

# Pipeline Awareness for Emergency Officials



**TESORO**  
**LOGISTICS**

[www.tesorologistics.com](http://www.tesorologistics.com)

## **ABOUT TESORO LOGISTICS LP**

Tesoro Logistics LP (NYSE: TLLP), headquartered in San Antonio, Texas, is a fee-based, growth-oriented publicly traded master limited partnership formed by Tesoro Corporation in 2011 to own, operate, develop and acquire crude oil and refined products logistics assets. Tesoro Logistics LP owns Tesoro Logistics Operations LLC (TLO). Tesoro Logistics is an experienced operator with assets including product and crude oil pipelines, refined product and storage terminals, oil storage facilities, and marine and rail terminals.

## **TESORO LOGISTICS LP IS A STRONG PARTNER AND A GOOD NEIGHBOR**

Tesoro Logistics is a committed steward of the environment, with a strong emphasis on the safety of our employees and the communities in which we operate. Tesoro Logistics has a proven track record operating facilities in environmentally sensitive areas in the Western United States, including the Rocky Mountain region and the West Coast.



## PIPELINE PURPOSE AND RELIABILITY

Pipelines are a safe and efficient means of transporting natural gas and petroleum products, according to National Transportation Safety Board statistics. These pipelines transport the natural gas, which provides about 24 percent of all of the energy used in the United States, and over 700 million gallons of petroleum products per day.

In the United States alone, there are over 200,000 miles of petroleum pipelines and 300,000 miles of natural gas transmission pipelines in use every day. Transmission pipelines are typically larger than gathering and distribution lines. They transport energy products across the country and to storage facilities. Compressor stations and pumping stations are located along transmission and gathering pipeline routes and help push energy products through the line.

Onshore gathering lines are pipelines that transport gas and petroleum products 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.



## HEALTH & SAFETY

Tesoro Logistics considers safety an integral part of business and our performance. We are dedicated to sharing, leading, motivating and facilitating continuous safety improvement. Our success is reflected by efforts that have enabled Tesoro Logistics to become a recognized leader in industry safety. Tesoro Logistics is also committed to ensuring the security of our pipelines and facilities. As such, we have assessed our security requirements and have appropriate systems in place where we have determined them to be necessary.

Tesoro Logistics's location-based safety staff members are supported by a corporate team with an emphasis on identifying, sharing and implementing best practices across the company. Additional information is available online at [www.tsocorp.com](http://www.tsocorp.com). Tesoro Logistics Material Safety Data Sheets (MSDS Sheets) are available at <http://tsocorp.com/social-responsibility/health-safety/safety-data-sheets/>.



## ASSET INTEGRITY MANAGEMENT PROGRAM

In accordance with Federal Regulation, some segments along transmission pipelines have been designated "High Consequence Areas" (or, "HCAs"), and Tesoro Logistics has developed a supplemental hazard assessment and prevention program called an "Integrity Management Program."

Tesoro Logistics's Asset Integrity Management Program is our primary tool for assuring the reliability and performance of our assets, including the equipment at our terminals and pipeline facilities. It uses optimal testing practices to reduce risk and improve reliability. The Asset Integrity Management Program is backed up by additional Tesoro Logistics programs aimed at minimizing specific operational risks, including corrosion prevention and leak detection. Key performance indicators, such as equipment inspection and preventative maintenance status, are reported to management.

## MAINTAINING SAFETY AND INTEGRITY OF PIPELINES

Pipeline operators invest significant time and capital maintaining the quality and integrity of their pipeline systems. Most active pipelines are monitored 24 hours a day via manned control centers. Pipeline companies also utilize aerial surveillance and/or on-ground observers to identify potential dangers. Control center personnel continually monitor the pipeline system and assess changes in pressure and flow. They notify field personnel if there is a possibility of a leak. Automatic shut-off valves are sometimes utilized to isolate a leak.

Gas transmission and hazardous liquid pipeline operators have developed supplemental hazard and assessment programs known as Integrity Management Programs (IMPs). IMPs have been implemented for areas designated as "high consequence areas" in accordance with federal regulations. Specific information about an operators' program may be found on their company Web site, or by contacting them directly.



