

**Important  
information  
inside**

# Pipeline Safety and Emergency Information

Enbridge Pipelines (Athabasca) Inc.

You received this brochure because your company is located or may operate near Enbridge pipelines or facilities. Please review and share this safety information with anyone involved in ground disturbance or excavation activities such as:

- logging
- utility work or similar operations
- construction

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**Enbridge 24-hour emergency number**  
**1-888-813-6844**





**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. The following signs may indicate a potential pipeline emergency and should be reported immediately.



### 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



### Hear

- An unusual roaring, blowing or hissing sound



### Smell

- An unusual odour similar to diesel fuel, gasoline, sulphur or rotten egg

## Understand the hazards

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 unlikely event of an emergency

**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** use or switch on/off any of the following until you're in a safe place:

- cell phones
- light switches
- car remotes (key fobs)
- flashlights

**DO NOT** light a match. Avoid open flames.

**DO NOT** attempt to extinguish a natural gas fire.

**DO NOT open or close any pipeline valves.**

## 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.

### Steps for a safe response

If you're in danger, damage a pipeline (including its coating), or see or suspect a leak – no matter how minor – take these steps:

- 1** Leave any equipment behind and move upwind of the product release (in the opposite direction the wind is blowing).
- 2** Warn others to stay away.
- 3** **Call 911.**
- 4** Call the toll-free, 24-hour emergency number **1-888-813-6844.**
- 5** Follow instructions given to you by local emergency responders and Enbridge.



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

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 Visit [clickbeforeyoudig.com](https://clickbeforeyoudig.com) or call your local One-Call centre at least three working days (depending on provincial law) before digging.



2 When submitting a locate request, provide project details like location, type of work and start date.



3 The One-Call centre notifies utility and pipeline companies (e.g., Enbridge) on your behalf.



4 Pipeline and utility locators mark underground lines within a few days to help you dig safely.

## Frequently asked questions

### What is [clickbeforeyoudig.com](https://clickbeforeyoudig.com) and who can use it?

[Clickbeforeyoudig.com](https://clickbeforeyoudig.com) is a free service that helps prevent damage to underground utilities by allowing individuals and companies to request a locate of buried infrastructure before engaging in any earth-moving activities, such as drain tiling, grading, site excavation, fence building and road construction.

### If there are no markers where I will be digging, do I still need to use [clickbeforeyoudig.com](https://clickbeforeyoudig.com)?

Yes, always place a locate request. Markers, including those for pipelines, are meant to provide an approximate location and may not always be present.

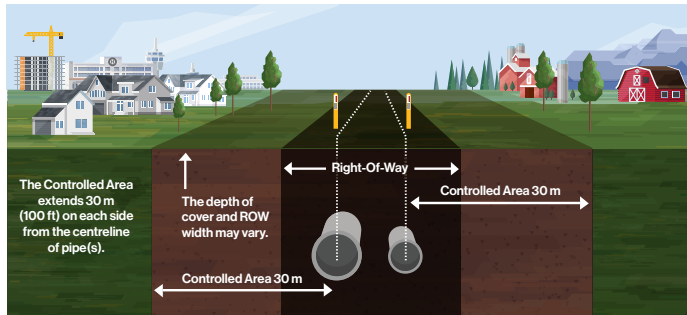
### I'm not digging that deep. Why bother using [clickbeforeyoudig.com](https://clickbeforeyoudig.com)?

The depth of pipelines and other utilities can change over time due to erosion, shifting soils or other factors.

### If I'm on a schedule and don't have the time, do I still need to visit [clickbeforeyoudig.com](https://clickbeforeyoudig.com)?

Yes. Using [clickbeforeyoudig.com](https://clickbeforeyoudig.com) prior to any earth-moving activity is not only the law, doing so can help to prevent unnecessary costs or job delays and can even save a life.

## What is the pipeline right-of-way (ROW)?



The ROW is a clear, narrow area where pipelines run, allowing Enbridge personnel to inspect, maintain, test and respond to emergencies. Heavy vehicle and equipment use is not allowed, as it can damage the pipeline.

