

# INCIDENT RESPONSE

## CHECKLIST

Dispatch personnel play a critical role in effective response to pipeline incidents. A dispatcher's actions can save lives, direct the appropriate emergency responders to the scene, as well as help protect our environment and our nations' infrastructure. The National Emergency Number Association (NENA) recommends a focus regarding three critical areas:

- Awareness of pipelines affecting 911 service area.
- Pipeline leak recognition and initial response actions, and,
- Additional notifications to pipeline operators.

### GOALS FOR INITIAL INTAKE:

- Obtain and verify incident location, callback and contact information.
- Maintain control of the call.
- Communicate the ability to HELP the caller.
- Methodically and strategically obtain information through systematic inquiry to be captured in the agency's intake format.
- Recognize the potential urgency of situations involving the release of dangerous gases or liquids related to pipelines or similar events of this nature and immediately begin the proper notifications consistent with agency policy.
- Perform all information entries and disseminations, both Initial and updated.

### FIRST RESPONSE CALL INTAKE CHECKLIST:

- Determine location.
- Determine exactly what has happened.
- Determine if immediate danger exists.
- Initiate public response resources.
- Contact the pipeline company as soon as practical. **Magellan 800-720-2417**

### ADDITIONAL NOTIFICATIONS:

- Valve closure
  - Should be performed only by pipeline company personnel.
  - Many pipeline companies also have the ability to perform these actions remotely.
- If pipeline emergency contact information is unknown.
  - Call 811 to obtain operator emergency information.
  - Ask emergency responders to look for pipeline markers in the area.
  - Local gas companies are often times aware of other operators in their service area and may have contact information for these companies.

\* NENA 56-007, September 28, 2010.

## EMERGENCY RESPONSE PLANS FOR GAS AND HAZARDOUS LIQUID PIPELINE COMPANIES

Federal regulations for both gas and hazardous liquid pipelines require companies to have written procedures for responding to emergencies involving their pipeline facilities. Because pipelines are often located in public space, the regulations further require that companies include procedures for planning with emergency and other public officials to ensure a coordinated response. Please contact your local pipeline companies for information regarding their company-specific emergency response – Magellan's non-emergency # **888-945-2255**.



Magellan Pipeline Company, L.P.  
Magellan Crude Oil Pipeline Company, L.P.  
Magellan Ammonia Pipeline, L.P.  
Magellan Pipeline Holdings, L.P.  
Magellan Terminals Holdings, L.P.  
Magellan Operating Company, LLC

## RESOURCES

U.S. Department of Transportation  
<https://www.transportation.gov>

National Pipeline Mapping System  
<https://www.npms.phmsa.dot.gov>

Pipeline 101  
<https://pipeline101.org>

Common Ground Alliance  
<https://commongroundalliance.com>

Association of Oil Pipelines  
<http://www.aopl.org>

American Petroleum Institute  
<https://www.api.org>

National Emergency Number Association (NENA)  
<https://www.nena.org>

Transcaer Anhydrous Ammonia Training  
<https://www.transcaer.com>

National Association of State Fire Marshals  
(NASFM)  
<https://www.firemarshals.org>

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download the Safe Excavator App for  
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Know what's below.  
Call before you dig.

**EMERGENCY PHONE NUMBER: 800-720-2417\***

*\*Save this number in your phone*