

Natural Gas Pipeline Safety and Emergency Information

For our neighbours

Read this brochure, then fill out and return the pre-paid survey card for a chance to win a \$500 gift card.

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Emergency number: 1-800-884-8811



A Joint Venture of Enbridge and Pembina

Call or Click Before You Dig

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 system 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 also 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 requirements and emergency preparedness and response procedures.

Before performing any activity that disturbs the ground within the prescribed area, or constructing a facility on, along, across or under a pipeline, please visit clickbeforeyoudig.com or contact your local one-call centre:

- **BC 1 Call:** 1-800-474-6886
- **Utility Safety Partners (formerly Alberta One-Call):** 1-800-242-3447
- **Sask 1st Call:** 1-866-828-4888

**Click
Before
You Dig.com**

Our pipeline is monitored 24/7.

If you suspect a pipeline emergency, please find a safe place to call 911, and then call Alliance's toll-free 24 hour emergency number:

☎ **1-800-884-8811**

How to reach us

Canadian Public Awareness Program
(non-emergencies only):



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



Email
CdnPublicAwareness@enbridge.com



Mail
**Public Awareness Program
Suite 200, 425 1 St. S.W.
Calgary, AB T2P 3L8**



Website
enbridge.com/publicawareness

Alliance Pipeline is a joint venture partnership owned by Enbridge Inc. and Pembina Pipeline Corporation.

In 2018, the Joint Venture announced a new operating and administrative model for Alliance Pipeline that would see Enbridge managing operations for the system. Accordingly, you'll find contact information for Enbridge throughout this brochure.

Pipeline safety: A shared responsibility

Under the Canadian Energy Regulator (CER) Act and associated regulations, the responsibility to prevent pipeline damage is shared between the pipeline company (Alliance) and anyone who plans to conduct an activity near a pipeline (you, our neighbours).

Our responsibility is to educate you on how to safely conduct activities near our pipeline. In turn, your responsibility is to ensure that before any activity commences, you've received the necessary approvals and confirmed the location of any underground infrastructure.

Damage Prevention Program

Alliance maintains a Damage Prevention Program in accordance with federal 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 Alliance'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 Alliance immediately. Your call is always appreciated.

Suspicious or unusual activities could include:

- Inquiries or questions being asked about our pipeline, facilities or employees that do not relate to normal operations
- Threats being made or acts of vandalism against Alliance's pipeline, 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 our pipeline 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.

As you may live, work or own property or a business near the Alliance system, we ask that you please read and share the information in this brochure with others in your home or business.



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](https://www.clickbeforeyoudig.com).

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

CER requirements

The Alliance Pipeline system is regulated by CER, and the company must comply with specific pipeline standards and regulations. These regulations help maintain the safety of our pipeline while allowing certain activities to occur, after review and under certain conditions.

Ground disturbance, excavation, vehicle and mobile equipment crossing and construction within the ROW and prescribed area are all subject to the legal requirements of the *CER Act, the CER Pipeline Damage Prevention Regulations—Authorizations, and Pipeline Damage Prevention Regulations—Obligations of Pipeline Companies*.

As damage prevention is a shared responsibility, the Damage Prevention Regulations (DPRs) apply to any person or company planning or undertaking an activity near a CER-regulated pipeline. *CER Pipeline Damage Prevention Regulations—Authorizations* set out in more detail the conditions under which ground disturbance, excavation and construction activities in the prescribed area can be conducted safely. *CER Pipeline Damage Prevention Regulations—Obligations of Pipeline Companies* establish the responsibilities of the pipeline company to the person proposing or conducting the activity and to the CER.

More information about CER requirements can be found at cer-rec.gc.ca.

Consent within the prescribed area and ROW

The prescribed area is a 30-m strip of land, measured perpendicularly from the centreline of pipe(s).

The DPRs require that within this area activities causing, or that might cause, a ground disturbance cannot occur without written consent from the pipeline company. If written consent for the activity is granted, you must then make a locate request to confirm the location of the pipeline and any other underground utilities. All planned construction activities on, along, under or across the pipeline must also receive approval from Alliance, and a locate request, before going ahead.

