

For excavators, contractors  
and our community

# Natural Gas Pipeline Safety and Emergency Information

> Important safety information enclosed.



Maritimes & Northeast  
Pipeline  
Public Awareness  
Program, 2022

**\$500**

Read this brochure,  
then fill out and return the  
pre-paid survey card for a  
chance to win a  
\$500 gift card.



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

**24-hour Maritimes & Northeast  
emergency number: 1-888-444-6677**

All pipeline markers  
provide the name of the  
pipeline operator, product  
being transported and  
a telephone number  
for reporting pipeline  
emergencies.



**Click  
Before  
You Dig.com**

## Pipeline safety

You have received this brochure because we have identified that you might disturb the ground or operate vehicles or mobile equipment near one of Maritimes & Northeast's natural gas pipeline or associated facilities.

This brochure provides you with important safety information regarding:

- The presence of pipelines in your community.
- How to work safely near pipelines.
- Atlantic Dig Safe information, including how to have underground utilities located and marked.
- How to prevent pipeline incidents.
- The need for authorization when constructing a facility or vehicle crossings across the pipeline.
- How to recognize, report and respond in the event of an emergency.
- How to contact Maritimes & Northeast in emergency and non-emergency situations.

Please read and then share the information in this brochure with others in your organization.

### In case of emergency

Our pipeline is monitored 24/7. If you suspect a pipeline emergency, please find a safe place to call 911 and then call Maritimes & Northeast's toll-free emergency number.

### 24-hour emergency number

**1-888-444-6677**

### How you can reach us

Maritimes & Northeast Pipeline  
**1-888-444-6677**, our menu options are:

- 1 For emergencies
- 2 For locate requests
- 3 For all other general information

More information can also be found by visiting [mnpp.com](http://mnpp.com).



Phone  
**1-877-640-8665**  
(Public Awareness hotline)



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



Mail  
Public Awareness Program  
200, 425 1 St. SW  
Calgary, Alberta, T2P 3H5



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

# Safety and the pipeline right-of-way (ROW): A shared responsibility

---

Our responsibility is to educate you on how to safely conduct activities near our pipelines. In turn, your responsibility is to ensure that before any activity commences, you've confirmed the locations of any underground pipelines and received the necessary written approvals.

Maritimes & Northeast Pipeline takes seriously the responsibility for the safe operation of its pipeline system.

While our pipeline is buried beneath the ground in the ROW, we never lose sight of our potential impact on the air, water and land around us, or on our responsibility to preserve all elements of our environment.

In fact, our activities—including pipeline design, construction, testing, maintenance, operation and safety practices—are subject to government regulations, which we meet or exceed.

If we disturb the ground, every effort is made to restore the land to its original condition and to protect the quality of the air and water that sustain us.

Whether it's wildlife, soil, freshwater or historical artifacts, in every aspect of our business, we work hard to preserve the natural balance of our land. To do that, we carefully plan every project from start to finish, making sure our people know what is expected as well as implementing programs that will help to protect the environment.

## **Being responsible for pipeline safety, however, does not mean we are in it alone.**

Engaging with communities is important to us. That's why we work year-round to provide safe, reliable operations, and why we regularly communicate important safety information to utilities, contractors, local governments, emergency services, landowners, tenants, regulators and neighbours.

As an excavator, developer, recreational vehicle or utility company, you also have an important role to play, as your commitment to safe construction, ground disturbance and vehicle crossing practices reduces the risk of pipeline damage and helps safeguard you and your employees, as well as the communities living and working along the pipeline.

Your safety, and the safety of those living and working near our pipeline, is an important part of our overall safety management system and we continue to promote good working relationships with excavators, developers and utility companies through industry meetings, personal contact and brochures such as this one.



## **The ROW**

A ROW is a strip of land of varying widths that may contain one or more pipelines.

While the depth and locations of the pipelines can vary within the ROW, the ROW:

- Identifies an area that restricts certain activities to protect public safety
- Provides Maritimes & Northeast employees and contractors access to the pipeline for inspections, maintenance, testing or in an emergency

The ROW can exist in many kinds of ecosystems, from river crossings and cultivated fields to urban areas. Because of this, there is no distinct look to the ROW.



