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\$500 gift card.

Pipeline Safety and Emergency Information

For our neighbours

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Emergency number: 1-888-813-6844

The Public Awareness Program

Keeping in touch with you is very important to us. That's why we contact those who live and work near our systems on an ongoing basis.

Our Public Awareness Program is dedicated to informing and educating our neighbours about the presence of pipelines in their community and how to live, work and play safely around them.

As part of this program, we distribute information to landowners, residents, business owners and community members near our operations to provide them with important information about our safety and maintenance programs, damage prevention and emergency preparedness and response procedures.

We also visit our neighbours as an opportunity to touch base and to confirm their understanding of safe working practices. During these visits personal information may be requested, such as the names and contact information of all individuals residing on a property. This information helps us continue to keep you informed about our operations and how to recognize and respond to an emergency situation. It also provides us (or emergency responders) with the contact information required to quickly notify and assist you in the event of a pipeline emergency.

This personal information is collected, used and disclosed by Enbridge in accordance with our privacy policy, which can be viewed at enbridge.com/privacypolicy.

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 at:

 **1-888-813-6844**

How to reach us

Canadian Public Awareness program
(Non-emergencies only):



Phone
1-877-640-8665
(Public Awareness hotline)



Email
cdnpublicawareness@enbridge.com



Website
enbridge.com/publicawareness

Call or Click Before You Dig

Before performing any ground disturbance activity please visit clickbeforeyoudig.com or contact your local one-call centre:

- **Utility Safety Partners (formerly Alberta One-Call)** 1-800-242-3447

**Click
Before
YouDig.com**

Pipeline safety: A shared responsibility

Our responsibility is to educate you on how to safely conduct activities near our pipelines. In turn, your responsibility is to ensure that before any activity commences, you've requested a locate to confirm the presence of any underground assets and received any necessary written approvals.

Damage Prevention Program

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

Your Role

As a landowner or tenant, business owner or community member along Enbridge's pipeline ROW, you have an important role to play in pipeline safety. That's why we've created this brochure to provide you with the important information needed to help keep you safe.


Reporting suspicious activity

If you notice any suspicious or unusual activity on or near the pipeline ROW, please contact Enbridge immediately. 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.

By observing ROW safety precautions and damage prevention requirements, as well as keeping in touch, you can help prevent incidents and minimize their impacts.



Please read and share the information in this brochure with others in your home or business and then store in a safe and accessible place.



Pipeline markers do **NOT** indicate exact locations of a pipeline. Call or Click Before You Dig to have the exact location marked.

Pipeline ROW and pipeline location

A pipeline follows a narrow, clear stretch of land, called a ROW, that allows our employees and contractors to access the pipeline for inspections, maintenance, testing, and emergencies. Approximate location of the pipeline can be determined by the pipeline marker. A few important notes when it comes to ROWs and pipeline markers:

- Markers should never be removed or relocated.
- If an emergency is suspected or discovered, call the number on the marker.
- The ROW must remain clear. Structures, stockpiles, stored equipment and burn piles are not permitted within the ROW.
- The pipeline marker displays the operator's name, the contents and an emergency phone number.
- Markers should not be used to give exact locations and are not alternative to contacting clickbeforeyoudig.com.

Alberta Energy Regulator (AER)

Pipelines in Enbridge's Athabasca system are provincially regulated by the AER and must comply with specific pipeline standards and regulations. As part of AER regulations, certain ground disturbance activities require prior notice, and in some cases written permission, before any work can commence.

Ground disturbance

A ground disturbance is any work, operation or activity that results in the disturbance of the earth of more than 30 cm (45 cm for agricultural cultivation).

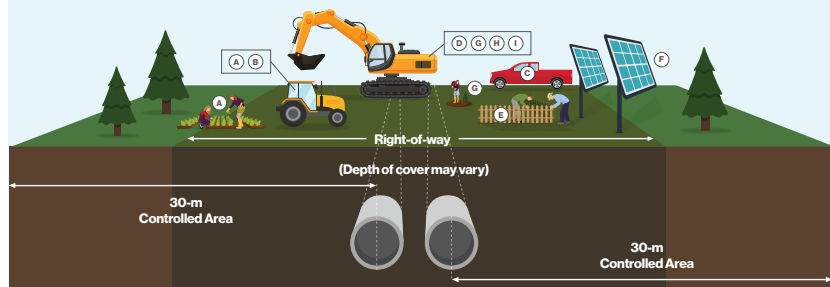
No ground disturbance activity may be undertaken in the pipeline ROW, or within five metres of the centreline of a pipeline where no ROW exists, without first obtaining written permission from the pipeline owner. Additionally, no ground disturbance within the controlled area can take place until the locating and marking of the pipeline has been completed.

