

Pipeline Safety and Emergency Response

Westcoast Energy Inc., an Enbridge company

You're receiving this because you're an **emergency or public official** near Enbridge pipelines or facilities. This natural gas pipeline system in your area is operated by Enbridge Inc. (Enbridge). Please share this valuable information with your team.

What's inside:

- 2 Emergency response information
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Enbridge 24-hour emergency number
1-800-663-9931

**Important
information
inside**



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 an emergency, public safety is our top priority. We rely on your expertise and will provide the information you need. Our response teams are dispatched immediately, but initial reports often come through 911 or public safety officials. The following signs may indicate a potential pipeline emergency and should be reported immediately.



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



Hear

- An unusual roaring, blowing, hissing or loud whistling sound



Smell

- Odourized pipelines: An unusual sulphur or rotten egg odour
- Unodourized pipelines: A slight smell similar to diesel fuel or oil

Potential hazards in the unlikely event of a natural gas pipeline leak or rupture

- Dizziness or suffocation: Possible in confined or poorly ventilated areas.
- Fire or burns: Leaking gas can ignite if a spark is present.
- Explosion: If natural gas mixes with air in the right proportion, it can cause an explosion.
- Flying debris: Escaping gas can propel objects, causing injury.

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 Abandon any mechanized equipment and ignition sources in the suspected leak's vicinity.
- 2 Secure the site and determine a plan to evacuate or shelter in place.
- 3 Monitor for hazardous atmospheres.
- 4 Control and redirect traffic.
- 5 Provide immediate access to Enbridge representatives.
- 6 Implement your local emergency plan.

In the unlikely event of an emergency

DO NOT operate pipeline valves or attempt to extinguish any pipeline fires.

- Only Enbridge personnel should operate pipeline valves. Some valves can be shut remotely by Enbridge's control centre while others require trained personnel on-site.
- Shutting a valve improperly may worsen the situation or cause another leak.

DO NOT create a spark. Possible ignition sources include:

- smoking materials
- phones and pagers
- motor vehicles
- open flames
- flashlights
- non-intrinsically safe equipment (e.g., drones)
- light switches
- car remotes (key fobs)

DO NOT enter an Enbridge facility without permission.

- If a fire occurs at one of our facilities, unless lives are at risk, we ask that fire crews stay outside of the property.



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

One-Call requirements

1



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

2



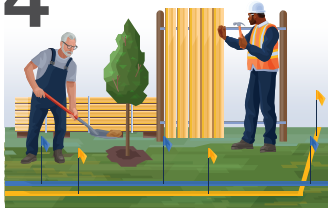
When submitting a locate request, provide project details like location, type of work and start date.

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://www.clickbeforeyoudig.com) and who can use it?

[Clickbeforeyoudig.com](https://www.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://www.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.

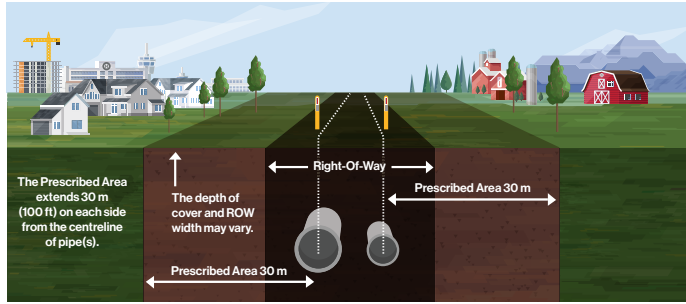
I'm not digging that deep. Why bother using [clickbeforeyoudig.com](https://www.clickbeforeyoudig.com)?

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://www.clickbeforeyoudig.com)?

Yes. Using [clickbeforeyoudig.com](https://www.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 (where applicable).
- Report any exposed Enbridge pipeline to our 24-hour emergency number.

Pipeline markers



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). 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.

Working near or crossing a pipeline ROW

If your activities will cross or encroach within an Enbridge pipeline or powerline 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 near the pipeline ROW
- Installing drainage tile
- Maintaining existing facilities
- Operation or movement of vehicles or equipment outside of the travelled portion of a highway or public roads
- Conducting blasting activities within 300 m of the ROW
- Any construction, excavation or development near the pipeline ROW
- Subdivision development

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



Non-emergency crossings:

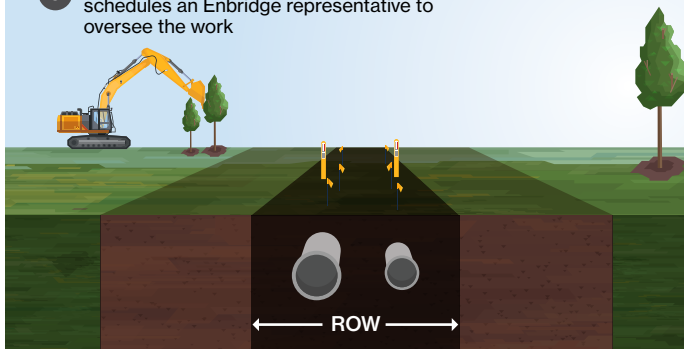
If you are planning to work on or near the ROW and need information about our guidelines, requirements or have questions related to crossings, please visit enbridge.com/crossings or email crossingscanada@enbridge.com.

