

Emergency Response to Williams Pipelines



WE MAKE CLEAN ENERGY HAPPEN®



WILLIAMS EMERGENCY NUMBER: 855-945-5762

WILEO25



This is a federally and state-regulated pipeline safety message.

You've received this brochure because your agency has been identified as an emergency responder, and there are pipelines operated by Williams in or near your jurisdiction.

This brochure contains information about emergency response in and around pipelines including:

- Pipeline emergency response planning and procedures
- Recognizing a pipeline emergency
- Responding to a pipeline leak
- Potential hazards of a pipeline emergency
- Additional pipeline safety information for emergency responders

WILLIAMS EMERGENCY RESPONSE PLANNING AND PROCEDURES

When pipeline representatives arrive, they should identify themselves, establish contact with the incident commander and may request continued assistance with evacuation, traffic control and area security.

The pipeline representatives will ensure the safety of people and the environment by:

- Shutting down the pipeline
- Closing valves to isolate the product
- Identifying hazardous areas
- Dispatching additional company personnel to the scene
- Making provisions to repair the damaged pipeline

Each year, Williams provides training and conducts exercises with our Incident Management Team, emergency responders and spill response contractors. We follow guidelines established by the National Preparedness for Response Exercise Program (N-PREP).

All Williams employees complete annual emergency response training and have a basic Incident Command System (ICS) understanding. Williams employees will be considered Subject Matter Experts (SMEs) on Williams' assets and facilities when working in Unified Command with external response agencies.

If you are interested in learning more about our Emergency Response Program or discussing our Emergency Response Plan, please contact us at:

- Non-emergency phone number: **1-800-WILLIAMS (1-800-945-5426)**
- For more information about pipeline safety, visit www.williams.com/safety
- You can also contact us at PublicSafety@Williams.com

RECOGNIZING A PIPELINE EMERGENCY

USE YOUR SENSES TO RECOGNIZE A PIPELINE EMERGENCY

Although pipeline leaks are uncommon, it is important to be able to recognize the warning signs using sight, sound and smell.

Note: All of these signs may not be evident at the same time. Leaks could be in a liquid or gaseous state.

SIGHT

- Discolored or dead vegetation
- Flames coming from the ground
- A cloud of vapor, fog or mist
- A pool of liquid on the ground or bubbling in a wet, flooded area
- Dirt blowing in the air
- A rainbow or sheen on the water



SOUND

- An unusual hissing or roaring noise coming from a pipeline

SMELL

- An unusual odor or scent of gas, petroleum liquids or a slight hydrocarbon smell
- The products in Williams pipelines are primarily odorless, but may contain a rotten-egg smell from the odorant, mercaptan
- Hydrogen sulfide will carry a pungent, rotten-egg odor



RESPONDING TO A PIPELINE LEAK

Do's and Do Not's in a pipeline emergency:

Public safety and environmental protection are top priorities in any pipeline emergency response.



DO

1. Secure the area and protect the public.
2. Go directly to a safe location and call Williams at **855-945-5762**.
3. Follow National Incident Management System (NIMS).
4. Establish a command center.
5. Coordinate a community emergency response plan.
6. Handle traffic control and evacuation.
7. Control ignition sources.
8. Fight secondary fires.
9. Utilize the U.S. Department of Transportation's Emergency Response Guidebook.
<https://www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg>



DO NOT

1. **DO NOT** attempt to operate any pipeline valves; you may inadvertently route more product to the leak or cause a secondary incident.
2. **DO NOT** cause any open flame or other potential source of ignition such as a telephone, electrical switch, vehicle ignition, lighting a match, ringing a door bell, etc.
3. **DO NOT** use email, text or the internet to contact the company about a leak.
4. **DO NOT** come into direct contact with any escaping liquids or gas.
5. **DO NOT** drive into a leak or vapor cloud.
6. **DO NOT** attempt to extinguish a pipeline fire.
7. **DO NOT** assume someone else has reported the leak.

