

Shoulder

To

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ROLES IN PIPELINE EMERGENCY RESPONSE



Watch the Shoulder to Shoulder video series at  
[shoulder2shoulder.tv](http://shoulder2shoulder.tv)



This brochure provides key information for emergency responders and is meant to supplement the "Shoulder to Shoulder: Roles in Pipeline Emergency Response" video series. We encourage you to watch the series in its entirety at [shoulder2shoulder.tv](https://shoulder2shoulder.tv)

Pipelines are everywhere, and likely are in your community. Pipeline incidents are rare but can have significant consequences to lives, property and the environment. Emergency responders and pipeline operators will work shoulder to shoulder as part of a pipeline emergency response.

### Video 1: Pipeline Overview

- More than two million miles of pipelines deliver oil, oil products and natural gas
- Pipelines are an important part of our nation's infrastructure
- Operators have numerous programs to ensure the safety of the network
- Every day, operators are committed to monitoring and safely operating their pipelines

### Video 2: Natural Gas Pipelines & Hazards of Natural Gas

*Typical warning signs of a natural gas pipeline release*

- Whistling or hissing sound
- Distinctive, strong odor, often compared to rotten eggs (some lines may be unodorized)
- Dense fog, mist or white cloud
- Bubbling in water, ponds or creeks
- Dust or dirt blowing up from the ground
- Discolored or dead vegetation above the pipeline right of way
- Loud roaring or explosive sound
- Very large flames and loud roaring noise

### Video 3: Liquids Pipelines & Hazards of Liquids

*Warning signs of a liquids pipeline release*

- Dead or discolored vegetation
- Sheens on water or flat surfaces
- Pools of liquid not usually present along the right of way (ROW)
- Vapor cloud or mist
- Dirt being blown into the air
- Fire coming from the ground
- Presence of construction equipment near the ROW
- Distinctive hydrocarbon odor
- Hissing or roaring sound







## WHAT TO DO IF THERE IS A PIPELINE EMERGENCY

- Immediately evacuate the area
- Do not start or turn off motor vehicles or electrical equipment
- Move far enough away from the noise until you can have a normal conversation
- Discourage others from entering the area
- From this safe location, call 911 (if they have not already been contacted)
- Notify the operator of the pipeline
- Do not attempt to operate any pipeline valves or equipment

## Video 4: Preparation & Resources

*Preparing and planning in advance of pipeline emergency is critical to safe and effective response.*

- Know the pipeline operators and how to contact them
- Know the type of pipeline, product transported and associated risks
- Know the route of pipelines and facility locations within your jurisdiction

## Educate yourself with free training and resources

- Online training at [pipelines.training](https://pipelines.training)
- Maps of pipelines at [npms.phmsa.dot.gov](https://npms.phmsa.dot.gov)





#### Video 5: Emergency Response Roles

- **9-1-1 dispatcher:** Gathers and relays critical information
- **Firefighter:** Secures the area
- **Pipeline operator:** Controls release of product
- **Law enforcement:** Assists in site security and evacuation
- **Emergency medical services:** Provides medical aid
- **Emergency management:** Coordinates community response

#### Video 6: Incident Management Best Practices

*Effective incident management tools*

- Emergency Response Guidebook (ERG) [phmsa.dot.gov](https://www.phmsa.dot.gov)
- Incident Command Structure/National Incident Management System (ICS/NIMS) [training.fema.gov](https://www.training.fema.gov)

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