



You have received this brochure because you may live, work or own property near an area where Enbridge pipelines and/or associated facilities exist. The brochure has been designed to provide you with basic information regarding pipelines and how to recognize leaks and respond in the event of a pipeline emergency. Please read and share this important safety information with others in your home, place of business or organization. If you operate a business or gathering place that may be frequented by outside visitors, we encourage you to consider pipelines in your emergency response plans and procedures.

Contact Enbridge

All of our pipelines are monitored 24-7. If you suspect a pipeline emergency, please find a safe place to call 911, and then call Enbridge's toll-free 24 hour emergency number:

1-800-858-5253

If you have a non-emergency question regarding Enbridge's damage prevention program, integrity management program or operations in your area you can call Public Awareness at **877-799-2650** or visit Enbridge.com/USpublicawareness.

Land Services Hotline: 1-855-869-8261

Email

USPublicawareness@enbridge.com

Mail

Public Awareness Department
5400 Westheimer Court
Houston, TX 77056

Website

Enbridge.com/USpublicawareness

Facebook

[Facebook.com/Enbridge](https://www.facebook.com/Enbridge)

Emergency Information

Recognizing a Pipeline Leak

Given our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely. If one occurs, Enbridge will work with local emergency responders to secure the area and get you the information you need to stay safe.

Natural gas liquids (NGLs) such as propane, butane, ethane and occasionally other petroleum products like natural gasoline, also known as condensate are all a class of products transported in Enbridge pipelines. NGLs are liquids when inside the pipeline or storage tank but become gaseous if released into the atmosphere.

Because Enbridge transports NGLs on parts of its liquids pipeline system, safety information has been provided highlighting information specifically for NGLs. This information should be considered in addition to the other signs of a leak.

In the unlikely event of a pipeline leak, typically, one or any combination of these helps you recognize a leak:

You might see:

- Liquid on the ground
- Discolored snow or vegetation
- Oily sheen on water surfaces
- Continuous bubbling in a wet area
- Possible fire or flames, if a leak has ignited
- A white vapor stream or mist-like cloud over the pipeline (specific to NGLs)
- Unexpected frost or ice on the ground (specific to NGLs)
- A dry area in a wet field (specific to NGLs)
- Dirt being blown or appearing to be thrown into the air (specific to NGLs)

You might hear:

- A roaring, blowing or hissing sound

You might smell:

- An unusual sulfur or rotten egg odor

Steps for a Safe Response

If you are in immediate danger, damage the pipeline, or observe or suspect a leak – even if you are uncertain of the severity – take the following steps:

- Abandon any equipment being used in or near the area, moving upwind of the product release. Warn others to stay away.

- **Call 911**

- Call the toll-free, 24-hour Enbridge emergency number for your area:
1-800-858-5253

- Follow instructions provided to you by local emergency responders and Enbridge

What NOT to do When a Leak Occurs

- Do not touch any liquid or vapor that may have come from the pipeline
- Do not drive into the area
- Do not turn on or off anything that may create a spark – including cell phones, telephones, two-way radios, light switches, vehicle alarms, vehicle keyless entry and flashlights – until you are in a safe location
- Do not light a match and avoid open flames
- Do not attempt to extinguish a natural gas fire
- Do not operate pipeline valves
- Do not remain in a building if the smell is stronger inside than outside
- Do NOT operate any pipeline valves. Leave all valve operations to pipeline company personnel.

What Happens Next?

Public safety will be the top priority as Enbridge, contractors and local emergency responders work together to evaluate and respond to a pipeline leak. Local public safety officials will determine whether residents should evacuate or shelter-in-place. Residents may be asked to evacuate if it is no longer safe to be in the area or to shelter-in-place if there may be something unsafe in the environment.

Contact Enbridge

If you have an emergency please contact the 24-hour emergency number in your area.

1-800-858-5253

Alternate Language: If you or someone you know would prefer to have this information provided in the brochure in a language other than English, please write us at:

5400 Westheimer Court
Houston, TX 77056

Pipeline Safety

for your family, neighborhood & community.



\$500

Fill out the response card survey for a chance to win!

Pipeline Safety: A Shared Responsibility



Life takes energy: to heat our homes, to feed our families, to fuel our vehicles. Enbridge connects people to the energy they need to help fuel their quality of life.

Enbridge transports crude oil along with more than 80 different commodities on our crude oil pipeline systems, from various grades of crude oil to “natural gas liquids” (NGLs) like propane, butane, ethane, natural gasoline and other petroleum products. **NGLs are liquids when inside the pipeline or storage tank but become gaseous if released into the atmosphere.**

Smaller gathering pipelines begin near crude oil wells and transport crude oil and other petroleum products to transmission pipelines. These larger pipelines move the contents to refineries where they are turned into gasoline, diesel fuel and other products we rely on every day.

Pipeline Purpose and Reliability

The United States has the largest pipeline network in the world. Data collected by the U.S. Department of Transportation reports pipelines are one of the safest ways to move energy resources like the crude oil, natural gas and other petroleum products Enbridge transports. We are committed to safe and reliable operation of our pipelines in your community. Every year our company invests in the latest technology and training to meet the high environmental and safety standards expected by those who live and work near our pipelines.

