

Pipeline Safety and Emergency Information

for your family, neighbourhood and community

Westcoast Energy Inc., an Enbridge company

You have received this brochure because you may live, work, farm or own property near Enbridge pipelines or facilities. This natural gas pipeline system in your area is operated by Enbridge Inc. (Enbridge).

If you own a business with outside visitors, please include pipelines in your emergency response plans.

Please review and share this important safety information.

What's inside:

- 2 Critical safety information
- 3 Safe digging guidelines
- 4 ROW and agricultural activities
- 5 Crossing or traversing the ROW
- 6 Above ground facilities
- 7 About Enbridge



Enbridge 24-hour emergency number
1-800-663-9931



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

- 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.

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 Enbridge emergency number for your area: **1-800-663-9931.**
- 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 or call your local One-Call centre at least three business days (depending on provincial law) before digging.

2



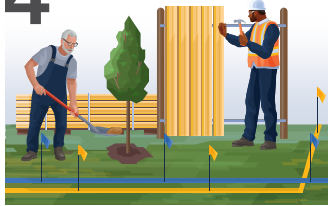
When submitting a locate request, provide project details like location, type of work and start date.

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 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?

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

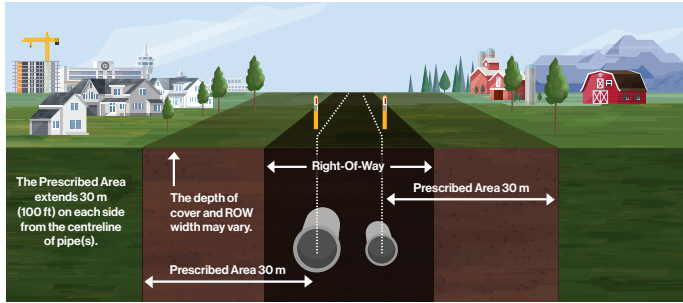
I'm not digging that deep. Why bother using clickbeforeyoudig.com?

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

If the land has been in my family for generations and I know where everything is, do I need to make a locate request?

Yes, always place a locate request. Making assumptions about the location of pipelines and other utilities is risky and could result in serious safety issues.

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



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.

Agricultural activities: drainage improvements

If you are planning to improve drainage across or within the pipeline ROW, consult with us first. An Enbridge representative must supervise any excavation to help maintain pipeline safety. Early consultation helps us assess your plans, including work like drain tiles, ditching, grading, or tilling, and establish safe procedures. You should also be aware that heavy rains, floods and droughts can affect the soil above buried pipelines. 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 due to the presence of a pipeline, with prior approval.

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
- 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
- Installing drainage tile

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




Non-emergency crossings:

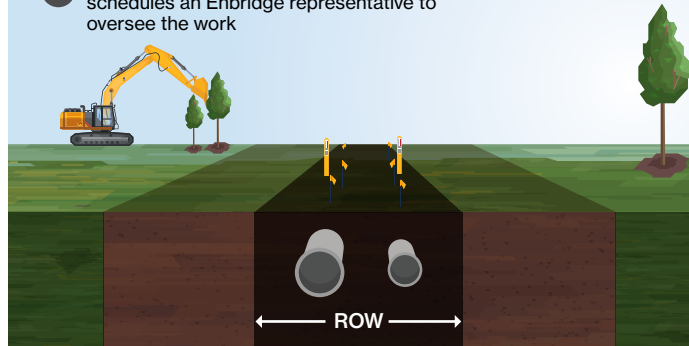
If you are planning to work on or near the ROW and need information about our guidelines, requirements or have questions related to crossings, please visit enbridge.com/crossings or email crossingscanada@enbridge.com.

Crossing the pipeline ROW during an emergency:

If crossing the ROW (i.e., with heavy equipment or bridging, etc.) is required 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 and submits it to 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 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.

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 our landowners' vigilance in maintaining security and commit to supporting timely action and reporting. Please report any suspicious activity near our infrastructure to local law enforcement 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'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.

Abandonment funding update

In 2009, the National Energy Board (now the CER) set out a process to ensure that funds are in place to meet future abandonment obligations associated with pipelines, including processing plants, compressors, pump stations and other above-ground facilities. As part of the abandonment funding process, Enbridge's CER-regulated entities are setting aside funds in trusts to cover future abandonment costs. The Enbridge-affiliated entities began collecting abandonment funds at the beginning of 2015 and financial information regarding these funds is available on our website at enbridge.com/abandonmenttrusts. The 2025 financial information is now available.

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.



CER brochure

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

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
- 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

Information about product characteristics 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.