

## Frequently Asked Questions (FAQ)

**Question:** Are pipelines safe?

**Answer:** Yes. According to statistics by the National Transportation Safety Board, pipelines are the safest and most reliable mode of transporting energy especially when compared to other modes of transportation.

**Question:** What are some of the hazards of natural gas pipelines?

**Answer:** These hazards include: release of toxic gas, environmental damage, danger of explosion or fire, property damage, personal injury or loss of life. Pipeline companies operate their systems non-stop and distribution companies regularly monitor their right-of-ways to look for signs of construction, encroachment or possible leaks. All pipeline and local distribution companies have programs designed to assess and mitigate pipeline risks to reduce both the likelihood and consequences of incidents.

**Question:** How can I prevent damages to pipelines?

**Answer:** Any excavation requires that you call 811 at least two full working days before you dig. Always dig with care and respect the marks. If a pipeline gets dinged, nicked or scraped, notify the pipeline operator. Note that construction and other encroachments along a pipeline right-of-way can adversely affect community safety. Please report such encroachments to the pipeline operator.

**Question:** How do I know where pipelines are located?

**Answer:** Pipeline companies use pipeline markers to show information such as approximate locations of their pipelines, company and emergency contact information, product information and a "call before you dig" message.

**Question:** How do I know if a natural gas pipeline is leaking?

**Answer:** Look for dirt blowing into the air, persistent bubbling in standing water, discolored or dead vegetation around the pipeline area, or a pool of liquid on the ground. Listen for a hissing or roaring noise and take note if you smell an unusual odor such as gasoline, oil, sulfur or a rotten egg smell.

**Question:** What do I do if I think a pipeline is leaking?

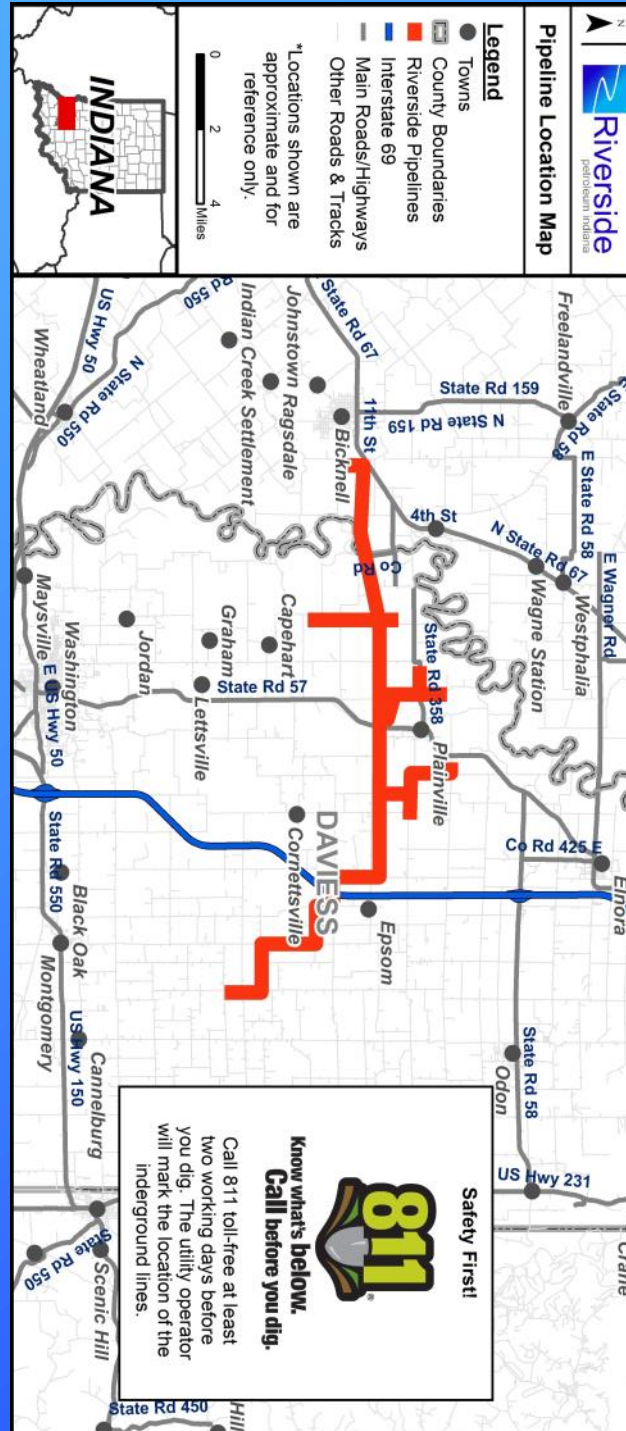
**Answer:** Evacuate the area immediately and if possible. Do not smoke, use a cell phone or a flashlight. Do not turn on or off any lights or appliances or operate any vehicle or equipment that could create a spark. Warn others to stay away from the area. Call 911 and the pipeline operator once you are upwind and out of the danger zone.

