- Always work a coordinated response with your local operator
- Not all service lines have an EFV installed

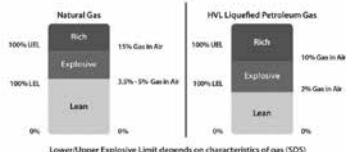


CORE-EX

Paragon

## Explosive Limits

### Explosive Limits vs. Percent of Gas in Air

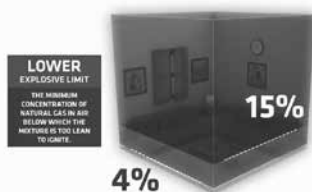


Lower/Upper Explosive Limit depends on characteristics of gas (SDS)

CORE-EX

Paragon

## Explosive Limits



FOR NATURAL GAS RANGES BETWEEN ROUGHLY FOUR PERCENT

Paragon

CORE-EX

Paragon

## Farm Taps

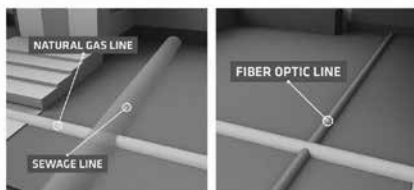
- Mainly in rural areas, some natural gas pipeline companies may have facilities commonly referred to as "farm tap"
- These natural gas settings are made up of valves, pipes, regulators, relief valves and a meter. It may be located near the home or within the general vicinity
- To report the smell of gas near a farm tap, call 911 and the local gas company from a safe distance
- The lines after a farm tap or residential meter may or may not be PRIVATE LINES, be aware of these



CORE-EX

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## Horizontal Directional Drilling (Cross Bore)



THROUGH A SEWAGE LINE, LOCAL DISTRIBUTION, TRANSMISSION *Paradigm*

CORE-EX

*Paradigm*

## InfraGard – Protecting Critical Infrastructure

InfraGard is a partnership between the FBI and members of the private sector for the protection of U.S. Critical Infrastructure.



<https://infogard.org>

16 Critical Infrastructure Sectors:

- Chemical
- Commercial Facilities
- Communications
- Critical Manufacturing
- Dams
- Defense Industrial Base
- Emergency Services
- Energy
- Financial Services
- Food and Agriculture
- Government Facilities
- Healthcare and Public Health
- Information Technology
- Nuclear Reactors, Materials, and Waste
- Transportation Services
- Water & Wastewater Systems

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*Paradigm*

## Emergency Response Portal (ERP)

PHMSA Advisory Bulletin issued October 2010

<https://www.spartanobjects.com/admin/register/ERP/>

Provides agencies secure access to participating pipeline operator profiles include:

- Contact information
- Counties of operation
- Product(s) transported

\*Additional Information updated to share pipeline mapping, emergency response plans.



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*Paradigm*

## Pipeline Preparedness Training Center

Share with others in your agency unable to attend today's program

- Access to your local pipeline sponsor information
- Download the same documents presented in this program
- Certificate of completion provided upon completion of course

[trainingcenter.pdigm.com](http://trainingcenter.pdigm.com)  
Use Code: 2025CORE or 2025EX

*Ahora en Español*



**911 Communications Director:** Appreciate the opportunity to do this online and have it available for my staff. Very informative!

**Battalion Chief:** Thank you for the information. I also like the fact of being able to take the course online when I cannot make the live sessions.

**Commissioner:** Very informative and increased my awareness of the resources available to our county leadership in case of an emergency.

**Deputy Emergency Management Coordinator:** Excellent presentation, Thank you for the resources and useful web pages.

**Director of Public Safety:** Excellent presentation, Thank you for the ability to take class online due to scheduling conflict.

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# Product INFORMATION



The Emergency Response Guidebook is available at:  
<https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2024-04/ERG2024-Eng-Web-a.pdf>



## EMERGENCY RESPONSE PLANS FOR GAS AND HAZARDOUS LIQUID PIPELINE OPERATORS

Federal regulations for both gas and hazardous liquid pipelines require operators to have written procedures for responding to emergencies involving their pipeline facility. Because pipelines are often located in public space, the regulations further require that operators include procedures for planning with emergency and other public officials to ensure a coordinated response. Please contact your local pipeline operators for information regarding their company specific emergency response plan.