**Pipeline markers**

Pipeline markers are signs that indicate a pipeline is in the area. While there are permanent pipeline markers at railways, roads and other intervals along the ROW, these show only the **approximate** location of buried pipelines and should never be used as a reference for the exact location.

These signs also provide you with important information such as the pipeline owner, the type of product being carried, a reminder to Call or Click Before You Dig, and an emergency number for reporting pipeline emergencies.

The depth and location of pipelines vary across Maritimes & Northeast’s system. As such, only a Maritimes & Northeast’s representative can accurately determine the location and depth of our pipeline in a specific area.

That’s why it’s important to always call your local one-call centre in advance of any planned ground disturbance activity. If underground utilities do exist, they will be located and identified using temporary colour-coded markings.

**Canadian Energy Regulator requirements**

Under the CER Act, the responsibility to prevent pipeline damage is shared between anyone who plans to conduct an activity near a pipeline and the pipeline company.

Activities near Maritimes & Northeast’s may need authorization as outlined in the *National Energy Board Damage Prevention Regulations (DPR) – Authorizations and Damage Prevention Regulations – Obligations of Pipeline Companies* (together, the DPRs).

The DPRs apply to any person or company planning or undertaking an activity near a CER-regulated pipeline.

**Ground disturbance activities**

A ground disturbance is any work, operation or activity that results in the disturbance of the earth. If you plan to carry out ground disturbance activities within the prescribed area, you must consult with and receive consent from Maritimes & Northeast before moving ahead.

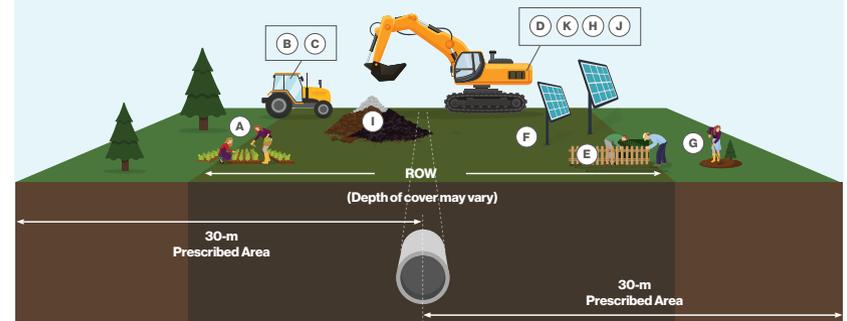
The illustration on the next page provides some guidance on activities that require written consent. If you are unsure if your planned activity requires a locate request or written consent, please contact Maritimes & Northeast Pipeline.

**Activities that DO NOT require consent**

- (A) Ground disturbance less than 30 cm below the surface (e.g. planting flowers)
- (B) Agricultural cultivation less than 45 cm deep (unless notified by the pipeline company that it’s unsafe to do so in certain areas)
- (C) Operating vehicles or mobile equipment across a pipeline which are used for normal farming operations

**Activities that DO require consent**

- (D) Ground disturbance depths of 30 cm or more (excavating, digging, trenching, land leveling, topsoil stripping, deep tilling, subsoiling and grading)
- (E) Installing/constructing a fence, retaining wall or structure
- (F) Installing facilities on, along, under or across the pipeline prescribed area
- (G) Landscaping, tree planting, clearing and removing stumps
- (H) Constructing roads, paving, parking areas, driveways, ditches
- (I) Stockpiling materials
- (J) Drainage or irrigation systems (including dykes, ditches and culverts)
- (K) Crossing a pipeline while not on an upgraded and traveled portion of an established highway or public road with vehicles or mobile equipment



Pipeline markers do NOT indicate exact locations of a pipeline. Call or Click Before You Dig to have pipeline locations marked.

➤ Maritimes & Northeast’s cross-border and interprovincial pipeline is regulated by the CER and must comply with specific pipeline standards and regulations. In addition to the ROW, where the pipeline is located, the CER has established a 30-m prescribed area on either side of the pipeline — measured perpendicularly from the centreline of the pipe—to protect the public, the environment and the pipeline. **If planning to conduct any ground disturbance in this area, written consent from Maritimes & Northeast is first required.**

## Constructing a facility or conducting a ground disturbance activity

Under the DPRs, if you are planning to construct a facility or cause ground disturbance across, on, along or under a pipeline, or if you will be conducting any ground disturbance activities within the prescribed area, you must:

- 1 Contact the pipeline company to obtain written consent to conduct these activities.
- 2 If written consent is given, you must make a locate request to determine the location of the pipeline.

