

# Natural Gas Pipeline Safety and Emergency Information

for excavators and contractors



You have received this brochure because your company is located near where Enbridge pipelines and/or associated facilities exist and may be involved in ground disturbance activities such as: excavation-related work, land development, dredging, construction or facility installations.

**Emergency number: 1-800-663-9931**

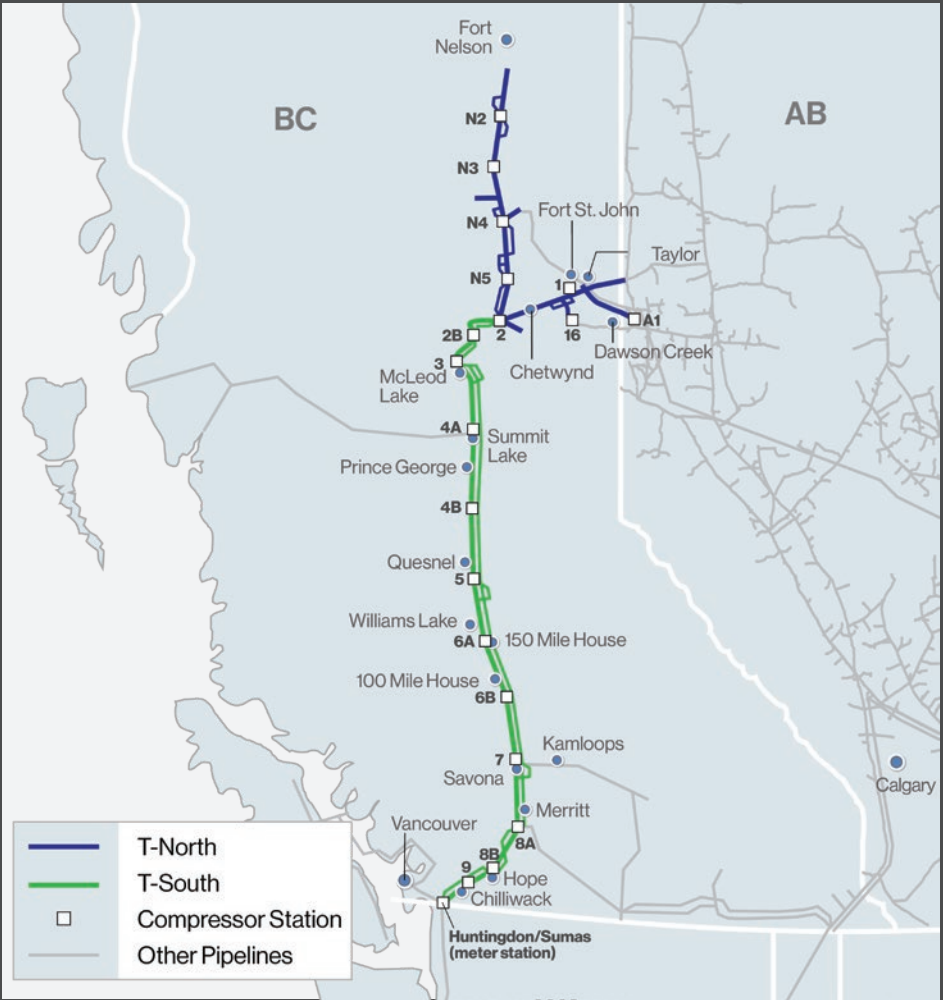
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**Read this brochure,  
then scan for a chance  
to win \$500.**



# About the BC Pipeline (Westcoast system)



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.

Enbridge's BC Pipeline system stretches from Fort Nelson in northeast B.C. and from Gordondale near the B.C./Alberta border, south to the Canada/U.S. border at Huntingdon/Sumas.

This system, which serves markets throughout B.C. and the Lower Mainland, the U.S. Pacific Northwest and beyond, transports approximately 55 percent of the gas produced in the province.

Our BC system also supplies about 50 percent of natural gas demand in the American states of Washington, Oregon and Idaho.

# Know what's below



**Risk:** Failure to dig safely can endanger yourself, emergency responders and your community. Safe digging practices can save your life.

