

Need More Information?

To contact Colonial with questions or comments, email us at:
info@colpipe.com

For more information about Colonial Pipeline,
visit Colonial Pipeline's website at www.colpipe.com.

Important Phone Numbers

To report suspicious or unauthorized activities, call Colonial at 1-800-926-2728

In an emergency, first call 911,
then call Colonial at 1-800-926-2728

Before digging, call 811



www.colpipe.com



Know what's below.
Call before you dig.

Follow us on our social media channels

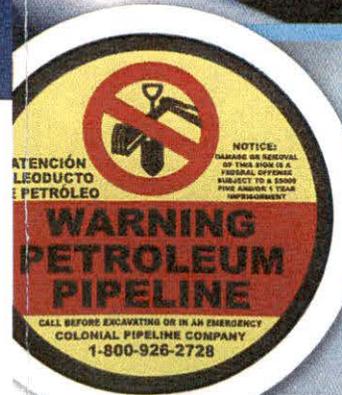


Please share this information within your organization.

Colonial Pipeline Company

Pipeline Smart. Pipeline Safe.

A Guide to Community Pipeline Safety
Preparedness for Refined Liquid Petroleum Products



Is your community "pipeline smart"?



You are receiving this brochure because you are a public official in a county through which one or more Colonial pipelines pass. Although pipeline incidents are rare, they can occur. Whether pipelines are located within your jurisdiction, or simply part of your energy infrastructure, we've created this guide to help you make sure the community you serve is "pipeline smart" in any situation.

5 Steps to a "Pipeline Smart" Community

Step 1: Locate the pipelines in your area

Pipelines are the safest method of fuel transportation, but because most are buried underground, they are virtually invisible. As a public official, you can view the approximate location of transmission pipelines and obtain contact information for pipeline operators in your area by visiting the National Pipeline Mapping System (NPMS) at www.npms.phmsa.dot.gov.

As required by federal law, Colonial posts easy-to-spot yellow, black and red markers (pictured below) to reveal the approximate (not exact!) location of pipelines—including all locations where pipelines pass beneath roads, rivers, streams, railroad tracks, etc. These markers identify Colonial Pipeline as the operator, list the product being transported, and display Colonial's emergency phone number. It is a federal offense to move, remove, or deface any pipeline marker.

Step 2: Recognize the warning signs and hazards of a leak

Colonial communicates the following early warning signs to your community in annual public awareness mailings. Individuals who spot any of the following signs of a leak are instructed to call 911 immediately, then call Colonial's emergency number at **1-800-926-2728**.

- A dark or oily patch on the ground
- A rainbow film or sheen on water near a river, stream or lake
- Spots of dead vegetation
- A vapor cloud—the result of fuel being released under pressure
- An unusual hissing or roaring noise coming from the pipeline or near a marker
- A strong odor or scent of petroleum products
- An exposed pipeline in a creek, river or stream



Refined petroleum products present the following risks and hazards:

- Flammable and explosive
- Vapors may be irritating to skin and eyes
- Inhalation may cause dizziness, irritate nose and throat; prolonged exposure may be harmful
- Potential carcinogen
- Hazardous to wildlife and plant life

Colonial's pipelines also operate under high pressure. To prevent injuries or escalation of an emergency, no one except pipeline personnel should attempt to operate pipeline equipment.

Step 3: Know how to respond to a pipeline emergency

Safety Precautions

In the event of a leak or a suspected leak, Colonial advises everyone in the area to take the following safety precautions:

- If possible without risk of injury, turn off any running equipment and eliminate any ignition source. If not possible, abandon equipment and immediately leave the area on foot. Warn others.
- Move upwind of the suspected leak. Refined petroleum product vapors are heavier than air. Seek a higher location.
- Do NOT use a telephone or cell phone, start a vehicle engine, turn an electrical appliance on or off or create an ignition source near the suspected leak.
- Do NOT attempt to operate pipeline equipment or close valves; serious injury or escalation in the emergency can result.
- Do NOT drive into a vapor cloud.

When you are a safe distance away,
first call 911, then 1-800-926-2728
(Colonial's 24-hour emergency number)





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

Step 5: Help Colonial prevent pipeline incidents

Promote 811: "Call Before You Dig"

One-third of all major pipeline accidents are caused by excavation damage. State laws require anyone that digs, including residents, excavators and municipal work crews, to call 811—the nationwide safe-digging number—to have all underground utilities, including pipelines, accurately located and marked before any digging project begins. By encouraging your community to use this free locating service, you can help prevent service disruptions, project delays, accidents, injuries and even deaths.

