

Know, Recognize, Respond

**ARE YOU PREPARED TO RESPOND
TO A PIPELINE EMERGENCY?**

IMPORTANT INFORMATION ABOUT PIPELINE SAFETY IN YOUR COMMUNITY



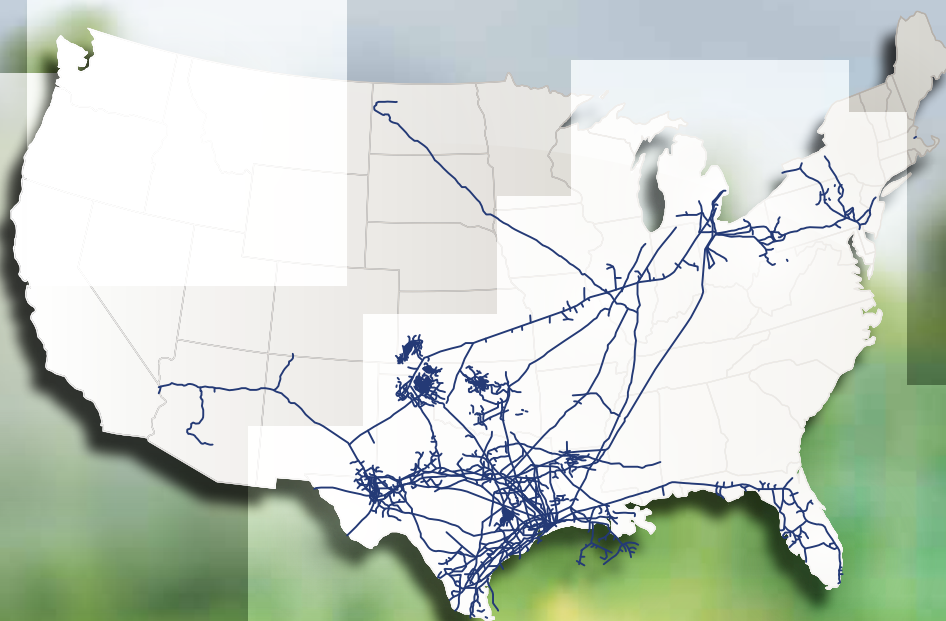
**Know what's below.
Call before you dig.**



Energy Transfer, a Texas-based energy company founded in 1995 as a small intrastate natural gas pipeline company, is now one of the largest and most diversified master limited partnerships in the United States. Strategically positioned in all of the major U.S. production basins, the company owns and operates a geographically diverse portfolio of energy assets, including midstream, intrastate and interstate transportation and storage assets. Energy Transfer operates nearly 90,000 miles of natural gas, crude oil, natural gas liquids and refined products pipelines and related facilities, including terminalling, storage, fractionation, blending and various acquisition and marketing assets in 38 states.

Approximately two-thirds of the natural gas and petroleum products we use every day are transported through underground pipelines – making them an essential part of the nation's infrastructure. Studies have confirmed that pipelines are the safest way to transport energy in the United States.

You are receiving this information because Energy Transfer, or one of its affiliates, may operate or maintain a pipeline in your community. We ask that you review the following important safety information, encourage you to share it with others and retain for future reference.



If you would like more information, please visit us at energytransfer.com or call our non-emergency number at 877-795-7271.



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

Don't ever assume you know where the underground utilities are located.

One of the greatest single challenges to safe pipeline operations is the accidental damage caused by excavation. In accordance with state and federal guidelines, a damage prevention program has been established to prevent damage to our pipelines from excavation activities, using non-mechanical or mechanical equipment or explosives to move earth, rock or other material below existing grade. Laws vary by state, but most require a call to 811 between 48 to 72 hours before you plan to dig. Your local One-Call Center will let you know if there are any buried utilities in the area, and the utility companies will be notified to identify and clearly mark the location of their lines at no cost to you.



ALWAYS CALL 811 BEFORE YOU DIG.



WAIT THE REQUIRED AMOUNT OF TIME.



RESPECT THE MARKS.



DIG WITH CARE.

If you should happen to strike the pipeline while working in the area, it is important that you phone us immediately. Even seemingly minor damage, such as a dent or chipped pipeline coating, could result in a future leak if not promptly repaired.