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

Enbridge 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, backfilling or other activities such as heavy equipment crossing, storage on the ROW, etc. The Damage Prevention Program also monitors the depth of cover over our pipelines and conducts regular patrols of our ROWs to monitor for unauthorized activities.

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 **clickbeforeyoudig.com** or contact their 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 two to three business days before your project—any time you are disturbing the soil—visit **clickbeforeyoudig.com** or call your local one-call centre.



**Your local one-call centre** will provide this information to pipeline operators, such as Enbridge and other companies with buried utilities near the work site, saving you the time and trouble of contacting them individually.



When you call or click, you'll be connected to a representative, 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.



Within a few days, pipeline operators and utilities will respond to the one-call ticket. If line locating is required, professional locators will come to your location to mark their facilities—so you can work around them, saving yourself from possible injury or property damage.



# Know what's below

## 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.
- The pipeline marker displays the operator's name, the contents and an emergency phone number.
- 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.
- Markers should not be used to give exact locations and are not an alternative to contacting [clickbeforeyoudig.com](https://www.clickbeforeyoudig.com).



**Vent  
marker**



**Line  
marker**



**Aerial  
marker**

**Marker appearance may vary in your area.**

## Consent within the prescribed area and ROW

The prescribed area is a 30 m strip of land, measured perpendicularly on each side from the centreline of pipe(s). Regulations 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 Enbridge and a locate request, before going ahead. Written consent from Enbridge is also required for vehicle or mobile equipment crossings within the ROW.

## Canada Energy Regulator requirements and penalties

Enbridge's pipelines are regulated by the Canada Energy Regulator (CER), which sets specific standards and regulations for compliance. These regulations help maintain the safety of our pipelines while allowing certain activities to occur (subject to review and conditions).

Activities on the ROW and prescribed area including ground disturbance, excavation, vehicle/mobile equipment crossing, as well as construction, are subject to the Canadian Energy Regulator Act (CER Act), the CER Pipeline Damage Prevention Regulations – Authorization, and CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies (together, the DPRs).

Violations of the CER Act and associated regulations such as the DPRs must be reported by the pipeline company to the CER. The CER Act sets the maximum daily fines (known as Administrative Monetary Penalties, or AMPs) of up to \$25,000 for individuals and \$100,000 for companies (per violation).

More information about the DPRs and AMPs can be found on the CER website at [cer-rec.gc.ca](https://www.cer-rec.gc.ca).

# Know what's near you



## Above ground facilities




While most Enbridge pipelines are buried underground, our system also includes additional facilities such as compressor stations, metering stations and natural gas storage. It's important that you know what to expect as part of the normal operations at these facilities.





If you notice any suspicious activity or abnormal odour near one of our above ground facilities, call 911 immediately, then call Enbridge's 24-hour emergency number for your area.

Facility and purpose	Normal operations
<b>Compressor stations</b> move natural gas through the pipeline at a consistent pressure.	Each station has built-in safety features that detect problems and automatically shut down equipment. During normal operations, no significant odours should be detected.
<b>Metering stations</b> measure, and <b>valve sites</b> control, the flow of products through the pipeline.	No significant odours should be detected during normal operations.

## Our safety measures

Safety is, and always will be, our number one priority. Our team devotes hundreds of thousands of hours every year to keeping our systems running smoothly and without incident. We invest heavily in safety measures, including:

-  Inspection and preventative maintenance programs
-  Around-the-clock monitoring of pipelines and facilities
-  Emergency response training and drills for employees and local emergency responders

-  Pressure tests on new and existing pipelines
-  Aerial and ground patrols along the pipeline ROW
-  Automatic shut-off and remote-control valves
-  High-quality pipeline material and protective coating

Enbridge has enhanced safety measures for pipelines that cross bodies of water and highly populated or environmentally sensitive areas.

To read more about our pipeline safety efforts, visit [enbridge.com/safety](https://enbridge.com/safety).

# Crossing or traversing the ROW



ROWs are not designed as roads or storage locations. The weight of vehicles, equipment or materials can damage pipelines below.



