

# Pipeline Safety and Emergency Information

for our neighbours

Enbridge Pipelines (Athabasca) Inc.



You have received this brochure because you may live, work or own property near Enbridge pipelines and/or associated facilities. Please read and share this important safety information with others. If you operate a business frequented by outside visitors, we encourage you to consider pipelines in your emergency response plans and procedures.

**Emergency number: 1-888-813-6844**

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After reading this brochure, please scan the QR code with your smart device or visit [enbridge.com/surveys](https://enbridge.com/surveys) to complete an online survey for a chance to win \$500.



# About Enbridge

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## Awareness today means safer tomorrows

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Tomorrow is more than just the energy we transport. It's the energy we put in. It's the time we spend volunteering. It's our commitment to sustainability and the environment. It's the investments we make in our community to ensure the places we live and work are safe and vibrant. It's because we see the potential in people and care about the world around us. Tomorrow is on, and we're committed to making it better.



Please scan the QR code to learn more about **Tomorrow is on:** Enbridge and the energy transition.

Enbridge is a diversified energy company with a vision to provide energy in a planet-friendly way wherever people need it.

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 people, the communities and the environment.

### The Athabasca system

The Enbridge Regional Oil Sands system, called the Athabasca system, consists of a network of more than 2,000 km of pipelines originating north of Fort McMurray and delivering south to Edmonton and Hardisty, Alberta.

# Know what's below



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

Enbridge maintains a Damage Prevention Program in accordance with provincial regulations. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities such as digging, trenching, blasting, boring, tunnelling 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. To learn more about our Damage Prevention Program, visit [enbridge.com/damageprevention](https://enbridge.com/damageprevention).

If you see someone digging or disturbing the soil and there are no flags or marks on the ground, please call Enbridge's 24-hour emergency number. When planning a digging project, one should not rely on word-of-mouth, maps, memory or pipeline markers.

Please make excavators and contractors aware that they need to make a locate request by following the steps listed below.

## One-Call requirements

1



At least three business days before your project—any time you are disturbing the soil (depending on provincial law)—visit [clickbeforeyoudig.com](https://clickbeforeyoudig.com) or call your local One-Call centre.

2



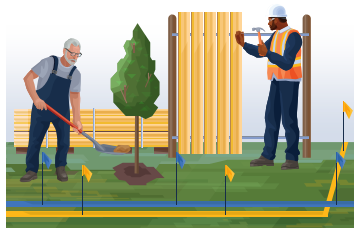
When you call or click, you'll be connected to a representative, who will ask you to provide important details about your project, such as the type of work you'll be doing, where you'll be doing it and when your project is expected to begin.

3



The One-Call centre representative 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.

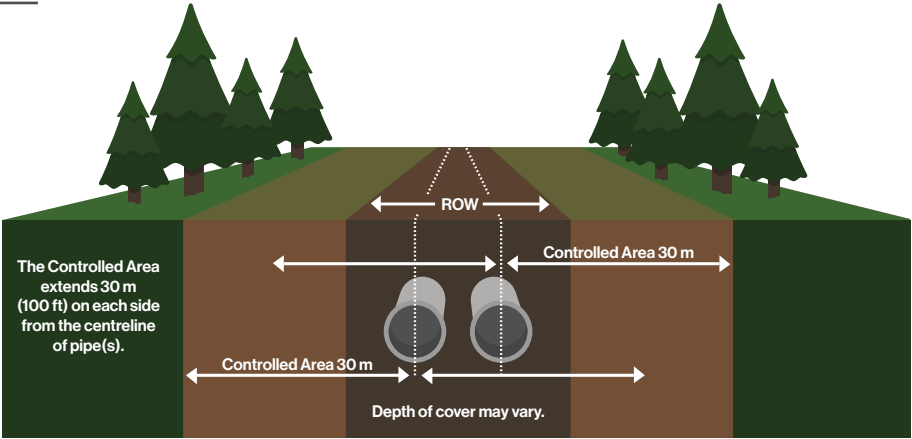
4



Within a few days, professional locators will come to your location and mark underground utility lines—including pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

**Click  
Before  
YouDig.com**

# 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.

The ROW is not designed to function as a road, as heavy vehicles and equipment can damage the pipelines below.