National Pipeline Mapping System









Everyone can contribute to safety and security by knowing where pipelines are in their community and recognizing unauthorized activity. To find out who operates transmission pipelines in your area, visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov. To download the mobile application to your iOS device free of charge, visit the App Store and search for “NPMS Public Viewer.” Pipeline Information Management and Mapping Application (PIMMA) is also available to assist government officials with displaying data in more detail.

Pipeline Safety

Our pipelines are regularly tested and maintained using cleaning devices, diagnostic tools and cathodic protection. We perform regular patrols, both on the ground and in the air, along our routes to ensure the security and integrity of our lines. For the safety of our system and for the people around it, we monitor pipeline operations 24 hours a day, 365 days a year.

Wait for the site to be marked. Marking could be either by paint, flags or stakes.

APWA Color Code

-  Proposed excavation
-  Temporary survey markings
-  Electric power lines, cables, conduit and lighting cables
-  Gas, oil, steam, petroleum or gaseous materials
-  Communication, alarm or signal lines, cables or conduit
-  Potable water
-  Reclaimed water, irrigation and slurry lines
-  Sewers and drain lines

Special Protective Measures

Certain pipelines are designated as being in “High Consequence Areas” (HCA) due to their location in high population or environmentally sensitive areas. In accordance with regulations, we have developed and implemented a written Integrity Management Program that addresses the risks on certain pipeline segments. Baseline and periodic assessments are conducted to identify and evaluate potential threats to our pipelines. Any significant defects discovered are remediated and the company monitors program effectiveness so that modifications can be recognized and implemented.

Along the Right-of-Way

Rights-of-way provide a permanent, limited access to privately owned property to enable us to operate, inspect, repair, maintain and protect our pipeline. Rights-of-way must be kept free of structures and other obstructions. Property owners should not dig, plant, place or build anything on the right-of-way without first calling 811 and having our personnel mark the pipeline, stake the easement and explain our property development guidelines to you.



CONTACT

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RESPOND

Product Characteristics

	Characteristics	Hazards
Natural Gas	<ul style="list-style-type: none">• Lighter than air.• Dissipates rapidly into air.• Tasteless and colorless.• May contain hydrogen sulfide (H₂S).• Odorless unless mercaptan, a chemical odorant, is added to give it a distinctive smell.	Natural gas is flammable and can ignite when it comes into contact with an ignition source. In confined spaces, exposure can cause dizziness or asphyxiation and may be toxic, if inhaled at high concentrations.
Natural Gas Liquids (Butane, Ethane, Propane)	<ul style="list-style-type: none">• Initially heavier than air and will spread along ground and collect in low or confined areas.• Vapors may travel to source of ignition and flash back.• Tasteless and colorless.• Odorless in its natural state, however a faint smell may be present.	NGL is flammable and can ignite when it comes into contact with an ignition source. Exposure can cause moderate irritation including headaches and dizziness. NGL can also contain H ₂ S.
Petroleum (Crude Oil, Gasoline, Diesel, Jet Fuel, Kerosene)	<ul style="list-style-type: none">• Initially heavier than air and will spread along ground and collect in low or confined areas.• Vapors may travel to source of ignition and flash back.• An unusual smell or gaseous odor.	Petroleum is flammable and can ignite when it comes into contact with an ignition source. Exposure can cause skin irritation, dizziness or asphyxiation and may be toxic, if inhaled at high concentrations. Fire may produce irritating and/or toxic gases. Requires use of positive pressure self-contained breathing apparatus (SCBA) or supplied air. Runoff may cause pollution or other hazards.
Hydrogen Sulfide (H ₂ S)	<ul style="list-style-type: none">• Initially heavier than air and will spread along ground and collect in low or confined areas.• Colorless gas that is an irritant.• Foul sulfur odor, similar to rotten eggs.	H ₂ S is flammable and can ignite when it comes into contact with an ignition source. Exposure can affect both oxygen utilization and the central nervous system of the human body. H ₂ S exposure may result in asphyxiation. The severity of health effects can vary depending on the level and duration of exposure however, prolonged exposure to low concentrations can deaden the sense of smell. Requires use of positive pressure SCBA or supplied air.

Pipelines are typically made of steel, covered with a protective coating and buried several feet underground. For your safety, markers are used to indicate the approximate location of pipelines. The markers contain the name of the pipeline operator, products transported and emergency contact information. Keep in mind that pipelines may not follow a straight line between markers, nor do markers indicate the exact location and depth of the pipeline.