## PREPAREDNESS & RESPONSE

Planning and training are key elements of emergency preparedness. All Tesoro Logistics facilities have emergency response plans that are primarily focused on keeping everyone safe. In addition, Tesoro Logistics and other Tesoro Corporation entities have put in place more than 40 administrative business continuity plans to ensure that mission-critical business functions continue in the event of disruptions. To prepare our employees to respond to any kind of incident, Tesoro Logistics and other Tesoro Corporation entities conduct more than 160 emergency exercises per year at our refineries and terminals, with more than 9,000 employee-hours spent annually in support of incident response drills. Area organizations and officials are invited to train alongside incident response personnel and to offer suggestions for future improvements. Tesoro Logistics participates in the National Preparedness Response and Exercise Program. This program tests incident command organization. These exercises include full equipment deployment and a simulated oil spill.



## HOW WOULD YOU KNOW WHERE A PIPELINE IS?

Most pipelines are underground, where they are more protected

from the elements and minimize interference with surface uses. Even so, pipeline rights-of-way are clearly identified by pipeline markers along pipeline routes that identify the approximate—NOT EXACT—location of the pipeline. Every pipeline marker contains information identifying the company that operates the pipeline, the product transported, and a phone number that should be called in the event of an emergency. **Markers do not indicate pipeline burial depth, which will vary.** Markers are typically seen where a pipeline intersects a street, highway or railway. For any person to willfully deface, damage, remove, or destroy any pipeline marker is a federal crime.

**Pipeline Marker** — This marker is the most common. It contains operator information, type of product, and an emergency contact number. Size, shape and color may vary.

**Aerial Marker** — These skyward facing markers are used by patrol planes that monitor pipeline routes.

**Casing Vent Marker** — This marker indicates that a pipeline (protected by a steel outer casing) passes beneath a nearby roadway, rail line or other crossing.

*Line markers indicate the presence of a pipeline system in the vicinity (See photos at right). Tesoro Logistics pipeline markers contain the Regional Tesoro Logistics 24-hour emergency contact numbers.*



## CALL BEFORE YOU DIG. IT'S THE LAW!

Tesoro Logistics has a Damage Prevention Program in accordance with state and federal guidelines.

The purpose of this program is to prevent damage to our pipelines and facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, backfilling, or by any other digging activity. Because even relatively minor excavation activities like landscaping or fencing can cause damage to a pipeline, its protective casing and/or buried utility lines, always contact your local One-Call Center before engaging in any excavation, construction, farming or digging. Most states require 48 hours notice to the One-Call Center to allow the utility operators to mark their pipelines and utilities at your proposed digging site (**see One-Call chart on page 10**). In fact, most serious damage done to pipelines is done when a third party inadvertently excavates, blasts or drills within a pipeline right-of-way. By contacting the One-Call Center first, this type of damage can be prevented. Sometimes pipeline companies will require a representative present to monitor the safe excavation.

One easy **FREE** phone call to 811 starts the process to get your underground pipelines and utility lines marked. When you call 811 from anywhere in the country, your call will be routed to your local One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can dig safely. More information regarding 811 can be found at [www.call811.com](http://www.call811.com).





## WHAT DOES THE PIPELINE COMPANY DO IF A LEAK OCCURS?

*In order to prepare for the event of a leak, pipeline companies regularly communicate, plan and train with local emergency personnel such as fire and police departments. Upon the notification of an incident or leak, either by the pipeline company’s internal control center or by phone, the pipeline operator will immediately dispatch trained personnel to assist public safety*

officials in their response to the emergency. While emphasizing public safety and environmental protection, pipeline operators will also take steps to minimize the amount of product that leaks out and to isolate the pipeline.

### The pipeline company’s control center may:

- Stop or reduce the flow of product
- Dispatch pipeline emergency response personnel and equipment to the emergency site
- Inform you of any special precautionary recommendations
- Act as a liaison between emergency response agencies and pipeline company personnel
- Help bring the emergency to conclusion as quickly and safely as possible

## 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.

- Becomes aware of damage to the pipeline facility that may endanger life or cause serious bodily harm or damage to property; or
- 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.

