



Emergency Responder Topics

In an emergency, SoCalGas® focuses on the safety of our customers and employees by getting the gas under control. *Police and Fire First Responders can assist us in our efforts by protecting the public and isolating or removing ignition sources.*

1. Pipeline purpose and reliability
2. Hazard awareness and prevention
 - Properties of natural gas
 - Potential Hazard of gas transportation
 - Potential hazards
 - Preventative measures
3. Leak recognition and response
 - How to recognize a pipeline leak
 - First Response to a Pipeline Leak – Police and Fire Hotline: 1-800-325-4070
 - Methods for controlling escaping gas
 - If necessary, evacuate the public to a safe distance, DOT ERG states 150-300 feet initially
 - Control ignition sources
 - Do not operate electrical switches, sparks could cause ignition
 - Be cognizant of “static electricity” potential as a possible ignition source
 - Attempt to control gas flow at an appliance or meter only. Never at the damaged pipe, a street curb valve or other main metering valve
 - NEVER enter a suspected gas filled atmosphere
 - without full structural firefighter protective clothing
 - without monitoring the atmosphere, using multiple monitors
 - when the atmosphere contains more than 10 percent of the Lower Explosive Limit (LEL) or 0.45 percent for natural gas
 - Closed valves should remain so until opened by utility personnel
 - Use exposure protection tactics, extinguish surrounding fire, but not the gas fire itself until utility can control the gas flow

Police/Fire Direct line (24/7)
1-800-325-4070

Media Hotline (24/7)
1-877-643-2331

SoCalGas recommends that you use the following terminology when describing a natural gas related incident:

1. Damaged or hit line: The preferred term when describing damage to a pipeline caused by external forces, events or impact.

2. Rupture: Only use when an investigation determines a pipeline clearly ruptured (broke from the inside of the pipe and not caused by an external event).

3. Explosion: Only to be used if it is confirmed that an explosion occurred.

4. Emergency Preparedness Communications

SoCalGas has adopted Incident Command Structure (ICS)

When calling the hotline:

- Be prepared to provide us with:
 - call back number, contact name
 - detailed location, structure, surrounding area
 - type of emergency: fire, leak, vapor
 - when incident was reported
 - special conditions: weather, terrain
 - SoCalGas Supervisors are on-call 24/7
 - During business hours, SoCalGas will respond immediately.
 - During “off-hours” SoCalGas makes every effort to respond immediately

5. Damage Prevention

- 811 – Call Before You Dig
- Pipeline markers are used to denote general location of a High-Pressure pipeline.

6. Pipeline location information:

- Southern California Gas Company
socalgas.com/safety
- National Pipeline Mapping System (NPMS)
npms.phmsa.dot.gov
- National Association of State Fire Marshall’s
pipelineemergencies.com
- Pipeline Association for Public Awareness
pipelineawareness.org

7. Integrity Management and High-Consequence Areas (HCA)

- We regularly conduct leakage surveys and patrols of pipelines to identify potential leaks or problems. And, whenever we work on a line, we look for potential problems and often use ultrasound, x-ray and other technologies to inspect the pipe.
- HCAs generally are heavily populated areas or sites where 20 or more people gather 50 or more days a year.
 - SoCalGas has about 1,200 miles pipelines.