The locate request must be made at least three working days before the day on which the construction or planned ground disturbance activity is to start. To make the request visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or call your local one-call centre (numbers provided at the back of this brochure).

**Construction and ground disturbance activity must not proceed until locating and marking of the pipeline and any possible mitigating factors have been addressed.**

## Mobile equipment and vehicle crossings

Federal regulations also require that any persons or group wanting to operate vehicles (including recreational vehicles like 4X4s, all-terrain vehicles (ATV), utility vehicles (UTV), snowmobiles and motorcycles) or mobile equipment across a pipeline (outside of a travelled portion of a highway or public road) must first receive written consent from the pipeline company.

Before crossing a Maritimes & Northeast pipeline, a crossing request application must first be sent to us before any vehicle or mobile equipment crosses our pipelines. We will assess the request and if approved, provide written consent including mitigation measures.

Engineering assessments are required for equipment crossing, so please be sure to contact us early to prevent delays.

## Mobile equipment and vehicle crossings, must not proceed until the locating and marking of the pipeline and any required mitigating measures are in place.

Please review the DPRs for more information and to make sure the regulations are understood prior to planning work in proximity to a CER-regulated pipeline. The address can be found at the back of this brochure.

## Crossing during an emergency

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

➤ **1-888-444-6677**

## Non-emergency crossings

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

## Unauthorized Activity and Administrative Monetary Penalties (AMPs)

Certain contraventions of the CER Act and its associated regulations, such as the DPRs, must be reported by the pipeline company to the CER. Such contraventions can result in the CER imposing financial penalties called Administrative Monetary Penalties (AMPs) on companies or individuals when enforcement tools such as letters, orders or voluntary commitments are not working to prevent unauthorized activity.

Unauthorized activities such as: not contacting your local one-call center to have facilities located; or, crossing the pipeline with vehicles or mobile equipment for non-agricultural activities are actions that could be subject to AMPs. The CER Act sets the maximum daily fines of up to \$25K for individuals and \$100K for companies per violation.

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

## Safety checklist

If you are planning to conduct work in the prescribed area, please follow these steps.

- 1 **Plan your activity.**  
Identify the location of your work, making sure to look for pipeline marker posts, warning signs or other buried facilities.
- 2 **Contact Maritimes & Northeast**  
to obtain written consent. Contact us to obtain our guidelines for constructing a facility, conducting a ground disturbance activity or vehicle crossing near the pipeline. Remember, written consent is required for the construction of facilities across, on, along or under a pipeline; conducting ground disturbance activities within the prescribed area, and crossing a pipeline with a vehicle or mobile equipment across the ROW (where no highway or public road exists).
- 3 **Make a locate request.**  
At least three working days before the planned activity is to start, contact [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or contact Atlantic Dig Safe (you can also contact us directly).
- 4 **Be on site** when underground facilities are being located to be sure you understand the meaning of the markings.
- 5 **Review CER requirements.**  
Confirm that any persons or companies hired to do work on your behalf, such as contractors, are aware of the necessary obligations.
- 6 **Follow all instructions provided** in the authorization, including hand exposing or vacuum excavating the pipe before mechanical excavations within three meters of the pipe and notifying Maritimes & Northeast prior to backfilling. A Maritimes & Northeast representative must be on site during backfill.
- 7 **Immediately notify Maritimes & Northeast if you come into contact with the pipe or its coating. Immediately call our 24-hour emergency line at 1-888-444-6677.**

## Step #1: Plan your activity

### Ground disturbance within 30 m of the centreline

If you are planning an excavation within the 30-m prescribed area or the ROW, you must notify and receive written permission from Maritimes & Northeast before commencing work.

### Explosives

If the work involves explosives, written permission must be obtained to blast within 30 m, and a detailed blasting plan must be filed with Maritimes & Northeast as part of the application process. Mining activities within 40 m of a pipeline ROW require consent from the CER.

### Drainage improvements

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

Any excavation near the pipeline ROW must be supervised by a Maritimes & Northeast representative. 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 prescribed area.