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POTENTIAL HAZARDS OF A PIPELINE EMERGENCY

The hazards associated with a pipeline emergency will be related to the location and environmental conditions associated with the release, as well as the specific characteristics of the material(s) being carried in the pipeline.

Possible hazards associated with a pipeline emergency may include:

- Fire
- Explosion
- Drinking water contamination
- Toxic inhalation hazards
- Asphyxiation hazards
- Corrosion hazards

The chart below provides some general information about the products transported through Williams-operated pipelines.

For more detailed information, please contact Williams at **1-800-WILLIAMS (1-800-945-5426)** or visit www.williams.com/safety.

Product	Leak Type	Vapors	Hazards
Natural Gas liquids: Ethane Propane Butane	Liquid/Gas	Initially heavier than air. Can spread along the ground and collect in low or confined areas. Vapors may travel to ignition sources and flash back.	All are extremely flammable. Vapors may cause dizziness or asphyxiation and may be toxic if inhaled at high concentrations. Contact with products may cause burns, severe injury and/or frostbite. Fire may be hazardous to environmental areas surrounding leak including, but not limited to, waterways.
Oil liquids: Gasoline Crude Oil	Liquid	Heavier than air	
Natural Gas	Gas	Lighter than air	Extremely high concentrations may cause irritation or asphyxiation. Extremely flammable and easily ignited by heat, sparks or flames.
Hydrogen Sulfide (H ₂ S)	Gas	Heavier than air and will settle, particularly in low-lying areas	High concentrations may paralyze sense of smell and be fatal. Extremely flammable.

CALL 811

You are required by law to contact 811, your state's One-Call agency, at least 48 to 72 hours (varies by state) prior to excavating.

Excavating includes any activity which requires moving dirt or operation of heavy equipment, such as construction of homes, roads, fences, drives, ditches or other facilities.

Please visit <https://call811.com/811-In-Your-State> for state-specific One-Call information.

If Williams operates a pipeline in the vicinity, we will be notified and will locate and mark our pipeline with temporary flags or spray paint before you dig.

Damage from excavation-related activities is the leading cause of pipeline incidents, so always **call 811** before you dig.



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

MAINTAINING SAFETY AND INTEGRITY OF PIPELINES IN YOUR COMMUNITY

An Integrity Management Plan (IMP) provides a process of assessing and mitigating risks along transmission pipelines. Williams has developed and implemented an IMP that provides a process for monitoring, managing and mitigating risks along transmission pipelines. For a copy of Williams' IMP, visit www.williams.com/safety.

High Consequence Areas (HCAs) are part of Williams' IMP and apply to transmission piping only. This provides enhanced protection for highly populated areas, an outside area or open structure, or a facility occupied by persons who are confined, are of impaired mobility, or would be difficult to evacuate. Examples of HCAs include beaches, playgrounds, recreational facilities, camping grounds, outdoor theaters, stadiums, recreational areas near a body of water, etc.

Unusually Sensitive Areas (USAs) are similar to HCAs and are also part of Williams' IMP, but rather than a focus on high population or other populated areas, USAs focus on liquid pipelines near commercially navigable waterways, primary or alternative drinking water sources, ecological resources, wetlands or areas inhabited by threatened and endangered species.

SEE SOMETHING! SAY SOMETHING!

KEEP YOUR COMMUNITY SECURE

Be aware of people acting suspiciously near pipelines or pipeline facilities. Report unusual or suspicious activity, including:

- People or vehicles loitering in the vicinity of pipelines or facilities
- People taking photos, video or showing other unusual interest in pipelines and facilities
- A strong odor or fluid leaking from a vehicle located near a pipeline facility



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RECOGNIZING A RIGHT-OF-WAY AND PIPELINE MARKER

A pipeline right-of-way is a strip of land over and around a pipeline where some of the property owner's legal rights have been granted to a pipeline company.

Pipeline rights-of-way must be kept free from structures and other obstructions to provide access for maintenance and in the event of an emergency.