## DETERMINE EXACTLY WHAT HAS HAPPENED:

Common signs of a pipeline leak are defined below. If any of these conditions are reported, **THIS IS A PIPELINE EMERGENCY.**

## RECOGNIZING A PIPELINE LEAK

**SIGHT:** Liquid pools, continuous bubbling in wet or flooded areas, an oily sheen on water surfaces, and vaporous fogs or blowing dirt around a pipeline area, dead or discolored plants in an otherwise healthy area of vegetation or frozen ground in warm weather are all signs of a pipeline leak. Natural gas is colorless, but vapor and “ground frosting” may be visible at high pressures. A natural gas leak may also be indicated by dust blowing from a hole in the ground or by flames if the leak is ignited.

**SOUND:** Volume can range from a quiet hissing to a loud roar depending on the size of the leak and pipeline system pressure.



**SMELL:** An unusual smell, petroleum odor, or gaseous odor will sometimes accompany pipeline leaks. Natural Gas and Highly Volatile Liquids are colorless, tasteless and odorless unless commercial odorants or Mercaptan is added. Gas transmission/ gas gathering pipelines are odorless, but may contain a hydrocarbon smell.

## WHAT DOES TESORO LOGISTICS TRANSPORT, AND WHAT ARE THE POTENTIAL HAZARDS?

Pipelines transport natural gas, petroleum products and other hazardous products such as chemicals, highly volatile liquids, anhydrous ammonia, or carbon dioxide. Exposure to these products can be harmful if inhaled, and can cause eye and skin irritation, and difficulty in breathing.

Fortunately, pipeline accidents are extremely rare, but they can occur. Natural gas and petroleum products are flammable and potentially hazardous and explosive under certain conditions. Pipeline companies undertake many prevention and safety measures to ensure the integrity of their pipeline systems.

You can obtain more specific information regarding pipelines and the products they carry by contacting the pipeline company directly.

## HOW CAN YOU HELP?

While accidents pertaining to pipeline facilities are rare, awareness of the location of the pipeline, the potential hazards, and what to do if a leak occurs can help minimize the number of accidents. A leading cause of pipeline incidents is third-party excavation damage. Pipeline operators are responsible for the safety and security of their respective pipelines. To help maintain the integrity of pipelines and their rights-of-way, it is essential that pipeline and facility neighbors protect against unauthorized excavations or other destructive activities. Here's what you can do to help:

- **Become familiar with the pipelines and pipeline facilities in the area (marker signs, fence signs at gated entrances, etc.).**
- **Record the operator name, contact information and any pipeline information from nearby marker/facility signs and keep in a permanent location near the telephone.**
- **Be aware of any unusual or suspicious activities or unauthorized excavations taking place within or near the pipeline right-of-way or pipeline facility; report any such activities to the pipeline operator and the local law enforcement.**

## 911 DISPATCH

911 Dispatch personnel play a critical role in effective response to pipeline incidents. Knowing the companies, their contact information, and the products transported in your respective jurisdiction is important for prompt and correct responses in the case of a pipeline incident. Dispatchers' actions can save lives, direct the appropriate emergency responders to the scene, and protect our nations' infrastructure from additional issues that can be caused by improper response. Follow these simple guidelines in the case of a pipeline incident:

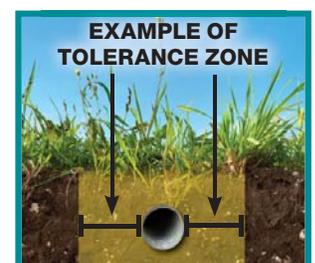
- **Gather the proper information (if possible): company, product, and release characteristics**
- **Know the appropriate response to each product**
- **Know the wind direction at the time**
- **Warn of ignition sources if possible**
- **Dispatch appropriate emergency responders**
- **Contact the pipeline company**



## WHAT TO DO IN CASE OF DAMAGING/DISTURBING A PIPELINE

State laws require you to maintain a minimum clearance, or tolerance zone, on either side of the pipeline, between the point of excavation and a marked pipeline (*see One-Call chart on page 10*). Check with your local one-call for tolerance zone requirements in your state.