Activities that do not require consent

- (A) Cultivation to a depth of less than 45 cm (e.g. cultivating agricultural crops) or ground disturbance to a depth of less than 30 cm (e.g. gardening)
- (B) Operating vehicles or mobile equipment across a pipeline which are used for normal farming operations
- (C) Crossing a pipeline while traveling off-road with an off-highway or private passenger vehicle **up to 3/4 ton** (as defined by the *Traffic Safety Act*)

Activities that DO require consent

- (D) Ground disturbance depths of 30 cm or more (excavating, digging, trenching, land leveling, topsoil stripping, deep tilling, subsoiling and grading)
- (E) Installing/constructing a fence, retaining wall, structure, roads, paving, parking areas, driveways or ditches
- (F) Installing facilities on, along, under or across the pipeline ROW (or within 5 m of a pipeline where no ROW exists)
- (G) Landscaping, tree planting, clearing and removing stumps, or stockpiling materials
- (H) Drainage or irrigation systems (including dykes, ditches and culverts)
- (I) Crossing a pipeline while not on an upgraded and traveled portion of an established highway or public road with vehicles or mobile equipment (other than off-highway vehicles and private passenger vehicles **up to 3/4 ton**, as defined in the *Alberta Traffic Safety Act*)



Modified from CER image in "Pipeline Damage Prevention Regulations" information product.

- > In addition to the ROW where pipelines are located, the AER has established a 30-m controlled area, measured perpendicularly from the centreline of the pipeline, in each direction, to protect you, the environment and the pipeline.



Risk: Safe digging practices can save your life. Failure to do so can endanger yourself, emergency responders and your community.

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 visit **clickbeforeyoudig.com** or contact your local One-Call centre before continuing. One should not rely on word-of-mouth, maps, memory or pipeline markers when planning a digging project.

One-call requirements



At least three business days before your project—any time you will disturb the soil—visit **clickbeforeyoudig.com**. If possible, mark the proposed project area with white flags or paint.



When you Call or Click Before You Dig, you'll either be connected to a representative or redirected to a guided online form where you'll be asked to provide important details about your project, such as the type of work you'll be doing, where you'll be doing it and when your project is expected to begin.



Click Before You Dig will provide this information to companies with buried utilities near the work site, saving you the time and trouble of contacting them individually. Within a few days, professional locators will come to your location and mark underground utility lines—including pipelines (marked with yellow flags or paint).



Make sure that all companies listed on your one call ticket have marked or cleared the work site and that you have waited until the listed work start time. Avoid digging near markings in order to save yourself from possible injury or property damage. An Enbridge representative will contact you for additional requirements for work within 30 m of an Enbridge pipeline.

Crossings for agricultural activity

Enbridge routinely permits the operation of agricultural vehicles and equipment across the pipeline ROW for the purpose of normal farming operations.

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, for your safety, please consult Enbridge if you are unsure about crossing the pipeline.

Crossing during an emergency

If a crossing is required while responding to an emergency, please call Enbridge's emergency number before crossing the ROW.

> 1-888-813-6844

Non-emergency crossings

For requests and questions about vehicle and agricultural crossings, email crossingscanada@enbridge.com

Third-party damage is one of the most common reason for pipeline leaks or ruptures.

To help prevent incidents always Call or Click Before You Dig.

Vehicle and mobile equipment crossings

The AER has also set guidelines for operating vehicles (including recreational vehicles like 4X4s, all-terrain vehicles (ATV), utility vehicles (UTV), snowmobiles and motorcycles) or mobile equipment within the pipeline ROW.

Any vehicle crossing a pipeline, that is not within the upgraded and traveled portion of an established highway or public road, requires approval from Enbridge, unless:

- The vehicle or equipment is used for normal farming operations (such as cultivation, planting and harvesting, but excludes chisel ploughing, subsoiling or ripping to more than 45 cm in depth)
- The vehicle is an off-highway or private passenger vehicle less than 3/4 ton, as defined in the Traffic Safety Act

Engineering assessments may also be required for larger equipment, so please be sure to contact us early to allow sufficient time for review, assessment and documentation of your application. Once we've evaluated the request and confirmed whether or not the vehicle may cross safely, we will provide the necessary written consent or work with you on modifications as required.