### **Natural Gas**

Each operator shall establish written procedures to minimize the hazard resulting from a gas pipeline emergency. At a minimum, the procedures must provide for the following:

- Receiving, identifying, and classifying notices of events which require immediate response by the operator.
- Establishing and maintaining adequate means of communication with appropriate fire, police, and other public officials.
- Prompt and effective response to a notice of each type of emergency, including the following:
  1. Gas detected inside or near a building.
  2. Fire located near or directly involving a pipeline facility.
  3. Explosion occurring near or directly involving a pipeline facility.
  4. Natural disaster.
- The availability of personnel, equipment, tools, and materials, as needed at the scene of an emergency.
- Actions directed toward protecting people first and then property.
- Emergency shutdown and pressure reduction in any section of the operator's pipeline system necessary to minimize hazards to life or property.
- Making safe any actual or potential hazard to life or property.
- Notifying appropriate fire, police, and other public officials of gas pipeline emergencies and coordinating with them both planned responses and actual responses during an emergency.
- Safely restoring any service outage.
- Each operator shall establish and maintain liaison with appropriate fire, police, and other public officials to:
  1. Learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency;
  2. Acquaint the officials with the operator's ability in responding to a gas pipeline emergency;
  3. Identify the types of gas pipeline emergencies of which the operator notifies the officials; and
  4. Plan how the operator and officials can engage in mutual assistance to minimize hazards to life or property.

*\*Reference 49 CFR 192.615*

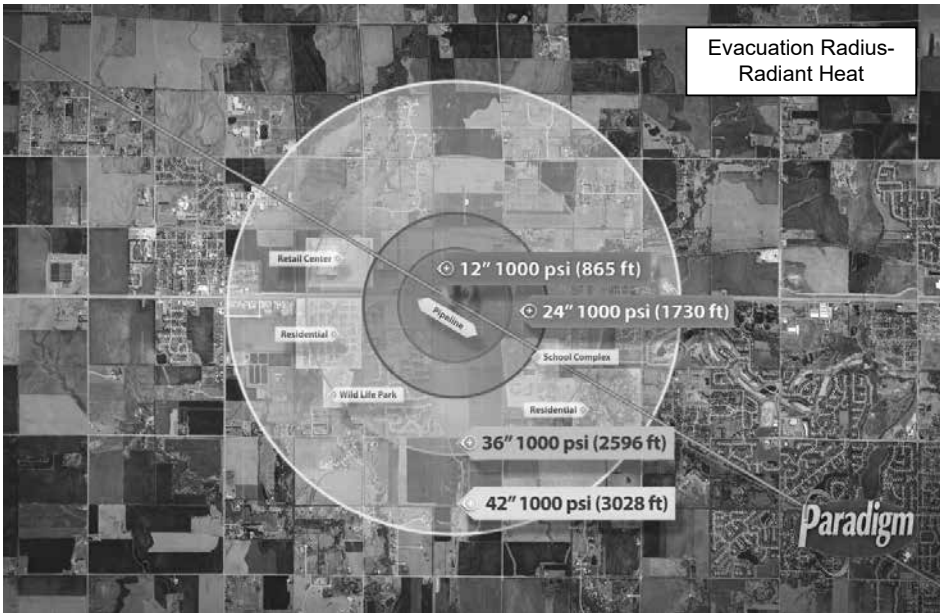
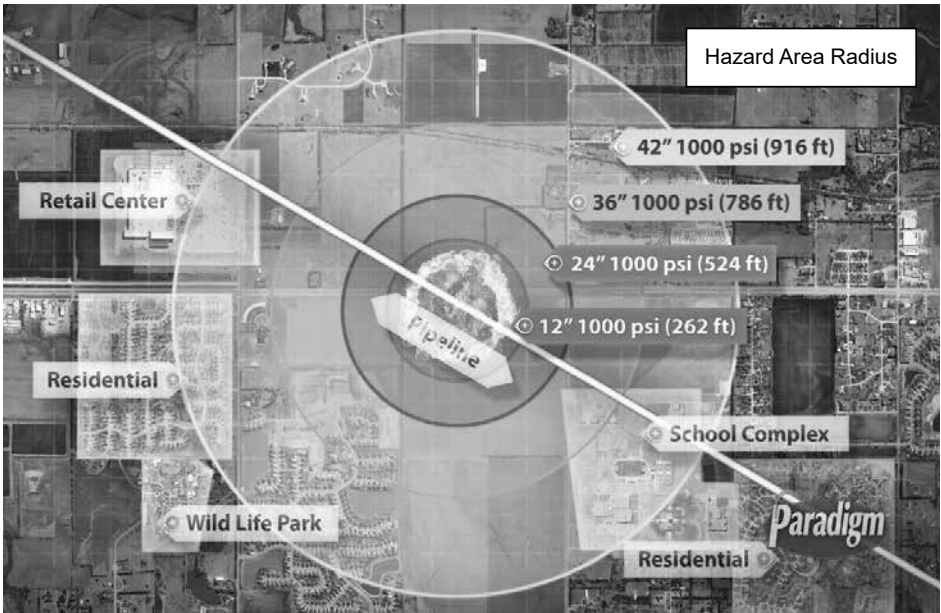
### **HAZARDOUS LIQUIDS**