Support A Clear Right-Of-Way

Your support for Colonial's efforts to mow and clear the right-of-way is vital to our ongoing prevention and detection programs.

Encourage Community Partners Programs

Encourage your community members to call Colonial's 24/7 emergency number at **1-800-926-2728** if they witness unauthorized excavation, hazardous conditions or suspicious activity near the pipeline. Callers can receive a reward of up to \$500 for helping us keep their community safe.

Manage Development Near Pipelines

With economic growth and expansion, many areas adjacent to pipelines have become increasingly populated. For risk-informed land use guidelines from the Pipelines and Informed Planning Alliance (PIPA), go to: <https://primis.phmsa.dot.gov/comm/pipa/LandUsePlanning.htm>.

Response Process

Colonial's first priority is the safety of your community and protection of the environment. In the event of an emergency, we will assist your response team every step of the way:

- At the first notification of a potential emergency, Colonial will immediately shut down the pipeline.
- Upon notification, our highly trained local Emergency Response Team will be deployed to the site to assess and manage the spill and coordinate with local emergency responders.
- Depending on the extent of the event, a Corporate Response Team may be assembled to supplement the local team and develop an action plan for managing the situation.
- Colonial may also call on Oil Spill Response Organizations (OSROs), contractors who are specially trained to respond to pipeline spills.
- After the initial emergency has been addressed, Colonial teams will take action to excavate and repair the pipeline, clean-up and restore the area.

Colonial will assign an incident commander to lead our efforts and will coordinate with federal, state and local authorities on pipeline operation, product recovery and clean up. Colonial uses the National Incident Management System (NIMS) to provide a collaborative platform for all groups involved in the response effort.

Communications

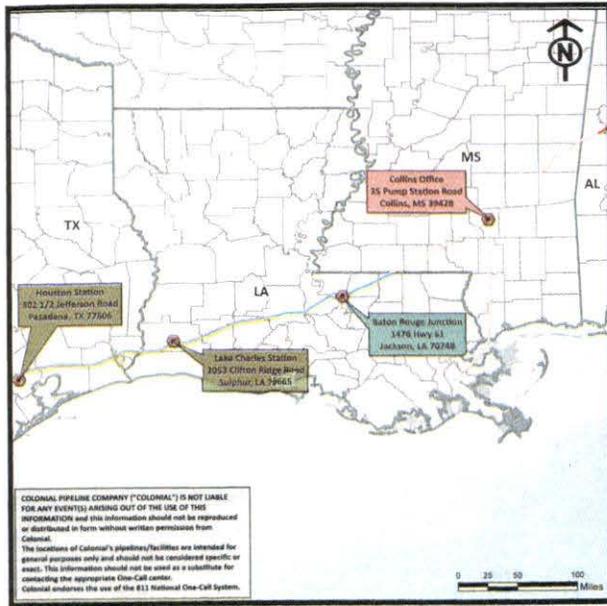
Although your first notification of a pipeline emergency may come through your local emergency responder, Colonial personnel will contact the affected stakeholders, as soon as they understand the nature of the emergency, to debrief you on the situation and help you respond to community and media questions. Throughout the event, you'll receive regular updates on emergency management and repair decisions and their potential impact to your community.

Step 4: Update your community emergency plans

Don't wait for a pipeline incident to happen. Work now with your local emergency responders, emergency management team and Colonial personnel to understand how pipeline emergencies might affect your community. Consider pipeline products, location, local topography, vulnerable populations, and potential evacuation routes in developing effective emergency plans. Drill and train on pipeline emergency scenarios as part of emergency preparedness for your community.



Gulf Coast District



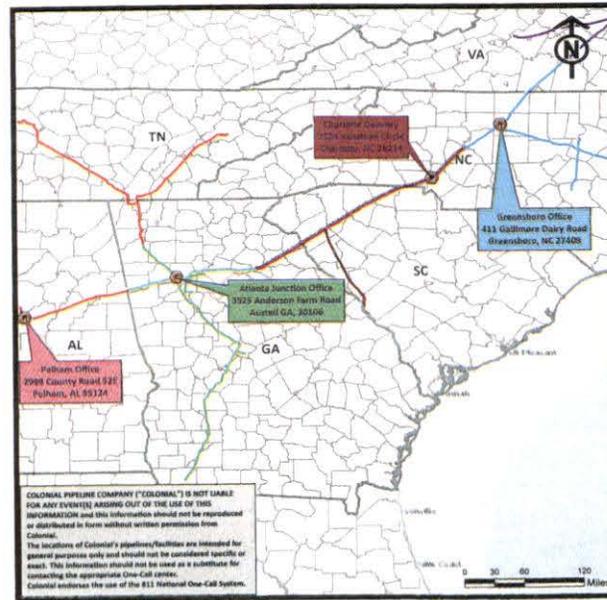
Texas
(Houston Station)
 713-332-5260
 302 1/2 Jefferson Road
 Pasadena, TX 77506