If you cause or witness even minor damage to a pipeline or its protective coating, please immediately notify the pipeline company. Even a small disturbance to a pipeline may cause a future leak. A gouge, scrape, dent or crease is cause enough for the company to inspect the damage and make repairs.



# RESPONDING TO A PIPELINE EMERGENCY

**The top priorities in responding to a pipeline emergency are the safety of the public and the protection of the environment.**

## **First Response Call Intake Check List**

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.

The following guidelines are designed to ensure the safety of those in the area if a pipeline leak is suspected or detected:

### **Secure the area around the leak to a safe distance.**

Because vapors from the products carried in pipelines can migrate great distances, it is important to remove all ignition sources from the area. Keep in mind, Highly Volatile Liquid (HVL) vapors are heavier than air and can collect in low areas such as ditches, sewers, etc. If safe, evacuating people from homes, businesses, schools and other places of congregation, as well as controlling access to the site may be required in some incident scenarios. Sheltering in place may be the safest action if the circumstances make going outdoors dangerous.

- **Evacuate or shelter in place.** Depending on the level of chemical or product, and whether or not the product was released, or other variables, it may be necessary to evacuate the public or have the public shelter in place. Evacuation route and the location of the incident will determine which procedure is required, but both may be necessary. Evacuate people upwind of the incident if necessary. Involving the pipeline company may be important in making this decision.

If the pipeline leak is not burning:

- **DO NOT** cause any open flame or other potential source of ignition such as an electrical switch, vehicle ignition, light a match, etc.
- **DO NOT** start motor vehicles or electrical equipment.
- **DO NOT** ring doorbells. Knock with your hand to avoid potential sparks from knockers.
- **DO NOT** drive into a leak or vapor cloud at any time.

If the pipeline leak is burning, attempt to control the spread of the fire, but:

- **DO NOT** attempt to extinguish a petroleum product or natural gas fire. When extinguished, petroleum products, gas and vapor could collect and explode if reignited by secondary fire.
- **DO NOT** attempt to operate any pipeline valves yourself. You may inadvertently route more product to the leak or cause a secondary incident.

**Establish a command center.** Work with pipeline representatives as you develop a plan to address the emergency.

The pipeline operator will need to know:

- Your contact information and the location of the emergency
- Size, characteristics and behavior of the incident, and if there are any primary or secondary fires
- Any injuries or deaths
- The proximity of the incident to any structures, buildings, etc.
- Any environmental concerns such as bodies of water, grasslands, endangered wildlife and fish, etc.

# 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.

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.
- Prompt and effective response to a notice of each type of emergency, including the following:
  - Gas detected inside or near a building.
  - Fire located near or directly involving a pipeline facility.
  - Explosion occurring near or directly involving a pipeline facility.
  - 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.
- Determining which facilities are located in high consequence areas.
- Each operator shall establish and maintain liaison with appropriate fire, police, and other public officials to:
  - Learn the responsibility and resources of each government organization that may respond to a gas pipeline emergency;
  - Acquaint the officials with the operator's ability in responding to a gas pipeline emergency;
  - Identify the types of gas pipeline emergencies of which the operator notifies the officials; and
  - Plan how the operator and officials can engage in mutual assistance to minimize hazards to life or property.

*Reference 49 CFR 192.605, 192.615 and 195.402*



*Tesoro Logistics invites area emergency responders to train alongside employee experts in many of the company's 160+ incident response drills held each year.*

# HIGH CONSEQUENCE AREAS IDENTIFICATION

## Hazardous Liquids Transmission 49 CFR 195

A **commercially navigable waterway**, which means a waterway where a substantial likelihood of commercial navigation exists.

A **high population area**, which means an urbanized area, as defined and delineated by the Census Bureau, that contains 50,000 or more people and has a population density of at least 1,000 people per sq. mile.

An **other populated area**, which means a place, as defined and delineated by the Census Bureau, that contains a concentrated population, such as an incorporated or unincorporated city, town, village, or other designated residential or commercial area.

An **unusually sensitive area**, as defined in DOT Reg. 195.6

## Gas Transmission: 49 CFR 192 METHOD A

A current class 3 location.