**(a) General:** Each operator shall prepare and follow for each pipeline system a manual of written procedures for conducting normal operations and maintenance activities and handling abnormal operations and emergencies. This manual shall be reviewed at intervals not exceeding 15 months, but at least once each calendar year, and appropriate changes made as necessary to insure that the manual is effective. This manual shall be prepared before initial operations of a pipeline system commence, and appropriate parts shall be kept at locations where operations and maintenance activities are conducted.

**Emergencies.** The manual required by paragraph (a) of this section must include procedures for the following to provide safety when an emergency condition occurs:

- Receiving, identifying, and classifying notices of events which need immediate response by the operator or notice to fire, police, or other appropriate public officials and communicating this information to appropriate operator personnel for corrective action.
- Prompt and effective response to a notice of each type emergency, including fire or explosion occurring near or directly involving a pipeline facility, accidental release of hazardous liquid or carbon dioxide from a pipeline facility, operational failure causing a hazardous condition, and natural disaster affecting pipeline facilities.
- Having personnel, equipment, instruments, tools, and material available as needed at the scene of an emergency.
- Taking necessary action, such as emergency shutdown or pressure reduction, to minimize the volume of hazardous liquid or carbon dioxide that is released from any section of a pipeline system in the event of a failure.
- Control of released hazardous liquid or carbon dioxide at an accident scene to minimize the hazards, including possible intentional ignition in the cases of flammable highly volatile liquid.
- Minimization of public exposure to injury and probability of accidental ignition by assisting with evacuation of residents and assisting with halting traffic on roads and railroads in the affected area, or taking other appropriate action.
- Notifying fire, police, and other appropriate public officials of hazardous liquid or carbon dioxide pipeline emergencies and coordinating with them preplanned and actual responses during an emergency, including additional precautions necessary for an emergency involving a pipeline system transporting a highly volatile liquid.
- In the case of failure of a pipeline system transporting a highly volatile liquid, use of appropriate instruments to assess the extent and coverage of the vapor cloud and determine the hazardous areas.
- Providing for a post accident review of employee activities to determine whether the procedures were effective in each emergency and taking corrective action where deficiencies are found.

*\*Reference 49 CFR 195.402*



In accordance with NENA Pipeline Emergency Operations Standard/Model Recommendation NENA 56-007 (<https://www.nena.org/?page=PipelineEmergStd>)

**GOALS FOR INITIAL INTAKE:**

1. Obtain and Verify Incident Location, Callback and Contact Information
2. Maintain Control of the Call
3. Communicate the Ability to HELP the Caller
4. Methodically and Strategically Obtain Information through Systematic Inquiry to be Captured in the Agency's Intake Format
5. Recognize the potential urgency of situations involving the release of dangerous gases or liquids related to pipelines or similar events of this nature and immediately begin the proper notifications consistent with agency policy
6. Perform all Information Entries and Disseminations, Both Initial and Update

**FIRST RESPONSE CALL INTAKE CHECK LIST**

The focus of this Standard is on the first minute of the call intake process. Actions taken during this time frame significantly impact the effectiveness of the response and are critical to public safety.

The following protocol is intended as a solid framework for call intake, but should not in any manner rescind or override agency procedures for the timing of broadcasts and messaging.

These procedures are established as recommended practices to consider with existing agency policy and procedure to ensure the most swift and accurate handling of every incident involving the release of dangerous gases or hazardous liquids.

All information should be simultaneously entered, as it is obtained by the telecommunicator, into an electronic format (when available) that will feed/populate any directed messages which will be sent to emergency responders in conjunction with on-air broadcasts.

**Location:**

Request exact location of the incident (structure addresses, street names, intersections, directional identifiers, mile posts, etc.) and obtain callback and contact information.

**Determine Exactly What Has Happened:**

Common signs of a pipeline leak are contained in Table 1 below. If any of these conditions are reported, THIS IS A PIPELINE EMERGENCY.

