

To Public Safety Officials: Emergency Response & Community Planning

A Federal and State-Regulated Pipeline Safety Message

Plains All American Pipeline, L.P., and its affiliates has sent you this brochure because you have been identified as someone likely involved in responding to a pipeline emergency or likely involved in the decision making process for the community.

Please read the entire brochure as it contains important safety and emergency information should an incident occur.



To report an emergency or suspected problem, call: **1-800-708-5071**



WHO IS PLAINS?

Plains All American Pipeline, L.P. (Plains), is a publicly traded Master Limited Partnership (MLP) engaged in the transportation, storage, terminalling and marketing of crude oil, refined products and liquefied petroleum gas. We are also engaged in the development and operation of natural gas storage facilities through our direct and indirect ownership of Plains Natural Gas Storage, L.P. The gas storage and gas pipeline facilities include Bluewater Gas Storage located in St. Clair County, Michigan; Pine Prairie Energy Center located in Central Louisiana and S G resources located in Southeast Mississippi. Through our affiliation with Plains LPG Services, L.P., we provide pipeline transportation and above ground storage of LPG. These facilities are located near Tulsa, Oklahoma, in Central South Carolina and near Bumstead, Arizona. We operate over 18,000 miles of crude oil, refined product, LPG, and natural gas pipelines, including gathering systems.

PIPELINE PURPOSE AND RELIABILITY

The United States has the largest pipeline network in the world and pipelines deliver the raw materials that are processed into fuel that powers our lives. According to pipeline data related to personal injuries that is collected by the U.S. Department of Transportation, pipelines are one of the safest and most cost-effective ways to transport these products. Pipeline operators are subject to many Federal and State regulations, as well as industry standards. These regulations and standards deal with all phases of pipeline operations.

BEFORE PROJECT DEVELOPMENT: Know what's below.



TYPES OF PIPELINES

Gathering pipelines - Small to medium size pipelines that gather petroleum products, (crude oil, natural gas liquids, etc.) from production facilities and brings them to a central collection point.

Transmission pipelines - Pipelines of all sizes that transport petroleum products (crude oil, natural gas liquids, etc.) from gathering, trucking, refining and storage facilities to logistical centers, storage or other transmission pipelines.



SAFETY IS OUR TOP PRIORITY

We maintain pipeline control centers, which operate 24-hours a day, seven days a week. Oil, gas and product movement are monitored in the Plains Control Center using computers and satellite technology to track the flow and pressures along the pipelines and at our facilities. Plains also performs aerial patrols of our pipelines and has operations and maintenance personnel located at many points along our pipeline.

In the event of an emergency situation involving a Plains pipeline, our operations personnel are trained and fully prepared to respond. When necessary, Plains personnel coordinate efforts with fire departments, law enforcement and other emergency responders to help evacuate residents, close roads or fight fires.

To maintain safe, reliable operations of our pipelines and facilities, Plains invests significant time and capital in the following preventive measures and procedures:

- Preventive maintenance programs
(*Internal Line Inspection Tools, Hydrotest, Regular Interval Maintenance*)
- 24-hour remote monitoring
- Aerial patrol surveys
(*Unauthorized Encroachments, Ground Subsistence, Erosion, etc.*)
- Ground patrol surveys
- Cathodic protection to inhibit corrosion

Plains has developed and implemented an Integrity Management Plan which provides a process for monitoring, managing and mitigating risks along the pipeline system. High Consequence Areas (HCA) have been identified by Plains and a plan has been implemented for environmentally sensitive areas, urbanized and populated areas, and navigable waterways. For more information concerning our Integrity Management Plan, please e-mail Plains at pipelineawareness@paalp.com

HOW DO YOU RECOGNIZE A PIPELINE RELEASE?

if you **SEE**, **HEAR**, or **SMELL** any of these products, immediately leave the area and report to authorities by calling **911**.



LOOK FOR RELEASES AROUND A PIPELINE

- **Liquid pipeline:** Pools of liquid along the pipeline, oily sheen on liquid surfaces or continuous bubbling in wet or flooded areas.
- **Liquefied petroleum gas pipeline (LPG- propane/butane):** A vaporous cloud or fog that travels low to the ground with possible frost formation even in warm weather, dead vegetation and blowing dirt at the release.
- **Natural gas pipeline:** Dead or discolored plants in an otherwise healthy area of vegetation, frozen ground in warm weather, or blowing dirt near a pipeline as well as fire coming from the ground or fire burning above.



