

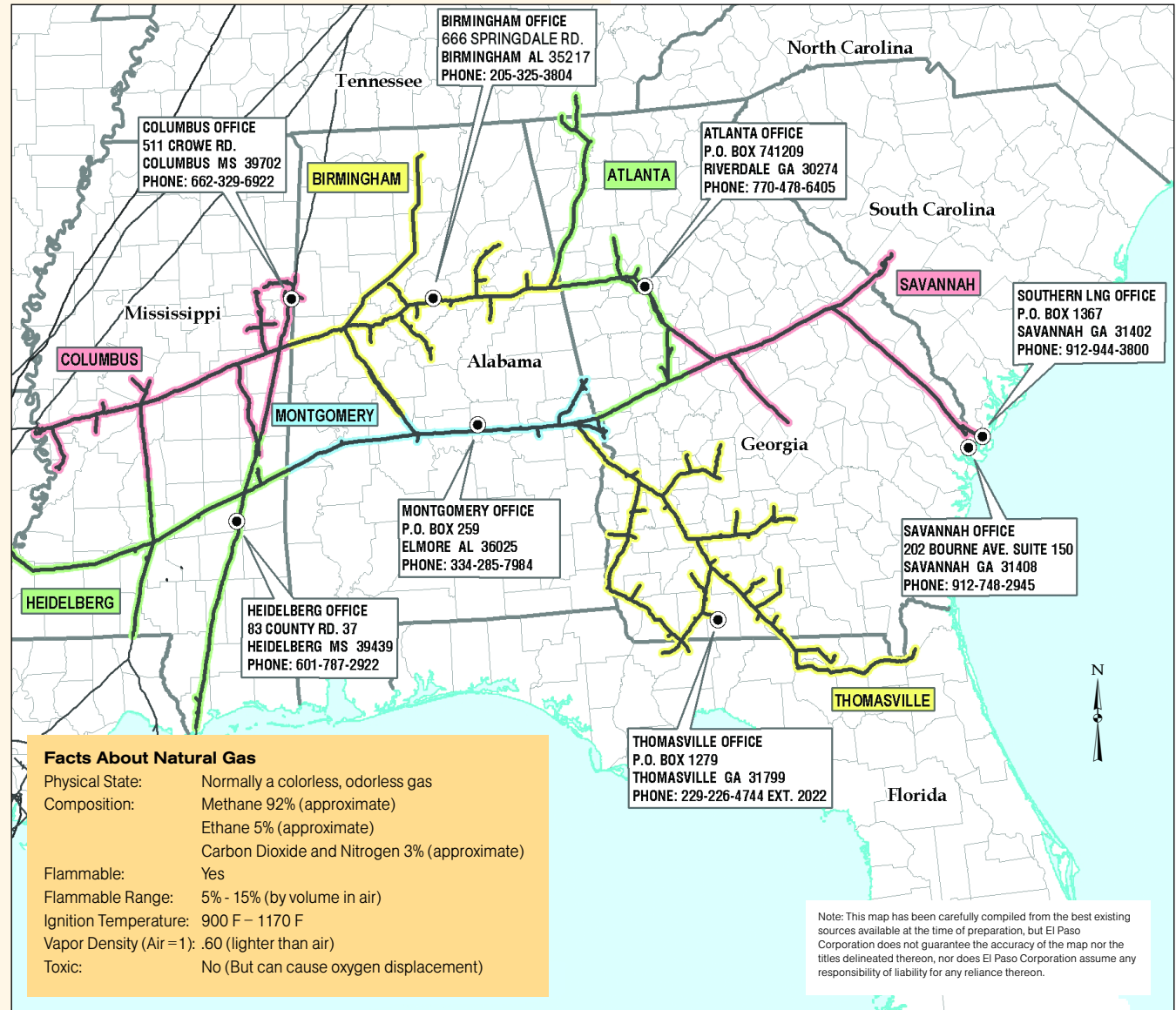
**The El Paso Pipeline Group** invests substantial human and financial resources in efforts to ensure the integrity of its natural gas pipelines. We feel the best emergency response system begins with prevention and continuous monitoring. However, in the event of an emergency, we work closely with emergency response personnel to implement well-defined and extensively tested response plans. The response plans are designed to prepare our employees and local emergency response personnel to handle emergency situations involving our facilities and to protect the public.