**Do NOT do the following without obtaining Enbridge consent:**

- Cross or travel along ROW with a vehicle, machinery or mobile equipment
- Park vehicles or equipment on the ROW
- Stockpile materials or construct any structures on the ROW
- Disturb the ground within the ROW

**Vehicle and mobile equipment crossings**

The CER requires that anyone wanting to cross the pipeline with vehicles including recreational vehicles like 4X4s, all-terrain vehicles, utility vehicles, motorcycles or mobile equipment (outside of a traveled portion of a highway or public road) submit a request to obtain the pipeline company’s written consent before doing so.

By submitting your request, you provide Enbridge the opportunity to assess:

- If the vehicle, machinery or mobile equipment being used can safely cross or traverse our pipeline within the ROW at that location
- If the proposed use is safe by confirming the location and depth of cover of pipelines at the location of the crossing
- If any mitigation measures are required due to there being a potential risk or no alternative crossing locations

**Crossing during an emergency:**

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

**> 1-800-663-9931**

**Non-emergency crossings:**

For requests and questions about vehicle and agricultural crossings, email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).



# Contact Enbridge

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

**1-800-663-9931**

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

## How to reach us



### Phone:

(non-emergencies only)  
1-877-640-8665



### Email:

[cdnpublicawareness@enbridge.com](mailto:cdnpublicawareness@enbridge.com)



### Mail:

Public Awareness Program  
200, 425 1st Street S.W.  
Calgary, AB T2P 3L8



### Website:

[enbridge.com/publicawareness](http://enbridge.com/publicawareness)

## Call or Click Before You Dig



- Utility Safety Partners  
(formerly Alberta One-Call)  
**1-800-242-3447**
- BC 1 Call: **1-800-474-6886**

## Links for more information

If you are planning work on the right-of-way, such as building a fence, deep tilling, digging a ditch, operating equipment or other activities, please email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).

More information can also be found online at [enbridge.com/damageprevention](http://enbridge.com/damageprevention).

More information about our emergency management program can be found at [enbridge.com/emergencymanagement](http://enbridge.com/emergencymanagement).

### CER

[cer-rec.gc.ca](http://cer-rec.gc.ca)

- CER Pipeline Damage Prevention Regulations – Authorizations sets out the requirements under which ground disturbance in the prescribed area and excavation and construction activities near the pipeline (including the ROW) 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.

Enbridge Inc.  
[enbridge.com](http://enbridge.com)

Westcoast Energy Inc., an Enbridge Company

# Critical safety information



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

## Recognizing a pipeline leak

In the unlikely event of a pipeline leak, one or any combination of the items listed below 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

*Most natural gas has a naturally occurring slight petroleum smell similar to diesel, oil or propane. However, typically when natural gas is distributed into homes and businesses, the distributor adds an odourant to enhance the smell of the gas to make it easier to detect a potential leak.*

## What NOT to do when a leak occurs



Do not touch any liquid or vapour that may have come from the pipeline.



Do not drive into the area.



Do not remain in a building if the smell is stronger inside than outside.



Do not turn on or off anything that may create a spark – including cell phones, telephones, two-way radios, light switches, vehicle alarms, vehicle keyless entry systems and flashlights – until you are in a safe location.



Do not light a match and avoid open flames.



Do not attempt to extinguish a natural gas fire.



Do not open or close any pipeline valves; leave all valve operations to pipeline company personnel.

## What happens next?

Public safety will be the top priority as Enbridge, contractors and local emergency responders work together to evaluate and respond to a pipeline leak. Local public safety officials will determine whether residents should evacuate or shelter in place. Residents may be asked to evacuate if it is no longer safe to be in the area or to shelter in place if there may be something unsafe in the environment.

## Steps for a safe response

If you are in immediate danger, damage the pipeline or observe or suspect a leak – even if you are uncertain of the severity – take the following steps:

**1**

**Abandon any equipment being used in or near the area, moving upwind of the product release.**

**2**

**Warn others to stay away.**

**3**

**Call 911.**

**4**

**Call the toll-free, 24-hour Enbridge emergency number for your area:**

**☎ 1-800-663-9931.**

**5**

**Follow instructions given to you by local emergency responders and Enbridge.**