A few important notes when it comes to the ROW and pipeline markers:

- The pipeline marker displays the operator's name, the contents and an emergency phone number.
- It is prohibited to remove, relocate or damage pipeline markers.
- The ROW must remain clear to allow access for proper inspections, maintenance or in case of an emergency. Encroachments of the ROW such as structures, stockpiles, stored equipment and burn piles must have the company's written consent. Pipelines are patrolled from the air and the ground and obstructions can prevent proper inspections.
- The approximate location of a pipeline may be determined by a pipeline marker. However, markers should not be used to give exact locations and are not an alternative to contacting [clickbeforeyoudig.com](https://www.clickbeforeyoudig.com).
- Report any Enbridge pipelines exposed by erosion or other causes to our 24-hour emergency number for your area.
- Choose a location other than the ROW as your muster point or meeting place when developing your emergency plans for your work site.

## Consent within the controlled area and ROW

The **controlled area** is a 30-m strip of land, measured perpendicularly on each side from the centreline of pipe(s). Within this area, any activities that can or might cause a ground disturbance cannot occur without written consent from Enbridge – or the specified pipeline company – under regulatory requirements.

If written consent for an activity is granted, it is mandatory to then make a locate request in order to confirm and identify the location of the pipeline and any other underground utilities.

Any planned construction activities on, along, under or across the pipeline must also receive approval from Enbridge in addition to a locate request, before going ahead. Written consent from Enbridge is also required for vehicle or mobile equipment crossings within or travelling along the ROW.



Vent marker



Line marker



Aerial marker

Marker appearance may vary in your area.



# Crossing or traversing the ROW

If any of your activities will encroach or cross an Enbridge pipeline, ROW, or involve any construction activities within the controlled area, you must contact Enbridge for an assessment and written consent.

Some examples of such activities across, over, on, along or under an Enbridge asset and/or ROW include:

- Construction or installation of a new facility
- Crossing a pipeline while not on an upgraded and travelled portion of an established highway or public road with vehicles or mobile equipment, under certain conditions:
  - the vehicle or equipment is designed to minimize ground pressure (when crossing Enbridge's pipelines this means tracked equipment with less than 6.0psi ground pressure); or
  - a vehicle used for agricultural operation; or
  - an off-highway vehicle as defined in section 117(a)(iii) to (viii) of the Traffic Safety Act; or
  - a commercial vehicle or a private passenger vehicle as defined in the Traffic Safety Act, having a nominal chassis rating of not greater than 2 tonnes
- Subdivision development
- Installation of agricultural drainage tile
- Overhead power lines that cross or parallel the specified area
- Maintenance of existing applicant facilities

All metallic foreign lines need to be assessed for potential impact on our corrosion control.

Enbridge must also be notified of blasting activities within 300 m of an Enbridge pipeline ROW.

In addition to having your proposed activity assessed, we also have construction guidelines for you to follow when working around or near our ROW.

Below are some general guidelines; however, there may be more job-specific construction guidelines that our representative will provide you prior to beginning your work.

- 1 Once written consent is obtained, we require at least three working days' notice prior to the commencement of any work over or near the ROW so we can field-locate our pipelines. Additionally, Enbridge may require a representative on-site before any construction activities occur within the controlled area. Your representative will inform you if this is required. If any work being performed is deemed unsafe, your representative is authorized to stop such activities.
- 2 No building, structure or obstruction is allowed to be erected within the pipeline ROW. If you have questions related to the width of the pipeline ROW, just ask and we'll be happy to share that information with you.
- 3 A company representative must give written approval for heavy/non-exempt equipment to cross pipelines at any location.
- 4 Excavation within the pipeline ROW must be performed in accordance with company-approved procedures.
- 5 In addition to complying with the above requirements, you must follow all federal and/or provincial laws and regulations including applicable One-Call requirements. To learn more, visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com).

