

MARYLAND



# 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

2024

# EMERGENCY CONTACT LIST

<u>COMPANY</u>	<u>EMERGENCY NUMBER</u>
Columbia Gas of Maryland.....	1-888-460-4332
Eastern Gas Transmission and Storage.....	1-888-264-8240
Eastern Shore Natural Gas Company.....	1-877-650-1257
Sunoco, LLC.....	1-800-786-7440
TC Energy / Columbia Gas Transmission .....	1-800-835-7191
Texas Eastern Transmission, LP (Enbridge) .....	1-800-231-7794
UGI Utilities, Inc.....	1-800-276-2722

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**Note: The above numbers are for emergency situations.  
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.

<u>ONE-CALL SYSTEM</u>	<u>PHONE NUMBER</u>
Miss Utility of Maryland.....	1-800-257-7777
National One-Call Dialing Number .....	811

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**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
- H2S 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
- H2S 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

**CORE-EX Pipeline Emergency Response Training**

First Responders and Contractor/Excavator Personnel



Instructor:



The pipeline and its contents are not intended to be used as a source of energy, and are not to be used as a source of pressure or vacuum.

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**CORE-EX Continuing Education Unit (CEU) Opportunities**

This course is good for 2.0 hours of continuing education credits through:

**Maryland Department of Environment**

For:

**Water Operators and Supervisors**

Course ID Number: **6797-20-09-0**

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**CORE-EX Local Operator Information\***

- 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.

Register for access at: <https://my.spatialobjects.com/>

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**CORE-EX Coordinated Response Exercise®**

- Learn** your roles and responsibilities as emergency responders should a pipeline emergency happen in your jurisdiction – as well as your access to resources. Excavators – learn your responsibilities prior to calling 811
- Acquaint** you with the operator's ability to respond to a pipeline emergency. Excavators – find out what the company responsibilities are once you notify 811 before you can dig.
- Identify** the types of pipeline emergencies.
- Plan** how all parties can engage in mutual assistance to minimize hazards to life, property and the environment.

Code of Federal Regulations (CFR): 49 CFR Parts 192 and 195

**Roll Call:** Emergency Responders, Public Officials, Excavators & Pipeline Operators



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### Miss Utility of Maryland/ DC Stakeholder Partnership

- \* To Prevent**
  - Loss of Life
  - Injuries
  - Damage to property and the environment
- \* To Protect**
  - Miles of underground utility lines that provide essential services to Maryland and DC citizens and businesses

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## It's The Law.

**Maryland's Title 12 Dig Law:**

- Notice: Minimum 3 business day – Maximum 12 business day notice

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**Washington DC's Title 34 Dig Law:**

- Notice: Minimum 96-hour – Maximum 10 business day notice

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**Process Your Tickets:**

- By Clicking: Access ITICnxt @ [www.missutility.net](http://www.missutility.net)
- By Calling: 1-800-257-7777 or 811
- By Using the Free Mobile App

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### The Damage Prevention & Safety Plan

1. Ticket must be Submitted prior to Digging or Demolition.
2. Wait The Required Time For The Marks – Use Ticket Check To Verify Locator Status.
3. Confirm The Marks & Report Any Utilities Not Completely Located/Marked.
4. Dig With Care.



Join Miss Utility's monthly Damage Prevention And Safety Meetings to stay involved in and up to date with all stakeholder matters affecting member utilities, contractors/excavators, contract locators, laws and call center processes.

\* Hybrid Meetings are held the 4<sup>th</sup> Tuesday each month, unless otherwise noted.

\* Contact Susan Sullivan for more information: [ssullivan@missutility.net](mailto:ssullivan@missutility.net)

### Miss Utility offers FREE Damage Prevention Training

Request **FREE** Damage Prevention and Safety Training from Miss Utility

CLICK HERE TO LEARN MORE



**Safety Is In Your Hands.  
Every Dig. Every Time.  
It's the Law and a FREE service.**



[www.missutility.net](http://www.missutility.net)

811

### CORE-EX Dredging Operations

If your company conducts dredging operations, shoreline stabilization or pile driving activities, please be aware of the following:

- Underground hazardous liquids and natural gas pipelines do traverse lakes and navigable waterways
- 811 requirements to submit a one-call ticket prior operations commencing, to include a sub-aqueous ticket option
- Identify all pipeline warning markers near the shorelines where you will be working
- Contact the pipeline company as part of your pre-planning before work begins