A current class 4 location.

Any areas outside a class 3 or location where the potential impact radius is greater than 660 feet, and the potential impact circle contains 20 or more buildings intended for human occupancy.

An operator in an area with a potential impact circle of greater than 660 feet may use a prorated formula to determine the HCA (see operators for details).

The area within a potential impact circle containing an identified site.

## METHOD B

The area within a potential impact circle containing 20 or more buildings intended for human occupancy.

The area within a potential impact circle containing an identified site.

## TRANSMISSION PIPELINE MAPPING

The U.S. Department of Transportation's Office of Pipeline Safety has developed the National Pipeline Mapping System (NPMS) to provide information about gas transmission and liquid transmission operators and their pipelines. The NPMS Web site is searchable by zip code or by county and state, and can display a county map that is printable. For a list of pipeline operators with pipelines in your area and their contact information, go to [www.npms.phmsa.dot.gov/](http://www.npms.phmsa.dot.gov/). Operators of production facilities, gas/liquid gathering piping and distribution piping, are not represented by NPMS nor are they required to be.



## PRODUCTS TRANSPORTED IN YOUR AREA BY TESORO LOGISTICS

<b>PRODUCT</b>	<b>POTENTIAL LEAK</b>	<b>VAPORS</b>
HAZARDOUS LIQUIDS [SUCH AS CRUDE OIL, CONDENSATE, DIESEL FUEL, JET FUEL, AND GASOLINE]	Liquid	Initially heavier than air. 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.	
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.
<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.	

**Telecommunications Relay Service:** The Federal Communications Commission has adopted use of the 711 dialing code for access to Telecommunications Relay Services (**TRS**). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

**For more information regarding pipeline safety and an overview of the pipeline industry please visit the following websites:**

### ***Pipeline Resources and Information***

- 811 - [www.call811.com](http://www.call811.com)
- Pipeline 101 - [www.pipeline101.com](http://www.pipeline101.com)
- Association of Oil Pipe Lines (AOPL) - [www.aopl.org](http://www.aopl.org)
- American Petroleum Institute (API) - [www.api.org](http://www.api.org)
- In the Pipe - Newsletter from the Oil Pipeline Industry - [www.enebuilder.net/aopl/](http://www.enebuilder.net/aopl/)
- Interstate Natural Gas Association of America (INGAA) - [www.ingaa.org](http://www.ingaa.org)
- American Gas Association (AGA) - [www.aga.org](http://www.aga.org)
- Common Ground Alliance (CGA) - [www.commongroundalliance.com](http://www.commongroundalliance.com)
- Pipeline Association for Public Awareness (PAPA) - [www.pipelineawareness.org](http://www.pipelineawareness.org)

### ***Government/Regulatory Agencies***

- Pipeline Hazardous Materials Safety Administration (PHMSA) - [www.phmsa.dot.gov](http://www.phmsa.dot.gov)
- Department of Transportation (DOT) - [www.dot.gov](http://www.dot.gov)
- National Transportation and Safety Board (NTSB) - [www.nts.gov](http://www.nts.gov)
- Federal Energy Regulatory Commission (FERC) - [www.ferc.gov](http://www.ferc.gov)
- Federal Energy Regulatory Commission (FERC - Oil Pipelines) - [www.ferc.gov/industries/oil.asp](http://www.ferc.gov/industries/oil.asp)
- Occupational Safety & Health Administration (OSHA) - [www.osha.gov](http://www.osha.gov)
- National Fire Protection Association (NFPA) - [www.nfpa.org](http://www.nfpa.org)

<b>This color code chart will help determine which utilities have marked their underground utility lines.</b>	
 <b>WHITE - Proposed excavation</b>	 <b>ORANGE - Communications, alarm or signal lines, cables or conduit</b>
 <b>PINK - Temporary survey markings</b>	 <b>BLUE - Potable water lines</b>
 <b>RED - Electric power lines, cables, conduit and lighting cables</b>	 <b>PURPLE - Reclaimed water, irrigation and slurry lines</b>
 <b>YELLOW - Gas, oil, steam, petroleum or gaseous materials</b>	 <b>GREEN - Sewer lines</b>