

## 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 this safety brochure, were you aware that pipelines may be located in your community?  
 YES  NO
2. Are there pipeline markers or signs to indicate whether or not there are pipelines in your area?  
 YES  NO
3. Do you know how to recognize a pipeline accident, leak or release, and how to respond to such an emergency event?  YES  NO
4. Do you know the potential hazards of a pipeline accident, leak or release?  YES  NO
5. What action should persons take before conducting any type of digging?  
 Call 911  
 Call 811 and wait for the area to be marked  
 Nothing, proceed with digging  
 Other (specify) \_\_\_\_\_
6. Are you aware of all the pipelines in your community?  
 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  
 Contact the pipeline operator  
 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/ER>



## WOLVERINE ACTIONS DURING AN EMERGENCY...

We will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in the response. We will also take the necessary operating actions starting and stopping equipment, closing and opening valves, and similar steps to minimize the impact of the leak.

But PLEASE: Public safety personnel and others involved in the emergency should NOT attempt to operate any of the valves on the pipeline. Improper operation of the valves could make the situation worse, and cause other accidents to happen.

The U.S. Department of Transportation's Pipeline & Hazardous Materials Safety Administration (PHMSA) initiated and supports the Pipelines and Informed Planning Alliance (PIPA) to assist communities to make informed decisions for land use planning and development adjacent to transmission pipelines. For more information regarding land use planning near pipelines, visit <http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>

If an emergency occurs that requires excavation and/or use of heavy equipment that could damage underground utilities (such as a Railroad accident or Railroad car derailment), as an Emergency Responder please call 811 to identify and notify utilities in the area that may be impacted by such an emergency activity.

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)

If an EMERGENCY, please contact us at our 24-Hour Emergency Phone Number:  
1-888-337-5004 OR CALL 911

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U.S. POSTAGE  
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HOUSTON, TEXAS



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.



# Pipeline Safety & Public Awareness

## Emergency Responders: What you need to know about the pipeline in your community



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

Para recibir la información de este folleto en español, por favor, comuníquese 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 an emergency responder, you need to be aware of the pipeline and take precautions before you do any digging.

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 EMPLOYEES AND YOUR COMMUNITY:

1. Know where pipelines are located – find the location of pipelines in your response area by looking for pipeline markers. You can also find information about the pipelines in your area by visiting [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

2. Any excavating requires a call to your state's One-Call system, or 811, before any digging begins. 811 is a free service and coordinates with local utilities to mark the locations of underground utility lines, including pipelines.

3. If you suspect excavation is happening without the use of 811, ask the excavator for the ticket number. If the excavator has not called, stop them from digging and tell them to call 811.

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.

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



A national toll free number has been established, 811, as the official call-before-you-dig number. Calling 811, from anywhere in the United States, will connect you to your state's One-Call Center.

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

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

Before anyone does any type of digging, they are required to call 811 at least 2 working days – or 3 in Michigan – before beginning their project so that underground utility lines can be located and marked.

Remember that a backhoe, bulldozer, hole auger or a 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 kind of digging.

Careless digging is unsafe. Thousands of incidents occur each year where underground facilities, like pipelines, are damaged during excavation and digging. Many of these results in injuries and fatalities. Making sure your community knows about 811 will help protect you, your employees and your community.

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)

## 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 ensure public safety.

Although rare, leaks can happen. As an emergency responder or public official, here are a few tips to help you be more aware of what to do if there is a leak:

- Secure the area around the leak and identify a safe zone.
- Evacuate people living and working in the area.
- Contact the pipeline company as soon as persons in the immediate area have been protected.
- Control access into the emergency area.
- If no fire exists, take precautionary steps to prevent ignition, such as:
  - Detouring traffic
  - Shutting off electrical and gas supplies
  - Prohibiting smoking
- If a fire exists, do not attempt to extinguish unless communication has occurred with the pipeline company personnel.
- Do not attempt to operate any pipeline equipment or valves until communication has occurred with the pipeline company.

## 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

## Connect with us

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

Twitter at @wolverinepipe

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