



An Operator of Liquid, Natural Gas and Crude Oil Pipelines *in Your Community*



**TAKE OUR SURVEY
TO ENTER!**

Details on back.



Emergency Number: 888-883-6308

For all other inquiries, call: 888-806-8152

For the Spanish version of this pipeline safety brochure,
please visit www.enterpriseproducts.com/Folletos-de-Seguridad



Know what's below.
Call 811 before you dig.



AN IMPORTANT MESSAGE ABOUT PIPELINE SAFETY

You have received this safety brochure because you have been identified as someone who has responded or may respond to an emergency situation or are a local public official in a county/parish near a natural gas, liquid and/or crude oil pipeline(s) or gathering system(s) operated by Enterprise Products Operating LLC and/or Enterprise Crude Pipeline LLC (collectively referred to in this brochure as "Enterprise"). Our gathering systems may move natural gas or crude oil to processing plants or to an interconnection with larger mainline transmission pipelines.

Department of Transportation statistics confirm pipelines are the safest means of transporting energy. Approximately two-thirds of the natural gas, crude oil and refined petroleum products we use in our everyday lives are transported through underground pipelines – making them an essential component of our nation's infrastructure.

Please take a moment to familiarize yourself with the important pipeline safety information in this brochure. We encourage you to keep it on hand and share with your co-workers and within your organization.

OUR SAFETY COMMITMENT

Enterprise is committed to the safe, reliable delivery of natural gas, crude oil, refined petroleum products and liquefied petroleum gas (LPG). Some of these products are considered Highly Volatile Liquids (HVLs).

Our pipelines are designed, installed, tested, operated and maintained according to strict standards employed by our company, the pipeline industry and the federal government.

IN CASE OF AN ENTERPRISE PIPELINE EMERGENCY CALL

Emergency Number:
888-883-6308

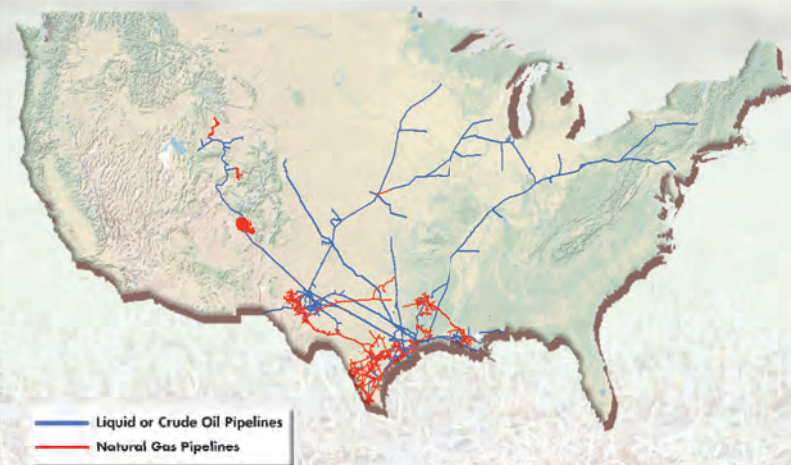
If you suspect a problem or witness suspicious activity on our right-of-way, immediately notify our 24-Hour Control Center and call your local police and fire department by dialing **911**.

HOW CAN YOU FIND PIPELINES NEAR YOU?

ENTERPRISE PIPELINE VIEWER TOOL

To learn more specific information regarding location and products transported in our pipelines within one mile of your address, visit our Pipeline Viewer Tool at:

www.enterpriseproducts.com/PipelineViewer



CONTACT ENTERPRISE

Website: www.enterpriseproducts.com

E-mail: publicawareness@eprod.com

Non-Emergency Number: 888-806-8152



<https://www.instagram.com/enterpriseproductspa/>



<https://www.facebook.com/EnterpriseProductsPA>

LEARN MORE

Other helpful websites and information can be found on the Additional Resources section of our website at:
www.enterpriseproducts.com/AdditionalResources

CALL 811 BEFORE YOU DIG

Damage from excavation-related activities is a leading cause of pipeline accidents. If you are an emergency responder or local public official with jurisdiction near one of our pipelines, it is important to remind others to ALWAYS call 811 before excavating to help prevent pipeline emergencies.



