



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



# ONEOK

You Live, Farm Or Work Near Our Pipelines  
Usted vive o trabaja cerca de nuestras tuberías



If you have any questions or comments, please contact us at [pipelineawareness@oneok.com](mailto:pipelineawareness@oneok.com)

*Please utilize the QR code below to complete our online Pipeline Safety Survey for a chance to **WIN a \$100 gift card**. ONEOK needs your survey response and values your feedback. Thank you for your response!*



## Always Call Before You Dig.

Call the national **811** “call before you dig” number.  
*It's the law.*

## Siempre Llame Antes De Excavar.

Llame al **811** nacional con el lema “*llame antes de excavar*”.  
*Es ley.*

To access the ONEOK Public Awareness Home Page, Utilize the QR Code  
*Versión en español disponible, utilice el código QR*

# Pipeline Safety: A Shared Responsibility

This important safety information is being provided to you because ***you live, farm or work near a pipeline system operated by ONEOK***. This brochure will help you learn more about pipeline safety and ONEOK's pipeline system.

The United States has the largest pipeline network in the world. Federal government statistics show that pipelines have a safety record unequalled by any other mode of transportation. Pipelines are constructed of plastic polyethylene which are heat fused or steel which are welded and coated to protect the exterior of the pipeline to reduce corrosion (such as rust). The pipelines are designed, tested, installed and maintained to strict engineering codes and are a durable, efficient means of gathering and transporting vital energy resources.

Products which are transported in pipelines such as natural gas are used by residential, commercial, industrial and storage facility customers. According to pipeline data related to personal injuries that is collected by the U.S. Department of Transportation, pipelines are one of the safest and most reliable ways to transport natural gas and hazardous liquids.

## Who is ONEOK?

***ONEOK's PRIORITY is to protect the safety and lives of people and the environment.***

ONEOK operates a pipeline system that gathers and transports natural gas or natural gas liquids between natural gas processing plants and various consumer markets.

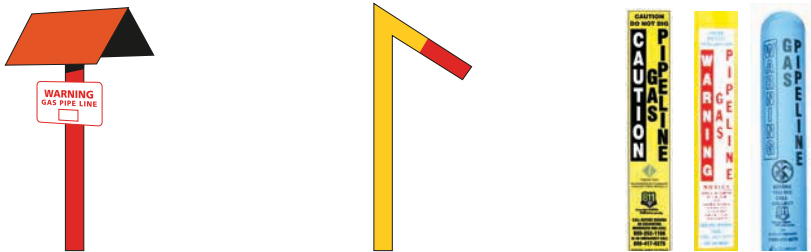
ONEOK's Pipeline Control Center (PCC) operates 24-hours a day, seven days a week. The PCC Controllers use satellite and computer technology to monitor flow and pressure along the company's pipelines. ONEOK also performs pipeline surveillance by flying, driving and walking patrols on a routine basis and operations and maintenance personnel are located at many points along our pipelines.



# How to Recognize ONEOK's Pipeline Locations – Look for These Signs and Pipeline Markers:



Located near roads, railroads and along the pipeline right-of-ways



Marker for pipeline patrol plane

Pipeline casing vent

Painted metal or plastic posts

Most pipelines are buried underground. Pipeline signs and markers, like the ones pictured above, mark the approximate location of the pipeline in the right-of-way. These signs are located where the pipeline intersects public road crossings, river crossings and railways. These signs include the product transported, the pipeline operator's name and the 24-hour emergency telephone number.

It is important to note that pipeline markers do not always indicate the exact location of the pipeline, nor do the markers provide the depth of the pipeline. Markers are generally in line-of-sight to assist in identifying the direction of the pipeline, but the pipeline may not follow a straight line between the signs. Also, someone may have moved or damaged the pipeline signs without ONEOK's knowledge.