**TABLE 1  
Common Indications of a Pipeline Leak**

<b>Condition</b>	<b>Natural Gas (lighter than air)</b>	<b>LPG &amp; HVL (heavier than air)</b>	<b>Liquids</b>
An odor like rotten eggs or a burnt match	X	X	
A loud roaring sound like a jet engine	X	X	
A white vapor cloud that may look like smoke		X	
A hissing or whistling noise	X	X	
The pooling of liquid on the ground			X
An odor like petroleum liquids or gasoline		X	X
Fire coming out of or on top of the ground	X	X	
Dirt blowing from a hole in the ground	X	X	
Bubbling in pools of water on the ground	X	X	
A sheen on the surface of water		X	X
An area of frozen ground in the summer	X	X	
An unusual area of melted snow in the winter	X	X	
An area of dead vegetation	X	X	X

## Signs Of A Pipeline Release

### **SIGHT\***

- Liquid on the ground
- Rainbow sheen on water
- Dead vegetation in an otherwise green area
- Dirt blowing into the air
- White vapor cloud
- Frozen area on ground

\*Signs vary based upon product

### **SMELL**

- Odors such as gas or oil
- Natural gas is colorless and odorless
  - Unless Mercaptan has been added (*rotten egg odor*)

### **OTHER - NEAR PIPELINE OPERATIONS**

- Burning eyes, nose or throat
- Nausea

### **SOUND**

- A hissing or roaring sound

## What To Do If A Leak Occurs

- Evacuate immediately upwind
- Eliminate ignition sources
- Advise others to stay away
- **CALL 911** and the pipeline company – number on warning marker
  - Call collect if necessary
- Make calls from safe distance – not “hot zone”
- Give details to pipeline operator:
  - Your name
  - Your phone number
  - Leak location
  - Product activity
  - Extent of damage
- DO NOT drive into leak or vapor cloud
- DO NOT make contact with liquid or vapor
- DO NOT operate pipeline valves (*unless directed by pipeline operator*):
  - Valve may be automatically shut by control center
  - Valve may have integrated shut-down device
  - Valve may be operated by qualified pipeline personnel only, unless specified otherwise
- Ignition sources may vary – a partial list includes:
  - Static electricity
  - Metal-to-metal contact
  - Pilot lights
  - Matches/smoking
  - Sparks from telephone
  - Electric switches
  - Electric motors
  - Overhead wires
  - Internal combustion engines
  - Garage door openers
  - Firearms
  - Photo equipment
  - Remote car alarms/door locks
  - High torque starters – diesel engines
  - Communication devices

## Pipeline Emergency

### **Call Gas Control Or Pipeline Control Center**

Use ***Pipeline Emergency Response Planning***

***Information Manual*** for contact information

Phone number on warning markers

Use state One-Call System, if applicable

### **Control Center Needs To Know**

Your name & title in your organization

Call back phone number – primary, alternate

Establish a meeting place

Be very specific on the location (***use GPS***)

Provide City, County and State

### **Injuries, Deaths, Or Property Damage**

Have any known injuries occurred?

Have any known deaths occurred?

Has any severe property damage occurred?

### **Traffic & Crowd Control**

Secure leak site for reasonable distance

Work with company to determine safety zone

No traffic allowed through any hot zone

Move sightseers and media away

Eliminate ignition sources

### **Fire**

Is the leak area on fire?

Has anything else caught on fire besides the leak?

### **Evacuations**

Primary responsibility of emergency agency

Consult with pipeline/gas company

### **Fire Management**

**Natural Gas** – DO NOT put out until supply stopped

**Liquid Petroleum** – water is NOT recommended;

foam IS recommended

Use dry chemical, vaporizing liquids, carbon dioxide

### **Ignition Sources**

Static electricity (*nylon windbreaker*)

Metal-to-metal contact

Pilot lights, matches & smoking, sparks from phone

Electric switches & motors

Overhead wires

Internal combustion engines

Garage door openers, car alarms & door locks

Firearms

Photo equipment

High torque starters – diesel engines

Communication devices – not intrinsically safe



Pipeline safety regulations use the concept of “High Consequence Areas” (HCAs), to identify specific locales and areas where a release could have the most significant adverse consequences. Once identified, operators are required to devote additional focus, efforts, and analysis in HCAs to ensure the integrity of pipelines.

Releases from pipelines can adversely affect human health and safety, cause environmental degradation, and damage personal or commercial property. Consequences of inadvertent releases from pipelines can vary greatly, depending on where the release occurs, and the commodity involved in the release.