If the planned work involves activity within the ROW—such as a vehicle or mobile equipment crossing—written permission from Alliance is also required.

Ground disturbance

A ground disturbance is any work, operation or activity that results in the disturbance of the earth.

If you plan to carry out ground disturbance activities within the prescribed area, you must consult with, and receive consent from Alliance before moving ahead. We will work with you to evaluate the request.

The illustration on the next page provides some guidance on activities that require written consent. If you are unsure if your planned activity requires a locate request or written consent, please contact Alliance.

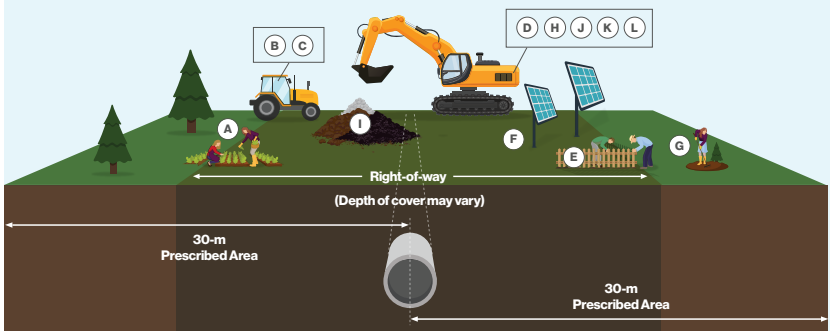
Ground disturbance activities require a locate request through the one-call system and many activities require written consent from Alliance.

Activities that do not require consent

- (A) Ground disturbance less than 30 cm below the surface (e.g. planting flowers)
- (B) Agricultural cultivation less than 45 cm deep (unless notified by the pipeline company that it's unsafe to do so in certain areas)
- (C) Operating vehicles or mobile equipment across a pipeline which are used for normal farming operations

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 or structure
- (F) Installing or placing facilities on, along, under or across the pipeline
- (G) Landscaping, tree planting, clearing and removing stumps
- (H) Constructing roads, paving, parking areas, driveways, ditches
- (I) Stockpiling materials
- (J) Drainage or irrigation systems (including dykes, ditches and culverts)
- (K) Crossing a pipeline while not on an upgraded and traveled portion of an established highway or public road with vehicles or mobile equipment
- (L) Blasting/using explosives



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

> Alliance's cross-border and interprovincial pipelines are regulated by the CER and must comply with specific pipeline standards and regulations. In addition to the ROW, where the pipeline is located, CER has established a 30-m prescribed area on either side of the pipeline—measured perpendicularly from the centreline of the pipe—to protect the public, the environment and the pipeline. **If planning to conduct any ground disturbance in this area, written consent from Alliance is first required.**



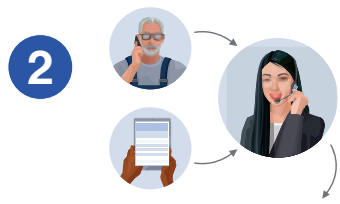
Risk: Safe digging practices can save your life. Failure to do so can endanger yourself, emergency responders and your community.

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](https://www.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](https://www.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 Alliance representative will contact you for additional requirements for work within 30 m of an Alliance pipeline.

Crossings for agricultural activity

The DPRs define agricultural activity as:

- The production of crops and the raising of animals and includes pasturing
- Cultivation activities such as tillage, plowing, disking and harrowing

For the purpose of these activities, the DPRs authorize persons operating agricultural vehicles or mobile equipment to cross the pipeline under certain conditions:

- 1 The loaded axle weight and tire pressures of the vehicle or mobile equipment are within the manufacturer's approved limits and operating guidelines
- 2 The point of crossing has not been the subject of a notification from the pipeline company that crossing at that location could impair the pipeline's safety or security

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

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

Mobile equipment and vehicle crossings

Federal regulations also require that anyone wanting to cross the pipeline with vehicles (including recreational vehicles like 4X4s, all-terrain vehicles (ATV), utility vehicles (UTV), snowmobiles and motorcycles) or mobile equipment (outside of a travelled portion of a highway or public road) must have the pipeline company's written consent before doing so.