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**CORE-EX Logging Operator Responsibilities**

- Notify pipeline company before work begins
- No skidding of logs on right of way
- Crossing of pipeline must be approved
- Drop cut trees away from pipeline
- Do not remove existing cover
- Restore right of way



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**CORE-EX Integrity Management**

Pipeline companies are required to have Integrity Management programs to insure safe and efficient operations:

- Internal and external cleaning and inspection, of the pipeline and affected areas
  - Rights-of-Way and valves
- Supervisory Control and Data Acquisition (SCADA)
- Identification of High Consequence Areas (HCA)
- Aerial Rights-of-Way Patrols
- Public Awareness Outreach to stakeholders
- Participation as a member of 811
- Operator Qualification (OQ) Training
- Local Distribution Company (LDC)
  - Meter Testing
  - Leak Surveys
  - May also be utilized on transmission pipelines




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**CORE-EX Pipeline Operators Emergency Response Plans**

**Natural gas and hazardous liquids**

- Notify appropriate fire, police, and other public officials of gas or liquid pipeline emergencies, coordinate planned responses, and actual responses during an emergency
- Identify the type of incident
- Prompt and effective response measures
- Availability of personnel and equipment
- Make safe any actual or potential hazard to life, property, and the environment
- Incident investigation and review

**Natural gas (49 CFR 192.615)**

- Establish and maintain communication with fire, police, and other public officials
- Direct actions to protect people, then property
- Emergency shutdown to minimize hazard to life, property, and the environment
- Safely restore service

**Hazardous liquid (49 CFR 195.402)**

- 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

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**CORE-EX Coordinated Response Exercise®**

**Discussion Based Exercise**

**Natural Disasters**

- Tornadoes
- Wildfires/Forest Fires
- Flooding/Mudslides/Slips
- Earthquakes



**Human Error**

- Vehicle accidents involving above ground valve sites
- Third party strikes by contractors and excavators
- Agricultural activities, field tilling

**National Security Threats**

- Cyberterrorism involving pipeline systems
- IED's on pipeline assets

These training programs can also go hand in hand with Homeland Security Exercise and Evaluation Programs (HSEEP)

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**CORE-EX** Coordinated Response Exercise Discussion

**Discussion Questions**

- **Pipeline Operators:** How do you typically find out about an emergency, and what protocols go into effect when a product release occurs on your system that your local emergency responders may not be aware of (behind the scenes)?
- **Emergency Responders:** How will we deliver coordinated, prompt, reliable and actionable information to the whole community about what is happening? (Mission: Response; Public Information & Warning)
- **Pipeline Operators:** Do you always know where emergency responders will set up an Incident Command Post (ICP)?
- **Emergency Responders:** How will we establish and maintain a unified and coordinated operations structure that appropriately integrates all critical stakeholders and supports the execution of core capabilities? (Mission: Response; Operational Coordination)
- **Excavators / Contractors:** What things would you be doing when notified of this event?

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**CORE-EX** Coordinated Response Exercise Discussion

**Discussion Questions**

- **Pipeline Operators:** How will you get access to the scene if a secured perimeter has been established?
- **Emergency Responders:** How will we conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all-hazards in support of responder operations and the affected communities? (Mission: Response; Environmental Response / Health & Safety)
- **Pipeline Operators:** How will you typically handle communications?
  - At the scene between pipeline operators?
  - At the scene between pipeline operators and the ICP / other emergency responders?
  - Between field pipeline personnel and Control Centers / SCADA Centers?
- **Emergency Responders:** How can we ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces? (Mission: Response; Operational Communications)

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**CORE-EX** Discussion-Based Exercise Recap

- Timely notification of the incident
- Denied entry at scene of incident
- Quick access to remote valves/ICP
- Getting equipment into the area
- Communications with incident command
- Clear lines of communication (both ways)
- Face to face meetings with local officials
- Pre-planning with emergency services




**Do contractors and excavators face some of these same challenges?**

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**CORE-EX National Emergency Number Association**

### Pipeline Emergency Operations Standard

NEIA's pipeline emergency operations workgroup recommendations



- Awareness of pipelines affecting the 911 service area
- Pipeline leak recognition and initial response actions
- Additional notices to pipeline operators

Initial intake checklist

- Quick reference guide in program materials

Pipeline emergency operations standard/model recommendations

- 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"

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**CORE-EX 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, Type A gas gathering and hazardous liquid pipelines
  - 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 (ERPs) with this requirement in October 2022.

