

# Pipeline safety and emergency information

for our neighbours.

## **Pipeline safety: A shared responsibility**

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For more than 65 years, Enbridge has transported and distributed the energy North Americans count on. We're proud to be recognized as one of the Global 100 Most Sustainable Corporations in the World. As a transporter of energy, we operate, in Canada and the U.S., the world's longest crude oil and liquids transportation system. We also have a significant and growing involvement in natural gas gathering, transmission and midstream businesses, and an increasing involvement in power transmission.

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### **Call or Click Before You Dig.**

Before digging on or within 30 metres (100 feet) of any pipeline right-of-way, contact your local one-call centre

**Saskatchewan**  
1-866-828-4888

**Manitoba**  
1-800-940-3447

**Click  
Before  
You Dig.com**

### **In case of emergency:**

Please find a safe place to call 911 and then call Enbridge at

**1-888-420-4357**

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### **How to reach us:**

Enbridge Inc.  
**1-780-420-5210**

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Public Awareness Hotline  
(Non-Emergency Calls Only)

Phone  
**1-877-640-8665**

Email  
**CdnPublicAwareness@enbridge.com**

Mail  
**Public Awareness Advisor  
10130 103 St NW  
Edmonton, AB  
T5J 3N9**

Website  
**enbridge.com/cdnpublicawareness**

Facebook  
**facebook.com/enbridge**

The Enbridge system doesn't just run through communities—it connects them.

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Keeping in touch with you is very important to us. That's why we contact those neighbours who live near our pipelines on an ongoing basis. It's an opportunity to share important information, hear about your experiences, respond to your questions and to update you on Enbridge's safety, integrity and maintenance programs.

### **Open lines of communication**

We always appreciate hearing from you. This brochure contains phone numbers you can use to call us, as well as important information about living and working near our pipelines and what to do in an emergency. Please take a few minutes to review the brochure with your family and then store it in a convenient place.

### **Neighbours down the line**

Enbridge employees live near you and work with you every day, and millions of people depend on the liquid hydrocarbons we transport. Keeping the pipelines safe for everyone is our most important job. Our pipelines meet or exceed high government standards, and over a half-century of experience has proven that pipeline transport is the single safest method of oil and petroleum transport available.

### **Life takes energy**

At Enbridge, we exist to help fuel the quality of life for millions of people across North America. Whether it is oil, gas or renewable power, our North American energy network connects millions of people with the energy that fuels everything they do, every day.

### **We transport energy**

Before energy can power people's lives, it has to reach them. Enbridge answers that need with a sophisticated transportation network for the oil, liquids and natural gas that fuel your family vacations and warm your home. We also have a growing ability to move the electricity that keeps you connected. And in all we do, we take pride in an outstanding record of safety.

### **We distribute energy**

Enbridge owns and operates Canada's largest natural gas distribution company. For more than 165 years, we have provided safe, reliable service in Ontario, Quebec, New Brunswick and New York State.

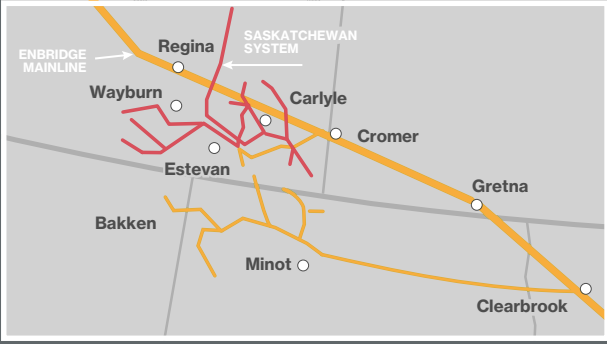
### **We generate energy**

We never stop thinking about the future of energy and sustainability. That's why we're one of the largest renewable energy companies in Canada. Our green energy assets in Canada and the U.S. produce enough power to supply more than half-a-million homes with the electricity they need to do laundry or surf the Web.

