

## HOW ARE WE DOING?

After reading the enclosed safety information, please take a few moments to complete and return this survey. Thank you for your feedback!

1. Prior to you receiving our safety brochure, were you aware that pipelines may be located in areas where you may conduct digging or excavation activities?  
 YES  NO
2. Do you know how to recognize a pipeline accident, leak or release, and how to respond to such an emergency?  YES  NO
3. If you were to conduct any type of digging or excavation into the ground, what action should you take before digging?  
 Call 811 and wait for the area to be marked  
 Call 911  
 Other (specify) \_\_\_\_\_
4. If you see a pipeline accident or suspect a leak in a pipeline, who should you contact immediately?  
 Call 811  
 Call 911  
 Pipeline operator  
 Other (specify) \_\_\_\_\_
5. Do you understand the purpose of 811 and when you should call?  YES  NO
6. Do you know the potential hazards of a pipeline accident, leak or release?  YES  NO
7. How would you obtain information on the location of a pipeline near a proposed excavation site?  
 Read the safety brochure information  
 Obtain information from the pipeline markers  
 Call 811  
 All of the above
8. Would you like us to contact you?  YES  NO

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Email \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Comments \_\_\_\_\_

## Pipeline Safety Awareness Survey

### Your Information Is Very Important !

Please complete the attached survey reply card (Postage Paid) and return it for a **chance** to win one of twenty \$25 Visa Rewards cards.

Or you can go online to

<http://www.TSCpublicawarenesssurvey.com/Wolverine/AP>



If there is an **EMERGENCY**,  
immediately contact **911**  
and our 24-hour emergency  
number: **1-888-337-5004**

Call before you dig! Contact 811  
for assistance



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

If you ever have any questions or would like additional information about Wolverine, please contact us at:

**Wolverine Pipe Line Co.**  
8075 Creekside Drive, Suite 210  
Portage, MI 49024  
269-323-2491  
[www.wolverinepipeline.com](http://www.wolverinepipeline.com)



8075 CREEKSIDE DRIVE, SUITE 210  
PORTAGE, MI 49024

**BEFORE YOU DIG OR EXCAVATE**

CALL 811

**OR YOUR LOCAL ONE-CALL SYSTEM:**

ILLINOIS: 1-800-892-0123

MICHIGAN: 1-800-482-7171

INDIANA: 1-800-382-5544



Know what's below.

**Call before you dig.**

PRSRT. STD.  
U.S. POSTAGE  
**PAID**  
PERMIT 4885  
HOUSTON, TEXAS



## Pipeline Safety & Public Awareness

What you need to know about the pipeline in your neighborhood



Underground Liquid Petroleum  
Product Pipelines Owned and Operated  
by Wolverine Pipe Line Company

Para recibir la información de este folleto en español,  
por favor, comuníquenos con nosotros

Wolverine's 24-Hour Emergency Number  
**1-888-337-5004**

# Wolverine Cares About Your Safety

## PIPELINES IN YOUR COMMUNITY

Underground pipelines are everywhere, including in your neighborhood. Because we can't see them, we seldom think about pipelines or their role in our community, and the potential hazards.

Pipeline safety is a partnership. As a company, we have to monitor and maintain our lines and our right-of-ways. As someone who lives or works near a pipeline, you need to be aware of the pipeline and take precautions before you do any digging – even something as simple as a fence post. By being good neighbors and working together to prevent accidents, we will keep your family or employees and communities safe.

Pipeline leaks are rare. The National Transportation Safety Board says that pipelines are the safest mode of fuel transportation, both for the public and the environment. But if a leak occurs, it can be dangerous and requires caution and immediate action.

## HOW DO I KNOW WHERE THE PIPELINE IS LOCATED?

Most pipelines are not visible because they are located under streets or buried in a right-of-way. Therefore, in the general area of a pipeline, you will see a pipeline marker. Pipeline markers come in various shapes and sizes. Here are a few examples of markers you might see:



Pipeline markers are located along the pipeline route, and identify the **general** location of the line. Only a professional pipeline marker will be able to tell you the exact location of the line, and its depth. The markers also display the company operating the pipeline, type of product being transported and an emergency phone number.