LISTEN FOR UNUSUAL SOUNDS

- The sound can range from a quiet hissing to a loud roar, depending on the pressure in the pipeline and the size of the leak.

SMELL FOR UNEXPECTED ODORS

- A crude oil or refined product **liquid** release can cause an unusual smell or petroleum odor. However, some products may contain H₂S and can be odorless and toxic.
- A release from a natural gas or **liquefied petroleum gas (LPG-propane/butane)** pipeline may or may not have a smell.
- if you **SEE**, **HEAR**, or **SMELL** any of the above, immediately leave the area and report to authorities by calling **911**.



COMMUNITY PLANNING TOOLS

There are many tools available for Public Officials and their community's to help mitigate and understand pipeline utility incident risks. Please contact your local pipeline operator(s) for more information.

PIPELINE AND INFORMED PLANNING ALLIANCE (PIPA)

The Pipeline and Informed Alliance (PIPA) is a department of PHMSA and has the goal of reducing risks and improve the safety of affected communities and pipeline operation through a set of recommended practices related to land use.

These recommended practices can be accessed at:

<http://primis.phmsa.dot.gov/comm/pipa/LandUsePlanning.htm>

KEEPING YOUR COMMUNITY SAFE

In an emergency, protecting the public is our number one priority.

Plains is committed to providing Public Safety Officials with proper training and information needed to respond to a pipeline emergency.

How You Should Respond to and Report a Pipeline Emergency

The following guidelines are designed to ensure your safety and the safety of those in the area if a pipeline leak is suspected or detected.

- **Secure the area around the leak to a safe distance;**
- **Evacuate the public;**
- Contact **Plains** as soon as possible at: **1-800-708-5071**;
- Establish a command center;
- **Control Ignition Sources.** If the pipeline leak is not burning, take steps to prevent causing any open flame or other potential source of ignition, such as an electrical switch, vehicle ignition, lighting of a match, etc.;
- **DO NOT** come into contact with any escaping liquid or gas;
- **DO NOT** attempt to operate any pipeline valves yourself;
- **DO NOT** start motor vehicles or electrical equipment;
- **DO NOT** use telephones or cell phones in the area of a release – only in a location known to be safe. If inside a home or business, do not pull plugs from electrical outlets or open an automatic garage door;
- **DO NOT** ring doorbells to notify others of a leak. Knock with your hand to avoid a potential spark from metal knockers;
- **DO NOT** drive into a leak or vapor cloud while leaving the area; and,
- **DO NOT** attempt to extinguish a petroleum product or natural gas fire. Wait for local emergency professionals trained to deal with such emergencies.

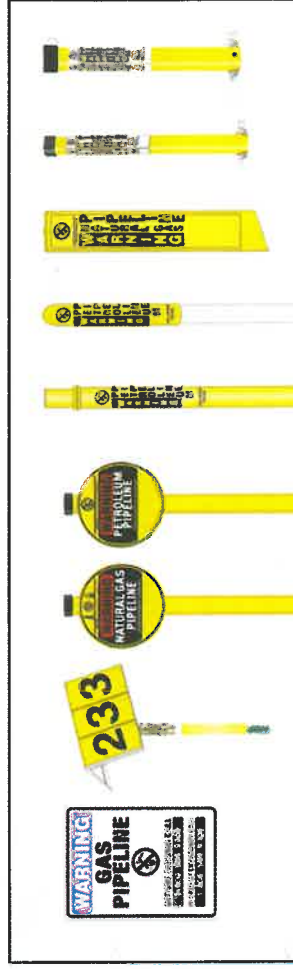
For more detailed information regarding our pipelines in your area, please go to www.npms.phmsa.dot.gov

HOW DO YOU KNOW WHERE A PIPELINE IS LOCATED?