### Key points about the ROW and markers:

- Markers display the pipeline operator's name, product transported and an emergency number.
- It is against the law to remove, relocate or damage markers.
- The ROW must stay clear for inspections, maintenance and emergencies. Any structures, equipment or stockpiles need written approval.
- Pipelines are monitored by air and ground – obstructions hinder safety checks.
- Markers indicate approximate pipeline location but are not an alternative to submitting a locate request.
- Fences, roads, driveways, shrubs and trees are not allowed on the ROW unless you have written approval.
- Designate a location outside the ROW as your muster point when creating emergency plans for your worksite.
- Report any exposed Enbridge pipeline to our 24-hour emergency number.

## 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.

## Developers

Please check for pipeline markers and consult your local planning department to identify nearby pipelines during the planning process.

If an Enbridge pipeline is on the property, contact us. We'll help assess ROW access, potential uses, emergency routes and how to prevent pipeline damage during construction.

## Underground utility operators and contractors

Please contact Enbridge during the planning phase of your project for construction specifics and permitting.

## Pipeline markers



Marker appearance may vary in your area.

## Working near or crossing a pipeline ROW

If your activities will cross an Enbridge pipeline or encroach within the pipeline ROW, you must contact Enbridge for an assessment and written consent.

Examples of crossing or encroaching include:

- Building or installing new structures near the pipeline ROW
- 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:
  - 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
- the vehicle or equipment is designed to minimize ground pressure (when crossing Enbridge's pipelines this means tracked equipment with less than 6.0 psi ground pressure); or
- a vehicle used for agricultural operation; or
- Installing drainage tile
- Crossing or paralleling the pipeline with overhead power lines
- Maintaining existing facilities
- Conducting blasting activities within 300 m of the ROW
- Any construction, excavation or development near the ROW

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



### Non-emergency crossings:

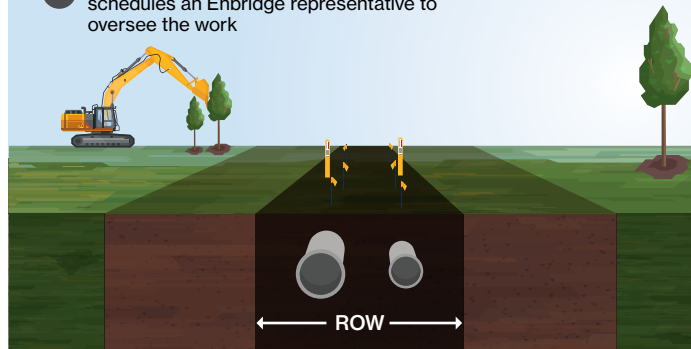
If you are planning to work on or near the ROW and need information about our guidelines, requirements or have questions related to crossings, please visit [enbridge.com/crossings](http://enbridge.com/crossings) or email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).

### Crossing the pipeline ROW during an emergency:

If crossing the ROW (i.e., with heavy equipment or bridging, etc.) is required during an emergency, you must call Enbridge's emergency number, as our field staff need to be informed.

## Crossings and encroachments application process

- 1  Applicant downloads application via [enbridge.com/crossings](http://enbridge.com/crossings) and submits it to [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com)
- 2  Enbridge Crossings does an internal review of the application
- 3  Applicant receives the notification from Enbridge and signs the consent
- 4 After signing the consent, applicant visits [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or calls the local One-Call centre to have the Enbridge line(s) located
- 5 After lines are located and marked, applicant schedules an Enbridge representative to oversee the work



## Our safety measures

Safety is our top priority. Every year, our team invests hundreds of thousands of hours to keep our systems operating smoothly and safely.

We continually enhance safety through measures like:

- 

Inspection and preventative maintenance
- 

Aerial and ground patrols of the ROW
- 

24/7 pipeline monitoring
- 

Automatic shut-off and remote-control valves
- 

Emergency response training and drills
- 

High-quality materials and protective coatings
- 

Pressure testing on all pipelines
- 

Enhanced safety measures for water crossings and sensitive areas

Our commitment to safety includes specialized measures for pipelines in highly populated and environmentally sensitive areas.