**Good working relationships between Enbridge and neighbours along our ROW are essential to pipeline safety.**



- ① Enbridge Inc. and Enbridge Income Fund Holdings Inc. Headquarters, Calgary, Alberta, Canada
  - ② Enbridge Energy Partners, L.P. and Midcoast Energy Partners, L.P. Headquarters, Houston, Texas, USA
  - ③ Enbridge Gas Distribution Headquarters Toronto, Ontario, Canada
- Liquids Systems and Joint Ventures
  - Natural Gas Systems and Joint Ventures
  - Power Transmission
  - Saskatchewan System
  - ▨ Gas Distribution
- 🌿 Wind Assets
  - ☀️ Solar Assets
  - 🌋 Geothermal Assets
  - 🗄️ Storage
  - 🏠 Waste Heat Recovery
  - 🚂 Rail
  - 🚚 Trucking



Close to 100 unique commodity types are transported with service provided to more than 100 different shippers.

Enbridge is Canada's largest transporter of crude oil, with approximately 25,420 kilometres (15,795 miles) of pipe in the mainline across North America.

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## Existing system

Enbridge Pipelines (Saskatchewan) Inc. is regulated by the Saskatchewan Ministry of Energy and Resources; Manitoba Innovation, Energy and Mines; and the National Energy Board.

The products in our system include conventional crude oil, condensates and natural gas liquids. They are transported through pipelines ranging in diameter from 80mm (3 inches) to 480mm (16 inches). Multiple pipelines often exist within the same right-of-way (ROW).

## Above ground facilities

Enbridge owns and operates several above ground facilities along its crude oil pipeline systems. Crude oil storage facilities are used to safely store and transport crude oil to refineries and other marked destinations via pipeline. Pump stations increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge's control centres. Valve sites are located along the pipeline right-of-way (ROW) and may be used to control the flow of products in the pipeline.



- › Enbridge has established a significant presence in contract crude oil storage across North America in recent years.

Our pipelines meet or exceed government standards, and over a half-century of experience has proven that pipelines are the single safest method of transporting petroleum products and natural gas.



Enbridge takes seriously its responsibility for safe pipeline operation. Being responsible for pipeline integrity, however, does not mean working alone. We work year-round to provide safe, reliable operations, and we regularly communicate important information to local governments, community fire and police services, utilities, contractors, neighbours and tenants.

Preparedness means developing integrated response plans based on open communication and teamwork. Enbridge works with local fire and police services so that they have the information they require to respond to an emergency. We hold regular training exercises in select locations throughout the year to keep employees' skills fresh, and to maintain strong and effective coordination with local emergency responders.

As a neighbour, you also make an important contribution to the team. By observing right-of-way safety precautions, and keeping in touch, you can help prevent incidents and minimize their impacts.

### **From the ground up**

While our pipelines are buried out of sight beneath the ground in the right-of-way (ROW), we never lose sight of the bigger picture of our potential impact on the air, water and land around us, and our responsibility to preserve all elements of our environment.

In fact, our activities—everything from pipeline design, construction, testing, maintenance, operation and safety practices—are subject to government regulations, which we meet or exceed.

When we do disturb the ground, every effort is made to restore the land to its original condition and to protect the quality of the air and water that sustain us.

We constantly monitor all of our activities and take every precaution to make sure we protect the environment.

### **Protecting your community**

Enbridge has a wide range of programs to safeguard the integrity of the pipeline system that runs through your land or near your community.

We invest heavily in the tools, technologies, people and strategies we need to make sure the pipeline networks have the strength and fitness needed to do the job safely and reliably.

### **Safety in processes and technologies**

From the purchase of high quality steel pipe manufactured to meet stringent criteria, to the cathodic protection system we employ to prevent corrosion once the pipe is installed, Enbridge makes the safety of



the system a priority before and during its operation. The processes and technologies we use to prevent and detect leaks include:

- The careful selection and testing of pipe prior to and during the manufacturing process
- X-ray or ultrasonic testing of all welds made to a mainline pipeline section during its construction
- Sophisticated monitoring and control systems that operate around the clock, 365 days a year
- Research and development on technologies designed to prevent corrosion and cracking
- Tests to confirm pipeline integrity on new pipelines/systems
- The use of durable coating systems and cathodic protection (use of low voltage electric current) to protect pipe from external corrosion
- The use of increasingly sophisticated in-line inspection technologies to measure the size and location of even minute changes in the integrity of every line in our system

### **Safety in people and practices**

In addition to developing and putting the right processes and technologies into place, the right people and practices also drive our efforts to keep the pipeline safe. Our initiatives include:

- Regular pipeline ROW patrols by aircraft and in some areas by land
- Investigative dig programs to affect pipeline integrity
- Meeting and exceeding industry standards and regulations
- Public awareness education

- Research and development
- The stationing of emergency response staff and equipment at strategic locations along the pipeline route

### **Respecting the environment**

Whether it's plant life, wildlife, soil, fresh water or historical artifacts, in every aspect of our business we work hard to preserve the natural balance of your land. To do that, we plan very carefully from start to finish on any project, making sure our people know what's expected, talking to you, and implementing programs in place that will help to protect the environment.