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**CORE-EX Product Characteristics**

### Hazardous Liquids

ER Guide 1.28 (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 1.15 (Pages 150-161)

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

### Natural Gas

ER Guide 1.15 (Pages 150-161)

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



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**CORE-EX Product Characteristics Resources**



For 24/7 emergency (2888) support, call our toll-free 1-800-485-4966  
In addition to this number, also call your local emergency response and management  
All other costs (DIAL) apply for service outside the US.

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**CORE-EX Petroleum Products Batching**

**Pipeline Products Batching**

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**CORE-EX Emergency Response and 811**

**Derailments, car accidents, excavating/farming mishaps, natural disasters, and wildfires**

PHMSA Advisory Bulletin (2012-08)

- Based on National Transportation Board recommendation
- Inform emergency responders about the benefits of 811
- Identify underground utilities in the area
- Notify underground utilities in the area

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**CORE-EX Above Ground Storage Tanks**

**Considerations when responding to tank farms/ terminals**

**Work with your local operator to:**

- Develop an effective response plan
- Identify products and hazards
- Determine evacuation radius

**Response recommendations:**

- Cool tank(s) or nearby containers by flooding with water
- Use unmanned hose holders/monitor nozzles
- Do not direct water at safety devices or icing may occur
- Let product burn, even after air supply line/system is closed
- Be aware of the potential for Boiling Liquid Expanding Vapor Explosion (BLEVE)

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**CORE-EX Underground Storage Fields**

**Emergency response "non-intervention"**

- Emergency contact information found on pipeline markers and all wellhead locations
- Always be aware of wind direction; walk into the wind, away from hazardous fumes
- Do not drive into a leak or vapor cloud
- Monitor combustible atmosphere
- Determine hazardous area and escape routes

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CORE-EX Local Distribution Systems

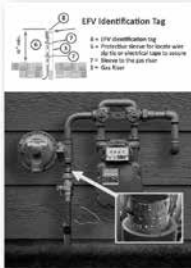
**Caution**

- Be aware, not all natural gas leaks are from microvalves, unintended leaks from stoves, water, heaters, furnaces, etc. can occur
- When called out on natural gas leak events, use combustible gas indicators
- Mercaptan can be stripped as it travels through soil
- Frost heaves, breaking pipes
- Gas meter breaks due to snow buildup from melting snow falling from roofs

**Excess flow valve meter tags**

**Identification tags [192.381(c)]**

- The presence of an excess flow valve on the service lines must be marked with an identification tag. The identification tag will typically be located at the top of the service riser below the meter stop valve



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CORE-EX 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



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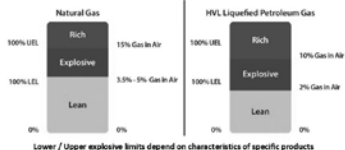
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CORE-EX Explosive Limits

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



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CORE-EX 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 distribution company from a safe distance
- The lines after a farm tap or residential meter are PRIVATE LINES. Be aware of these.



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**CORE-EX 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.



Thousands of members, one mission:  
Protecting critical infrastructure, the foundation of American life.

<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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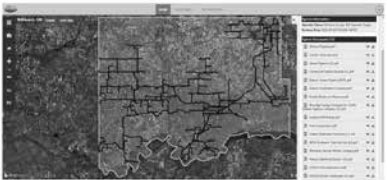
**CORE-EX Emergency Response Portal (ERP)**

PHMSA Advisory Bulletin Issued October 2010  
<https://ms.spatialobjects.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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**CORE-EX Live Virtual Pipeline Safety Webinar**

If members of your agency couldn't be at this face-to-face meeting today, we will offer one live virtual version of the meeting on **October 22, 2024, at 11:00 a.m. EDT. To register to attend this virtual meeting, please go to: [https://md.pipeline-awareness.com/meeting\\_schedule](https://md.pipeline-awareness.com/meeting_schedule)**



If your **Emergency Response Personnel** can't attend the live virtual event mentioned above, please make them aware of our **Training Center**. There is more information about this on the next slide.