When excavation work is done in close proximity to the pipeline, ONEOK marks the location of its pipeline with temporary signs, usually using paint and/or small flags. In order to maintain the safety and integrity of pipelines, companies purchase a right to use a strip of land called a right-of-way. It is in this right-of-way that the pipeline is located.

You can help ensure the safety and access to the pipeline as we work to keep it safe through patrols, inspections, maintenance and by not planting trees or placing obstructions in the pipeline right-of-way. Your community's decisions about land use can effect community safety along the right-of-way.

# How to Recognize a Pipeline Leak

If you suspect a leak, your senses of sight, sound and smell can help you recognize it.



## SIGHT

Look for a pool of liquid, bubbling at any wet area over a pipeline, a white cloud or fog, dead, dying or discolored plants or grasses, flying dirt, flames or vapors near the pipeline.



## SMELL

Natural gas may have a "rotten egg" smell, while natural gas liquids may have a strange or unusual smell with a strong petroleum odor.



## SOUND

Listen for a hissing, roaring or bubbling sound from the ground or water near a pipeline.

**Natural gas** is normally a colorless, odorless, tasteless fossil fuel that is clean burning and lighter than air. It rises and disperses rapidly into the atmosphere and requires a precise amount of gas and oxygen to burn. In some cases, natural gas is intentionally odorized and therefore, may have a slight "rotten egg" smell. Natural gas is normally a simple asphyxiant. Avoid inhalation if possible, move to fresh air and seek medical attention if you are concerned about your safety.

**Natural gas liquids (NGLs) and Refined Fuels** (Gasoline and Diesel) are in a liquid form when contained in the pipeline. If released from the pipeline, NGLs will release vapors that are heavier than air and will stay near the ground and collect in low spots. NGLs are extremely flammable and may also be dangerous if inhaled. If exposed to NGLs - avoid inhalation if possible, move to fresh air and seek medical attention if you are concerned about your safety.

**Nitrogen** is an inert gas and is in the form of a vapor when contained in the pipeline. If nitrogen is released from the pipeline, it will mix with air and dissipate in the atmosphere. Nitrogen is non-flammable, but can displace oxygen in breathing air. If exposed to nitrogen, avoid inhalation if possible, move to fresh air and seek medical attention if you are concerned about your safety.

PRODUCT	LEAKTYPE	VAPORS	HEALTH HAZARDS	FIRE HAZARD
Natural Gas	Colorless, odorless, tasteless gas; may be odorized in some areas	Lighter than air	Extremely high concentrations may cause irritation or asphyxiation	Extremely Flammable
Natural Gas Liquids (NGLs)	Gas	Heavier than air	Dangerous if inhaled	Extremely Flammable
Nitrogen	Inert Gas	Lighter than air	Dangerous if inhaled	Non-flammable, but can displace Oxygen
Gasoline and Diesel	Liquid	Heavier than air	Irritating to eyes and skin Vapors at high concentration may cause central nervous system effects	Extremely Flammable



## How to Respond to and Report a Pipeline Emergency

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

- **DO leave the area immediately**, moving upwind of the product release
- **DO warn others to stay away**
- **DO notify emergency response personnel by calling 911 and the pipeline operator**
- **DO** turn off and abandon any motorized equipment and electronic devices
- **DO NOT** breathe the released product or make contact with the product or pipeline components
- **DO NOT** create any sparks with matches, lighters, switches, battery powered devices, etc.
- **DO NOT** drive a vehicle near the area of the release
- **DO NOT** operate any pipeline valves. Leave all valve operation to pipeline company personnel
- **DO NOT** put out any fires that are burning at the pipeline

## What to Do if You Notice Suspicious Activity Near the Pipeline

If you see suspicious activity near our pipeline or suspect pipeline damage, **please call one of our emergency numbers** (reference emergency numbers panel of this brochure) as soon as it is safe to do so.



# How to Help Prevent Pipeline Damage

A major cause of pipeline leaks is unsafe digging by third parties near pipelines. If you plan to do any type of excavation work – such as landscaping, installing a fence or even weekend gardening – the law requires that you call the national 811 “call before you dig” number or your State One-Call Center at least 48-hours (excluding weekends, holidays and day of the call) before you begin your project.

