

For public officials and community leaders

Pipeline Safety and Emergency Information

> Important safety information enclosed.

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Emergency number: 1-877-420-8800
Express Pipeline number: 1-888-449-7539



Public Awareness Program, 2022



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

24-hour Enbridge emergency number:
1-877-420-8800

For Express Pipeline emergencies,
call 1-888-449-7539

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



Click Before You Dig.com

Pipeline safety

You are receiving this brochure because we have identified you as a public works, public official or community leader near Enbridge's pipelines or related facilities.

This brochure provides you with basic safety information about pipeline operations in your area.

This brochure covers all Enbridge owned and/or operated assets including:

- Enbridge Pipelines Inc.
- Enbridge Pipelines (NW) Inc.
- Enbridge Bakken
- Pipeline Company Inc.
- Enbridge Southern Lights GP Inc.
- Express Pipeline Ltd. on behalf of Express Pipeline Limited Partnership

In case of emergency

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

24-hour emergency number

1-877-420-8800

If located along the Express Pipeline system, from Hardisty, Alberta to Wildhorse, Alberta, call:

1-888-449-7539

How you can reach us (non-emergencies only):



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



Email
cdnpublicawareness@enbridge.com



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



Website
enbridge.com/publicawareness

Please read and share the information in this brochure with others in your organization, then keep it for future reference.

Safety and the pipeline right-of-way (ROW): A shared responsibility

As a public official, public works or community leader, you also have an important role to play. Having knowledge about pipelines in your community and your commitment to safe land use planning, permitting and development helps reduce the risk of pipeline damage, helping to safeguard the communities living and working near our assets.

The safety of our communities is an important part of Enbridge's safety management system. We continue to promote our good working relationship with public officials, community leaders, permit applicants, developers and public works departments through meetings, personal contact and brochures, such as this one.

As the owner and operator of thousands of kilometres of pipelines transporting oil and natural gas, our highest priority is operating our assets safely and reliably to protect the people, communities and environment located nearby.

While our pipelines are buried out of sight in the 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.

If we disturb the ground, we strive to restore the land to its original condition and to protect the quality of the air and water that sustains us.

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

Being responsible for pipeline safety, however, does not mean we are in it alone.

Engaging with communities is important to us. That's why we regularly communicate important safety information to utilities, contractors, local governments, emergency responders, landowners, tenants, regulators and neighbours.

You have an important role to play as a public official, public works or community leader in keeping your communities living and working near our pipelines safe. You can help reduce the risk of damage to pipelines by knowing about pipelines in your community and committing to safe land use planning, permitting and development.

In addition to this brochure, we continue to promote our good working relationship with public officials, community leaders, permit applicants, developers and public works departments through meetings and personal contact.

Canada Energy Regulator (CER) requirements

Under the CER Act, the responsibility to prevent pipeline damage is shared between anyone who plans to conduct an activity near a pipeline and the pipeline company. Activities near Enbridge pipeline(s) are prohibited unless authorized in accordance with the *CER Damage Prevention Regulations—Authorizations and Damage Prevention Regulations—Obligations of Pipeline Companies* (together, the DPRs). The DPRs apply to any person or company planning or undertaking an activity near a CER regulated pipeline.



Activities within the prescribed area

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 consent is granted, a locate request must be made 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 Enbridge and a locate request, before going ahead. For planning, development and public works purposes, it's important to make applicants aware that:

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.
- A location other than the pipeline ROW is chosen as the muster point or meeting place when developing emergency plans for a project.
- Written consent and contacting Call or Click Before You Dig (a one-call centre) is required before conducting any ground disturbance such as constructing roads, paving, parking areas, driveways, ditches, railways, overhead or underground facilities, installing services or building a berm.
- Drainage improvements activity or construction on, along, across or under a pipeline requires written consent.
- Landscaping, tree planting, clearing and removing stumps, or stockpiling materials within the pipeline ROW require review, assessment and written consent.
- Permanent structures are prohibited within the pipeline ROW.
- Written consent is required to operate vehicles or mobile equipment across a pipeline (outside of the travelled portion of a highway or public road).
- Positive identification is required (using hand exposure or vacuum excavation) before mechanical excavation within 5 m of the pipeline.
- Enbridge must be notified, at least one full working day, before backfilling over any exposed pipe. An Enbridge representative must be on site before backfilling.