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**CORE-EX 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](https://trainingcenter.pdigm.com)

Emergency Officials Use Code: 2024CORE Excavators Use Code: 2024EX

**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 hand pages.

**Fire Chief:** Thank you for providing this informative course. I would like to see more courses like this. It is a very good review and helps us tremendously.

**Geologist:** Concise, informative, appreciate the audio and visual components, and the course documents provided.

**Police Chief:** The training is very informative, and I will pass this onto our Fire Department and our Law Enforcement Supervisors. Great job!!!

**Safety Manager:** This is a good course to add to our Excavation Safety Program Training and New Hire Training Package.

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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**

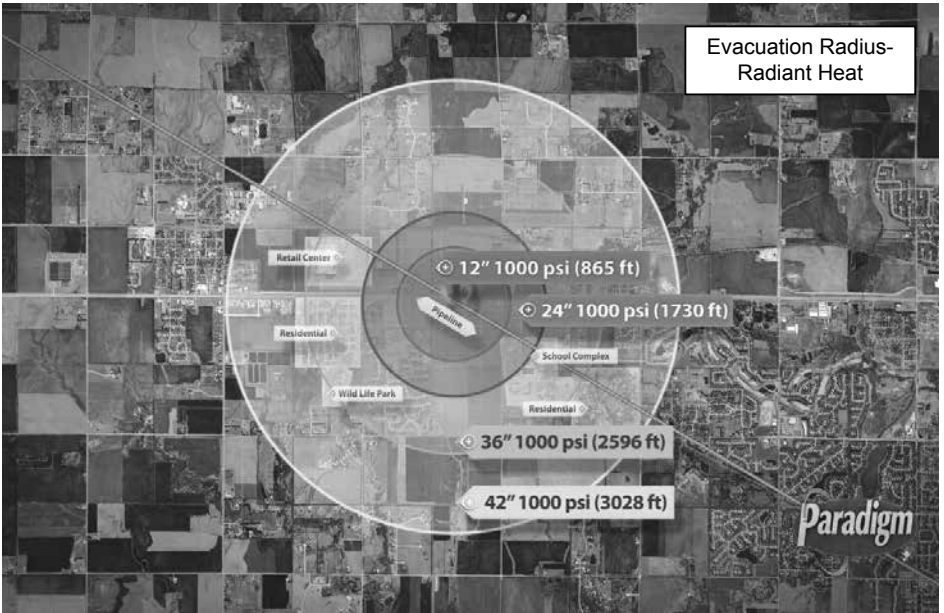
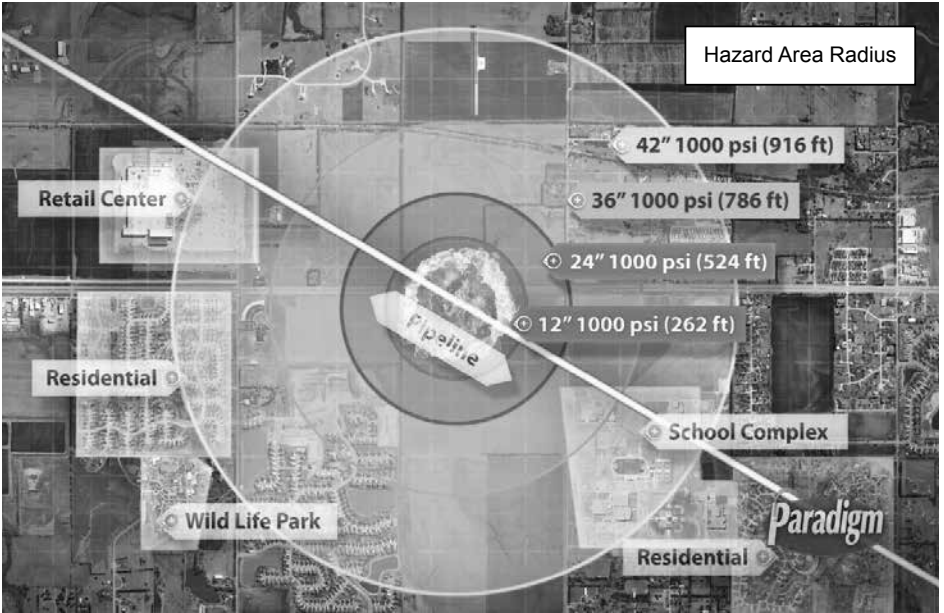
**(a) General:** Each operator shall prepare and follow for each pipeline system a manual of written procedures for conducting normal operations and maintenance activities and handling abnormal operations and emergencies. This manual shall be reviewed at intervals not exceeding 15 months, but at least 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**

Condition	Natural Gas (lighter than air)	LPG & HVL (heavier than air)	Liquids
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) 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.
- (b) 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.
- (c) 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:



Know what's below.  
Call before you dig.