Leaks from pipelines are unusual, but we want you to know what to do in the unlikely event one occurs. The table below describes the types of products transported by our pipelines. Refer to the Contact page to find out which products may be transported in your area. You may be able to recognize a leak by the following signs:

	Natural Gas	Natural Gas Liquids (Butane, Ethane, Propane)	Petroleum (Crude Oil, Gasoline, Diesel, Jet Fuel, Kerosene)	Hydrogen Sulfide (H ₂ S)
By Sight 	<ul style="list-style-type: none"> Dust blowing from a hole in the ground. Continuous bubbling in wet or flooded areas. Dead or discolored vegetation in a green area. Flames, if a leak has ignited. 	<ul style="list-style-type: none"> Dust blowing from a hole in the ground. Continuous bubbling in wet or flooded areas. Dead or discolored vegetation in a green area. Flames, if a leak has ignited. Ice around a leak. Vapor cloud or mist. 	<ul style="list-style-type: none"> Pool of liquid on the ground. Rainbow sheen on the water. Continuous bubbling in wet or flooded areas. Vapor cloud or mist. Flames, if a leak has ignited. Dead or discolored vegetation in a green area. 	<ul style="list-style-type: none"> Dust blowing from a hole in the ground. Continuous bubbling in wet or flooded areas. Dead or discolored vegetation in a green area. Flames, if a leak has ignited.
By Sound 	<ul style="list-style-type: none"> Blowing or hissing sound. 	<ul style="list-style-type: none"> Blowing or hissing sound. 	<ul style="list-style-type: none"> Blowing or hissing sound. 	<ul style="list-style-type: none"> Blowing or hissing sound.
By Smell 	<ul style="list-style-type: none"> Odorless unless mercaptan, a chemical odorant, is added to give it a distinctive smell. 	<ul style="list-style-type: none"> Odorless in its natural state, however a faint smell may be present. 	<ul style="list-style-type: none"> An unusual smell or gaseous odor. 	<ul style="list-style-type: none"> Foul sulfur odor, similar to rotten eggs. H₂S exposure may result in asphyxiation (suffocation) and prolonged exposure to low concentrations can deaden the sense of smell.



***CONTACT THE PIPELINE COMPANY IMMEDIATELY, USING THE EMERGENCY
CONTACT INFORMATION LOCATED ON THE PIPELINE MARKER.***

Your Response:

Emergency Preparedness

When managing an emergency, protecting lives and the environment requires a concerted team effort. We strive to build partnerships with emergency responders and public officials in order to share resources, establish important lines of communication and provide education needed to safely respond to a pipeline related emergency. Our intent is to exchange information, evaluate potential emergency scenarios and discuss how to coordinate efforts. Emergency responders who are knowledgeable about the hazards and risks of pipeline operations are better able to act quickly to protect life, property and the environment. You will likely be the first on the scene of a pipeline incident – even before the pipeline company personnel.

Responding to an Emergency

- Approach the incident from upwind, uphill. Park vehicles a safe distance from the incident and turn off engines.
- Isolate the area. Restrict entry to trained emergency response and company personnel.
- Call 911 and the pipeline company immediately, using the emergency contact information located on the pipeline marker.
 - Eliminate ignition sources. Potential ignition sources include open flames, such as pilot lights or matches. Other sources include sparks from tools, doorbells, electric motors and switches, static electricity, vehicle engines, radios and cell phones.
 - Don't attempt to extinguish a pipeline fire with water or other chemicals. Doing so could prolong the emergency. Use water spray to protect surrounding exposure. Wet down exposed flammable areas in the vicinity and extinguish perimeter fires.
 - Don't attempt to operate valves or equipment. Shutting off the flow of product may actually create an even greater hazard. Rely on pipeline personnel – they are trained in the proper procedures.

Our Response:

Upon notification of a potential emergency, we will dispatch trained company personnel immediately. Response times will vary based on time of day, weather conditions, available personnel and incident location. While personnel are en route, please remain in contact with the pipeline company. We will provide information to local public safety officials to aid in their response to the emergency.

continued on back...