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

Please make community members, permit applicants, public works departments and developers aware that they need to make a locate request by following the steps listed below.

Ground disturbance

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

Community members, applicants, public works departments and developers should be made aware that if they plan to carry out any ground disturbance activities within the prescribed area, they must:

- 1 Contact Enbridge to obtain written consent to conduct the activity.
- 2 If written consent is given, they must contact their local one-call centre to make a locate request.

Locate requests must be made at least three working days before the day on which the construction or planned ground disturbance activity is to start. If the permit is for work in the Northwest Territories, contact Enbridge directly.

American Public Works Association uniform color code

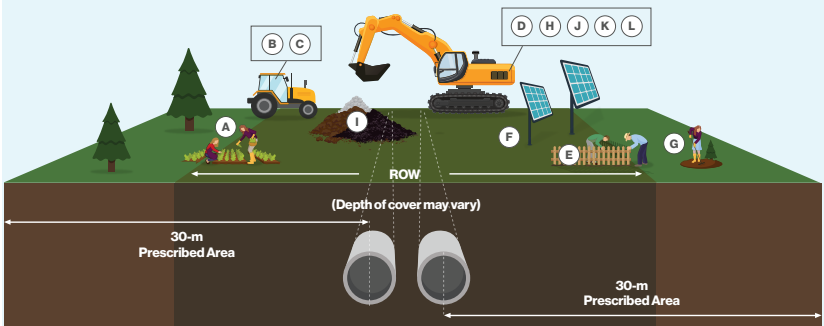
	White – Proposed excavation
	Pink – Temporary survey markings
	Red – Electric power lines, cables, conduit and lighting cables
	Yellow – Gas, oil, petroleum or gaseous materials
	Orange – Communication, alarm or signal lines, cables or conduit
	Blue – Potable water
	Purple – Reclaimed water, irrigation and slurry lines
	Green – Sewer and drain lines

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/use of explosives



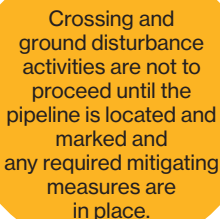
Modified from CER image in "Pipeline Damage Prevention Regulations" information product.

- > Enbridge's cross-border and interprovincial pipelines are regulated by 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 Enbridge is first required.**

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.

Please advise permit applicants, public works departments and developers that they need to apply to Enbridge for a crossing request before any vehicle or mobile equipment crosses our pipelines. We will assess the request and if approved, provide written consent including mitigation measures.



Crossing and ground disturbance activities are not to proceed until the pipeline is located and marked and any required mitigating measures are in place.

Municipal operations and maintenance activities

The CER permits certain maintenance activities without requiring the consent of the pipeline owner. Refer to the CER guidance document titled *Damage Prevention Guidance for Municipal Operations and Maintenance Activities* for more details. Municipal public works departments should make themselves aware of the activities that would require the pipeline company's written consent to ensure that the appropriate applications are made with sufficient time.

Please contact Enbridge with any questions. We can be reached at crossingscanada@enbridge.com.

Written consent

As outlined in this brochure, federal regulations require Enbridge's written consent prior to undertaking certain activities in the vicinity of the pipeline.

As part of our review and assessment process for written consent, we require that permit applicants, public works departments and developers provide us with scope of work, appropriate plans, schedule and equipment lists. When this information is provided in a timely manner, we are better able to help avoid unnecessary and costly delays.

If the scope of work changes, applicants, developers and public works departments must contact Enbridge again. This includes, but is not limited to: changes to scope of work, location, schedule, method of installation and equipment to be used. Enbridge will work with applicants, public works departments and developers to issue a revised consent.

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

We invite you to share information about the DPRs and AMPs with community members, permit applicants, public works departments and land developers. It's important that these regulations are understood prior to planning work in proximity to CER-regulated pipelines. More information can be found on the CER website at cer-rec.gc.ca.



As our communities continue to grow, it's important that Enbridge maintains ongoing consultation with public officials, public works departments, community leaders, developers, landowners and industry for any proposed development projects in proximity to our pipeline systems.

Land use planning

Industrial, residential and commercial development that encroaches on the pipeline ROW can present safety and operational risks to those working and living nearby. That's why it's important to consult with us early in the planning stage of a project on or near Enbridge assets. This allows affected parties to better incorporate existing pipelines and facilities into the plan, making sure that new development meets both regulatory and Enbridge requirements, while also maintaining high standards for public safety.