West Louisiana
(Lake Charles Station)
 337-990-8031
 2053 Clifton Ridge Road
 Sulphur, LA 70665

East Louisiana
(Baton Rouge Junction)
 225-570-3030
 1476 Highway 61
 Jackson, LA 70748

Mississippi
(Collins Office)
 601-765-9155
 35 Pump Station Road
 Collins, MS 39428

Southeast District



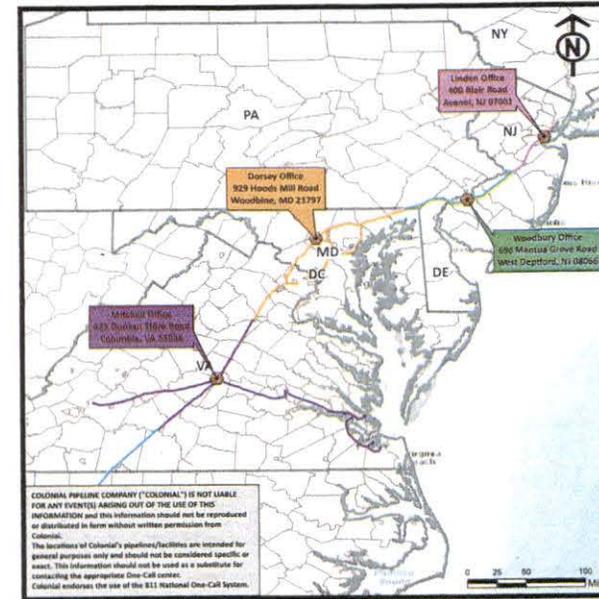
Alabama/Tennessee
(Pelham Office)
 205-685-6008
 2999 County Road 52 E
 Pelham, AL 35124

Georgia
(Atlanta Junction Office)
 770-732-6870
 3925 Anderson Farm Road
 Austell, GA 30106

GA/SC/Charlotte, NC
(Charlotte Delivery)
 704-393-6811
 7524 Kenstead Circle
 Charlotte, NC 28214

Greensboro/Selma, NC
(Greensboro Office)
 336-931-6042
 411 Gallimore Dairy Road
 Greensboro, NC 27409

Northeast District



Virginia
(Mitchell Office)
 804-375-3257
 425 Duncan Store Road
 Columbia, VA 23038

Maryland/Virginia
(Dorsey Office)
 410-970-2130
 929 Hoods Mill Road
 Woodbine, MD 21797

Pennsylvania/
Delaware/NJ
(Woodbury Office)
 856-202-4041
 696 Mantua Grove Road
 West Deptford, NJ 08066

New Jersey
(Linden Office)
 732-713-9078
 400 Blair Road
 Avenel, NJ 07001

About Colonial Pipeline Company

Pipelines move nearly two-thirds of this country's annual supply of refined fuels. These nearly invisible transportation systems operate continuously and are the most efficient and cost-effective method for moving the vast quantities of fuels required to meet this nation's energy needs.

Colonial Pipeline operates a 5,500 mile network of underground pipe stretching from Texas to the New York harbor. Each day, these pipelines, ranging in size from 6-40 inches, transport over 100 million gallons of refined petroleum products, including gasoline, kerosene, home heating oil, diesel fuel and jet fuel.

How Colonial Keeps Your Community Safe

Colonial Pipeline dedicates a significant portion of its annual budget to maintain the integrity of our pipelines. Our safety measures include:

- Sophisticated electronic inspection tools and corrosion prevention systems
- 24/7 monitoring from our centralized control center
- Foot patrols and aerial inspections of the pipelines
- Immediate pipeline shut-downs if a problem is identified
- Routine maintenance of pipeline "rights-of-way" (the strips of land over and around pipelines) to keep them clear of potentially damaging tree roots, plants and other encroachments
- Integrity Management Plans (IMPs) for high consequence areas such as highly populated, environmentally sensitive, or drinking water areas, as well as commercially navigable waterways. For information on Colonial's IMP, please contact us at: info@colpipe.com.