- **CALL 811** before you dig.
- **WAIT** the state-required amount of time for all utility companies to mark the location of their underground utility lines.
- **RESPECT** the utility markers and dig carefully.



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

## Types of Pipelines

**Gathering pipelines** link production areas for natural gas and natural gas liquids to central collection points. Gathering pipelines connect to transmission pipelines for long distance transportation of natural gas and natural gas liquids.

**Transmission pipelines**, the middle of the transportation link, move large amounts of natural gas and natural gas liquids from producing locations to logistics centers.

**Distribution pipelines/Farm Taps** - Farm taps are mechanisms that provide natural gas to a rural homestead, industrial or irrigation customer from a production facility or larger pipeline system. The natural gas equipment is made up of a system of valves and pipes.

***It is important you call us immediately*** if, while digging, you expose or make contact with our pipeline. Even seemingly minor contact, such as a scrape, dent, gouge or crease can be serious, because it could result in a future leak if not inspected and/or repaired. Also, do not cover an exposed pipeline, call us immediately. We will inspect the pipeline and make repairs if they are warranted.



## Storage Facilities

Underground natural gas and natural gas liquids storage facilities are connected to pipeline systems and safely store natural gas and natural gas liquids until it is needed. The ability to store natural gas and natural gas liquids helps ensure we have an adequate supply available during times of high demand, such as cold winter days.



## Pipeline Integrity Programs

Managing and maintaining the integrity of our pipeline system is a priority. In accordance with federal regulations, some segments along transmission pipelines have been designated as high consequence areas (HCAs) and supplemental hazard assessment and prevention programs have been developed. These programs provide comprehensive management of threats to integrity in HCAs. This is done by ensuring that integrity risks associated with the pipeline are identified, assessed and managed to a level as low as reasonably practicable. The purpose of this program is to provide safe, reliable and cost-effective transportation of natural gas and natural gas liquids for our customers without adverse effects on the public, our customers, our employees or the environment. Striving for zero accidents and incidents is ONEOK's focus and goal.

To locate pipelines and facilities in your area, contact the Pipeline Hazardous Materials Safety Administration (PHMSA)'s National Pipeline Mapping System, located on the Web at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov). For questions on pipeline integrity-management programs, please email [pipelineawareness@oneok.com](mailto:pipelineawareness@oneok.com) or call the company contact number listed in this brochure. If you have questions about this safety information or our operations in your area, please use the contact Donnie Krumsiek - (918) 561-8019.



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Go to our *Public Awareness*  
website and complete our  
online survey for a chance  
to **win \$100 gift card.**

## ***PIPELINE EMERGENCY NUMBERS*** Call 911 and the operator ***TELÉFONOS DE EMERGENCIA*** llame al 911 y el operador

### *Natural Gas Liquids*

800-666-9041 ONEOK NGL Pipeline  
888-844-5658 ONEOK North Pipeline  
844-288-7240 ONEOK Permian NGL Operating Co  
855-348-7258 ONEOK Bakken Pipeline

### *Natural Gas*

800-562-5879 OKTEX Pipeline Co - *Texas*  
ONEOK Texas Gas Storage  
ONEOK WestEx Transmission

800-778-7834 ONEOK Rockies Midstream -  
*North Dakota and Montana*

### *Natural Gas*

866-575-6465 ONEOK Rockies Midstream -  
*Wyoming*  
Fort Union Gas Gathering, LLC

888-215-5137 OKTEX Pipeline Co - *Oklahoma*  
ONEOK Gas Transportation

888-417-6275 Guardian Pipeline  
Midwestern Gas Transmission Co  
Viking Gas Transmission Co

888-675-3302 Mid Continent Market Center -  
*Kansas*  
ONEOK Field Services Co -  
*Kansas and Oklahoma*