

# CRITICAL SAFETY INFORMATION

## FOR PUBLIC OFFICIALS



**Flint Hills Resources asks that you review this pipeline emergency preparedness and response information and share it with personnel in your jurisdiction.**

**Flint Hills Resources**  
**24-hour emergency numbers:**  
**1-800-666-0150, 1-800-666-0051**  
**or 1-888-718-6597**  
**[www.fhr.com](http://www.fhr.com)**

Your feedback is important for the continued improvement of our communications. Please take our survey by scanning the QR code.



You received this brochure because you have been identified as a public official and there are pipelines owned or operated by Flint Hills Resources in your jurisdiction. According to the U.S. Department of Transportation, pipelines are considered the safest, most efficient and economical means of transporting energy resources. However, they still pose risks

**Flint Hills Resources priority is the safety of our neighbors, employees and the environment and this brochure contains:**

- *A description of Flint Hills Resources assets, the products we transport and the associated product hazards*
- *Damage prevention best practices and legal requirements*
- *Flint Hills Resources' emergency preparedness and recommendations for emergency responders*
- *Resource information for Flint Hills Resources, the pipeline industry and government agencies*

Using the information contained in this brochure as a part of your emergency response preparation will help ensure the safety of you and your community.

## PIPELINE PURPOSE AND RELIABILITY

Due to measures taken by Flint Hills Resources and other pipeline companies to prevent pipeline leaks, unplanned releases are rare. Even so, the effects of a pipeline related emergency will depend on factors involved with the specific situation, such as the product type, amount released and the location where the incident occurred. We think there is no substitute for open knowledge sharing, planning, and precise communications when preparing for the unlikely event of a pipeline emergency.

## WHAT FLINT HILLS RESOURCES FACILITIES ARE NEAR YOU?

**Gathering Pipelines:** Transport crude oil and natural gas from wellheads and production facilities to areas where oil, gas and water are separated and processed.

**Transmission Pipelines:** Transport hazardous materials and chemicals from areas of production or refineries to marketing and distribution areas using large diameter, high-pressure pipelines. Transmission pipeline operators are required to develop and maintain an Integrity Management Program. This includes inspection, testing and remedial actions to continuously monitor and evaluate the physical condition of its pipelines and assets.

**Aboveground Storage Facilities:** Temporarily store materials transported by pipelines. The location of these facilities can be found at strategic places along a pipeline. Flint Hills Resources maintains a robust tank integrity program following the required standards. Additionally, the above ground storage facilities are monitored remotely and by routine operator rounds.



# PREVENTION AND PREPAREDNESS MEASURES

Flint Hills Resources is committed to the safe operation of pipelines by maintaining high standards of safety. Damaging a pipeline has more than financial implications because unsafe excavation could put lives and the environment at risk. Excavation is the leading cause of damage to underground facilities, yet most damage can be prevented by following basic safety procedures. These procedures include land use decisions made by government and agencies and departments practicing safe excavation practices.

Flint Hills Resources maintains a Damage Prevention Program in accordance with state and federal guidelines. Its purpose is to prevent damage to our pipeline facilities from excavation activities. To reduce the risk of a pipeline emergency that could affect your community, Flint Hills Resources engages in a continuous and proactive pipeline maintenance program that encompasses the following:

- *Pipeline Control Center remote monitoring 24-hours a day, seven days a week*
- *Integrity Management Program with inspection and preventative maintenance programs*
- *Identification of pipeline segments in High Consequence Areas*
- *Right-of-Way patrols*
- *Public Awareness Program with regular stakeholder communication*

## RIGHT-OF-WAY (ROW) ACTIVITY

ROWs are areas of land over and around where pipelines are placed in the ground. Your knowledge of the location of a ROW can be important factor when making official decisions on land use near pipelines since adequate buffers reduce the possibility of damage to pipelines by unsafe excavation activity.

For the safety of those around the pipeline and the environment, Flint Hills Resources seeks to keep the pipeline right-of-way clear of anything that may prohibit the monitoring of or access to the pipeline. These maintenance activities may include the removal of trees or brush and mowing and clearing obstructions that would impede pipeline access during emergencies or for operations or maintenance activities.

