



KINDER MORGAN

THE RESPONDER

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ISSUE 1

PIPELINE INFORMATION FOR EMERGENCY RESPONDERS IN KINDER MORGAN COMMUNITIES

Prepare 911 Dispatchers to Assist During a Pipeline Emergency

Dispatchers are often the first response personnel notified regarding an emergency; however, most dispatch systems do not include protocols for handling calls related to pipelines.

Pipeline operators, including Kinder Morgan, are working with the National Emergency Number Association (NENA) to develop and promote a consistent approach to handling pipeline emergency calls. Until a standard practice is developed, 911 dispatchers are encouraged to use the information below to develop internal procedures.

1. Collect Information from Callers

Listed below are recommended questions and talking points for dispatchers to refer to during calltaking regarding an emergency involving a pipeline or aboveground pipeline facility:

- What is your location?
- What is the phone number where you can be reached and what is your [the caller] name?
- Provide the following safety guidance: Move away from the area of the potential pipeline emergency in an upwind direction. Do not light a match, start an engine, turn lights on or off, or do anything that may make a spark. Do not touch liquids or gases coming from the pipeline. Do not attempt to operate pipeline valves.
- When did the emergency occur or when did you notice the emergency?
- Please describe the emergency, including any indications that a pipeline leak has occurred and any actions you've taken. [See reference in #3 below for more details regarding common indicators.]
- Are there any injuries or risks to the public or property?
- Can you provide the information listed on a nearby pipeline marker, including: the operator's name, product type and phone number listed?

2. Notify Pipeline Operator

Should an emergency occur, Kinder Morgan personnel at the scene are trained in Hazmat response and will work hand-in-hand with emergency responders to supply technical information and assist with response efforts including operating

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Keeping Pipelines Safe: Right-of-Way Maintenance, "Call Before You Dig" and Landowner Communication

Pipeline operators actively monitor pipelines and aboveground facilities 24-hours a day via field data, aerial inspections and foot patrols. In addition, they implement the following safety procedures and protocols to help keep pipelines safe.

Pipeline Right-of-Way Maintenance

The pipeline right-of-way is the land over and around the pipeline. Markers are placed along the route and identify the general, not specific, location of the line. Operators periodically clear the right-of-way, including side trimming of trees, to protect the pipeline from damage and enable preventative maintenance measures including visual inspections.

Unauthorized building, planting, digging, or driving in a right-of-way can endanger the pipeline. Emergency responders can help keep pipelines safe by reporting right-of-way encroachments to Kinder Morgan at www.kindermorgan.com/public_awareness/Additional_Information.

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valves or other pipeline equipment. 911 dispatchers can enable rapid response by notifying the pipeline operator and coordinating communication with emergency responders at the scene. In fact, Kinder Morgan may have the ability to perform actions remotely before pipeline personnel arrive at the scene.

Local Kinder Morgan representatives are immediately available, even before they arrive on scene, to provide responders with important information regarding the product transported, classification of the material(s) involved, details regarding the pipeline, potential hazards and recommendations regarding best practices for protecting responders and the general public. Kinder Morgan's emergency numbers are listed on the company's Web site at www.kindermorgan.com/public_awareness/AdditionalInformation/EmergencyNumbers.cfm.

Non-emergency questions can also be submitted through Kinder Morgan's Web site at www.kindermorgan.com/public_awareness/AdditionalInformation/RequestAdditionalInformation.cfm.

3. Consult Reference Material

Listed below are several recommended resources that may be helpful in developing internal procedures for responding to a potential pipeline emergency:

- **National Pipeline Mapping System** www.npms.phmsa.dot.gov: Use search functionality to locate the pipeline operator's name and emergency number. Request restricted access to download information for internal mapping and emergency response systems.
- **Wireless Information System for Emergency Responders (WISER)** <http://wiser.nlm.nih.gov>: Provides a wide range of information on hazardous substances, including substance identification support, physical characteristics, human health information, and containment and suppression advice.
- **Kinder Morgan Material Safety Data Sheets & Hazards Chart** www.kindermorgan.com/public_awareness/Government/PotentialHazards.cfm: Includes product-specific information such as chemical properties, characteristics, hazards, protective measures and first aid guidance.
- **Emergency Response Guidebook (ERG)** <http://phmsa.dot.gov/hazmat/library/erg>: Includes response tips and product-specific reference information. Designed for emergency responders who may be the first to arrive at the scene of a transportation emergency involving a hazardous material. The Emergency Response Guidebook includes specific information concerning pipeline identification and response. The ERG is published by the Pipeline and Hazardous Materials Safety Administration (PHMSA). In addition to the printed and .PDF versions, mobile versions are also available for Blackberry and iPhone users.
- **List of Potential Pipeline Leak Indicators** www.kindermorgan.com/public_awareness/Government/RecognizingaPipelineLeak.cfm: The list includes a description of what callers might be seeing, smelling or hearing during a pipeline emergency.