All of our pipelines are monitored 24-7. If you suspect a pipeline emergency, please find a safe place to call 911, and then call Enbridge’s toll-free 24 hour emergency number:

1-800-858-5253

Know What’s Below

One-Call Requirements

811, the national “call before you dig” number, and **ClickBeforeYouDig.com** are free services designed to keep you safe when digging. Calling or clicking is always the safest option every time you dig, and in many cases it’s the law. At least two to three business days before your project – any time you are disturbing the soil -- (depending on state law), call **811** or visit **ClickBeforeYouDig.com**.



Within two to three business days, professional locators will come to your location and mark underground utility lines—including pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

If you see someone digging or disturbing the soil and there are no flags or marks on the ground, please stop the activity and ask the person to call **811** before continuing. Do not rely on word-of-mouth, maps, memory or pipeline markers when planning a digging project.

Pipeline Right-of-Way and Pipeline Location

A pipeline follows a narrow, clear stretch of land called a right-of-way that allows our employees and contractors to access the pipeline for inspections, maintenance, testing and emergencies.

Pipeline rights-of-ways must be kept free from structures and other obstructions to provide access to the pipeline. Pipelines are patrolled from the air and the ground, and obstructions prevent proper inspections.

You can find the general location of an Enbridge pipeline near you by looking for a pipeline marker. The marker will typically provide the pipeline operator’s name, the contents of the pipeline and an emergency phone number. If an emergency is suspected or discovered, call the number on the pipeline marker.

While markers play an important role in identifying pipelines, they are not used to give exact locations and should not be an alternative to dialing 811. Markers should never be removed or relocated by anyone other than a pipeline operator.

Enbridge and Spectra Energy merged early in 2017. If you call the emergency number located on a pipeline marker showing a Spectra Energy logo, you will be automatically connected to Enbridge personnel.

You can also find out where pipelines are in your area by going to the National Pipeline Mapping System website at www.npms.phmsa.dot.gov or by contacting one of our representatives at **877-799-2650**.

Damage Prevention

Enbridge maintains a Damage Prevention Program in accordance with state and federal guidelines. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities like (digging, trenching, blasting, boring, tunneling, or backfilling) or other activities (such as heavy equipment crossing, storage on the right-of-way, etc.). The Damage Prevention Program also monitors depth of cover over our pipelines and conducts regular patrols of our rights-of-ways to monitor for unauthorized activities.



Know what’s near you

Above Ground Facilities

While most Enbridge pipelines are buried underground, our system also includes additional facilities such as, pump stations, valve sites, storage facilities and others. It’s important that you know what to expect as part of normal

operations at these facilities. If you notice any suspicious activity or abnormal odor near one of our above ground facilities, call **911** immediately, then call Enbridge’s 24-hour emergency number for your area.

Facility and Purpose	Normal Operations
At certain facilities, tanker trucks deliver producers’ crude oil to Lease Automatic Custody Transfer (LACT) Units , where it is metered and piped into crude oil storage facilities.	During normal operations, a slight odor may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near LACT units.
Crude Oil Storage Facilities are used to safely store and transport crude oil to refineries and other market destinations via pipeline.	During normal operations, a slight odor may be noticed during oil transfers or maintenance activities.
Pump Stations increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge’s control centers.	During normal operations, no significant odors should be detected .
Valve Sites are located along the pipeline right-of-way and may be used to control the flow of products in the pipeline .	During normal operations, no significant odors should be detected.

Keeping Pipelines Safe

The objective of Enbridge’s integrity management program is to improve pipeline safety through a systematic approach involving data gathering, risk assessment, integrity assessments, prevention and mitigation. The U.S. Department of Transportation has developed specific High Consequence Area (HCA) regulations for the operations and maintenance of natural gas transmission pipelines. These regulations are more rigorous than those for non-HCA locations and focus integrity management activities on populated areas and areas where it would be difficult to evacuate people. In most cases, we apply the more rigorous requirements to the operation of all our pipeline facilities, not just the HCAs.

Neighbors like you can help us maintain a safe, secure and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities, or in the event an emergency occurs, please call us immediately using the toll-free emergency number included in this brochure.

Our safety measures:

Safety is, and always will be, our number one priority. Our team devotes hundreds of thousands of hours every year to keep our systems running smoothly and without incident.

We invest heavily in safety measures including:

- Inspection and preventative maintenance programs
- Round-the-clock monitoring for pipelines and facilities
- Emergency response training and drills for employees and local emergency responders
- Pressure tests on new and existing pipelines
- Aerial and ground patrols along the pipeline right-of-way
- Automatic shut-off and remote control valves
- High-quality pipeline material and protective coating

Enbridge has enhanced safety measures for pipelines that cross bodies of water and highly populated or environmentally sensitive areas. To read more about our pipeline safety efforts, see our Safety Report to the Community at enbridge.com/safety.