Before a pipeline is constructed, rights-of-way are obtained to secure the land rights necessary to construct, operate and maintain the pipeline. You must check with Wolverine before constructing or even planting anything in, on or over the right-of-way to verify the pipeline location.

## WAYS TO PROTECT YOUR FAMILY AND COMMUNITY:

1. Know where pipelines are located – find the location of pipelines near your home or office by looking for pipeline markers.
2. Write down the operator's name and emergency phone number.
3. Always call 811 at least two working days (three in Michigan) before you dig for any reason.
4. Watch, listen and smell for signs of a leak. If you see, hear or smell signs of a pipeline leak, immediately leave the area, warn others to stay away and call 911.

We need your help in preventing accidental damage to pipelines. Wolverine supports the Nation's Homeland Security Efforts, and Wolverine encourages you to immediately report any suspicious persons and/or activities near the pipeline to your local law enforcement authorities by calling 911.

## CALL BEFORE YOU DIG OR EXCAVATE – IT'S THE LAW!



811, or the One-Call notification system, was established to allow landowners and excavators the ability to notify all utility companies with underground facilities, like pipelines, within a certain location with a single phone call. Calling 811, from anywhere in the United States, will connect you to your states One-Call Center. 811 is the official call-before-you-dig number.

### When do you call 811? Before you...

- Add a fence
- Plant a tree
- Install a new mailbox
- Dig for any reason!

### What happens when you call 811?

- Connected to your local One-Call Center
- Wolverine will come to your property and locate the line. You will receive a positive response email, voice or text once the line is located and marked
- Wait to begin your project until your lines have been marked

You must call at least 2 working days – or 3 in Michigan – before you start any project, and dig with care! 811 is a free service that protects you, your family and your property.

If you cause or discover any dents, scratches or damage to the pipeline, immediately contact Wolverine. These scratches could cause leaks in the future.

Remember that a backhoe, bulldozer, hole auger or pick – as well as other drilling or digging equipment – are dangerous ways to find pipelines. Industry-supported laws require excavators, contractors and private landowners to call 811 before beginning any digging project.

Thousands of incidents occur each year where underground facilities, like pipelines, are damaged during excavation and digging. Many of these result in injuries and fatalities.

## WHAT HAPPENS IF THERE IS A LEAK?

We monitor our pipelines 24 hours a day, and operate with safety as our number one priority. Our employees are well trained, and we conduct regular testing and pipeline right-of-way surveillance. All of our efforts are in accordance with our Integrity Management Plan, and our procedures and protocols help ensure public safety.

Although rare, leaks can happen. Here are a few tips to help you be more aware or what to do if there is a leak.

### Signs of a Leak:

- Dead vegetation, liquid on the ground near pipeline, dirt being blown into the air, fire or dense white cloud or fog
- Hissing or roaring sound
- Strong petroleum-like odor

### If a leak occurs:

- Leave the area immediately in an upwind direction and warn others to stay away
- Do not light a match, start an engine, use a cell phone or turn on/off any electrical appliances
- Avoid any potential ignition sources that may cause an explosion or fire – the product may be highly flammable
- Once you are a safe distance away from the potential leak, call 911 and Wolverine
- Do not drive into an area where you suspect a leak or vapor cloud
- Do not touch or operate pipeline valves
- Avoid making contact with escaping liquids or vapors
- Potential hazards of direct contact with liquids may include eye, skin and respiratory irritation

If you would like more information regarding pipelines in general, visit: [www.pipeline101.com](http://www.pipeline101.com).

To find who operates pipelines in your area, visit: [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)

Before you excavate or dig, **call 811**  
For more information, visit: [www.call811.com](http://www.call811.com)

### Connect with us



[www.facebook.com/wolverinepipeline](http://www.facebook.com/wolverinepipeline)

or on Twitter at @wolverinepipe

WOLVERINE PUBLIC AWARENESS COORDINATOR  
THE SERVICE CENTER LTD  
PO BOX 800195  
HOUSTON TX 77280-9914

POSTAGE WILL BE PAID BY ADDRESSEE

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 2809 HOUSTON TX



NO POSTAGE  
NECESSARY  
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UNITED STATES