4. Request Involvement of HAZMAT, Medical or Other Support Teams

Based on the information provided by a caller or the Incident Commander at the scene, dispatchers may need to contact Hazmat, Emergency Medical Service (EMS) or other responders with special training and equipment to assist. ■

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Landowner Communication

Pipeline operators regularly communicate information regarding pipeline safety, public awareness and right-of-way protection with landowners living near their pipeline. Information is often mailed to landowners and posted on the operator's Web site. Operators notify landowners prior to certain maintenance activities.

Landowners living next to a pipeline right-of-way can obtain a copy of their right-of-way easement agreement from their local county courthouse that outlines prohibited activities. Protect pipelines in your jurisdiction by encouraging landowners in your community to keep rights-of-way free from structures or landscaping.

“Call 811 Before You Dig”

Participation and Promotion

Excavation activity is the most common cause of serious pipeline damage. In most states, if you plan to dig for any reason you are required to call 811 or the local One-Call Center before starting your project.

811 is a free, national service created to protect home and business owners from unintentionally damaging underground utility lines while digging. One-Call coordinates with pipeline operators, like Kinder Morgan, who respond to calls by marking the location of pipelines with marker flags or colored paint. Operators also promote 811 and often supervise digging near large or high-pressure lines. View the color code chart to learn more about marker flag colors and the lines they represent at : www.kindermorgan.com/public_awareness/Common_Files/APWA_CCC.pdf.

If you are concerned about an excavation project near a pipeline in your jurisdiction, notify the pipeline operator or your local One-Call center to verify that they are aware of the project. Learn more about 811 at www.call811.com. ■

Hazard Assessment at the Scene of a Pipeline Emergency

A thorough hazards assessment starts the moment responders arrive at the scene of a potential pipeline emergency. Listed below are recommendations for conducting a hazards assessment. Many of these activities may occur simultaneously depending on emergency-specific safety issues.

Approach with Caution; Isolate and Secure the Area

Approach the scene with caution from an upwind location. Do not walk or drive into a vapor cloud or puddle of liquid. Avoid parking over manholes or storm drains. Vehicles and other mechanical equipment, pagers, cell phones and radios can cause sparks and should be kept a safe distance from the emergency.

Establish a perimeter and deny entry to unauthorized personnel. Use air-monitoring equipment if available. Pipeline operator personnel can often assist with the use of monitoring equipment. Evacuate individuals to a safe location upwind from the emergency as needed.

Establish Incident Command System (ICS)

The ICS organizational structure at the scene of a pipeline emergency is established based on the emergency size, location, complexity and potential hazards. As with any emergency where ICS is implemented, the senior decision maker is the Incident Commander (IC). Kinder Morgan's emergency response personnel are trained to work within the ICS.

Identify the Product Transported and Product-Specific Hazards

Pipelines transport a variety of energy products, and each has its own chemical properties and hazards. Identify the pipeline product by locating a nearby marker or contacting the pipeline operator's emergency contact number.

Once the product is identified, responders can refer to reference documents such as the Department of Transportation's Emergency Response Guidebook (ERG) for product-specific information including flash point, explosive range, specific gravity and vapor density. Kinder Morgan's Material Safety Data Sheets (MSDS) and product hazards chart also include chemical properties, characteristics, hazards, protective measures and first aid guidance for all of the company's products.

For more information about the ERG and to download a copy visit <http://phmsa.dot.gov/hazmat/library/erg>. Download Kinder Morgan's MSDS and product hazards chart at www.kindermorgan.com/public_awareness/Government/PotentialHazards.cfm.