Significant population and infrastructure growth, without Enbridge's knowledge, has the potential to impact the operational requirements of our existing pipelines,

such as changes to operating pressure, revisions to our emergency response plans, increased public awareness outreach and other actions as necessary.

As such, we ask that public officials, public works departments, community leaders, developers and industry consult with Enbridge, early and often, before any development within 500 m of our assets. This helps avoid issues by allowing us to assess potential impacts and recommend possible measures for protection. This area includes our ROW, where we ask that as public officials you consult with us before any development in the lots along these areas and help us encourage developers to leave these as green space.

Land development decisions in the vicinity of our pipelines should be based on risk-informed decisions.

Below are some questions to be asked prior to considering land use development:

- Have you checked your proposed development area for the presence of pipelines or other underground utilities?
- Are there any pipeline markers or warning signs in the area?
- Have you contacted your local one-call centre to determine if there are any buried facilities that may affect your project planning?

- Have you obtained the necessary written permissions from Enbridge and other facility owners?
- Have you, working with the utility operator, considered the need for ROW access?
- Have you considered evacuation routes to be used in the event of an emergency?
- How will you prevent damage to buried utilities during construction?
- Does the utility operator agree with your development proposal?

Remember, written permission from Enbridge is required prior to all of the following activities:

- **Ground disturbance activity within 30 m of the pipeline centreline (the prescribed area).**
- **Construction or installation of a facility on, along, under or across a pipeline, including the ROW**
- **Vehicle or mobile equipment on the pipeline ROW or when crossing the pipeline ROW (outside the travelled portion of a highway or public road)**

Guidelines for crossings and temporary applications can be found at enbridge.com/crossings.

Report emergencies

It is important that you know the warning signs and how to respond in the event of an emergency. Please refer to the **Critical safety information** section of this guide to read about what to do in the event of an emergency.

Any contact with the pipe or its coating must immediately be reported to Enbridge at **1-877-420-8800**. For emergencies along the Express Pipeline system, immediately call **1-888-449-7539**.

Safety checklist

All permit applicants and public works departments planning to construct a facility or conduct a ground disturbance activity near a pipeline are to follow this safety check list:

- 1. Plan your activity.** Identify the location of your work, making sure to look for pipeline warning signs or pipeline marker posts.
- 2. Contact Enbridge to obtain written consent.** Contact us to obtain our guidelines for constructing a facility, conducting a ground disturbance activity or vehicle crossing near pipelines. 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. In the Northwest Territories, you can contact Enbridge directly.
- 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 five metres and notify Enbridge prior to backfilling. An Enbridge representative must be on site during backfill.
- 7. Immediately notify Enbridge** if you come into contact with the pipe or its coating. Immediately call our 24-hour emergency line at **1-877-420-8800** or for the Express Pipeline system call **1-888-449-7539**.



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

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. Studies 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 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, 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 and share 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 odour similar to diesel fuel, gasoline, sulphur or rotten egg

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.



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

Every day we move 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. We work 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.



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: **1-877-420-8800**.
For the Express Pipeline, call **1-888-449-7539**.
- 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 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.

This page contains important phone numbers you can use to contact an Enbridge representative with any comments or questions.

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

1-877-420-8800

If located along the Express Pipeline system, from Hardisty, Alberta to Wildhorse, Alberta, please **call 911** and then call:

1-888-449-7539

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

If you are planning work on the ROW such as construction, digging or explosive use, please email crossingscanada@enbridge.com.

To provide Enbridge advanced notification of land use planning and development, please email notifications@enbridge.com.

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.

Please visit clickbeforeyoudig.com or contact your local one-call centre.



- Utility Safety Partners (formerly Alberta One-Call) **1-800-242-3447**
- Sask 1st Call **1-866-828-4888**
- Click Before You Dig Manitoba **1-800-940-3447**
- Ontario One-Call **1-800-400-2255**
- Quebec (Info-Excavation) **1-800-663-9228**
- In the Northwest Territories, contact Enbridge directly **1-867-587-7000**

Links for more information

Canada Energy Regulator (CER) cer-rec.gc.ca
See CER's *Damage Prevention Guidance for Municipal Operations and Maintenance Activities*.

Canadian Common Ground Alliance canadiancga.com

Enbridge enbridge.com

More information can also be found at: enbridge.com/crossings or enbridge.com/workingnearpipelines.