

2026 PIPELINE EMERGENCY QUICK REFERENCE GUIDE - INPAA



Indiana Pipeline Awareness Association

EMERGENCY CONTACT LIST

Company Name	Emergency Number	Company Name	Emergency Number
Ameresco	(781) 460-0996	or	(765) 245-2211
Aurora Utilities	(812) 926-2557	New Harmony (town of) Gas Utilities (Day).....	(812) 682-4846
Bainbridge Utilities.....	(765) 522-6238	New Harmony (town of) Gas Utilities (Night).....	(812) 838-8363
Batesville Water & Gas Utility	(812) 934-3811	NIPSCO (Northern Indiana Public Service Company)	(800) 634-3524
Boonville Natural Gas.....	(812) 897-2260	NuStar Pipeline Operating Partnership LP.....	(800) 759-0033
BP Pipelines (North America) Inc.	(800) 548-6482	Ohio Valley Gas Corporation	
Buckeye Partners, L.P.....	(800) 331-4115	Connersville District.....	(765) 825-1149
CenterPoint Energy	(800) 227-1376	or	(800) 326-1148
Chrisney Municipal Gas.....	(911)	Portland District: Jay County	(260) 726-8114
CITGO Petroleum Corporation.....	(800) 471-9191	Portland District: Randolph County	(765) 584-5503
Citizens Energy Group	(800) 458-4553	Sullivan District.....	(877) 884-6368
Community Natural Gas Co. Inc.....	(618) 972-4060	Tell City District.....	(812) 547-2396
Countrymark Refining and Logistics, LLC	(812) 838-8500	or	(877) 842-2397
or	ext.8500 (800) 832-5490	Winchester District.....	(765) 584-5503
Duke Energy Nobleville Station	(618) 392-5502	or	(877) 853-5501
DTM Midwestern Gas Transmission.....	(888) 417-6275	Osgood (town of) Gas Utility.....	(812) 689-0178
Enbridge US Inc. / Texas Eastern LP (Gas)	(800) 231-7794	Owens-Illinois	(618) 392-5502
Enbridge US Inc. / Texas Eastern LP (Oil)	(800) 858-5253	Panhandle Eastern Pipe Line	(800) 225-3913
Enterprise Products Operating LLC.....	(888) 883-6308	Pembina Cochin LLC.....	(800) 360-4706
Explorer Pipeline Company	(888) 876-0036	Pittsboro (town of)	(317) 892-3326
Fountaintown Gas Company, Inc.	(833) 763-6393	Poseyville Municipal Utilities.....	(812) 874-2212
Hoosier Energy REC, Inc	(812) 875-9707	Rensselaer (city of) Gas Utility.	(219) 866-7602
Huntingburg Energy Department.....	(812) 683-2327	Riverside Petroleum Indiana LLC.....	(888) 871-3550
Indiana Natural Gas Corporation.....	(800) 777-0659	Roachdale (town of) Municipal Utility	(765) 301-0828
Indiana Utilities Corporation	(800) 589-8142	Rockies Express Pipeline.....	(877) 436-2253
Jasonville Utilities	(812) 665-2680	South Eastern Indiana Natural Gas Co. Inc.	(800) 379-1800
or	(812) 798-5630	or	(833) 654-2444
Jasper Municipal Gas & Water	(812) 482-9131	Switzerland County Natural Gas Co Inc.....	(812) 427-3332
Kinder Morgan (Natural Gas Pipeline Company of America) ..	(800) 733-2490	Sycamore Gas Company	(877) 544-2726
Lapel (town of).....	(765) 534-3157	Tallgrass	(877) 436-2253
Linde.....	(800) 926-9620	TC Energy Natural Gas	(800) 447-8066
Linton Municipal Utilities	(812) 847-4411	TC Energy / Columbia Gas Transmission	(800) 447-8066
Marathon Pipe Line LLC.....	(833) 675-1234	Texas Gas Transmission, LLC.....	(800) 626-1948
Mid South Indiana.....	(731) 610-1544	Trunkline Gas	(800) 225-3913
or	(812) 528-1540	Valero Terminaling and Distribution Company.....	(866) 423-0898
Midwest Natural Gas Corporation (Bloomfield)	(812) 384-4150	Valley Rural Utility Company	(888) 784-6160
or	(800) 491-4150	Vector Pipeline.....	(888) 427-7777
Midwest Natural Gas Corporation (Scottsburg).....	(812) 752-2230	Vermillion Rise Mega Park	(765) 245-2415
or	(800) 654-2361	West Shore Pipe Line Company	(888) 625-7310
Montezuma Municipal Gas Utility	(765) 245-2759	Wolverine Pipe Line Company	(888) 337-5004