***If you see something, say something – report suspicious behavior near a pipeline right-of-way.***

If you observe suspicious behavior near the pipeline right-of-way or pipeline facilities, please **call 911** or your local law enforcement agency and then Flint Hills Resources at **1-800-666-0150**, **1-800-666-0051** or **1-888-718-6597**.

### EXAMPLES OF ENCROACHMENT ACTIVITIES INCLUDE:

- Home improvement projects
- Landscaping activities
- Constructing a fence
- Building a shed
- Pouring a driveway
- Installing a deck or pool







### PIPELINE DEPTH

Typically buried 36 inches below the surface, but may be closer to the surface due to various factors.



### PLEASE BE AWARE

Pipeline markers will not designate the exact location, depth or number of pipelines in the area, and pipelines may not run in a straight line from one marker to the other.

## PIPELINE MARKERS

Pipeline markers are used to designate the route of the pipeline. Markers are located where a pipeline crosses a major street or railroad, emerges from the earth or crosses waterways.

**Flint Hills Resources markers come in different shapes and sizes, but all have the following information:**

- Contain the word “warning,” “danger” or “caution”
- Provide a phone number to reach Flint Hills Resources in the event of an emergency
- Identify the material being transported
- Include the name of the pipeline operator

**Example:** *Petroleum Pipeline, Propane Pipeline*

Pipeline markers are no substitute for calling 811.

Please be sure you and other government officials and employees report any missing or damaged Flint Hills Resources pipeline markers, as well as any suspicious activity that occurs along the pipeline ROW. If you or your departments notice or receive a report of suspicious activity from the public, call Flint Hills Resources’ 24-hour emergency number at **1-800-688-7594**.

It is possible someone may have moved or damaged Flint Hills Resources’ markers without Flint Hills Resources’ knowledge. If you suspect a marker has been moved or if you see a damaged marker, please contact Flint Hills Resources at **1-855-831-6353** or **pipelinesafety@fhr.com**.

## PIPELINE MAPS

Knowing how to identify a pipeline’s location can help you determine where easements exist in your community, which company owns or operates a pipeline or facility and if an emergency may involve a pipeline.

### Emergency Numbers

Use the map to find the emergency number for pipelines in your area. If you are unsure of which number to use in your area, calling any one of them will still ensure your call is directed to the appropriate operations center.

### Flint Hills Resources, LC

SE Texas Operations | 1-888-718-6597

Texas Crude Oil Operations | 1-800-666-0051

Texas Refined Products Operations

1-800-666-0150

Flint Hills Resources, LC is regulated by U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration (PHMSA) in the United States.



# NATIONAL PIPELINE MAPPING SYSTEM (NPMS)

Pipeline maps are invaluable when planning community land use and for responding to a pipeline emergency. You and your department can request access to the National Pipeline Mapping System (NPMS) at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov). Additionally, maps and a copy of Flint Hills Resources' emergency plan (ERP) can also be requested by contacting Flint Hills Resources.

## ONE CALL REQUIREMENTS

811, the national "Call Before You Dig" number, and Call811.com are free services designed to keep you safe when digging. Those planning to dig (excavate) are required by law to contact 811 at least 48 hours beforehand to allow time for underground utilities to be marked by the operator of the facility. Each state has a One Call Center that coordinates with underground facility operators to have pipelines marked prior to excavation.

The 811 system can also be used to locate pipelines during events that require actions by emergency responders when the operator is unknown, when a wildfire firebreak is necessary, or when a natural disaster requires infrastructure shut-down or start-up.

TELEPHONE NUMBER	WEBSITE	ADVANCE NOTICE REQUIRED PRIOR TO DIGGING	TOLERANCE ZONES
811	<a href="http://www.call811.com">www.call811.com</a>	2-3 business days	Varies by state



SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

## POTENTIAL HAZARDS OF A PIPELINE EMERGENCY

The hazards associated with a pipeline emergency will be related to the location and environmental conditions associated with the release, as well as the specific characteristics of the material(s) being carried in the pipeline. Possible hazards associated with a pipeline emergency may include:

- Fire
- Drinking water contamination
- Asphyxiation hazards
- Explosion
- Toxic inhalation hazards
- Corrosion hazards

The chart below provides some general information about the products transported through Flint Hills Resources operated pipelines. For more detailed information specific to your jurisdiction, please contact Flint Hills Resources at **1-855-831-6353** or [pipelinesafety@fhr.com](mailto:pipelinesafety@fhr.com).