### **The way we do business**

At Enbridge, Corporate Social Responsibility (CSR) is about values and the extent to which these values drive our decisions—from how we incorporate safety, reliability and environmental protection into every aspect of our operations; to how we deliver economic and social benefits to our communities; to how we treat our employees and stakeholders; to our investments in innovation.

In carrying out our work, it's our responsibility to manage our environmental, social and economic impacts and to be accountable for our performance. We know that we must work hard to earn public trust by basing our actions on our values—Safety, Integrity and Respect—and by delivering on our commitments. Our values are the basis of everything we do, who we are, who we strive to be, and how we do business.

To read more on Enbridge's social and environmental performance, including the progress we made and the challenges we faced, please visit [csr.enbridge.com](https://www.enbridge.com/csr)

Enbridge is committed to dealing fairly and consistently with everyone who lives and works along the pipeline route.

## Understanding the Right-of-Way (ROW)

A ROW is a strip of land of varying widths that contains one or more pipelines. The actual width of the ROW in your area will be noted in your specific easement agreement. The ROW:

- Allows our workers access for inspection, maintenance, testing or emergencies
- Identifies an area that restricts certain activities to protect public safety

While permanent pipeline markers are located at roads, railways and other intervals along the ROW, these show only the approximate location of the buried pipelines. The depth and location of the pipelines vary within the ROW. The ROW exists in many kinds of ecosystems from river crossings and cultivated fields to sub-Arctic tundra and urban areas. Because of this, there is no distinct look to the ROW.

## Easement agreements

Good working relationships between pipeline companies and the property owners and tenants along the ROW are essential to the safety and reliability of the pipeline system.

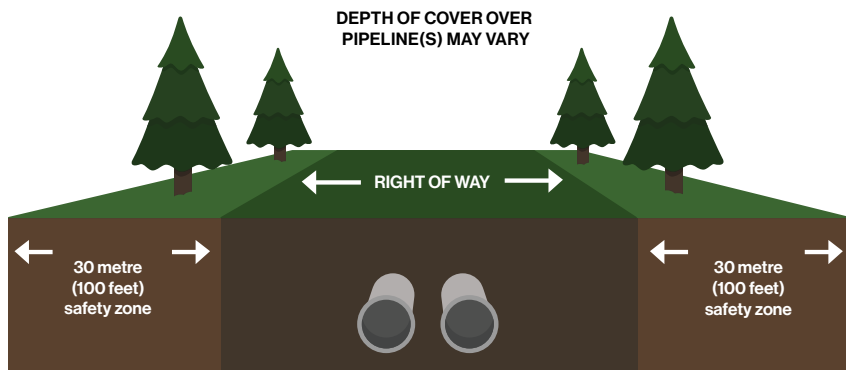
For decades, we've been developing and maintaining constructive relationships with thousands of neighbours like you. Recognizing your important contribution, Enbridge is committed to dealing fairly and consistently with everyone who lives and works along the pipeline route.

This relationship began when we negotiated the original easement agreement. The year the original easement agreement was negotiated varies across the pipeline system and is dependent on the year of initial pipeline construction. As growth continued, additional pipelines were installed and in some situations the original ROW became full, requiring an additional easement to be negotiated.

In return for compensation, Enbridge was granted the right to use the ROW for constructing, operating and maintaining its pipelines. Neighbours, in turn, help to protect the safety of the line by abiding by the agreement and all government regulations with respect to excavation, construction or other activities over or near pipelines.

## The National Energy Board (NEB) Safety Zone

If you are planning to excavate using power operated equipment or use explosives within the 30 metre (100 feet) safety zone, you must contact Enbridge first and obtain permission. Please contact us using the information listed on the last page of this brochure. We will work with you so that you may complete your work safely.