In order for Enbridge to do an assessment, we will require the following information:

- The owner's name
- Scope of work
- Timeframe of proposed work
- Plans showing crossing location
- Description and specifications for all equipment to be used.
- Land description and GPS coordinates

Drainage improvements

If you are planning to improve drainage across or within the ROW, consult us first. Any excavation in or near the pipeline ROW must be supervised by an Enbridge representative, who can help maintain the safety of our pipelines.

Consulting with us as early as possible regarding your drainage proposal, including installing drain tiles, ditching, grading or deep tilling, will allow us to assess your work and set safe work procedures when working within the pipeline ROW or within the 30-metre controlled area.

For installations across the ROW, written permission is required.

A crossing application with drainage proposal layout must be sent to Enbridge early for our review and assessment. If approved, we will provide a crossing agreement.

In certain instances where systematic tiling is proposed, a header installation may be preferred in order to reduce the number of crossings and excavation activity within the pipeline ROW. Enbridge may reimburse the landowner for reasonable extra costs incurred due to the presence of a pipeline, only if pre-approval is obtained from Enbridge.

To request a crossing agreement from Enbridge, the applicant must submit a written request, either by completing the application form via enbridge.com/crossings or a letter with equivalent information, together with the applicable drawing(s) to the Enbridge crossings department.

Ground disturbance activities within the controlled area must not proceed until the locating and marking of the pipeline, and any possible mitigating factors have been addressed. Among other requirements, the person must also have written consent from Enbridge to conduct the activity.

Safety check-list

If you are planning to construct a facility or conduct a ground disturbance activity near a pipeline, please follow this safety check list:

- 1. Plan your activity.** Identify the location of your work, including an area 30 metres beyond your proposed work site.
- 2. Contact Enbridge** to obtain all necessary permissions before conducting work within the ROW or operating vehicle/equipment across the pipeline.
- 3. Contact Utility Safety Partners (formerly Alberta One-Call)** at least three working days before planned work.
- 4. Be on-site** when the pipeline is being located to be sure you understand the meaning of the markings.
- 5. Review AER requirements.** Confirm that any persons or companies hired to do work on your behalf, such as contractors, are aware of the necessary obligations.
- 6. Follow all instructions** provided in the authorization including hand exposing or vacuum excavating the pipe before mechanical excavations.
- 7. Call Enbridge at least one full working day before you backfill over any exposed pipeline.** An Enbridge representative must be on site during backfill.
- 8. Immediately notify Enbridge at 1-888-813-6844** if you come into contact with the pipe or its coating.



Risk: Ignoring the critical safety information below could create additional hazards for the public, responders and the environment.

Protecting the people, communities and the environment near our operations is the most important part of our job.

Pipelines have been proven as the safest mode of transportation for energy commodities.

While rare, pipeline leaks can happen. Statistics have shown third-party damage to be 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 under pressure, hazardous, highly flammable and can be potentially explosive under certain conditions. Crude oil can also cause environmental damage when released in large volumes, so it's important to always have underground lines located and marked before any work begins.

In addition to third-party damage, 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.

We constantly monitor all of our activities and take steps to protect the environment. 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, or if you suspect pipeline operations have been disrupted in any way.

Know the warning signs

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:

- Coloured liquid on the ground
- Flames, if a leak has ignited
- Oily rainbow-like sheen on water surfaces
- Continuous bubbling in a wet area
- Discolored snow or vegetation in an otherwise green area
- A steam-like cloud or fog
- Unexpected frost buildup on the ground
- Dirt being blown or appearing to be thrown into the air



You might hear:

- An unusual roaring, blowing or hissing sound



You might smell:







- An unusual odor similar to diesel fuel, gasoline, sulphur or rotten egg

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 ignition sources. Move as far away from the leak as possible in an upwind direction, avoiding contact with escaping liquids and gases.**
- 2 Call 911 from a safe location.**
- 3 Call the toll-free, 24-hour Enbridge emergency number: ☎ 1-888-813-6844.**
- 4 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 start your car, drive into the area or re-enter the area.
-  Do not smoke or light a match.
-  Do not turn on or off anything that may create a spark, including cell phones, telephones, light switches, vehicle alarms, keyless entry remotes and flashlights, until you are in a safe location.
-  Do not operate pipeline valves or attempt to stop a leak.
-  Do not remain in a building if the smell is stronger inside than outside.

