



What's changed since Marshall

The incident on Line 6B (now Line 78), in July 2010 near Marshall, Michigan, made a lasting impact on how Enbridge operates. The lessons we learned from this incident have ultimately made us a safer company. We've since put in place a wide range of measures to enhance the safety and reliability of our entire North American pipeline system.

What is Enbridge doing to keep its pipelines safe?

Prevention is a key component of our commitment to pipeline safety. From 2011 through 2020 inclusive, we conducted 20,764 preventative maintenance digs and 2,697 inline inspections on our North American pipeline network – an average of about 2,075 digs and 270 inspections each year. These inspections and digs allow us to monitor both the interior and exterior of our pipes, to ensure they continue to operate safely and reliably.

What about the pipe itself?

We have rigorous design and construction standards, and our specifications for pipe exceed industry demands. Our inspectors have unlimited access to our manufacturer's pipe mills throughout the entire manufacturing process.

How do you stay in touch?

Our Emergency Response Ambassadors meet regularly with local and state officials, emergency responders and 9-1-1 dispatchers in communities near our pipelines and facilities.

We carry out hundreds of such visits each year to share Enbridge's emergency response procedures, and identify the roles and responsibilities of external responders who would support Enbridge in the event of an incident.

How much do you invest in safety?

From 2011 through 2020, inclusive, we invested a total of \$9.9 billion on programs that help us maintain the fitness of our systems across North America.

Boosting safety across the board

The safety of the public and the environment, and the operational reliability of our systems, will always be our Number One priority. As a result of the Line 6B (now Line 78) incident, we've since put in place a wide range of measures to enhance the safety and the reliability of our entire North American pipeline system.

24/7/365 monitoring

We've added staff and enhanced organizational structures at our operations center, where we monitor our entire pipeline network, around the clock, using both people and highly computerized analysis.

Upon detection of a problem, our staff can close remotely controlled isolation valves immediately, with full closure occurring within three minutes of activation to isolate the affected section of the pipeline.

Our various computerized monitoring systems analyze pressure, temperature, and other important information from thousands of points all the way along our pipelines.

Exceeding pipe steel specifications

The heart of Enbridge's business is the pipe in the ground. We select, inspect, and test our pipe to standards that meet or exceed regulatory requirements. Our specifications for pipeline steel exceed industry and regulatory standards, and we look for higher-quality pipe that undergoes more rigorous and frequent testing.

Promoting public awareness

We've substantially reviewed and strengthened our Public Awareness programs in both the United States and Canada to inform the public about how to stay safe around our facilities and pipelines, and how to identify and report potential problems along our systems.

Preparedness is key

We've spent more than \$60 million since 2012 on training and new response equipment, ranging from boom to boats, and deployed them across our systems.

We also hold frequent exercises, simulations, drills and equipment deployment events across our North American system, as a way of

Safety

24/7/365

- Eyes in the sky**

We regularly survey all 41,000 miles of our oil and natural gas pipeline rights-of-way. We also use satellite imagery to help identify, monitor and address any instances of incremental slope movement.
- Talking to our neighbors**

We regularly communicate with neighbors and customers about how to stay safe around our pipelines and facilities.
- Eyes on the ground**

We monitor and respond to any potential problems along our rights-of-way.
- Preventative maintenance dig**

If our in-line inspections reveal a pipeline anomaly, we expose the pipe, examine it and make any necessary repairs. In 2020, we conducted 1,875 preventative maintenance digs across our liquids and natural gas pipeline networks.
- Ensuring pipeline integrity**

Each pipeline is precisely manufactured and rigorously inspected and tested. Routes are carefully selected to meet stringent engineering, design and environmental standards and regulations. We carefully manage pipeline pressures and monitor temperature, pipe movement and vibration.
- Inline inspection**

Ultra-high-tech tools allow us to monitor the fitness of our pipelines from the inside out. Using imaging technologies, such as ultrasound and MRI, we scan our mainline systems, major natural gas mains and transmission lines. In 2020, we conducted 464 inline inspections across our liquids and natural gas pipeline networks.

bolstering our emergency response and preparedness efforts. From 2012 through 2020 inclusive, we participated in 2,901 exercises, drills and equipment deployment events across our company, for an average of 322 a year. These events test and hone our readiness in the unlikely event of an incident.

Online, interactive training

Enbridge's Emergency Responder Education Program, another facet of our

public awareness outreach, offers free unlimited online training and pipeline emergency response tactics for first responders near our projects and operations.

Since the 2012 launch of this program, about 3,200 emergency responders, emergency officials, 9-1-1 call center personnel, and other interested parties across North America have completed the training.