- Enbridge is regulated by the NEB and must comply with specific pipeline standards and regulations. In addition to the ROW where the pipeline is located, the NEB has established a 30 metre (100 feet) safety zone on either side of the ROW to protect the pipeline, the environment and you.

## NEB requirements

Excavation and construction activities in the vicinity of the Enbridge pipelines are subject to the legal requirements of the *National Energy Board Act* and the *National Energy Board Pipeline Crossing Regulations, Parts I and II*.

The general requirements of the Pipeline Crossing Regulations do not apply to:

- An excavation caused by the pipeline company or its agents, or
- Activities, other than the construction or installation of a facility, that disturb less than three-tenths of a metre (one foot) of ground below the initial grade and that do not reduce the total cover over the pipe

Part I of the Pipeline Crossing Regulations sets out in more detail the conditions under which excavation and construction activities near the ROW can be conducted safely. Part II establishes the responsibilities of the pipeline company to the person proposing or conducting the activity and to the NEB.

## We'll be there

To protect public safety and reduce the risk of pipeline damage, you must contact us at least three working days before beginning an excavation using power operated equipment on or within 30 metres (100 feet) of the ROW, or using explosives near the ROW. We will help you avoid problems and delays by:

- Acquainting you with the 30 metre (100 feet) safety zone on either side of the ROW, and providing guidelines for excavation and blasting
- Helping you obtain written permission for excavations on or within 30 metres (100 feet) of our pipeline ROW
- Locating and marking our pipelines
- Ensuring an Enbridge field representative is on site

For installations across the ROW, written permission is required. Once a written request is received, we will contact you within 10 days.



**Other activities on the ROW**

If you plan to carry out certain activities on the ROW, you must consult with Enbridge before moving ahead. Approvals for some facilities may take longer, so plan ahead. This includes calling us in advance when you want to:

- Install fence posts
- Use explosives
- Construct roads, paving, parking, driveways, ditches, railways, overhead or underground utilities or other facilities
- Deep tillage exceeding 45 centimetres (18 inches) in depth
- Encroach on the ROW with services or other facilities
- Build a berm
- Stockpile materials
- Conduct a ground disturbance excavation

**Operating vehicles or mobile equipment across the pipeline ROW**

Enbridge permits the operation of agricultural vehicles and equipment across the pipeline ROW for the purpose

of normal farming operations such as cultivation, planting and harvesting, but excludes chisel ploughing, sub-soiling or ripping to more than 18- inches (45 centimetres) in depth. For farmers with an Enbridge pipeline on their property, crossing a pipeline ROW with agricultural vehicles and machinery usually presents little difficulty.

Enbridge doesn't want to interfere with landowners' use of their land or restrict routine agricultural activities. However, to ensure your safety, please consult Enbridge if you are unsure about crossing the pipeline.

We understand that today's farming operations often use non-agricultural equipment like semi-tractor trailers or tracked vehicles. If these vehicles are loaded in accordance with provincial highway standards (no special permit loads) the vehicles can safely cross the pipeline with no further approval from Enbridge. If you exceed your manufacturer's specified load limits, please contact Enbridge at **1-877-640-8665**.

## Call or Click Before You Dig

We know that sometimes work needs to be done on or near the pipeline. That's why we offer Call or Click Before You Dig, a free pipeline location service.

Within three working days of your request, an Enbridge representative will be at your door, ready to mark the exact location of the line. Please see the last page for the number in your area.

## Five step safety checklist

If you are planning to conduct work on or near an Enbridge ROW please follow this five step safety checklist:

- 1 Plan your activity— Identify the precise location of your work, check records for evidence of other buried utilities.**
- 2 Contact your local one call centre.**
- 3 Be on-site when the pipeline is being located and ensure all other buried utilities are located.**
- 4 Immediately notify Enbridge at 1-888-420-4357 if you come into contact with the pipe or its coating.**
- 5 Always follow the instructions of an Enbridge representative.**

## Drainage improvements

If you are planning to improve drainage across or within the ROW, consult with us first. Early communication will help in the approval process required for installing tiles, ditching, grading or deep tillage exceeding 45 centimetres (18 inches). Consulting with us regarding

your drainage proposal will allow us to assess your work and set safe work procedures when working within the pipeline ROW or within the 30 metre (100 feet) safety zone. Please call us at one of the telephone numbers listed on the last page.