## Know where to dig

To avoid disrupting utility services in your area or being injured, know the location of buried natural gas and hazardous liquid pipelines. One easy phone call to **811** is all it takes to instantly begin the process of getting underground gas pipelines and other utilities marked on residential, public or commercial property. The appropriate utility companies, will send crews out to mark the location of underground utilities within two working days. The service is also free of charge.



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



**EMERGENCY TOLL-FREE NUMBER:  
888-871-3550**



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



**PIPELINE  
SAFETY GUIDE**

## Purpose

Riverside is committed to the safe operation of our assets, which includes natural gas pipelines that may be located in an area where you live, work or congregate. Operators such as Riverside are required to develop and implement a pipeline safety public awareness program to educate the public in the vicinity of their pipelines, in addition to state and local emergency response personnel, public officials and excavators. Riverside strives to create and maintain awareness of our pipeline and facilities and help the public better understand the role that they can play in order to contribute to pipeline safety.

## Pipeline purpose and reliability

The pipeline is used to transport natural gas and water produced from the wells. According to the U.S. Pipeline & Hazardous Material Safety Administration, pipelines are the safest, most reliable and efficient manner of transporting energy products from its source to the consumer.

## About Riverside

Riverside Petroleum Indiana LLC (Riverside) operates some thirty natural gas wells in Daviess County, with a processing plant in Knox County connected by some ~30 miles of pipeline. Riverside is committed to the safe operation of our facilities and pipelines.

Riverside abides by national and local regulatory standards to assure safety in the design, construction, testing, operation, maintenance and emergency response of pipeline facilities. If pipelines are constructed and maintained correctly, the life of the pipeline is virtually endless. Riverside patrols the pipeline on a daily basis, conducts pipeline monitoring as part of our preventative maintenance program, and works to keep it well sign-posted.

If a pipeline is damaged, it may leak or rupture and presents a toxic gas and potential fire hazard. One of the leading causes of pipeline damages is excavation or agriculture activities in proximity to the pipe. For this reason, Riverside makes every effort to ensure that third parties are aware of the locations of our pipelines. It is therefore it is important to be able to recognise the warning signs of a possible leak.

## Identifying pipelines in your area

Riverside uses signs to indicate the location of underground pipelines. Pipeline markers located at road, railroad and water crossings, and along the pipeline right-of-way (ROW) are used to show the general route of underground pipelines. ROWs are areas where written agreements allow for the construction of pipeline across privately owned property. Riverside keeps the ROW clear to allow the pipeline to be protected, surveyed, and properly main-

## Markers and sign posts along the pipeline include the following information:

1. **Type of material** being transported through the pipeline
2. **Name** of the pipeline operator
3. **Contact number** of the operator in the event of emergency

Note that it is a federal crime to wilfully deface, damage, remove or destroy any pipeline sign or right-of-way marker.