Crossing the pipeline ROW during an emergency:

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

Crossings and encroachments application process

-  Applicant downloads application via enbridge.com/crossings and submits it to crossingscanada@enbridge.com
-  Enbridge Crossings does an internal review of the application
-  Applicant receives the notification from Enbridge and signs the consent
-  After signing the consent, applicant visits clickbeforeyoudig.com or calls the local One-Call centre to have the Enbridge line(s) located
-  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.

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 critical role of emergency responders and public officials in maintaining security and commit to supporting timely action and reporting. Please be vigilant and report any suspicious activity near our infrastructure immediately.

Facility and purpose	Normal operations
<p>Compressor stations move natural gas through the pipeline at a consistent pressure.</p>	<p>Safety features detect problems and automatically shut down equipment. During normal operations, no significant odours should be detected.</p>
<p>Metering stations measure and valve sites control the flow of products through the pipeline.</p>	<p>During normal operations, no significant odours should be detected.</p>
<p>Natural gas storage helps balance supply and demand for natural gas. During periods when the need for natural gas is not as high, natural gas supplies are stored. When consumer demand increases, the supplies are put back into the pipeline network for delivery.</p>	<p>Each facility has built-in safety features that detect problems and automatically shut down equipment. During normal operations, no significant odours should be detected.</p>

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



Enbridge uses the Incident Command System (ICS) to manage emergencies. This system brings different agencies together in one place to coordinate their response.

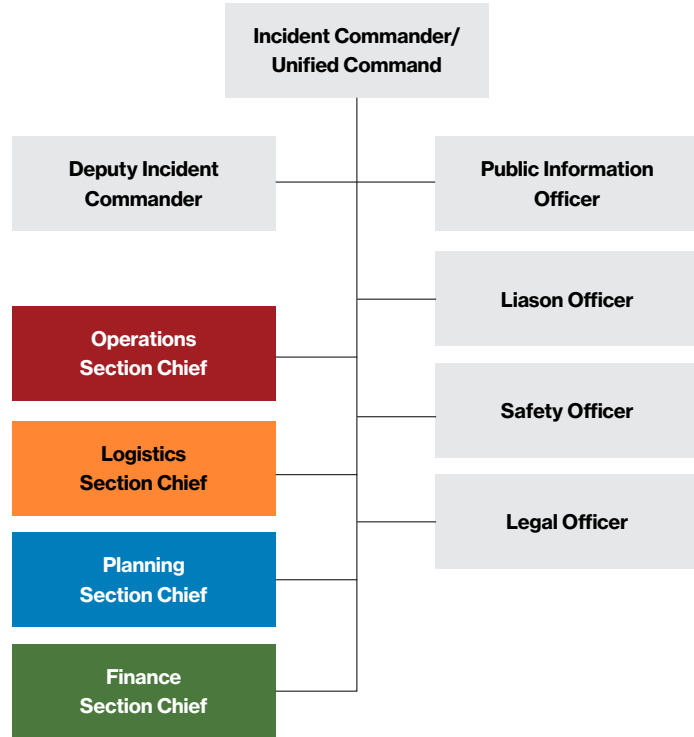
The ICS is flexible, uses common terminology and assigns clear roles to support an organized and effective response.

Elements of the response management enabled through use of the ICS include:

- Incident action plan – defines objectives, strategies and resources that contribute to public safety, responder safety and the environment
- Site safety and security
- Traffic management
- Maintaining an exclusion zone
- Clean-up and waste management
- Public information management

Additional information on ICS can be obtained on the Federal Emergency Management Agency webpage at training.fema.gov/emiweb/is/icsresource.

Enbridge ICS overview



For 911 dispatchers

In the unlikely event of a confirmed or suspected pipeline emergency, dispatch local responders and contact the pipeline operator.



Advise the caller TO:

- **Leave the area immediately.** Abandon any equipment or vehicles and move away from the area, heading upwind (in the opposite direction the wind is blowing). Avoid contact with any escaping liquids or gases.
- **Remain calm.** Emergency response and company personnel have been notified and will be arriving as soon as possible.
- **Evacuate if necessary.** Move to a designated evacuation centre if instructed. If sheltering indoors, close all windows and doors and turn off ventilation systems (e.g., air conditioning, heating).



Advise the caller NOT TO:

- Drive into the affected area or start their vehicle.
- Light matches or try to extinguish any fire.
- Turn on or off anything that could create a spark such as phones, light switches, keyless entry systems, flashlights or appliances, until they're in a safe location.
- Attempt to operate any pipeline valves.
- Remain in a building if the smell is stronger inside than outside.



Did you know?

Contacting the pipeline operator as soon as possible means we can stop the product flow and make notifications as needed.