If you are planning to install drainage tile, design drawings must be submitted early for review and approval. In certain cases, a header installation may be preferred in order to reduce the number of crossings and excavation activity within the ROW. Enbridge may reimburse you for any additional costs incurred due to the presence of the pipeline(s). Any proposed cost sharing must be approved by Enbridge prior to installation.

## Reporting suspicious activity

If you notice any suspicious or unusual activity on or near the pipeline ROW, please contact Enbridge immediately to safeguard public safety and security of the pipelines. Your call is always appreciated. Suspicious or unusual activities could include:

- Inquiries or questions being asked about Enbridge pipelines, facilities or employees that do not relate to normal operations
- Threats being made or acts of vandalism against Enbridge pipelines, facilities or employees
- Surveillance by an individual or group which involves taking pictures, videos or monitoring facilities with binoculars
- Abandoned packages, equipment or vehicles left near Enbridge pipelines or facilities

## Protecting the air, water and land in your community is an important part of our job.

### In an emergency

Pipelines have been proven as the safest transportation mode for energy commodities. Pipeline leaks are rare but can happen for a number of different reasons. Statistics show that third party damage is one of the most common reasons for pipeline leaks or ruptures, which underscores the importance of Call or Click Before You Dig programs.

The liquid hydrocarbons in Enbridge's pipeline system are flammable, and are potentially hazardous and explosive under certain conditions.

Pipelines can also leak as a result of a defect or some other type of pipewall damage. Internal inspection tools are used to detect potential pipe problems in advance, which enable companies to perform investigative digs and repair the damage. Since some commodities are more flammable than others, a pipeline leak or rupture will have different consequences depending on the commodity being transported.

Hydrocarbon products such as natural gas liquids or petroleum products are very flammable, and will catch fire from even the smallest spark or ignition source. Crude oil is also flammable under certain conditions and can pose an environmental threat if large volumes escape.

It's important to know what to do if you suspect pipeline operations have been disrupted in any way.

Given our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely; however, if one were to occur, it's important that you know the warning signs and how to respond in the event of an emergency.

### Know the warning signs for a liquids pipeline leak

For pipelines carrying liquid hydrocarbons, each product has individual characteristics. This means that the warning signs can vary depending on the product involved.



#### You might see...

- A moist patch or pool of black liquid...it may be crude oil
- A moist patch or pool of light brown or yellow liquid...it may be synthetic crude oil or condensate
- A steam-like cloud, or a frost-like appearance on the ground... it may be a natural gas liquid



#### You might hear...

- A roaring, blowing or hissing sound...it may be a pipeline leak



#### You might smell...

- An odour similar to gasoline or diesel fuel...it may be a refined oil product
- An odour similar to gasoline, but much stronger and less pleasant... it may be natural gas liquid

## Know the warning signs of a natural gas liquids leak

Enbridge's Saskatchewan system has a number of Natural Gas Liquids (NGL) pipelines. NGLs when transported through a transmission pipeline system, like Enbridge's, are odourless. If there was a leak on the pipeline system, it's important not to depend on odour to detect it.



### You might see...

- A cloud of steam or mist, caused by condensation and freezing moisture
- Ice build-up on exposed pipe and frozen ground around an underground pipe
- Brown vegetation, which is an indication of soil saturation
- Yellow-stained snow, which may be an indication of NGL accumulation under the snow

## What to do in an emergency

If you see, smell or hear any of the warning signs, please immediately do the following:

- 1 If you can do so safely, turn off any mechanized equipment. Move as far away from the leak as possible in an upwind direction.**
- 2 Avoid contact with escaping liquids and gases.**
- 3 Call 911.**
- 4 Call the toll-free, 24-hour Enbridge emergency number at 1-888-420-4357.**
- 5 Follow instructions provided to you by Enbridge and local emergency responders.**



## What not to do in an emergency

- Do not touch any liquid or vapour that may have come from the pipeline
- Do not drive into the area or start your car
- Do not light a match
- Do not turn on or off anything that may create a spark, including cell phones, telephones, light switches, vehicle alarms and flashlights
- Do not operate pipeline valves

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 is something unsafe in the environment.