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**

<i>PRODUCT</i>	<i>LEAK TYPE</i>	<i>VAPORS</i>
<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.	

<i>PRODUCT</i>	<i>LEAK TYPE</i>	<i>VAPORS</i>
<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.	

<i>PRODUCT</i>	<i>LEAK TYPE</i>	<i>VAPORS</i>
<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: 2023CORE or 2024 COREX



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)



## Operator Information

Operator Name(s) / Contact Information	Type(s) of Pipeline Systems Operating	Location within County	Pipe Size and Operating Pressure Range(s)	Average Emergency Response Time(s)









Miss Utility is a **FREE** service and your partner when it comes to safe digging in Maryland and Washington DC. Whenever the ground is disturbed by excavation or demolishing, contact MISS UTILITY, it's the LAW! Miss Utility is a one-call notification center that informs owner-members of proposed excavation and demolition, even in the design phase. The law applies to all excavators including homeowners working on their own property. By contacting Miss Utility by phone, using the internet ([www.missutility.net](http://www.missutility.net)) or downloading the MISS UTILITY mobile app at least 3 full business days (MD) & 96 business hours (DC) prior to work, we will notify the owner-members of the proposed work so they can locate their underground lines for your safety.

### THE DAMAGE PREVENTION PLAN

1. Contact Miss Utility at least 3 full business days (MD) & 96 business hours (DC) before planned work.
2. Wait the required time for the marks-using Ticket Check to verify locate status.
3. Confirm the marks and report any unmarked utilities.
4. Dig with care.

**Call before you dig, every dig. It's the law.**  
**811 or 1-800-257-7777**

#### MARYLAND

**Miss Utility Call Center:** 800-257-7777  
**Website:** [www.missutility.net](http://www.missutility.net)  
**Hours:** 7:00AM-5:00PM, M-F; 24/7 for emergencies  
**Advance Notice:** 3 full business days  
**Marks Valid:** 12 business days  
**Law Link:**  
 MD Law link: <https://mgaleg.maryland.gov/mgaweb/site/Laws/StatuteText?article=gpu&section=12-101&enactments=false>

*\*Hand-dig only up to 6 inches. Mechanized equipment must call.*

TICKETS			STATE LAWS & PROVISIONS								NOTIFICATION EXEMPTIONS				NOTIFICATIONS ACCEPTED							
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	N	Y*	N	N	N	N	Y	Y	N	Y	18"

#### WASHINGTON D.C.

**District One-Call:** 800-257-7777  
**Website:** [www.missutility.net](http://www.missutility.net)  
**Hours:** 24 hours, 7 days  
**Advance Notice:** At least (96) business hours, but no more than 15 business days  
**Marks Valid:** 15 business days  
**Law Link:**  
<https://code.dccouncil.gov/us/dc/council/code/titles/34/chapters/27/>

TICKETS			STATE LAWS & PROVISIONS								NOTIFICATION EXEMPTIONS				NOTIFICATIONS ACCEPTED							
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	N	Y	Y	Y	Y	Y	N	Y	Y	N	N	N	N	N	N	N	N	Y	N	N	18"

#### DELAWARE

**Miss Utility of Delaware:** 800-282-8555 (DE)  
 800-441-8355 (Eastern Shore MD)  
**Website:** [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com)  
**Hours:** 24 hours, 7 days  
**Advance Notice:** 2 full business days  
**Marks Valid:** 10 working days in DE;  
 12 business days in Eastern Shore MD  
**Law Link:** [www.delcode.delaware.gov/title26/c008/index.shtml](http://www.delcode.delaware.gov/title26/c008/index.shtml)

*\* 24" DE, 18" Eastern Shore, MD*

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



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