Before crossing an Alliance pipeline, we must first be notified to assess if the vehicle, machinery or mobile equipment is safe to cross our system.

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.

Crossing, construction of a facility and ground disturbance activity must not proceed until the locating and marking of the pipeline, written approvals, and any possible mitigating factors, have been addressed.

Crossing during an emergency

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

> 1-800-884-8811

Non-emergency crossings

Email Alliance at crossingscanada@enbridge.com before using the ROW.



Agricultural activities: drainage improvements

If you are planning to improve drainage across or within the ROW, you must consult with us first.

Any excavation near the pipeline ROW must be supervised by an Alliance representative. 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-m prescribed area.

For installations across the ROW, written permission is required.

A crossing application with tile design layout must be sent to Alliance early for our review and assessment. If approved, we will provide the necessary consent.

To request consent, submit a written request by completing the application form via enbridge.com/crossings.

Ground disturbance activities within the prescribed 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 Alliance to conduct the activity.

Unauthorized activity and Administrative Monetary Penalties (AMPs)

Certain contraventions of the CER Act and its associated regulations, such as the DPRs, must be reported by the pipeline company to the CER.

Such contraventions, known as unauthorized activities, can result in the CER imposing financial penalties called AMPs on companies or individuals when enforcement tools, such as letters, orders or voluntary commitments are not working to prevent unauthorized activity.

Unauthorized activities such as not contacting your local one-call centre to have facilities located, or crossing the pipeline with vehicles or mobile equipment for non-agricultural activities are actions that could be subject to AMPs.

The CER Act sets the maximum daily fines of up to \$25K for individuals and \$100K for companies per violation.

More information about the DPRs and AMPs can be found on the CER website at cer-rec.gc.ca.

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

Safety check-list

- 1. Plan your activity.** Identify the location of your work, making sure to look for pipeline marker posts, warning signs or other buried facilities.
- 2. Contact Alliance to obtain written consent.** Contact us to obtain our guidelines for constructing a facility, conducting a ground disturbance activity or vehicle crossing near the pipeline. Remember, written consent is required for the construction of facilities across, on, along or under a pipeline; conducting ground disturbance activities within the prescribed area, and crossing a pipeline with a vehicle or mobile equipment across the ROW (except on the traveled portion of a highway or public road).
- 3. Make a locate request.** At least three working days before the planned activity is to start, contact clickbeforeyoudig.com or call your local one-call centre.
- 4. Be on site** when underground facilities are being located to be sure you understand the meaning of the markings.
- 5. Review CER 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 within 5 m of the pipe and notifying Alliance prior to backfilling. An Alliance representative must be on site during all ground disturbance and backfilling activities.
- 7. Immediately notify Alliance if you come into contact with the pipe or its coating.** Immediately call our 24-hour emergency line at **1-800-884-8811**.



PIPELINE
AGUATION
HIGH PRESSURE
SAFETY SYSTEMS OF A
CLASS OF APPROVED FOR
1-800-854-8811
ALLIANT
ENERGY



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

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

Pipelines have been proven as the safest transportation mode for energy commodities. While rare, pipeline leaks can happen for a number of reasons. Studies have shown 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.

Internal inspection tools are used to detect potential problems with the pipeline, which enables Alliance to perform investigative digs and repair any anomalies.

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 and natural gas liquids are very flammable, and can catch fire from even the smallest spark or ignition source.

The products in Alliance's system are flammable, and are potentially hazardous and explosive under certain conditions.

Know the warning signs

Natural gas is lighter than air, so if there were a release along our pipeline, most of the product would dissipate into the atmosphere. Even so, you should avoid contact with any product released from a pipeline.

Natural gas poses some health hazards and could cause dizziness, shortness of breath and loss of consciousness, if inhaled. It is flammable, so be sure to

eliminate any potential sources of ignition if you suspect a natural gas leak.