## If you do not know the location of the pipeline leak, shelter-in-place:

- Immediately go indoors and close all windows and outside doors
- Take shelter in the room with the least amount of windows and vents
- Keep phone lines open so that you can be contacted by emergency response personnel

- Stay tuned to local radio and television (battery-operated) for possible information updates
- Turn off any appliances or equipment that circulate air such as exhaust fans, gas fireplaces, gas stoves, and heating ventilation and air conditioning (HVAC) systems
- Turn down furnace thermostats to the minimum setting
- Even if you see people outside, do not leave until told to do so

### **Enbridge response to an emergency**

We constantly monitor all of our activities and take steps to protect the environment.

#### **Immediate response**

In the event of an incident, our emergency plan will immediately go into effect. Enbridge will work with local emergency responders to identify and resolve the issue.

Personnel from Enbridge's control centre have the ability to immediately shut down and isolate sections of the pipeline. Local emergency responders will be notified. They may secure the area and move residents to a safe location depending on the situation. Our trained emergency response crews will arrive to deal with leaked material and repair the damaged pipe.

#### **Restoring spill sites**

Protecting the air, water and land in our communities is an important part of our job. Enbridge personnel are trained to contain and clean up leaks using a variety of leading edge technologies. Personnel with safety and environmental equipment are located at strategic intervals along the pipeline, to be close to your community and many others.



Containing product, repairing any damage, cleaning the site and returning the area as near as possible to its previous state is part of our commitment to you and your neighbours.

#### **Enbridge response training**

Regular training and rigorous qualification procedures for pipeline workers facilitates safe and efficient operation of our pipelines. Employees throughout our business units participate in regular emergency response drills and simulations to test and improve procedures. Also, emergency and crisis preparedness plans help to minimize the impact of an incident and form part of our compliance with regulatory requirements.

Emergency response training exercises are a key part of our emergency response preparedness. Response personnel receive regular classroom and field demonstration training. Frequent exercises are critical to maintaining response readiness.





**WARNING**



**HIGH PRESSURE  
PETROLEUM  
PIPELINE**

Call Before You Dig: 1-866-828-4888  
Emergency Toll Free: 1-888-420-4357  
Enbridge Pipelines (Saskatchewan) Inc.

We appreciate your calls, any time of the year, any time of day.

This page contains important phone numbers you can use to contact an Enbridge representative.

If you have any comments or questions, please contact us.

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### Here's how:

**In case of an emergency, please find a safe place to call 911 and then call Enbridge at: 1-888-420-4357**

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For public awareness inquiries:

**1-306-634-2681 or  
CdnPublicAwareness@enbridge.com**

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For questions regarding Enbridge easement agreements, general operations or if you need to plan construction, fencing, digging or explosives use, please call collect:

**1-306-634-2681.**

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More information can also be found online at:  
**enbridge.com/damageprevention**

Before performing any ground disturbance on or within 30 metres (100 feet) of a pipeline right-of-way, contact your local one-call centre as follows:



or call

**Saskatchewan**  
1-866-828-4888

**Manitoba**  
1-800-940-3447

### Links to more information

Enbridge Pipelines Inc.  
**enbridge.com**

Canadian Energy Pipelines  
Association (CEPA)  
**cepa.com**

National Energy Board  
**neb-one.gc.ca**

Saskatchewan Ministry  
of Energy and Resources  
**ir.gov.sk.ca**

Manitoba Public Utilities Board  
**pub.gov.mb.ca**

Manitoba Innovation,  
Energy and Mines  
**gov.mb.ca/stem**

## Awards & recognition

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Global 100 Most Sustainable  
Corporations in the World

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Best 50 Corporate Citizens in Canada

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Canadian Council for Aboriginal Business-  
Silver Level PAR Certification

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Canada's Top 100 Employers

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Dow Jones Sustainability Index  
(World and North America)

**In an emergency  
call 9-1-1 then  
call Enbridge at  
1-888-420-4357**

**Enbridge Pipelines (Saskatchewan) Inc.**

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Before performing any ground disturbance contact  
your local one-call centre as follows:

**Saskatchewan  
1-866-828-4888**

or

**Click  
Before  
You Dig.com**

**Manitoba  
1-800-940-3447**

 **ENBRIDGE**

**Know who to call in an emergency.**

Peel and place this cling sign on a flat surface, like a window.



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Public Awareness Program