Identify Exposures and Risks

Use the following questions to help identify exposures and risks at the scene of a pipeline emergency:

- Is there a fire, spill or leak? Is there a vapor cloud?
- Describe the size of the release. Is it large or small?
- Who is directly impacted by the emergency? Are there nursing homes, schools, hospitals or individuals with limited mobility nearby? Are there any injuries?
- What property or structures are at risk?
- What is the terrain? Are there bodies of water nearby, other environmental exposures or other migration issues (e.g., sewers, drainage pipes)?
- What direction is the wind blowing? What are current weather conditions?

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Best Practices from Your Emergency Response Peers

"We have a presence at every pipeline-sponsored training event in our area. Then we recap the information with our membership at the next regularly scheduled drill."

**Crockett Fire Department,
Crockett, Texas**

"I have added the Rockies Express Pipeline to our in-house GIS that is on the laptops of all law enforcement, fire and EMS responders in the county. Included is contact information for the company."

**Shelby County LEPC,
Shelbyville, Ind.**

"Kinder Morgan holds annual walk-through training and tabletop discussions at their pump station."

**Julesburg Fire Department,
Julesburg, Colo.**

"We hold yearly pipeline incident tabletop drills and attend local pipeline operator-sponsored training meetings."

Scott County, Iowa

"We have annual in-house training with a pipeline/valve tree prop. We also send two individuals to local pipeline operator-sponsored training meetings."

Hays Fire Department, Hays, Kan. ■

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Develop An Action Plan; Identify and Request Additional Resources

At the scene of an emergency, the IC is responsible for managing all emergency response operations, including the development and execution of an Action Plan. Typically an Action Plan will outline the overall strategy and specific objectives for each stage of response.

Depending on the emergency, the product involved, the environmental exposures or other emergency-specific risks, responders at the scene may need to request the assistance of support teams such as Hazmat teams or Emergency Medical Services or access to other resources such as air-monitoring equipment, containment supplies or specific personal protective equipment. ■

Pipelines 101: An Overview of the Energy Delivery System

Underground pipelines transport the energy products we use to heat our homes, fuel our cars, cook our food and manufacture products as diverse as medicines, fabrics and tires. More than two million miles of pipelines safely transport energy across the U.S. to homes and businesses every day. National Transportation Safety Board statistics show that pipelines are the safest mode of fuel transportation, both for the public and the environment.

There are three primary types of pipelines: gathering, transmission and distribution. Gathering pipelines transport natural gas, CO₂ and petroleum products from the wellhead and production areas to processing facilities. Transmission pipelines transport natural gas, CO₂ and hazardous liquids to marketing and distribution terminals. Transmission pipelines are typically large, high-pressure pipelines.

Distribution systems for natural gas and hazardous liquids differ. Liquids products are typically stored and transported to their final destination by tanker trucks. Natural gas is transported from storage locations to end users such as residential and business customers by smaller, lower-pressure pipelines.

Pipelines can range in size from 2 to 42 inches in diameter. Gathering and transmission lines are usually constructed using steel pipe. Natural gas distribution systems can be constructed from steel or plastic pipe.

Kinder Morgan is one of the largest pipeline transportation and energy storage companies in North America. The company transports, stores and handles a variety of energy products including natural gas, CO₂, refined petroleum products, propane, crude oil and ethanol. Kinder Morgan owns or operates 24,000 miles of gas transmission and gathering pipelines; 1,964 miles of crude oil pipelines; 8,590 miles of liquids product pipelines; 1,187 miles of CO₂ pipelines and 180 terminals. View a map of Kinder Morgan's operations at www.kindermorgan.com/asset_map/default.cfm.

Kinder Morgan monitors operations 24-hours a day, every day and ensures public safety and safe pipeline operations through employee training, regular testing, right-of-way, aerial and foot patrols and adherence to comprehensive Pipeline Integrity Management plans and procedures. Kinder Morgan is committed to safety and continues to outperform the industry averages on environmental, health and safety measures. Download a copy of the company's safety reports at www.kindermorgan.com/ehs/ehs_performance. ■

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Forward this issue to other responders in your department and in your community. Encourage them to subscribe to the Responder by e-mailing their name, title, agency name and agency address to publicawarenesscoord@kindermorgan.com. ■

ARCHIVED ISSUES

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"The Responder" is part of Kinder Morgan's Public Awareness Program for emergency responders. More information is available at www.kindermorgan.com/public_awareness.