Permanent pipeline marker examples



PIPELINE MARKERS

- Indicate **approximate** location. They cannot be used to determine exact location or depth.
- Can be found where lines meet at public access points, aboveground facilities, streets, highways, waterways and railway intersections
- Display the pipeline operator's name, emergency number and product transported



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PIPELINE PURPOSE AND RELIABILITY

Williams operates pipelines near you. Williams' pipelines and facilities are part of a vast national network of underground pipelines. This system is our country's lifeline for a variety of daily activities. From natural gas to heating oil, from water to jet fuel, pipelines reliably deliver products many of us take for granted, but which are essential to our nation's economy and standard of living.

Some pipelines transport potentially hazardous and flammable substances under high pressure. Yet, according to statistics from the National Transportation Safety Board and the U.S. Department of Transportation (DOT), pipelines are one of the safest modes of transportation in the United States.

PIPELINES/SYSTEMS OPERATED BY WILLIAMS

Pipeline/Systems	State
Arcadia Gas Storage LLC	LA
Black Marlin Pipeline Company	TX
Blue Racer Midstream LLC	OH & WV
Bluestem Pipeline LLC	KS & OK
Cadeville Gas Storage LLC	LA
Cardinal Operating Company LLC	NC
Discovery Gas Transmission LLC	LA
Discovery Producer Services LLC	LA
Gemini Carthage Pipeline LLC	LA & TX
Gulfstream Management & Operating Services LLC	AL, FL & MS
Hill Lake Gas Storage	TX
Louisiana Midstream Gas Services LLC	LA
Magnolia Midstream Gas Services LLC	LA
Mid-Continent Fractionation and Storage LLC	KS
Monroe Gas Storage Company LLC	AL & MS
MountainWest Pipeline LLC	CO, UT & WY
Northwest Pipeline LLC	CO, ID, OR, UT, WA & WY
Perryville Gas Storage LLC	LA
Pine Needle Operating Company LLC	NC
Pine Prairie Energy Center LLC	LA
Rocky Mountain Midstream LLC	CO
Rocky Mountain Midstream Pipeline LLC	CO
SG Resources Mississippi LLC	MS & AL
Transcontinental Gas Pipe Line Company LLC (Transco)	AL, DE, GA, LA, MD, MS, NC, NJ, NY, PA, SC, TX & VA
Utica East Ohio Midstream LLC	OH
Williams Field Services - Gulf Coast Company LP	AL, LA & TX
Williams Field Services LLC	AL, CO, KS, WY, OH, PA, WV & NY
Williams Front Range LLC	CO
Williams Gilcrest LLC	CO
Williams MLP Operating LLC	OH, OK, PA, TX & WV
Williams Oil Gathering LLC	LA & TX
Williams Olefins Feedstock Pipelines LLC	LA & TX
Williams Partners Operating LLC	WA
Worsham-Steed Gas Storage LLC	TX



NATIONAL PIPELINE MAPPING SYSTEM

The National Pipeline Mapping System (NPMS) includes information on hazardous liquid pipelines and natural gas transmission pipelines. To view the transmission pipelines in your area, visit www.npms.phmsa.dot.gov.

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ADDITIONAL EMERGENCY RESPONSE INFORMATION

Online Pipeline Emergency Response Training

At Williams, working with emergency response personnel and providing information on how to respond to a Williams pipeline or facility incident is critical. Because of this, we provide two interactive training courses, one specifically for 911 dispatchers and one for all other response agencies. The trainings can be found at:

- www.williams.com/911training
- www.williams.com/ERtraining

Completing the ER training will automatically enter your agency in a drawing to win \$1,000. **Drawing entries are for emergency response personnel only.**

