

SIGHT 

SOUND 

SMELL 

How do you recognize and respond to a leak...



SIGHT - Look for a pool of liquid on the ground, a white cloud or fog, persistent bubbling in standing water, or discolored vegetation. These are signs of a possible leak around the pipeline area.



SOUND - Listen for any unusual noise like a hissing or roaring sound.



SMELL - Notice any unusual odor.

Evacuate the area, immediately call 911 and notify us at 1-800-922-3459.

What can One Call Centers do to prevent damage...

Please inform callers that we will determine if their excavation is near our pipeline. If so, we will send a representative to meet with them to mark the exact location and route of the pipeline and provide information on how they can prevent damage to the pipeline. **There is no charge for this service.**

We request anyone performing excavation activities who strike our pipeline systems to notify us immediately since damage may have occurred on the protective coatings around the pipe. **If your One Call Center staff receives a notification of this type, we request that you contact us immediately** so that we may inspect the pipe, and if necessary, repair the damage.

For more information about Shell Pipeline Company LP...

Visit www.shellpipeline.com or contact us at the regional office nearest you.

Carson, CA **310-816-2052**

New Orleans, LA **985-873-3446**

Shell Pipeline Company LP

Proud Sponsor of

Dig Safely.

www.digsafely.com

CGA
Common Ground Alliance

www.commongroundalliance.com

IN CASE OF EMERGENCY 1-800-922-3459 (24-HRS)

Shell Pipeline Company LP

is providing you with the following information to promote awareness about our pipelines in your community.



What prevention measures do we undertake...

Shell is committed to operating its pipelines safely. We employ numerous prevention programs, such as valve and equipment inspections, as well as right-of-way maintenance. We utilize several protective measures including use of cathodic protection systems to deter corrosion, sophisticated tools or pressure tests to detect potential anomalies, and electronic surveillance systems to monitor the operations. Additionally, we conduct frequent scheduled ground or aerial surveys along the right-of-way to observe any excavation activity or possible ground discoloration. We also provide One Call Centers with information periodically about our pipeline facilities.

What we request stakeholders to do to prevent damage...

Shell provides safety material to the affected public and excavators requesting them to contact your One Call Center if they are planning on digging a hole, excavating, trenching, boring or performing other soil disturbing activities. We advise them that we will determine if their proposed excavation is near our pipeline. If so, we will send a representative to meet with them to mark the location and route of the pipeline and provide information on how they can prevent damage to the pipeline.

Shell also informs the affected public and excavators that if they do dig and strike the pipeline system, they should notify us immediately. Even if they cause what seems to be only minor damage, the protective coatings around the pipeline may have been harmed. **Please immediately notify us if your staff or you receive a call from someone who states they have struck or damaged our pipeline.**

What are "One Call" requirements...

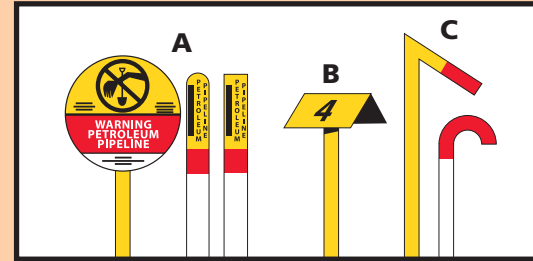
Shell informs stakeholders about general One Call requirements. If they plan on any excavation, trenching, boring or performing other soil disturbing activities, we need their help in preventing pipeline emergencies. Statistics indicate that excavation activities are one of the leading causes of pipeline incidents in the United States. Without proper notification and coordination, excavation activities in the vicinity of underground pipelines may lead to dangerous situations.

We advise stakeholders that State law usually requires them to **call 811 or their local One Call Center** no less than 48 hours (some States require 72 hours) before beginning any excavation, trenching, boring or performing other soil disturbing activities. We inform stakeholders that **there is no charge for this service.** We also advise them that the One Call Center will notify us about their project or excavation.

How can you tell where a pipeline is located?

Look for these signs:

- A. Line markers located near roads, railroads and along the pipeline right-of-ways
- B. Sign for pipeline patrol plane
- C. Pipeline casing vent



Line markers also identify the pipeline operator, the product transported and an emergency phone number.

Before you dig, Call 811, or contact your local State One Call Center directly



STATE ONE CALL CENTERS

| | | | |
|------------|----------------|-------------|----------------|
| California | 1-800-227-2600 | Mississippi | 1-800-227-6477 |
| Illinois | 1-800-892-0123 | Tennessee | 1-800-351-1111 |
| Kentucky | 1-800-752-6007 | Texas | 1-800-344-8377 |
| Louisiana | 1-800-272-3020 | | |

Do your part... spread the word in your community...

CALL BEFORE YOU DIG. IT'S THE LAW!

- Call 811 or your local One Call Center
- Wait for the site to be marked
- Discuss markings with the Shell representative prior to digging
- Respect all markings
- Dig with care

In case of an **EMERGENCY**, call **1-800-922-3459 (24-hrs)**

How do you increase your awareness of hazards...

Pipelines carry both gaseous and liquid materials under high pressure. Many liquids form gaseous vapor clouds when released into the air. Many pipelines contain colorless and odorless products. Some gases are lighter than air and will rise. Other heavier-than-air gases and liquids will stay near the ground and collect in low spots. All petroleum gases and liquids are flammable. **Any pipeline leak can be potentially dangerous.**

How do stakeholders obtain pipeline location information...

Since pipelines are buried underground, line markers, like the ones shown to the left, are used to indicate the approximate route and general location of the pipeline. Markers should not be relied upon to indicate the exact position of the pipeline since pipelines oftentimes do not follow a straight course between markers. We advise stakeholders not to disturb or remove the markers. Willful removal or damage of the markers is a Federal offense and subject to a fine or imprisonment.

The markers can be found along the pipeline route or where a pipeline intersects a street, highway, waterway or railway. The markers display important information such as the material transported in the line, the name of the pipeline operator, and a telephone number where the operator can be reached in the event of an emergency.

How to get additional information about pipelines...

For more information about excavation practices around underground utilities and pipelines visit www.pipeline101.com or www.commongroundalliance.com

How do stakeholders find out about pipeline operators in their community...

For those interested in viewing the general location of pipelines in their community as well as other information, visit the U.S. Department of Transportation's National Pipeline Mapping System at:

www.npms.phmsa.dot.gov

or write:

U.S. Department of Transportation
Pipeline and Hazardous Material Safety Administration
1200 New Jersey Avenue SE, East Building
Washington D.C. 20590