Know what's below.
Call 811 before you dig.

The Plan is Simple

1. Call your state's One-Call Center (by dialing 811) at least two working days before excavation is scheduled to begin. (Some states may require 72 hours before excavation.)
2. Wait the required amount of time.
3. One of our trained technicians will mark the location of the pipeline at no cost to you.
4. Respect the pipeline markers.
5. Dig with care when working near the tolerance zone.*

*Tolerance Zone: Enterprise defines the tolerance zone as 18 inches from the outer edge of the pipeline (in all directions), or as defined by State regulations, whichever is greater. Hand digging is required when excavating within the tolerance zone.

A gouge, scrape, dent or crease to a pipeline or its coating may cause a break or leak in the future. If you cause what could be considered even minor damage to a pipeline, please contact Enterprise immediately at **888-883-6308**.

Report Damages and Releases. It's the Law.

Many states require reporting of excavation damages and releases to gas and liquid pipeline facilities. If your damage causes a release, from a safe location, immediately report it by calling 911 and Enterprise at **888-883-6308**. For more information on reporting requirements in your state, please visit the Department of Transportation website at: <https://primis.phmsa.dot.gov/comm/damagePreventionsummary.htm>

PREVENTION MEASURES

We implement a comprehensive pipeline Integrity Management Program (IMP) to maintain the reliability and safety of our pipeline systems. We do this through use of inspection devices, pressure testing, regular and scheduled maintenance, aerial surveillance, corrosion prevention efforts, and 24-hour surveillance of the pipeline.

Enterprise also maintains an ongoing effort to communicate with Emergency Response Agencies to provide information on emergency preparedness and response. In addition, please notify us immediately if you witness any indications of extreme localized flooding, ice or debris dams, or other issues that may have an impact on the integrity of our pipeline crossings.

Some segments of our pipeline system(s) traverse through areas that have been designated as High Consequence Areas (HCAs) in accordance with federal regulations and require additional activities that are included in our IMP. More information about our company, pipeline operations, HCAs and an IMP summary can be found at: www.enterpriseproducts.com/PipelineIntegrity.

Feedback regarding the company's IMP can be directed through our general email address at: publicawareness@eprod.com.

Our Damage Prevention Program is designed to prevent damage to our pipelines and facilities from excavation activities such as digging, trenching, blasting, boring, tunneling, backfilling, etc. or other activities such as heavy equipment crossings or storage of heavy objects on the right-of-way. When/where applicable, the appropriate stakeholders will be notified of the nature and timing of scheduled maintenance or construction activity on an Enterprise pipeline.

NATIONAL PIPELINE MAPPING SYSTEM

The National Pipeline Mapping System (NPMS) provides information about operators of both gas and liquid transmission pipelines. To find out who operates pipelines in your area, visit the NPMS website at: <https://www.npms.phmsa.dot.gov/>.

	RED	Electric
	ORANGE	Communications, Telephone/CATV
	BLUE	Potable Water
	GREEN	Sewer/Drainage
	YELLOW	Gas/Petroleum
	PURPLE	Reclaimed Water
	WHITE	Pre-mark site of intended excavation
	PINK	Temporary survey markings

COLOR CODING OF TEMPORARY MARKER SIGNS

Colored flags are placed in the ground to temporarily identify the various types of buried utilities, or to indicate planned excavation activity. Please do not remove or relocate these flags as it could lead to possible dangers for yourself and others living and working nearby.

PRODUCTS WE TRANSPORT

The table below describes the types of products transported through our pipeline system(s). One or more of these products may be transported in your area. For information regarding our facilities and the products transported through them, visit our System Map at: www.enterpriseproducts.com/SystemMap. To obtain contact information for one of our facilities, leave a message on our non-emergency number at 888-806-8152 and someone will return your call, or email us at publicawareness@eprod.com.

