

***In the Event of a Pipeline  
Emergency or Immediate Threat,  
take the following actions:***

- Evacuate the area immediately on foot, and move to a higher, upwind location.
- Abandon any motor vehicles or other electrical/gas powered equipment; do not attempt to turn the equipment/vehicle on or off, to drive from the location or through/into a vapor cloud. Vapors from refined petroleum products are heavier than air, and they can ignite.
- **DO NOT** use a telephone or cell phone, or any other ignition source until you have evacuated to a safe location.
- When you are in a safe location, immediately **CALL 911**, and then call **Colonial's 24-hour emergency number (1-800-926-2728)** to report the situation to Colonial personnel.

***Need More Information?***

To obtain additional information about Colonial Pipeline's emergency preparedness and pipeline safety programs, please contact us at

[info@colpipe.com](mailto:info@colpipe.com)

or visit our website

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



Colonial Pipeline Company

**Serving America's Energy Needs  
for Generations to Come**



**COLONIAL PIPELINE  
COMMUNITY PARTNERS  
PROGRAM**



Colonial Pipeline Company



## Colonial Pipeline's Community Partners Program

Colonial values having strong partnerships within the communities where we operate. Safety is a core value to Colonial, and our highest priority is protecting the health and safety of the people who live in those communities. Neighbors like you, who live along or near our pipeline right-of-way, can help Colonial keep their communities safe by alerting us to potentially dangerous activities or hazardous conditions that could result in damage to the pipelines.

**If you contact Colonial to report a potentially unsafe condition near one of our pipelines, you may be eligible to receive a reward. You will also be helping us keep your family, your friends and our community safe. Thank you for being our partner in safety!**

## What to Watch For



**Unauthorized excavation, excavating equipment or digging on the pipeline right-of-way.** If the excavation project

is authorized, the area will be marked with flags or paint to identify the location of the pipeline. A Colonial representative will be at the work site for excavation activities within Colonial's right-of-way or within fifteen (15) feet of the pipeline.



**Hazardous conditions** such as exposed pipe, sink holes, small fires or trash burning on the right-of-way. Fencing, swimming

pools, garages or other structures built on the pipeline right-of-way are also potential pipeline safety hazards.



**Suspicious or threatening activity** such as theft of pipeline equipment, unauthorized vehicles parked near the

right-of-way, people acting suspiciously or loitering in places where they should not be, individuals taking pictures/video of pipeline installations, or manipulation of pipeline equipment by non-pipeline personnel.

## How to Report an Observation

- If you identify a hazardous condition, or unusual/suspicious behavior in the vicinity of the pipeline, **call Colonial's emergency number at 1-800-926-2728.**
- Provide the Colonial representative with the following information:
  - Your name, location, and contact information.
  - A description of the situation (including as many details as possible), as well as the date, time, and location where the situation occurred.
  - Whether you have any photos or videos of the situation.
- Colonial will dispatch a company representative to investigate and will follow-up if you are eligible to receive a reward.



## Program Guidelines

Colonial retains the sole discretion to determine whether a report warrants a reward pursuant to the Community Partners program, and if so, the amount and type of reward. Only one reward will be issued per household.