**In the event of a suspected natural gas emergency, here's what to do:**

- **Isolate the area** and restrict entry to trained emergency response personnel and designated pipeline company employees. Evacuate everyone in the danger area to an upwind location.
- **Immediately make the pipeline operator aware of the situation.** Check posted right-of-way or station signs to find out what company operates the pipeline and how to contact the operator.
- **Administer first aid and medical treatment if needed.**
- **Establish isolation zones** based on the type of incident, use any or all of the following, where practical, to establish restricted/evacuation zones: measurements from combustible gas detectors, heat intensity levels from ignited gas, and information from company emergency response personnel. Gas odor—or lack of gas odor—is not sufficient to establish safe zones. Do not approach with vehicles or equipment until the restricted/evacuation zones have been identified.
- **Avoid creating sparks.** Potential ignition sources of natural gas include electrical motors, firearms, vehicles, telephones, static electricity, open flames, or sparks. Park all emergency vehicles at a safe distance beyond the isolation zone. Do not light a match, start an engine, use a telephone, switch lights on or off, or do anything that may create a spark.
- **Let escaping gas burn if it is on fire.** Do not attempt to extinguish a natural gas fire. Attempting to extinguish a natural gas fire may result in a secondary explosion. If necessary, provide cooling for nearby structures that are threatened by the fire.
- **Let pipeline company employees operate the valves** to isolate and cut off the fuel supply. Do not operate the valves yourself. Improper operation by non-pipeline company personnel can intensify the situation.
- **Avoid forced ventilation of structures and excavations.** Forced ventilation can actually increase the possibility of a flammable atmosphere.

**Incident Command System**

El Paso uses the Incident Command system (ICS) for the organization and coordination of activities in response to system operating emergencies. The use of ICS provides common terminology, organizational structure and duties, and operational procedures among El Paso personnel, various federal, state, and local regulatory agencies and response contractors who may be involved with emergency response operations.



## Southeast Division Area Manager Contact Information

### Atlanta Area

P. O. Box 741209  
Riverdale, GA 30274  
770-478-6405

### Birmingham Area

666 Springdale  
Tarrant, AL 35217  
205-325-3804

### Columbus Area

511 Crowe Road  
Columbus, MS 39702  
662-329-6922

### Heidelberg Area

83 County Road 37  
Heidelberg, MS 39439  
601-787-2922

### Montgomery Area

P. O. Box 259  
Elmore, AL 36025  
334-285-7984

### Savannah Area

202 Bourne Avenue,  
Suite 150  
Savannah, GA 31408  
912-748-2945

### Southern LNG Area

P. O. Box 1367  
Savannah, GA 31402  
912-944-3800

### Thomasville Area

P. O. Box 1279  
Thomasville, GA 31799  
229-226-4744, ext. 2022

### Division Office

1900 Fifth Avenue North  
Birmingham, AL 32503  
205-325-7410

[www.elpaso.com](http://www.elpaso.com)



## In the event of an emergency:

For Tennessee Gas Pipeline

**1-800-231-2800**

For Southern Natural Gas

**1-800-252-5960**

### Emergency Calls

Please provide the following information:

Nature of emergency (fire, leak, odor, spill, etc.)

Detailed location (include state, county, town, street or road location)

When emergency was reported locally

Call-back number and contact name

Any known injuries (if so, briefly describe)

Any officials at scene (police, fire, medical)

Any spills or fluids at scene (fluids entering streams or street gutters)

Any special conditions at scene (nearby homes, buildings, railroads, highways, etc.)

Any other pertinent information

### More Information for Emergency Responders

Our field locations hold regular meetings with emergency responders to educate them about our operations. If you are interested in finding out more about this program or attending a meeting, please contact the El Paso office nearest to you.

A graphic with a blue background featuring a pattern of water droplets. At the top right is a stylized flame icon. At the bottom right is a shield icon. The text 'Natural Gas' is in a white serif font, 'Emergency Response' is in a large, bold, white sans-serif font, and 'Information' is in a white serif font.

Natural Gas  
**Emergency Response**  
Information

**El Paso Pipeline Group's  
Southeast Division**