HAZARDOUS MATERIAL QUICK GUIDE

PRODUCT	LEAK TYPE	VAPORS	HEALTH HAZARDS
*NATURAL GAS	Gas	Lighter than air and will generally rise and dissipate. May gather in a confined space and travel to a source of ignition. Explosion hazards occur indoors, outdoors or in sewers.	Easily ignited by high 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.
*CRUDE OIL	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 occur indoors, outdoors or in sewers.	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.
REFINED PRODUCTS (GASOLINE, DIESEL FUEL & JET FUEL)	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 occur indoors, outdoors or in sewers.	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.
HIGHLY VOLATILE LIQUIDS (HVLs) (PROPANE, BUTANE, ETHANE, E/P MIX)	Gas	Initially heavier than air, spread along ground, collect in low lying areas and may travel to source of ignition and flash back. Product is colorless, tasteless and contains a slight hydrocarbon or pungent odor. Additional Information on HVLs: In addition to natural gas, crude oil and refined products, some of the products we transport through our pipelines include propane and ethane, also known as Highly Volatile Liquids (HVLs). HVLs are hydrocarbons that have been pressurized to keep them in a liquid state. If a pipeline is ruptured, the HVLs will escape and convert from a liquid to a gas and form gaseous vapor clouds when released into the air. HVLs are highly flammable and will burn or explode if exposed to an ignition source. HVLs are dangerous and could be lethal if inhaled by humans or animals.	Easily ignited by high 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.

*In certain areas, some of these products may contain levels of Hydrogen Sulfide (H₂S), which has an obvious and unpleasant odor. H₂S is heavier than air and may spread along the ground and collect in a low or confined space. Vapors may travel to source of ignition and flash back. Inhalation or contact may cause dizziness or asphyxiation without warning and may be lethal if inhaled at high concentrations. H₂S can kill the sense of smell quickly. Protective clothing and respiratory protection must be worn when responding to a release which may contain this product.

HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?

Look for these signs:



Pipeline markers can be found along the right-of-way and where the pipeline intersects a street, highway or railway. Pipeline markers are used to indicate the approximate location of the pipeline - do not rely on them to indicate the exact position of the pipeline as it may not follow a straight course between markers.

THE PIPELINE MARKERS DISPLAY:

The product(s) transported in the pipeline

A telephone number where the operator can be reached in the event of an emergency

The name of the pipeline operator

While markers are helpful in locating pipelines, they provide no information on the depth or number of pipelines in the vicinity. Please ensure that no buildings, structures, trees or other obstructions are erected, placed, or planted on or within the pipeline right-of-way. Pipeline markers are required by the U.S. Department of Transportation and it is a federal crime to remove or relocate them.

IF YOU ARE A PUBLIC SAFETY OFFICIAL:

You know to take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency.

The following suggestions are offered as a guide:

1. Secure the area to a safe distance, including but not limited to, determination regarding the need for shelter-in-place or the evacuation of homes, businesses, schools and other locations, as well as the erection of barricades to control access to the emergency site.
2. Pipeline marker signs show the pipeline company's name, emergency telephone number and pipeline contents. Contact the pipeline company as soon as possible.
3. Take steps to prevent ignition if the pipeline leak is not already burning by prohibiting smoking, rerouting traffic and shutting off electricity.
4. Try to prevent the spread of fire if the pipeline leak is burning, but do not attempt to extinguish it. If the fire is extinguished, gas or vapors will collect and may re-ignite.



HOW TO RECOGNIZE A LEAK



By Sight

- A pool of liquid on the ground
- A rainbow sheen on water
- Dead or discolored vegetation amid healthy plants
- Water bubbling or being blown into the air
- A low-lying, dense white cloud or fog originating near the pipeline
- Frozen ground near the pipeline
- Fire or explosion near the pipeline



By Sound

- An unusual hissing or roaring sound



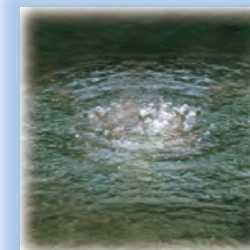
By Smell

- Any strange or unusual gaseous odor near the pipeline
- Some Enterprise pipelines transport natural gas, which is odorless in its natural state, and may have Mercaptan added to odorize the product. Mercaptan is a chemical odorant that aides in leak detection and has a rotten egg smell.