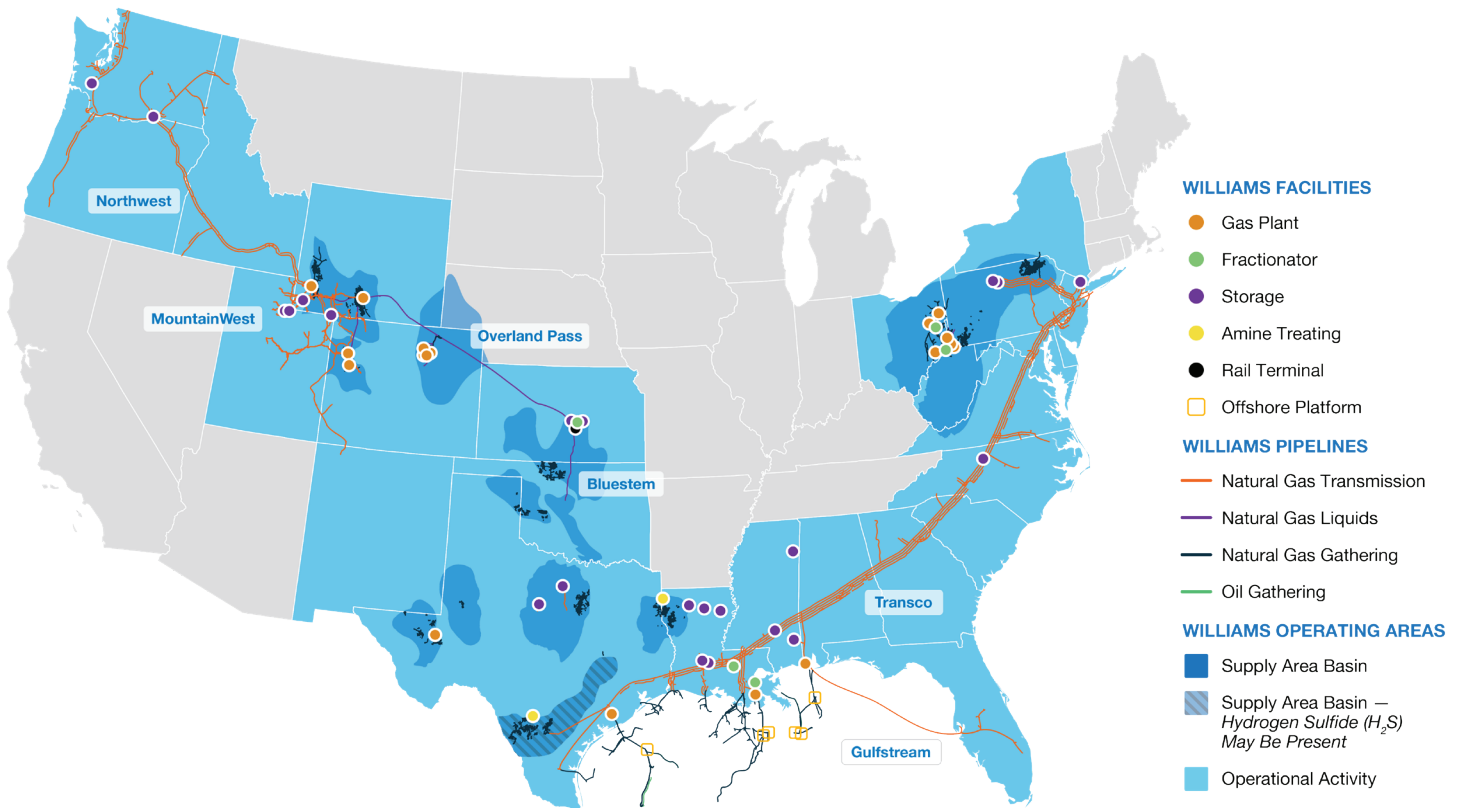
The Pipeline and Hazardous Materials Safety Administration's Emergency Response Guidebook provides first responders with a go-to manual to help deal with hazardous material incidents. It can be downloaded at: <https://www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg>

The National Association of State Fire Marshals has developed pipeline emergency response training. The trainings can be found at: <https://nasfm-training.org/pipeline/>

Williams Non-Emergency Contact Information

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