PRODUCT	APPEARANCE	ODOR	SPECIAL BEHAVIOR	HAZARDS
Petroleum Liquids (crude, gasoline, diesel, jet fuel, gas oil)	Liquid Color ranges from yellow to black	Like gasoline or diesel fuel	Flows with topography of land.  Flow depends on temperature and viscosity; can be thick and slow-moving or light and able to move quickly.	May release vapors which are highly flammable, unstable and can be dangerous.  Exposure may cause moderate irritation.  Vapors may cause dizziness and cause asphyxiation without warning.  May contain a Benzene.
Petroleum Gases or Highly Volatile Liquids (HVLs), (Propane, Butane)	Transported as liquid but will vaporize into a gas at ambient pressure	Typically odorless when transported by pipeline.  Ethylene and propylene may have faint hydrocarbon odor.	Vaporizes into a gas at ambient pressure.  Vapors are heavier than air and will collect in low areas.	Highly flammable and easily ignited by spark or flame.  Contact with skin may cause burns, injury, or frostbite.  Vapors may cause dizziness and cause asphyxiation without warning.  Fires may produce irritating or toxic gases.  Vapors may form an explosive mixture with air.
Anhydrous Ammonia	Gas or liquid Colorless	Pungent Odor	Vapors are heavier than air and will collect in low areas.  Runoff may cause pollution.	Toxic and/or corrosive, may be fatal if inhaled, ingested or absorbed through skin. Vapors are extremely irritating and corrosive.  Contact with gas or liquid gas may cause burns, severe injury and/or frostbite. Gasses are flammable.

# EMERGENCY RESPONSE PLANNING, PREPAREDNESS AND PROCEDURES

Protecting life, the environment and property are Flint Hills Resources top priorities. We are committed to building and maintaining a relationship with emergency responders whose communities could be affected by a pipeline emergency. To do this, Flint Hills Resources employees will perform or coordinate the basic emergency procedures communicated in this document.

Flint Hills Resources utilizes the Incident/Unified Command System (ICS/UCS), the National Incident Management System (NIMS) Model for managing an incident. Pipeline emergencies may require that several agencies be actively involved for a safe and effective response. Flint Hills Resources has employees trained to implement the ICS and work with the Unified Command (UC) during an emergency.

## **Flint Hills Resources response procedures include:**

- Securing the scene/establishing isolation zones
- Contacting 911
- Assessing the situation per our response training, plans and tools
- Having employees trained to integrate with local emergency responders in order to coordinate a unified response
- Working to identify the exact location of the emergency
- Making external notifications and mobilizing internal resources
- Stopping, controlling and minimizing the amount and overall impact of released product from the pipeline
- Utilizing NIMS ICS to coordinate with the public

Each year, we provide training and conduct exercises with our Incident Management Team, emergency responders and spill response contractors. We follow guidelines established by the National Preparedness for Response Exercise Program (N-PREP).

If you are interested in learning more about our Emergency Response Program, in obtaining an emergency response plan, or if you would like an opportunity to meet with Flint Hills Resources representative to receive either a pipeline safety or emergency preparedness presentation, please contact Flint Hills Resources at **1-855-831-6353** or **[pipelinesafety@fhr.com](mailto:pipelinesafety@fhr.com)**.

## RECOGNIZING A PIPELINE EMERGENCY

In an emergency, the protection of the public and your community is our top priority. Flint Hills Resources values the expertise of your jurisdictions emergency responders and provides them with information and training to respond in the unlikely event of an emergency involving our pipelines or related facilities.

Flint Hills Resources considers any of the following events potential emergency situations, and requires a call to 911:

- *Fire, explosion or a natural disaster at or near a pipeline or related facility*
- *Accidental release of hazardous vapors and/or liquids from a pipeline or related facility*
- *Acts of sabotage*
- *Operations failures causing a hazardous condition*

Such events require immediate response and coordinated communication between emergency responders, Flint Hills Resources, and local officials.