In the unlikely event of a pipeline leak, one or any combination of the items listed below on or near the right of way can typically help you recognize a leak.



You might see:

- Dirt being blown or appearing to be thrown into the air
- Flames, if gas is ignited
- A white vapour stream or mist-like cloud
- Unexpected frost buildup on the ground
- Dead or dying vegetation in an otherwise green area
- Continuous bubbling in wet areas or at a pond, creek or river



You might hear:

- An unusual roaring, blowing, hissing or loud whistling sound



You might smell:

- Odourized pipelines: An unusual sulphur or rotten egg odour
- Unodourized pipelines: A slight smell similar to diesel fuel or oil







*Unlike the natural gas delivered to your home which may be odourized, **the natural gas in Alliance's pipeline is not odourized.** While you may notice a slight smell similar to diesel fuel, oil or propane, you will not smell the common rotten egg odour associated with natural gas.*



What to do in an emergency

- If you can do so safely, turn off any mechanized equipment and extinguish any cigarettes. Move as far away from the leak as possible in an upwind direction, avoiding contact with escaping liquids and gases.
- **Call 911 from a safe location.**
- Call the toll-free, 24-hour Alliance emergency number for your area **1-800-884-8811**.
- If safe to do so, warn others to stay away.
- Follow instructions provided to you by Alliance and local emergency responders.


What NOT to do in an emergency

-  Do not touch or go near the leaking gas, liquid or vapour that may have come from the pipeline.
-  Do not attempt to extinguish a natural gas fire.
-  **Do not attempt to operate pipeline valves.**
-  Do not start your vehicle or any other piece of equipment that can act as a possible ignition source.
-  Do not light a match or smoke, and avoid heat sources or making sparks that could ignite the leaking gas as you are leaving the area.
-  Do not turn on or off anything that may create a spark—including cell phones, telephones, light switches, vehicle alarms, vehicle keyless entry and flashlights—until you are in a safe location.

Immediate response

Public safety will be the top priority as Alliance, contractors and local emergency responders work together to evaluate and respond to the leak.

- Alliance personnel may shut down or isolate sections of the pipeline.
- Public safety officials and local emergency responders will oversee public safety measures like securing the scene, providing medical aid and other lifesaving services, and getting you the information you need to stay safe.
- Alliance will work with appropriate agencies to remediate any impacts caused by the leak; this may mean entering properties on or near the pipeline to control product.



Our first goal is to prevent incidents. If an incident occurs, we're ready to respond safely in partnership with local response agencies.

Emergency management at Alliance Pipeline

Alliance 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 natural gas pipeline is 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 we never lose sight of 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

Alliance has a wide range of programs that help maintain the safety 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 our pipeline network has the strength and fitness needed to do the job safely and reliably.

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, Alliance takes seriously the safety of the system, a priority before and during operations.

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 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 pipeline safe. Some of these initiatives include:

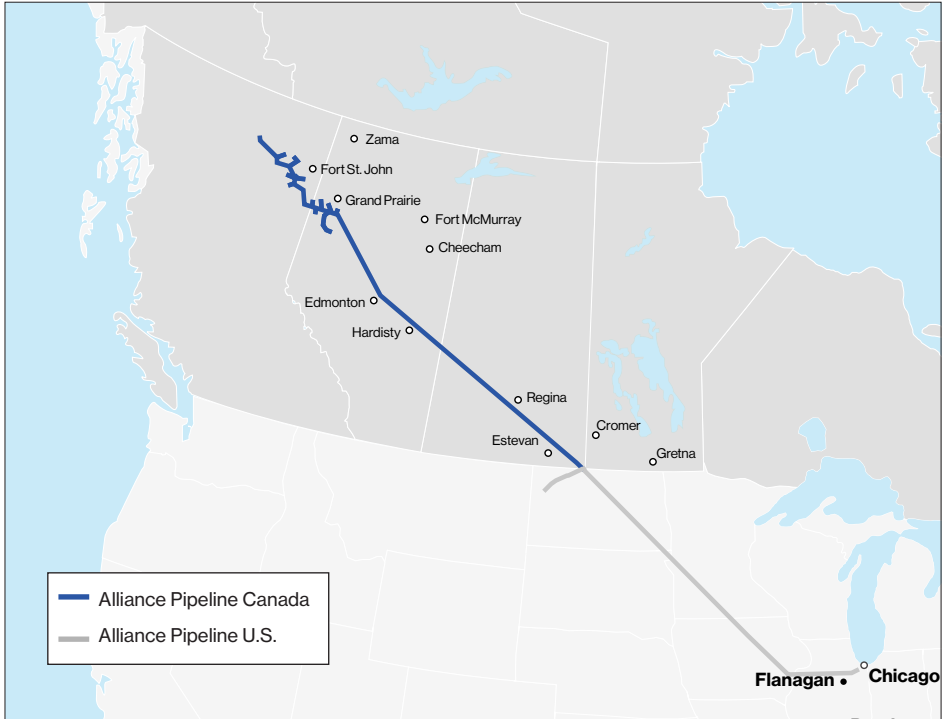
- ROW surveillance and monitoring programs through aircraft and in some areas by land (ground patrols)
- Investigative dig programs and unmanned systems to support pipeline integrity
- Meeting and exceeding industry standards and regulations
- Public awareness education and liaison activities
- Regular 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 at strategic locations along the pipeline route, close to your community

A collaborative approach to safety

Every day, Alliance transports the energy needed to serve the needs of millions of homes and businesses. Our role is to safely and reliably deliver energy 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.

We work year-round with local emergency officials 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.



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

The Alliance Pipeline system consists of a 3,848-km integrated Canadian and U.S. natural gas gathering and transmission system, from northeastern British Columbia and northwestern Alberta, through Saskatchewan, North Dakota, Minnesota and Iowa, ending in Illinois. The Canadian portion of the pipeline consists of approximately 2,292 km of infrastructure.

Delivering an average of 1.6 billion cubic feet of natural gas every day, the system transports enough energy to meet the daily needs of more than seven million homes and businesses.

Our Canadian system consists of approximately 338 km of 42-inch diameter and 1,222 km of 36-inch diameter steel pipe. Alliance's compressor stations, which move the gas down the pipeline, are located approximately 193 km apart and our mainline block valves, which can be used to stop the flow of gas in the pipeline, are located every 32 km.

Enbridge has a 50 percent ownership interest in Alliance Pipeline.

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

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

In case of an emergency, please find a safe place to **call 911** and then the 24-hour Alliance emergency number:

1-800-884-8811

For questions regarding agreements, general operations or if you need to plan construction, fencing, digging or explosives use, please contact us.

British Columbia, Alberta and Saskatchewan

crossings@alliancepipeline.com

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

To reach an Alliance landowner representative, call **1-800-668-2951** (Toll-Free) or email landcontactcan@enbridge.com.

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

Call or Click Before You Dig



Any person who intends to construct a facility across, on, along or under a pipeline, operate a motorized vehicle or engage in activity that would cause a ground disturbance within the prescribed area, must make a locate request at least three working days before the day on which the construction or activity is to start.

- BC 1 Call **1-800-474-6886**
- Utility Safety Partners (formerly Alberta One-Call) **1-800-242-3447**
- Sask 1st Call **1-866-828-4888**

Links for more information

CER

cer-rec.gc.ca

- **CER Pipeline Damage Prevention Regulations – Authorizations** details the legal conditions under which ground disturbance in the prescribed area and excavation and construction activities near the pipeline can be conducted safely. It also provides requirements for authorization to cross the pipeline.
- **CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies** establishes the responsibilities of the pipeline company to the person proposing or conducting the activity and to the CER.

Alliance Pipeline
alliancepipeline.com

Know who to call in an emergency.

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



Public Awareness Program
7500 River Road
Richmond, BC V6X 1X6

24-hour Alliance Pipeline emergency number:
1-800-884-8811

All pipeline markers provide the name of the pipeline operator, product being transported and a telephone number for reporting pipeline emergencies.



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