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 systems.
- Turn down furnace thermostats to the minimum setting.
- Even if you see people outside, do not leave until told to do so.

Residents may be asked to evacuate if safety is compromised or to shelter in place if environmental conditions (e.g. air quality) are unsafe.

If an emergency occurs that could affect your safety, you will be notified by telephone or personal visitation and provided with appropriate information and guidance. The instructions given to you will depend on your location in relation to the incident or release site.

Immediate response

In the unlikely 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/or move residents to a safe location depending on the situation.
- Our trained emergency response crews will arrive to deal with any leaked material and repair the damaged pipe, working closely with applicable agencies to remediate any impacts caused by the leak.

More information about our emergency management program can be found at **enbridge.com/emergencymanagement**.

Information on crude oil product characteristics can be found under key public safety information in the emergency management section of **enbridge.com**.

Emergency management at Enbridge

Enbridge is committed to systematic and effective emergency management programs that apply across the lifecycle of our assets and activities.

Our emergency management programs are embedded into the organization to effectively prevent/mitigate, prepare for, respond to and recover from all incidents and emergencies.

Our first goal is to prevent incidents before they happen. If an incident does occur, we're ready to respond safely and effectively through regular training and rigorous qualification procedures, in partnership with local response agencies as well as regional and national authorities.

Employees across our organization participate in regular emergency response drills and simulations—both in classroom and field demonstrations—to test and improve procedures. Emergency response training exercises are a key part of our emergency and crisis preparedness plans as they help to minimize the impact of incidents and form part of our compliance with regulations.

From the ground up

While our pipelines are buried out of sight, beneath the ground in the ROW, we never lose sight 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. If we do disturb the ground, every reasonable effort is made to restore the land to its original condition and to protect the quality of the air and water that sustain us.

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 takes the safety of the system a priority before and during 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 during 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 unmanned aerial systems (drones) to inspect and survey surrounding environment
- 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

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 keeping our pipelines safe. Some of these initiatives include:

- ROW surveillance and monitoring programs through aircraft and in some areas by land (ground patrols)
- Investigative dig programs and unmanned systems to support pipeline integrity
- Meeting and exceeding industry standards and regulations
- Public awareness education and liaison activities
- Regular training exercises in select locations throughout the year to keep employees' skills fresh
- First responder outreach and exercises with local response agencies and regional and national authorities
- The stationing of emergency response personnel and equipment at strategic locations along the pipeline route, close to your community

A collaborative approach to safety

Every day Enbridge moves the energy that North Americans count on, millions of barrels of oil, billions of cubic feet of natural gas and thousands of megawatts of renewable energy. Our role is to safely and reliably deliver the energy that helps fuel people's lives; and our commitment to safety is at the core of everything we do. But we know we can't do it alone.

For us, preparedness means developing integrated response plans based on open communication and teamwork. Enbridge works year-round with local fire and police services so that they have the information they require to respond to an emergency, and we regularly communicate important information to local governments, community fire and police services, utilities, contractors, residents, business owners, neighbours and tenants, like you.

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

If you suspect any suspicious activities along our systems, or have any comments or questions, please contact us.

In case of an emergency, please find a safe place to call 911 and then call Enbridge at:

1-888-813-6844

To reach an Enbridge landowner representative, call **1-800-668-2951** (toll-free) or email landcontactcan@enbridge.com.

If you need to plan construction, fencing, digging, drainage work or explosives use, please email crossingscanada@enbridge.com.

For related guidelines to crossings and encroachments, visit enbridge.com/crossings.

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

Call or Click Before You Dig

Before performing any ground disturbance activity please visit clickbeforeyoudig.com or contact your local one-call centre:

Utility Safety Partners (formerly Alberta One-Call) **1-800-242-3447**



Links for more information

AER
aer.ca

AER working around pipelines
aer.ca/providing-information/by-topic/pipelines/working-around-oil-and-gas-pipelines

Alberta Pipeline Act
qp.alberta.ca/documents/Acts/p15.pdf

Alberta Pipeline Rules
qp.alberta.ca/documents/Regs/2005_091.pdf

Enbridge
enbridge.com



Know who to call in an emergency.

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



Enbridge Pipelines (Athabasca) Inc.
Enbridge Pipelines (Woodland) Inc.
Public Awareness Program, 2022