For more on our safety efforts, visit [enbridge.com/safety](https://enbridge.com/safety).



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

Facility and purpose	Normal operations
At certain facilities, tanker trucks deliver producers' crude oil to <b>lease automatic custody transfer (LACT) units</b> , where it is metered and piped into crude oil storage facilities.	During normal operations, a slight odour may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near LACT units.
<b>Crude oil storage facilities</b> are used to safely store and transport crude oil to refineries and other market destinations via pipeline.	During normal operations, a slight odour may be noticed during oil transfers or maintenance activities.
<b>Pump stations</b> increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge's control centres.	During normal operations, no significant odours should be detected.
<b>Valve sites</b> are located along the pipeline ROW and may be used to control the flow of products in the pipeline.	During normal operations, no significant odours should be detected.

## About 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.

## Awareness today means safer tomorrows

Tomorrow is more than just the energy we transport. It's our commitment to strengthening community and protecting the environment – ensuring the places we live and work are safe and vibrant.



### Tomorrow is on

Please scan the QR code to learn more about Enbridge and the energy transition.

## Keeping pipelines safe

Enbridge's Integrity Management Program works to keep pipelines safe by using a step-by-step process. This includes collecting data, checking for risks, doing inspections, and taking steps to prevent or mitigate problems.

## Damage Prevention Program

Enbridge maintains a Damage Prevention Program in accordance with provincial and federal guidelines. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities.

To learn more about our Damage Prevention Program, visit [enbridge.com/damageprevention](https://enbridge.com/damageprevention).

## Security

At Enbridge, the safety of our people, assets, and communities is a priority. With reports of increased criminal activity, we acknowledge that no one is immune. We value the vigilance of excavators and contractors in maintaining security and commit to supporting timely action and reporting. Please report any suspicious activity near our infrastructure to local law enforcement immediately.

## 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 from the pipeline company before work can commence.



### AER brochure

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

## Integrated Contingency Plan

To access the Athabasca Region Integrated Contingency Plan (ICP), including local emergency contacts, visit [enbridge.com/AthabascaICP](https://enbridge.com/AthabascaICP).

# Important contact information



If you notice any suspicious activity or an abnormal odour, call 911 and Enbridge's 24-hour emergency number.

**1-888-813-6844**

**Click  
Before  
You Dig.com**

If you have a non-emergency question regarding our:

- Damage Prevention Program
- Integrity Management Program
- Operations in your area

please call our Public Awareness team at **1-877-640-8665**.



## **Land and ROW hotline**

1-800-668-2951 (toll-free)



landcontactcan@enbridge.com  
cdnpublicawareness@enbridge.com



enbridge.com/publicawareness



facebook.com/enbridge

## **Links for more information**

Information about product characteristics can be found at [enbridge.com/publicsafetyinfo](http://enbridge.com/publicsafetyinfo).

To view maps of Enbridge pipelines in your area, visit [enbridge.com/map](http://enbridge.com/map).

### **AER**

[aer.ca](http://aer.ca)

### **AER: Working Around Oil and Gas Pipelines**

[aer.ca/providing-information/by-topic/pipelines/working-around-oil-and-gaspipelines](http://aer.ca/providing-information/by-topic/pipelines/working-around-oil-and-gaspipelines)

### **Alberta Pipeline Act**

[qp.alberta.ca/documents/Acts/p15.pdf](http://qp.alberta.ca/documents/Acts/p15.pdf)

### **Alberta Pipeline Rules**

[canlii.ca/t/c16m](http://canlii.ca/t/c16m)

### **AER Energy and Environment Emergency**

#### **24-Hour Response line**

1-800-222-6514



## **Online version**

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



## **Survey**

Your feedback matters. Scan the QR code or visit [enbridge.com/surveys](http://enbridge.com/surveys) to take a short survey.

## **Call or Click Before You Dig**

[clickbeforeyoudig.com](http://clickbeforeyoudig.com)

## **Utility Safety Partners (in Alberta)**

1-800-242-3447