## Crossing during an emergency:

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

**> 1-888-813-6844**

## Non-emergency crossings:

If you are planning work on the right-of-way, such as building a fence, deep tilling, digging a ditch, operating equipment or have crossings-related inquiries, please email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com) or call **1-800-668-2951**.

# Damage prevention

## Crossings for agricultural activity

Enbridge routinely permits the operation of agricultural vehicles and equipment across the pipeline ROW for the purpose of normal farming operations.

For farmers with an Enbridge pipeline on their property, crossing a pipeline ROW with agricultural vehicles and machinery usually presents little difficulty. Enbridge doesn't want to interfere with landowners' use of their land or restrict routine agricultural activities. However, for your safety, please consult Enbridge if you are unsure about crossing the pipeline.

## Drainage improvements

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

Any excavation in or near the pipeline ROW must be supervised by an Enbridge representative, who can help maintain the safety of our pipelines.

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 controlled area.

## For installations across the ROW, written permission is required.

A crossing application with a drainage proposal layout must be sent to Enbridge early for our review and assessment. If approved, we will provide a crossing agreement.

In certain instances where systematic tiling is proposed, a header installation may be preferred in order to reduce the number of crossings and excavation activity within the pipeline ROW. Enbridge may reimburse the landowner for reasonable extra costs incurred due to the presence of a pipeline, only if pre-approval is obtained from Enbridge.








Ground disturbance activities within the controlled 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 Enbridge to conduct the activity.

## The Alberta Energy Regulator

Pipelines in Enbridge's Athabasca System are provincially regulated by the Alberta Energy Regulator (AER) and must comply with specific pipeline standards and regulations. As part of AER regulations, certain ground disturbance activities require approval of the pipeline company before work can commence.

## Our safety measures

Safety is, and always will be, our number one priority. Our team devotes significant time 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 ROW
-  Automatic shut-off and remote-control valves
-  High-quality pipeline materials and protective coatings

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).



An electronic version of this brochure can be found by scanning this QR code or visiting [enbridge.com/brochures](https://enbridge.com/brochures).

# Contact Enbridge

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

**1-888-813-6844**

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## How to reach us

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



**Phone:**  
(non-emergencies only)  
1-877-640-8665



**Email:**  
cdnpublicawareness@enbridge.com



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



**Website:**  
enbridge.com/publicawareness



**Facebook:**  
facebook.com/enbridge

## Call or Click Before You Dig

- [clickbeforeyoudig.com](http://clickbeforeyoudig.com)
- Utility Safety Partners (in Alberta)  
**1-800-242-3447**

## Links for more information

Information about product characteristics can be found at **enbridge.com/publicsafetyinfo**.

To view maps of Enbridge pipelines in your area, visit **enbridge.com/map**.

AER  
**aer.ca**

AER: Working Around Oil and Gas Pipelines  
**aer.ca/providing-information/by-topic/pipelines/working-around-oil-and-gas-pipelines**

Alberta Pipeline Act  
**qp.alberta.ca/documents/Acts/p15.pdf**

Alberta Pipeline Rules  
**canlii.ca/t/c16m**

Please scan the QR code to view the AER's "Safe Excavation Near Pipelines" brochure.



# 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 diluent or pipeline leak, one or any combination of the items listed below can typically help you recognize a leak.



### 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
- Discoloured 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

It is important to know that an unintended release of product from the pipeline has potential hazards including:



- Products may be flammable and explosive under certain conditions.



- Suffocation can occur if vapours displace the oxygen in an enclosed area.

## In the event of a pipeline leak



- 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 diluent or pipeline leak. Local public safety officials will determine whether residents should evacuate or shelter in place.

## Steps for a safe response

If you are in immediate danger, damage the pipeline (including coming into contact with the pipeline coating) or observe or suspect a diluent or pipeline 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:  
**1-888-813-6844.**

**5**

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