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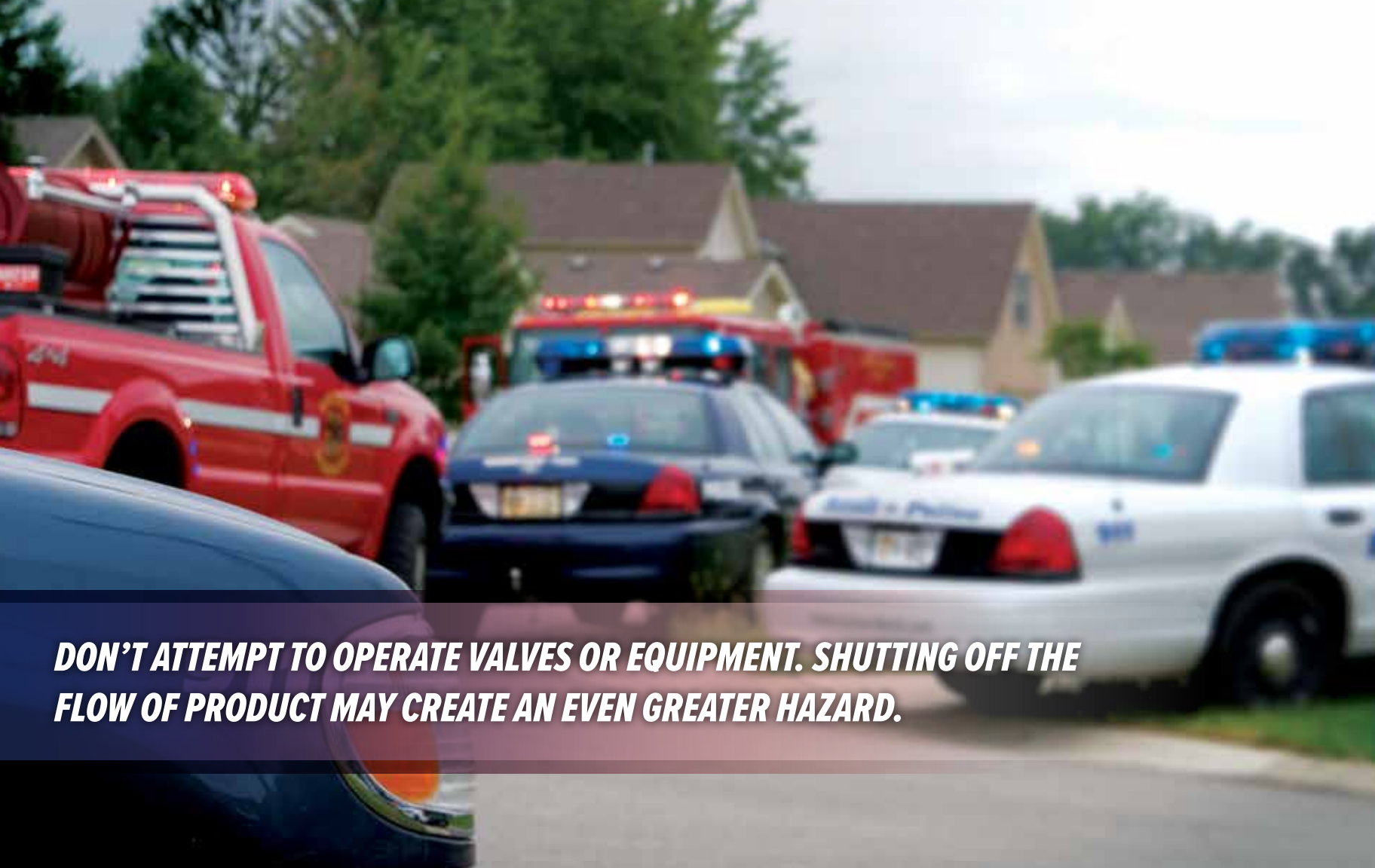
Our Response:

Our control center will want to know:

- Caller's name / title / organization
- Caller's phone number(s) and phone number of person to call back (i.e. cell phone at site)
- Emergency information
- Location, include city and state
- What you see
- What you hear
- What you smell

Don't wait for an emergency to contact us. Please notify us anytime you have questions or would like more information concerning:

- Pipeline safety
- Emergency response plans
- Drills, table-top exercises, facility tours



DON'T ATTEMPT TO OPERATE VALVES OR EQUIPMENT. SHUTTING OFF THE FLOW OF PRODUCT MAY CREATE AN EVEN GREATER HAZARD.



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