## What criteria define HCAs for pipelines?

Because potential consequences of natural gas and hazardous liquid pipeline releases differ, criteria for HCAs also differ. HCAs for natural gas transmission pipelines focus solely on populated areas. (Environmental and ecological consequences are usually minimal for releases involving natural gas.) Identification of HCAs for hazardous liquid pipelines focuses on populated areas, drinking water sources, and unusually sensitive ecological resources.

## HCAs for hazardous liquid pipelines:

- Populated areas include both high population areas (called “urbanized areas” by the U.S. Census Bureau) and other populated areas (areas referred to by the Census Bureau as a “designated place”).
- Drinking water sources include those supplied by surface water or wells and where a secondary source of water supply is not available. The land

area in which spilled hazardous liquid could affect the water supply is also treated as an HCA.

- Unusually sensitive ecological areas include locations where critically imperiled species can be found, areas where multiple examples of federally listed threatened and endangered species are found, and areas where migratory water birds concentrate.

## HCAs for natural gas transmission pipelines:

- An equation has been developed based on research and experience that estimates the distance from a potential explosion at which death, injury or significant property damage could occur. This distance is known as the “potential impact radius” (or PIR), and is used to depict potential impact circles.
- Operators must calculate the potential impact radius for all points along their pipelines and evaluate corresponding impact circles to identify what population is contained within each circle.
- Potential impact circles that contain 20 or more structures intended for human occupancy; buildings housing populations of limited mobility; buildings that would be hard to evacuate. (Examples are nursing homes, schools); or buildings and outside areas occupied by more than 20 persons on a specified minimum number of days each year, are defined as HCA's.

\* <https://primis.phmsa.dot.gov/comm/FactSheets/FSHCA.htm>

# Identified Sites\*

Owners and companies of gas transmission pipelines are regulated by the US Department of Transportation (DOT). According to integrity management regulations, gas pipeline companies are required to accept the assistance of local public safety officials in identifying certain types of sites or facilities adjacent to the pipeline which meets the following criteria:

- A small, well-defined outside area that is occupied by twenty or more persons on at least 50 days in any twelve-month period (the days need not be consecutive). Examples of such an area are playgrounds, parks, swimming pools, sports fields, and campgrounds.
- A building that is occupied by 20 or more persons on at least 5 days a week for 10 weeks in any 12 month period (the days and weeks need not be consecutive). Examples included in the definition are: religious facilities, office buildings, community centers, general stores, 4-H facilities, and roller rinks.
- A facility that is occupied by persons who are confined, are of impaired mobility, or would be difficult to evacuate. Examples of such a facility are hospitals, schools, elder care, assisted living/nursing facilities, prisons and child daycares.

## Identified Site Registry

Pipeline operators need your help keeping people and property safe.

Identified Sites - locations where many people occupy an area near a pipeline asset or facility. These are places where people may gather from time to time for a variety of reasons.

Some of these sites are very difficult for companies to obtain without help from those with local knowledge of the area.

Please use the following website to gain secure access, so you can assist in identifying sites where people congregate in your community:

[my.spatialobjects.com/admin/register/ISR](https://my.spatialobjects.com/admin/register/ISR)

Pipeline operators are required by law to work with public officials who have safety or emergency response, or planning responsibilities that can provide quality information regarding identified sites.



In 1999, the Department of Transportation sponsored the Common Ground Study. The purpose of the Common Ground Study was to identify and validate existing best practices performed in connection with preventing damage to underground facilities. The collected best practices are intended to be shared among stakeholders involved with and dependent upon the safe and reliable operation, maintenance, construction, and protection of underground facilities. The best practices contain validated experiences gained that can be further examined and evaluated for possible consideration and incorporation into state and private stakeholder underground facility damage prevention programs.

The current Best Practices Field Manual is divided into nine chapters that provide a collection of current damage prevention best practices. The nine chapters include:

1. Planning & Design Best Practices
2. One Call Center Best Practices
3. Location & Marking Best Practices
4. Excavation Best Practices
5. Mapping Best Practices
6. Compliance Best Practices
7. Public Education Best Practices
8. Reporting & Evaluation Best Practices
9. Miscellaneous Practices

To view the latest version of the Best Practices please visit [www.commongroundalliance.com](http://www.commongroundalliance.com)



## Pipelines In Our Community

According to National Transportation Safety Board statistics pipelines are the safest and most efficient means of transporting natural gas and petroleum products, which are used to supply roughly two-thirds of the energy we use. These pipelines transport trillions of cubic feet of natural gas and hundreds of billions of ton/miles of liquid petroleum products in the United States each year.

