



Pipeline safety and public awareness

Enbridge works closely with local, state and federal agencies to ensure our 26,000-mile North American natural gas pipeline network meets or exceeds regulatory requirements for safety.

We also communicate regularly with members of the public who live or work near our pipelines, and we collaborate with organizations that share our dedication to pipeline safety and public awareness.

We meet regularly with first responders in communities near our pipelines and facilities—including police, fire, and emergency medical services—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.

We also stage regular emergency response exercises alongside first responders, law enforcement and emergency management officials to test our preparedness and identify improvement opportunities.

We communicate regularly with our neighbors—so that they’re aware of the work we’re doing, and know how to stay safe around our pipelines and facilities.

We promote safe digging and encourage anyone planning ground disturbance activities to call 811. Through various one-call centers, we respond to as many as 800 calls per day alerting us that someone intends to dig near our pipeline facilities. We’re happy to respond and help excavators and contractors work safely around our pipelines.

And through programs like Safe Community and the Emergency Responder Education Program, we also work with local first responders to build safety in the communities near our pipelines and facilities.



Building strong relationships

Enbridge's **Emergency Responder Education Program** gives emergency responders and other emergency management personnel unlimited access to free, online training designed to help them respond safely and effectively to any pipeline emergency.

We've made the program available free of charge to more than 8,000 emergency response organizations across North America—and since the creation of the program, about 3,200 emergency responders and officials, and other interested parties in the U.S. and Canada, have completed EREP training.

Damage prevention

Before digging around or near pipelines, it is very important to **contact your area's one-call center by dialing 811**.

Calling 811 to report planned digging activities allows Enbridge and other underground facility operators a chance to mark the facilities in the area before digging begins.

If you're not able to reach your local one-call center by dialing 811, call 1-888-258-0808 to get a toll-free direct number or visit **call811.com**.

Enbridge is also a sponsor of the Common Ground Alliance, a non-profit organization dedicated to shared responsibility in damage prevention to ensure public safety, environmental protection and service integrity. Learn more at **commongroundalliance.com**.

One-call response

When we receive notification from a one-call center that someone intends to dig near our pipeline facilities, we send personnel to mark the location of the facilities in the vicinity of proposed digging or other earth disturbance activities and have company employees on-site when the excavation occurs.

We respond to as many as 800 calls per day, and we are happy to help excavators and contractors work safely around our pipelines.

Safe Community

Enbridge's **Safe Community** program awards grants to local first-response emergency services, including firefighters and rescue services, emergency medical services, and ambulance organizations, in North American communities near our pipelines and facilities.

Launched in 2002 in the United States, and 2009 in Canada, the Safe Community program has helped support everything from professional training and educational programs to new fire hoses for fire departments, to automated external defibrillators—even major financial support of air ambulance services.

Since 2002, we've provided \$10.6 million in grants and donations through our Safe Community program to first response agencies across North America, including \$1 million in 2018.

Pipeline safety brochures

Through our robust Public Awareness Program, we regularly provide pipeline safety information to the people who live and work along our pipeline routes, as well as public officials, emergency responders, farmers and excavators.

As part of this engagement, we work to inform these groups about the presence of pipelines in their area, and instruct them on how to recognize and react to a potential pipeline issue.

Visit **enbridge.com/publicawareness** for important information on our Public Awareness Program, or to download pipeline safety brochures.