## Recognizing a pipeline leak

Not only is natural gas highly flammable, **the gas may contain sour gas (hydrogen sulfide), which is poisonous, even fatal.** It may smell of rotten eggs, or, in higher concentrations, it may deaden your sense of smell – just because you can't smell it, does not mean it is safe! Therefore sight, sound and smell are all helpful in detecting pipeline leaks:

### SIGHT:

- Abnormal coloured ground or vegetation
- Oily-looking, wet or frozen substance on the ground
- A whitish cloud or fog around a pipeline area
- Blowing dirt from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Flames, if the leak has ignited



### SMELL:

- An unusual odour, like "rotten eggs" or gasoline
- IMPORTANT: There may not always be a smell



### SOUND:

- A hissing sound or even a roaring sound



## If you suspect a pipeline leak

### What TO DO:

- **LEAVE** the area immediately; prevent others from entering
- **NOTIFY** Riverside immediately and Call 911 or your local emergency response number
- **STAY UPWIND** of the leak, even if you can't smell the gas

### What NOT TO DO:

- **DO NOT** make direct contact with the escaping gas or liquids
- **DO NOT** create sparks or other sources of heat which could cause the escaping gas or liquids to ignite and burn
- **DO NOT** light a match, start an engine or operate electrical switches
- **DO NOT** approach or walk into a leak or vapor cloud
- **DO NOT** attempt to operate any pipeline valves yourself
- **DO NOT** attempt to extinguish any fire associated with the leak

## In the event of an emergency:

In the unlikely event an emergency occurs, **call us (toll-free) any time on 888-871-3550.** Riverside and appropriate emergency services will respond and make safe actual or potential hazards. Please also **report any unusual or suspicious activity** you may see near our pipeline and facilities.

## It's the law to call 811 before you dig

By law, you must **call 811** at least two full working days before you plan to dig, blast, plough deeper than 12 inches, install fencing or conduct any activity which may damage the pipeline.

## Calling 811 is FREE. Here's how it works:

Call 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local One Call Center. Tell the operator where you are planning to dig, what type of work you will be doing. Indiana 811 will then notify your affected local utilities companies about your intent to dig. Within two working days, they will send a locator to mark the approximate location of your underground lines, pipes and cables, so you will know where the pipelines are - and be able to dig safely. Please also:

- Respect all markings
- Wait two (2) working days for the site to be marked
- Once marking is completed, dig with care



## Who provides oversight of pipeline operators?

The Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) is the federal regulatory agency responsible for the oversight of pipeline safety in the United States. The Indiana Utility Regulatory Commission (IURC) oversees natural gas pipeline companies in the state of Indiana.

## Learn More

If you would like more information about Riverside, or if you would like a company representative to meet with you, contact you can call us at 812-610-4656 (M-F; 8am-5pm). You can also email us at [pipelinesafety@riversideoperating.com](mailto:pipelinesafety@riversideoperating.com) or visit our company website at [www.riversideenergygroup.com](http://www.riversideenergygroup.com).

The following organisations provide further information on pipeline safety, as well as general information related to oil and gas production and transport.

Organisation	Website
U.S. Department of Transportation: Pipeline and Hazardous Materials Safety Administration	<a href="http://www.phmsa.dot.gov">www.phmsa.dot.gov</a>
Indiana Utility Regulatory Commission: Pipeline Safety Division	<a href="http://www.in.gov/iurc">www.in.gov/iurc</a>
National Pipeline Mapping System	<a href="http://www.npms.phmsa.dot.gov">www.npms.phmsa.dot.gov</a>
The American Petroleum Institute	<a href="http://www.api.org">www.api.org</a>
Pipeline101	<a href="http://www.pipeline101.com">www.pipeline101.com</a>
Common Ground Alliance	<a href="http://www.commongroundalliance.com">www.commongroundalliance.com</a>
Association of Oil Pipelines	<a href="http://www.aopl.org">www.aopl.org</a>



Markers are located at road, railroad and water crossings, fences, and along pipeline right-of-way.

Pipeline aerial patrol.

Pipeline casing vents.

Test station.