This system is comprised of three types of pipelines: transmission, distribution and gathering. The approximately 519,000 miles of transmission pipeline\* transport products, including natural gas and petroleum products, across the country and to storage facilities. Compressor stations and pumping stations are located along transmission and gathering pipeline routes and help push these products through the line.

Approximately 2.2 million miles of distribution pipeline\* is used to deliver natural gas to most homes and businesses through underground main and utility service lines. Onshore gathering lines are pipelines that transport gas from a current production operation facility to a transmission line or main. Production operations are piping and equipment used in production and preparation for transportation or delivery of hydrocarbon gas and/or liquids.

\*mileage according to the Pipeline Hazardous Materials Safety Administration (PHMSA).



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

## Training Center

Supplemental training available for agencies and personnel that are unable to attend:

- Train as your schedule allows
- Download resources including pipeline operator specific information
  - Sponsoring pipeline operator contact information
  - Product(s) transported
- Submit Agency Capabilities Survey
- Receive Certificate of Completion

Visit <https://trainingcenter.pdigm.com/> to register for training



## Damage Prevention Programs

Pursuant to 49 CFR Parts 192.614 (c)(2)(i) and 195.442 (c)(2)(i) pipeline operators must communicate their Damage Prevention Program's "existence and purpose" to the public in the vicinity of the pipeline and persons who normally engage in excavation activities in the area in which the pipeline is located.

State and federally regulated pipeline companies maintain Damage Prevention Programs. The purpose of which is to prevent damage to pipelines and facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, backfilling, or by any other digging activity.

## Pipeline Markers

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way.

### The markers display:

- The material transported
- The name of the pipeline operator
- The operator's emergency number

### MARKER INFORMATION

- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth (*never assume pipeline depth*)
- DOES NOT indicate pipeline pressure



## Call Before You Dig

Statistics indicate that damage from excavation related activities is a leading cause of pipeline accidents. If you are a homeowner, farmer, excavator, or developer, we need your help in preventing pipeline emergencies.

1. Call your state's One-Call center before excavation begins - regulatory mandate as state law requires.
2. Wait the required amount of time.
3. A trained technician will mark the location of the pipeline and other utilities (private lines are not marked).
4. Respect the marks.
5. Dig with care.

National One-Call Dialing Number:



For More Details Visit: [www.call811.com](http://www.call811.com)

### American Public Works Association (APWA) Uniform Color Code

	<b>WHITE</b> - Proposed Excavation
	<b>PINK</b> - Temporary Survey Markings
	<b>RED</b> - Electric Power Lines, Cables, Conduit and Lighting Cables
	<b>YELLOW</b> - Gas, Oil, Steam, Petroleum or Gaseous Materials
	<b>ORANGE</b> - Communication, Alarm or Signal Lines, Cables or Conduit
	<b>BLUE</b> - Potable Water
	<b>PURPLE</b> - Reclaimed Water, Irrigation and Slurry Lines
	<b>GREEN</b> - Sewers and Drain Lines

## OSHA General Duty Clause

Section 5(a)(1) of the Occupational Safety and Health Act (OSHA) of 1970, employers are required to provide their employees with a place of employment that "is free from recognizable hazards that are causing or likely to cause death or serious harm to employees."

<https://www.osha.gov/laws-regs/oshact/section5-duties>

## Product Characteristics

PRODUCT	LEAK TYPE	VAPORS
<b>HIGHLY VOLATILE LIQUIDS [SUCH AS: BUTANE, PROPANE, ETHANE, PROPYLENE, AND NATURAL GAS LIQUIDS (NGL)]</b>	Gas	Initially heavier than air, spread along ground and may travel to source of ignition and flash back. Product is colorless, tasteless and odorless.
<b>HEALTH HAZARDS</b>	Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite. Fire may produce irritating and/or toxic gases.	

PRODUCT	LEAK TYPE	VAPORS
<b>NATURAL GAS</b>	Gas	Lighter than air and will generally rise and dissipate. May gather in a confined space and travel to a source of ignition.
<b>HEALTH HAZARDS</b>	Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite.	