# USE YOUR SENSES TO RECOGNIZE A PIPELINE EMERGENCY



## DO YOU SEE?

- Persistent bubbling in standing water
- Dead or discolored vegetation
- A sheen on the surface of standing water
- Pooling liquid on the ground
- Slight mist of ice or unexplained frozen ground near a pipeline during warm weather
- A white cloud or fog
- Flames or vapors
- An unusual amount of melted snow
- Dirt blowing from a hole in the ground



## DO YOU SMELL?

- Strange or unusual odors similar to petrochemicals
- “Rotten eggs”



## DO YOU HEAR?

- Unusual noises such as:
- Hissing
  - Roaring
  - Bubbling
  - Explosions

# DO'S AND DON'TS IN A PIPELINE EMERGENCY



1. Leave the immediate area on foot! Move in a cross-wind direction away from the leak or vapor cloud and maintain a safe distance; abandon any equipment being used in or near the area
2. Warn others to stay away
3. Go directly to a safe location and then **call 911**
4. Call Flint Hills Resources emergency number at **1-800-688-7594**. This notification is required by law



1. Do not attempt to operate any pipeline valves; you may inadvertently route more product to the leak or cause a secondary incident
2. Do not cause any open flame or other potential source of ignition such as a telephone, electrical switch, vehicle ignition, lighting a match, ringing a doorbell, etc.
3. Do not use e-mail, text or the internet to contact the company about a leak
4. Do not come into direct contact with any escaping liquids or gas
5. Do not drive into a leak or vapor cloud
6. Do not attempt to extinguish a pipeline fire before the fire's fuel source is eliminated
7. Do not assume someone else has reported the leak

# PLANNING TOGETHER FOR SAFETY AND ENVIRONMENTAL PROTECTION

Your land use decisions can help prevent pipeline damage by ensuring adequate buffers are maintained between pipeline easements and large excavation and construction projects such as housing and retail development, road installation and new schools.

Another valuable reference resource for land use decisions and possible impact to underground utility safety is available at the U.S. DOT PHMSA Pipelines and Informed Planning Alliance (PIPA) website at <https://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>.

## ADDITIONAL INFORMATION

**Association of Oil Pipe Lines:** <https://aopl.org/page/emergency-response>

**DOT Emergency Response Guide:** <https://www.phmsa.dot.gov/hazmat/erg/erg-2020>

**Environmental Protection Agency:** <https://www.epa.gov/oil-spills-prevention-and-preparedness-regulations>

**National Association of State Fire Marshals:** [www.firemarshals.org](http://www.firemarshals.org)

**National Association of State Pipeline Safety Representatives:** [www.napsr.org](http://www.napsr.org)

**National Emergency Numbers Association:** [www.nena.org](http://www.nena.org)

**One Call Centers:** [www.call811.com](http://www.call811.com)

**National Response Center:** [nrc.uscg.mil](mailto:nrc.uscg.mil)

**PHMSA:** [www.phmsa.dot.gov](http://www.phmsa.dot.gov)

**Pipeline 101:** <https://pipeline101.com>

**Pipeline Emergency Training Portal:** <https://nasfm-training.org>

**Pipelines and Informed Planning Alliance (U.S. DOT/PHMSA):**  
<https://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>

**United States Coast Guard National Strike Force:**  
<http://www.dco.uscg.mil/Our-Organization/National-Strike-Force/>

To request a meeting with Flint Hills Resources or for additional information, please contact Flint Hills Resources at **1-855-831-6353** or **[pipelinesafety@fhr.com](mailto:pipelinesafety@fhr.com)**.

## ABOUT FLINT HILLS RESOURCES

Based in Wichita, Kansas, Flint Hills Resources, a subsidiary of Koch Industries, Inc., owns or operates more than 4,000 miles of pipelines that transport crude oil, refined petroleum products, natural gas liquids and chemicals primarily in the Midwest and Texas. This includes pipelines owned by INVISTA.

Our state-of-the-art pipeline control center, located in Wichita, is staffed 24 hours a day, seven days a week and provides continuous monitoring and control of our pipeline systems. Our professional field staff also provides direct services wherever we have operations.

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