Dead, discolored vegetation.



Water bubbling.



Rainbow sheen on water.



STEPS TO TAKE IN A PIPELINE EMERGENCY

Your first concern should be for your personal safety and the safety of those around you.

1. Get detailed information about the emergency.
2. Call our 24-hour Control Center at **888-883-6308** and provide them with detailed information. Enterprise personnel will be sent to the emergency area.
3. Approach the emergency area from the upwind direction and park your vehicle at a safe distance from the identified area.
4. Stay out of low-lying areas. A vapor cloud may not be visible, but vapors may be on the ground.
5. If evacuating, remove individuals from the emergency area to an upwind location (if possible) and restrict access to the area.
6. Ensure all equipment being used in or near the emergency area is abandoned and shut down.
7. Obtain medical help if needed.

STEPS TO TAKE IN A PIPELINE EMERGENCY

8. Keep the emergency area secure. Block off roads, railroads, and other routes around the area.
9. Eliminate ignition sources such as car engines, pilot lights, smoking materials, radios, and cell phones.
10. **DO NOT** drive into an area in which you encounter a leak or vapor cloud.
11. **DO NOT** light a match, start or stop an engine or automobile, switch on/off an electric light or appliance, use a telephone or cell phone or other electronic devices near the suspected emergency area.
12. **DO NOT** attempt to operate or close any valves without direction from Enterprise personnel.
13. **DO NOT** attempt to extinguish an HVL fire on the pipeline unless instructed by our representative. Accumulation of HVL vapors can pose a greater hazard of explosion if re-ignition occurs.
14. Perimeter fires can be extinguished.



UNIFIED INCIDENT COMMAND

As responders and local public officials, you know the value of being prepared. Your awareness and understanding of how to respond to a pipeline emergency will enhance your personal safety, as well as that of others. As a responder or official, you know that emergencies require a joint effort approach. Pipeline emergencies require the coordinated efforts of response agencies and industry experts in order to provide the desired safeguards to the public and the environment. Enterprise recognizes the value of the Unified Incident Command structure and our role, as operators of the pipeline system, to provide useful knowledge and support during an emergency. Our goal is the safe operation of our pipeline systems, and our commitment is continuous improvement toward that goal.

PIPELINE INTEGRITY MANAGEMENT APPLICATION

Within the NPMS application, the Pipeline and Hazardous Materials Safety Administration (PHMSA) has developed the Pipeline Integrity Management Mapping Application (PIMMA). This application contains sensitive pipeline infrastructure information that can be viewed via internet browser and access to PIMMA is limited to federal, state, and local government officials as well as pipeline operators. PIMMA access cannot be given to any person who is not a direct employee of a government agency.

OUR RESPONSE IN AN EMERGENCY

Enterprise will immediately dispatch personnel to help handle the emergency at the site. We will also provide information to public safety officials to aid in their response to the emergency. To request a copy of the Enterprise Emergency Response Plan within your area of jurisdiction, contact us at: **publicawareness@eprod.com**.

In addition, we will take necessary operating actions such as closing and opening valves to minimize the impact of the leak. Public safety personnel and others unfamiliar with the pipeline should not attempt to operate any of the valves on the pipeline. Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.





P. O. Box 4324
Houston, TX 77210



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Important Pipeline Safety Information

To participate in our **Online Survey** about pipeline safety, go to: <https://pas.enterpriseproducts.com>

No purchase necessary. Void where prohibited by law. Entry period is November 1, 2022- March 31, 2023. Eligibility restrictions apply - see Official Rules at website. Information provided by survey respondents will be used by Sponsor solely for purposes of identifying a winner in the Roomba® Vacuum sweepstakes.

enter survey code:

EPER22



911 for emergencies

Call 911 for any emergency, including a suspected pipeline release.



811 before excavating

Call 811 at least two working days* before digging.



*Some states may require 72 hours before digging.