PRODUCT	LEAK TYPE	VAPORS
<b>HAZARDOUS LIQUIDS [SUCH AS: CRUDE OIL, DIESEL FUEL, JET FUEL, GASOLINE, AND OTHER REFINED PRODUCTS]</b>	Liquid	Initially heavier than air and spread along ground and collect in low or confined areas. Vapors may travel to source of ignition and flash back. Explosion hazards indoors, outdoors or in sewers.
<b>HEALTH HAZARDS</b>	Inhalation or contact with material may irritate or burn skin and eyes. Fire may produce irritating, corrosive and/or toxic gases. Vapors may cause dizziness or suffocation. Runoff from fire control or dilution water may cause pollution.	

**EXCAVATOR RESPONSIBILITIES:**

- ☐ Call Before You Dig - It's the Law!
- ☐ Wait the required time for the markings!  
(state specific time – check your local One Call Law)
- ☐ Tolerance Zones – May vary by state and/or company!
- ☐ Respect the marks!
- ☐ Dig with care!

**RISK CONSIDERATIONS**

- ☐ Type/volume/pressure/location/geography of product
- ☐ Environmental factors – wind, fog, temperature, humidity
- ☐ Sight, sound, smell – indicators vary depending on product
- ☐ Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- ☐ Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- ☐ Other utility emergencies

**PIPELINE MARKERS**

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

**The markers display:**

- ☐ The product transported
- ☐ The name of the pipeline operator
- ☐ The operator's emergency number



- ☐ White Lining (Pre-marking)
  - ☐ One Call Facility Request
  - ☐ One Call Access
  - ☐ Locate Reference Number
- 
- ☐ Separate Locate Request
  - ☐ Pre-excavation Meeting
  - ☐ Facility Relocations
  - ☐ One Call Reference Number at Site
  - ☐ Contact Names and Numbers
  - ☐ Positive Response
  - ☐ Facility Owner/Operator Failure to Respond
  - ☐ Locate Verification
  - ☐ Work Site Review with Company Personnel
  - ☐ Documentation of Marks
  - ☐ Facility Avoidance
  - ☐ Marking Preservation
  - ☐ Excavation Observer
  - ☐ Excavation Tolerance Zone
  - ☐ Excavation within the Tolerance Zone
  - ☐ Vacuum Excavation
  - ☐ Mismarked Facilities
  - ☐ Exposed Facility Protection
  - ☐ Locate Request Updates
  - ☐ Facility Damage Notification
  - ☐ Notification of Emergency Personnel
  - ☐ Emergency Coordination with Adjacent Facilities
  - ☐ Emergency Excavation
  - ☐ Backfilling
  - ☐ As-built Documentation
  - ☐ Trenchless Excavation
  - ☐ No Charge for Providing Underground Facility Locations
  - ☐ Federal and State Regulations



**Pipeline Damage Reporting Law As Of 2007**

**H.R. 2958 Emergency Alert Requirements**

Any person, including a government employee or contractor, who while engaged in the demolition, excavation, tunneling, or construction in the vicinity of a pipeline facility;

- A. Becomes aware of damage to the pipeline facility that may endanger life or cause serious bodily harm or damage to property; or
- B. Damages the pipeline facility in a manner that may endanger life or cause serious bodily harm or damage to property, shall promptly report the damage to the operator of the facility and to other appropriate authorities.

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**Websites:**

**Call Before You Clear**

[www.callbeforeyouclear.com](http://www.callbeforeyouclear.com)

**Association of Public-Safety Communications Officials - International (APCO)**

[www.apcointl.org/](http://www.apcointl.org/)

**Common Ground Alliance**

[www.commongroundalliance.com](http://www.commongroundalliance.com)

**Federal Emergency Management Agency**

[www.fema.gov](http://www.fema.gov)

**Federal Office of Pipeline Safety**

[www.phmsa.dot.gov](http://www.phmsa.dot.gov)

**National One-Call Dialing Number: 811**

[www.call811.com](http://www.call811.com)

**Government Emergency Telecommunications**

[www.dhs.gov/government-emergency-telecommunications-service-gets](http://www.dhs.gov/government-emergency-telecommunications-service-gets)

**Infrastructure Protection – NIPC**

[www.dhs.gov/national-infrastructure-protection-plan](http://www.dhs.gov/national-infrastructure-protection-plan)

**National Emergency Number Association**

<https://www.nena.org/?>

**National Fire Protection Association (NFPA)**

[www.nfpa.org](http://www.nfpa.org)

**National Pipeline Mapping System**

[www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

**National Response Center**

<https://www.epa.gov/emergency-response/national-response-center> or 800-424-8802

**Paradigm Liaison Services, LLC**

[www.pdigm.com](http://www.pdigm.com)