For installations across the ROW, written permission is required. A crossing application with tile design layout must be sent to Maritimes & Northeast early for our review and assessment.

Visit [enbridge.com/crossings](http://enbridge.com/crossings) for information on how to apply for consent, application guidelines and drawing requirements.

Ground disturbance activities within the prescribed 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 Maritimes & Northeast to conduct the activity.

## Step #2: Written permission

You must receive written permission prior to doing any work within Maritimes & Northeast's ROW. Ensure that scope of work, appropriate plans, schedule and equipment lists are provided to Maritimes & Northeast in a timely manner for our review and assessment and preparation of written consent.

If your scope of work changes, you must inform Maritimes & Northeast. This includes, but is not limited to: changes to scope of work, location, schedule, method of installation and equipment to be used. We will work with you to issue a revised consent.

Be sure to follow the specific instructions provided by Maritimes & Northeast as part of the consent to conduct activities.

## Step #3: Call or Click Before You Dig

We know that sometimes work needs to be done on or near the pipeline. That's why we are a member of Call or Click Before You Dig, a quick, free and easy communication service that notifies member companies of proposed activities so that underground infrastructure can be safely marked with flags, stakes or paint before work begins.

The locate request must be made at least three working days before the day on which the planned activity is to start. To make the request visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or contact Atlantic Dig Safe at [atlanticdigsafe.com](http://atlanticdigsafe.com) or 1-866-344-5463.

The one-call centre will then inform a Maritimes & Northeast representative who will come to your jobsite ready to mark the location of the pipeline.

You can also contact Maritimes & Northeast directly at 1-888-444-6677.



## Know the code

Colour codes are extremely important. While not all facility owners have adopted the same coding system, it remains very important that you confirm colour markings when you see them.

## APWA (American Public Works Association) Uniform Color Code

	<b>White</b> — Proposed Excavation
	<b>Pink</b> — Temporary Survey Markings
	<b>Red</b> — Electric Power Lines, Cables, Conduit and Lighting Cables
	<b>Yellow</b> — Gas, Oil, Petroleum or Gaseous Materials
	<b>Orange</b> — Communication, Alarm or Signal Lines
	<b>Blue</b> — Potable Water
	<b>Purple</b> — Reclaimed Water, Irrigation and Slurry Lines
	<b>Green</b> — Sewer and Drain Lines

## Step #4: Be on site

Within three working days of placing your one-call request, a Maritimes & Northeast representative will be on site to locate our facilities, free of charge. It's important that you are also on site when these locates are being done.

By being on-site when Maritimes & Northeast facilities are being located you can ask questions about the markings, answer questions we may have for you, and plan for any additional measures that may be needed.

For example, you may be required to:

- Hold a pre-job meeting with Maritimes & Northeast to inform construction crews of safe work procedures over or near the pipeline.
- Erect temporary fencing to shield the pipeline from heavy equipment and be sure that machines follow designated routes.
- Build ramps to specifications provided in Maritimes & Northeast's written consent for temporary equipment crossings in order to cross safely over Maritimes & Northeast's pipeline. A Maritimes & Northeast representative must oversee ramp construction.

## Step #5: Review CER requirements

All persons working on your behalf, including employees, contractors and subcontractors, must be made aware of their obligations before any work starts. Be sure to keep documents with safety requirements and guidance on site.

## Step #6: Follow all instructions

Once the location of the pipeline has been marked, you may be required to positively identify the pipe by either hand exposure or vacuum excavating. The positive identification zone for pipelines is 3 m and a Maritimes & Northeast representative must be present at the time of positive identification.

Once the pipeline has been positively identified, no machinery can be used to dig within 5 m of the pipeline, or any distance underneath the pipeline without the direct supervision of a Maritimes & Northeast representative.

When you are ready to backfill over or under our exposed pipeline, please call Maritimes & Northeast at least one full working day before you cover the exposed pipeline. A Maritimes & Northeast representative must be on site during backfill. All work must be done in accordance with the specifications listed in Maritimes & Northeast's written permission.

## Step #7: In case of an emergency

Any contact with the pipe or its coating must be reported. Immediately notify Maritimes & Northeast at 1-888-444-6677 if you come into contact with the pipe or its coating.

It is important that you know the warning signs and how to respond in the event of an emergency. Please refer to the **Critical safety information** section of this guide to read about what to do in the event of an emergency.