To learn more about your local pipeline operators, please visit inpa.org

Note: The above numbers are for emergency situations. Additional pipeline operators/companies may exist in your area. Visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov for transmission companies not listed above.

One-Call System

Phone Number

Indiana811	(800) 382-5544
811Now.....	www.811now.com

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INCIDENT RESPONSE

- ☐ Always approach from upwind/park vehicle a safe distance away/if vehicle stalls – DO NOT attempt to restart
- ☐ Gather information/establish incident command/identify command structure
- ☐ Initiate communications with pipeline/gas company representative ASAP
- ☐ Control/deny entry: vehicle, boat, train, aircraft, foot traffic, media – refer all media questions to pipeline/gas representatives

RISK CONSIDERATIONS

- ☐ Type/volume/pressure/location/geography of product
- ☐ Environmental factors – wind, fog, temperature, humidity
- ☐ Sight, sound, smell – indicators vary depending on product
- ☐ Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- ☐ Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- ☐ Other utility emergencies

PIPELINE MARKERS

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

The markers display:

- ☐ The product transported
- ☐ The name of the pipeline operator
- ☐ The operator's emergency number



PRODUCT HAZARDS AND CHARACTERISTICS

Petroleum (flow rate can be hundreds of thousands of gallons per hour) **TYPE 1**

- ☐ Flammable range may be found anywhere within the hot zone
- ☐ H2S can be a by-product of crude oil

Type 1 Products	Flash Point	Ignition Temperature
Gasoline	- 45 °F	600 °F
Jet Fuel	100 °F	410 °F
Kerosene	120 °F	425 °F
Diesel Fuel	155 °F	varies
Crude Oil	25 °F	varies

Natural Gas (flow rate can be hundreds of thousands of cubic feet per hour) **TYPE 2**

- ☐ Flammable range may be found anywhere within the hot zone between 4% and 15%
- ☐ Rises and dissipates relatively quickly
- ☐ H2S can be a by-product of natural gas – PPM = PARTS PER MILLION
 - 0.02 PPM Odor threshold
 - 10.0 PPM Eye irritation
 - 100 PPM Headache, dizziness, coughing, vomiting
 - 200-300 PPM Respiratory inflammation within 1 hour of exposure
 - 500-700 PPM Loss of consciousness/possible death in 30-60 min.
 - 700-900 PPM Rapid loss of consciousness; death possible
 - Over 1000 PPM Unconsciousness in seconds; death in minutes

- ☐ Incomplete combustion of natural gas may release carbon monoxide
- ☐ Storage facilities may be present around populated areas/ can be depleted production facilities or underground caverns
- ☐ Gas travel may be outside the containment vessel along the natural space between the pipe and soil
- ☐ Lower/Upper Explosive Limit depends on characteristics of gas (SDS)

Propane, Butane and Other Similar Products - **TYPE 3** (*e.g. Carbon Dioxide / Anhydrous Ammonia)

- ☐ Flammable range may be found anywhere within the hot zone
- ☐ Products cool rapidly to sub-zero temperatures once outside the containment vessel
- ☐ Vapor clouds may be white or clear

Type 3 Products	Flash Point	Ignition Temperature
Propane	- 150 °F	920-1120 °F
Butane	- 60 °F	725-850 °F
Anhydrous Ammonia	- 51 °F	1204-1560 °F

* Caustic - Can freeze/burn skin

* Expands Rapidly

* Liquid to a fog gas state!