Pipeline markers are placed above ground along the pipeline right of way and at above ground pipeline facilities, street crossings, and railroad crossings to indicate the approximate location of the pipeline. These markers include the pipeline operator name, emergency number, and the product being transported. Do not try to guess the route or location of the pipeline from where the markers are placed, because pipeline markers do not indicate the depth and exact location of a pipeline. The location of Plains transmission pipelines can be found at the National Pipeline Mapping System (NPMS) web site: www.npms.phmsa.dot.gov.

HOW DO YOU RECOGNIZE PIPELINES?

Look for these signs:



These markers provide:

- The product transported in the pipeline
- The name of the pipeline operator
- The telephone number where the operator can be reached in an emergency

LOOK FOR A PIPELINE RIGHT OF WAY:

Pipelines are also buried and located in right of ways. Rights of ways are clear of any structures and/or trees and allow access to pipeline operators for maintenance, ground and aerial inspections, and testing.



HOW DOES PLAINS RESPOND TO AN EMERGENCY

Plains' conducts emergency drills to test its emergency response plan and to practice emergency response activities to help assure an effective response. If a pipeline incident is suspected, Plains will immediately route personnel to the scene to assess the situation and to minimize the impact of an incident. Plains' employees will be available to isolate, shut down, or start up any pipeline system facilities and to communicate with local emergency response and public officials. For more information on our Emergency Response Plans, please email us at pipelineawareness@paalp.com.



POTENTIAL HAZARDS OF A PIPELINE RELEASE

In the event of an incident on our pipeline, the chart below provides general information about products shipped on Plains pipelines. Please refer to the Emergency Response Guide (ERG) for more information.

PRODUCT	Natural Gas	Highly Volatile Liquids (HVLs) = Natural Gas Liquids, Liquid Petroleum Gases, Propane, Ethane, Butane, etc.	Crude Oil
LEAK TYPE	Gas	Gas	Liquid
VAPORS	Lighter than air	Heavier than air	Heavier than air
HEALTH HAZARDS	Extremely high concentrations may cause irritation or asphyxiation	Respiratory tract irritant; may cause central nervous system effects; drowsiness; asphyxiation.	Possible presence of H ₂ S, a toxic gas
	Possible presence of H ₂ S, a toxic gas	Both an irritant and a chemical asphyxiant with effects on both oxygen utilization and the central nervous system.	Irritation of the eyes and skin; vapors at high concentration may cause central nervous system effects
FIRE HAZARDS	Extremely flammable and easily ignited by heat, sparks or flames	Extremely flammable liquid or vapor; vapors are heavier than air and may accumulate in low areas and travel considerable distance to ignition source	Extremely flammable liquid or vapor; vapors are heavier than air and may accumulate in low areas and travel considerable distance to ignition source



ENCROACHMENT

An encroachment is an infringement of another's rights or intrusion on another's property.

If the following structures are located within or across the easement, they are encroachments and could be removed without compensation or replacement.

- | | | |
|------------------------------------|-----------------------------|--------------------------|
| Residential | Fences | Buildings or structures |
| Commercial | Highways or public roadways | Ornamental rocks |
| Ponds | Sheds | Drainage tiling |
| Utility lines (overhead or buried) | Parking lots | Trees, bushes or shrubs |
| Swimming pools | Decks | Canals |
| Third-party pipelines | Sidewalks | Wildlife feeders |
| | Pathways | Seismographic activities |

RIGHT-OF-WAY ENCROACHMENT PREVENTION

Pipeline rights of way must be kept free from structures and other obstructions to provide access to the pipeline for maintenance and in the event of an emergency. If a pipeline crosses a property, trees or high shrubs should not be planted on the right of way. Pipelines are often patrolled from the air and obstructions prevent proper inspection. Please help us to prevent digging, building, storing or placing anything on or near the rights of way without first calling 811 to have the pipelines marked and the rights of way staked.

For more information on Integrity Management Plans, please email us at pipelineawareness@paalp.com.

Additional information about pipeline safety, pipeline emergencies and the importance of calling 811 before digging can be found on our website at www.paalp.com.

For more information about pipelines, visit www.pipeline101.com

For more information regarding pipeline safety awareness visit: <https://primis.phmsa.dot.gov/comm/>

PLAINS PIPELINE, L.P.
24-HOUR EMERGENCY
1-800-708-5071