The role of the local responder

Besides handling traffic control, securing the site and fighting secondary fires, local responders often assist by:

- Making appropriate contacts if it appears that the pipeline incident impacts other agencies, facilities or local authorities
- Handling search and rescue
- Providing medical aid
- Coordinating a community emergency response plan, determining whether evacuation is warranted (mandating an evacuation, if required) and designating an evacuation centre

Free training opportunity for emergency responders and 911 dispatchers

Emergency responders and others responsible for public safety in Enbridge's areas of operation can access the National Association of State Fire Marshals' Pipeline Emergencies online training at nasfm-training.org/pipeline. Certification is provided upon completion of the program.

Safe Community First Responder Grant Program

Enbridge offers grants to emergency response agencies in the communities where we operate. These grants can be used for equipment or training to help organizations respond effectively to pipeline emergencies.

For more information, visit enbridge.com/safecommunity.

Emergency response plans

Our emergency response plans are available to local emergency responders in areas where we operate. Plans are available online at [emergencyresponderinfo.com](https://enbridge.com/emergencyresponderinfo.com).

If you have any questions, would like to request a map of your area or to provide feedback on our emergency response plans, please email erinfo@enbridge.com.

Links for more information

More information about our Emergency Management Program can be found at enbridge.com/emergencymanagement.

For additional resources, details on emergency response drills in your area, to talk to an Enbridge representative or to schedule an Enbridge presentation during your next meeting, please call 1-877-640-8665 or email us at cdnpublicawareness@enbridge.com.

CER

cer-rec.gc.ca

CER brochure



Please scan the QR code to view the CER's "Living and Working Near Pipelines" brochure.



In the unlikely event of a pipeline emergency, we will work with emergency responders to resolve the situation safely and effectively.

Hazard awareness and prevention measures

A naturally occurring product, the sweet gas transported through Enbridge's BC system is composed primarily of methane and is non-toxic. However, when mixed with the appropriate ratio of oxygen, it can easily ignite. Sweet gas is lighter than air and will readily disperse with the wind.

Natural gas pipelines operate under high pressure, transporting large volumes of gas, which can pose significant hazards if an incident occurs.

In the unlikely event of an emergency, Enbridge representatives will provide safety data sheets for the product in the pipeline to assist responders. These contain information about regulatory classification, health hazards, toxicity, first aid and fire information for the products in the pipeline.

The chart below offers general information about the products transported through Enbridge pipelines. More information about product characteristics can be found at enbridge.com/publicsafetyinfo.

Responding to a natural gas incident

In the unlikely event of an emergency involving natural gas, evacuate all unnecessary personnel and wear appropriate personal protective equipment. Contact Enbridge immediately so we can stop the product flow and then allow any fire that may be present to burn out. **DO NOT OPERATE PIPELINE VALVES.**

For more on hazards and pipeline emergency response, take the free online training at mypipelinetraining.com.

Characteristics of natural gas

Appearance	<ul style="list-style-type: none"> • Combustible mixture of hydrocarbon gases that is odourless.
Odour	<ul style="list-style-type: none"> • 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.
Special behaviour	<ul style="list-style-type: none"> • Low density and lighter than air • In an open area, it rises into the atmosphere and dissipates • In an enclosed area, it collects first overhead

Are you prepared to respond to a pipeline emergency?

As an emergency or public official, it's important to understand the presence of Enbridge pipelines in your area and know how to respond safely and efficiently in the event of a pipeline emergency.

By emailing cdnpublicawareness@enbridge.com, you can request pipeline information including:

- location
- size
- contents transported

Enbridge's BC Pipeline system

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.

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.

Canada Energy Regulator requirements and penalties

Enbridge's pipelines are regulated by the Canada Energy Regulator (CER), which enforces safety standards and regulations, including the Canadian Energy Regulator Act (CER Act), the CER Pipeline Damage Prevention Regulations – Authorizations and CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies (DPRs).

Activities like ground disturbance and construction on the ROW are subject to these regulations.

Violations must be reported, with maximum fines of \$25,000 for individuals and \$100,000 for companies per infraction.

More details are available on the CER website at cer-rec.gc.ca.

Municipal operations and maintenance activities

Municipal maintenance activities can proceed without pipeline owner consent as per CER guidelines. For details, consult the CER document "Damage Prevention Guidance for Municipal Operations and Maintenance Activities". Public works departments should understand which activities need pipeline company approval to apply in advance.

Important contact information



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

1-800-663-9931

**Click
Before
You Dig.com**

If you have a non-emergency question regarding our:

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

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



Land and ROW hotline

1-800-668-2951



landcontactcan@enbridge.com
cdnpublicawareness@enbridge.com



enbridge.com/publicawareness



facebook.com/enbridge

Call or Click Before You Dig

clickbeforeyoudig.com

Utility Safety Partners (in Alberta)

1-800-242-3447

BC 1 Call

1-800-474-6886

Links for more information

Public safety information can be found at enbridge.com/publicsafetyinfo.

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



Online version

An electronic version of this brochure can be found by scanning this QR code or visiting enbridge.com/brochures.



Survey

Your feedback matters. Scan the QR code or visit enbridge.com/surveys to take a short survey.