**United States Environmental Protection Agency (EPA)**

[www.epa.gov/cameo](http://www.epa.gov/cameo)

**Wireless Information System for Emergency Responders (WISER)**

<https://wiser.nlm.nih.gov/>

**FOR MORE INFORMATION ON THE NASFM PIPELINE EMERGENCIES PROGRAM**

[www.pipelineemergencies.com](http://www.pipelineemergencies.com)

**FOR EMERGENCY RESPONSE INFORMATION, REFER TO DOT GUIDEBOOK.**

**FOR COPIES: (202) 366-4900**

[www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg](http://www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg)



Register for access to  
Training Center  
Code: CORE or EX



Register for access  
to the Emergency  
Response Portal



Paradigm is public awareness. We provide public awareness and damage prevention compliance services to assist with the regulatory requirements of 49 CFR 192 and 195, as well as API RP 1162. Since 2001, the oil and gas industry has worked with Paradigm to fulfill public education and community awareness requirements.

Our history of implementing public awareness programs and compliance services pre-dates API RP 1162. Most of the pipeline industry's large, mid-sized and small operators, as well as many local distribution companies utilize Paradigm's compliance services.

In serving our clients, Paradigm performs full-scope compliance programs from audience identification through effectiveness measurement. In addition, we offer consulting services for plan evaluation and continuous improvement. At the completion of each compliance program, we provide structured documentation which precisely records all elements of the program's implementation to assist with audits.

Paradigm leads the way in industry service. Pipeline operators and local distribution companies trust in Paradigm to implement their public awareness and damage prevention programs. Each year we:

- Distribute 25 million pipeline safety communications
- Compile and analyze roughly 250,000 stakeholder response surveys
- Facilitate over 1,200 liaison programs
- Implement approximately 1,000 public awareness compliance programs
- Provide audit support and assistance with over 50 public awareness audits

Contact Paradigm for more information regarding custom public awareness solutions.

**Contact us:**

Paradigm Liaison Services, LLC  
PO Box 9123  
Wichita, KS 67277  
(877) 477-1162  
Fax: (888) 417-0818  
[www.pdigm.com](http://www.pdigm.com)



**HSEEP**  
Homeland Security Exercise  
and Evaluation Program

Operator Information

[illegible]



[illegible]

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal black lines running across the width of the page, providing a guide for handwriting or typing. The background is a solid off-white color.



South Carolina 811 is the state's centralized notification center that alerts member underground facility operators of a planned excavation in their service area. SC811's mission is to be the innovative communication resource for damage prevention of underground infrastructure, dedicated to the education, success and safety of our stakeholders and the public. Formed by member facility operators in 1978, Palmetto Utility Protection Service (DBA South Carolina 811) currently operates under the Underground Facility Damage Prevention Act to protect buried facilities and keep excavators and the general public safe.

Submitting a locate request to have underground utility lines marked is a free service to anyone doing large or small digging projects. SC811 does not physically mark the underground utility lines, but notifies the member facility operators and they are responsible for having the lines located. Facility Operators only mark the lines they install and maintain, which does not include privately owned lines. For a normal notice, the locate must be requested three full business days, not including the day the notice was submitted, before digging may begin.

Safe digging is everyone's responsibility. Notifying SC811 of your planned excavation can help prevent damages that can result in fines, utility service interruption and physical injury – even death. Call 811 or 888-721-7877 or visit [www.sc811.com](http://www.sc811.com) to request your locate online.

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# www.sc811.com

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## SOUTH CAROLINA

South Carolina 811 888-721-7877

Website: [www.sc811.com](http://www.sc811.com)

Hours: 7:30AM - 5:30PM, M-F; 24/7 for Emergencies

Advance Notice: 3 to 12 full working days (10-20 full working days notice subaqueous)

Marks Valid: 15 working days

Law Link: <https://sc811.com/state-law/>

\* Mandatory when excavation site can't be clearly or adequately identified.

\*\* Damages must be reported to the facility operator, if known, as well as the One-Call Center.

\*\*\* Exemptions for agricultural tilling or plowing less than 12"; homeowners have a 10" non-mechanized depth exception provided the ROW/Easement not encroached. SCDOT exception for specific work activities only.

TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS				NOTIFICATIONS ACCEPTED						
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Remarks	Positive Response	Hard Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	Y	Y	Y	Y	Y	N	Y *	Y	Y	Y	Y ***	Y	N	Y	N	Y	Y	Y	N	Y	24"