## How errors happen

**Don't assume anything.**  
**Call or Click Before You Dig**

At any pipeline location, appearances can be deceiving.

- Never assume the location of a pipeline. Wait until the Maritimes & Northeast representative is on site and the pipe is located and exposed so you know the correct alignment before excavating.
- Never assume only one pipe exists in an area. There may be other facilities within your work area. That's why calling or clicking before you dig is so important, as it allows the one-call service centre to notify other member companies who might have underground utilities in the area.
- Check for underground utility marker signs. Under no circumstances does the absence of marker signs indicate an absence of underground facilities. Signs, in some instances, may be missing, stolen or vandalized. Should you become aware that any Maritimes & Northeast signs are damaged or missing, please contact us.
- Remember that pipelines exist in urban as well as rural areas. When contacting utilities to locate and mark their services on a city construction site, please also contact Maritimes & Northeast.

## Always remember to dig with CARE

- C** all or Click Before You Dig.
- A** llow required time for markings. Provide adequate notice prior to starting your excavation. This provides time for companies to accurately locate and mark their facilities in your dig area.
- R** espect the marks. Before you begin your excavation, walk through the site to familiarize yourself with the markings and the location of buried facilities. Confirm that all companies have responded to you indicating they have marked your dig area.

- E** xcavate carefully. It is important that you take a proactive approach to safety not only for yourself, but also for your community by initiating the one-call process and excavating with CARE.



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

## Protecting the people, communities and environment near our operations is the most important part of our job.

### In an emergency

Pipelines have been proven to be the safest transportation mode for energy commodities.

While rare, pipeline leaks can happen for a number of different reasons. Studies have shown that third-party damage is one of the most common reasons for pipeline leaks or ruptures, which underscores the importance of Call or Click Before You Dig programs.

Internal inspection tools are used to detect potential problems with the pipeline which enables Maritimes & Northeast to perform investigative digs and repair any anomalies. Since some commodities are more flammable than others, a pipeline leak or rupture will have different consequences depending on the commodity being transported. Hydrocarbon products such as natural gas are very flammable, and can catch fire from even the smallest spark or ignition source.

The gas transported through the Maritimes & Northeast system is flammable and potentially hazardous and explosive under certain conditions.

### Responding to Emergencies

Maritimes & Northeast is committed to systematic and effective emergency management with programs that apply across the lifecycle of our assets and activities.

We have comprehensive emergency response and preparedness plans that meet the strict guidelines set out by the CER. These programs are made up of several parts such as plans to respond to incidents and minimize impacts, staff training and public notifications. To learn more about our emergency response programs and to view our Field Emergency Response Plan visit [mnpp.com/erresponse](http://mnpp.com/erresponse).

### Know the warning signs

Given our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely; however, if one were to occur, it's important that you know the warning signs and how to respond in the event of an emergency or if you suspect pipeline operations have been disrupted in any way.



#### You might see:

- Dirt being blown or appearing to be thrown into the air
- Flames, if gas is ignited
- A white vapor 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



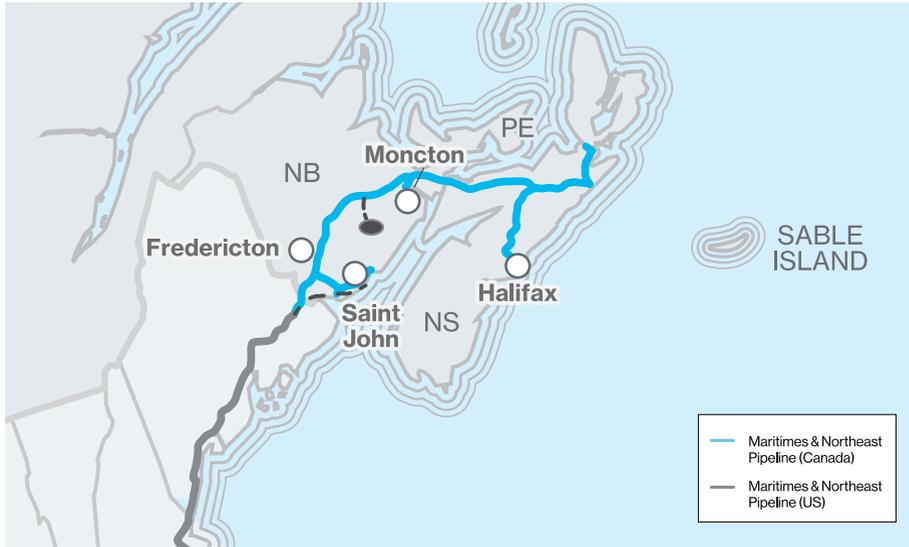
#### You might smell:

- 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 odorant to enhance the smell of the gas to make it easier to detect a potential leak.*

### Possible hazards associated with a natural gas pipeline leak or rupture:

- Dizziness or suffocation if leak occurs in a confined space
- Ignition/fire if ignition source is present during leak which may result in burns
- Potential explosion with the necessary gas to air ratio
- Projectiles ejected from the force of escaping gas



Life takes energy: to heat our homes, to feed our families, to fuel our vehicles. Maritimes & Northeast Pipeline connects people to the energy they need to help fuel their quality of life.

Maritimes & Northeast Pipeline is a 1,101-km mainline transmission pipeline built to transport natural gas from developments offshore Nova Scotia to markets in Atlantic Canada and the northeastern United States.

A joint venture of Enbridge Inc. (77.53%), Emera Inc. (12.92%) and ExxonMobil (9.55%), Maritimes & Northeast Pipeline is headquartered in Halifax, Nova Scotia and operates an additional business office in Waltham, Massachusetts.

The safe delivery of natural gas is at the core of everything we do, but we know we can't do it alone.

For us, preparedness means developing integrated response plans based on open communication and teamwork. We work year-round with local fire and police services so that they have the information they require to respond to an emergency, and we regularly communicate important information to local governments, community fire and police services, community leaders, residents, business owners, neighbours, tenants, utilities and contractors like you.



**What to do in an emergency**

Safety is our number one priority. If you suspect a pipeline leak, immediately:

- Evacuate the area and, if safe to do so, try to prevent others from entering.
- If you can do so safely, turn off and abandon any ignition sources and extinguish any cigarettes. Move as far away from the leak as possible in an upwind direction, avoiding contact with escaping liquids and gases.
- **Call 911** from a safe location.
- Call the 24-hour Maritimes & Northeast Pipeline emergency number **1-888-444-6677**.
- **If you suspect natural gas has leaked into your house or office, evacuate immediately.**

**What NOT to do in an emergency**

- Do not touch or go near the leaking gas, liquid or vapour that may have come from the pipeline.
- Do not attempt to extinguish a natural gas fire.
- **Do not attempt to operate Maritimes & Northeast's pipeline valves.**
- Do not start your vehicle or any other piece of equipment that can act as a possible ignition source.
- Avoid any open flames.
- Do not light a match or smoke, and avoid heat sources or making sparks that could ignite the leaking gas as you are leaving the area.
- Do not turn on or off anything that may create a spark—including cell phones, telephones, light switches, vehicle alarms, vehicle keyless entry and flashlights—until you are in a safe location.

This page contains important phone numbers you can use to contact a Maritimes & Northeast representative with any comments or questions.

In case of an emergency, please find a safe place to **call 911** and then call the toll-free 24-hour Maritimes & Northeast emergency number:

**1-888-444-6677**

For questions regarding Maritimes & Northeast's general operations or for planning construction, fencing, digging or explosives use, please call us toll-free at **1-888-444-6677**.

Our menu options are:

- 1 For emergencies
- 2 For locate requests
- 3 For all other general information

More information can also be found at **enbridge.com/damageprevention** or **enbridge.com/workingnearpipelines**.

**Call or Click Before You Dig**

Any person who intends to construct a facility across, on, along or under a pipeline, operate a motorized vehicle or engage in activity that would cause a ground disturbance within the prescribed area, must make a locate request at least three working days before the day on which the construction or activity is to start.

Please visit **clickbeforeyoudig.com** or contact Atlantic Dig Safe:

Atlantic Dig Safe

**1-866-344-5463**

**atlanticdigsafe.ca**

You can also contact Maritimes & Northeast directly at **1-888-444-6677**.



**Links for more information**

Canada Energy Regulator **cer-rec.gc.ca**  
See CER's Pipeline Damage Prevention - Ground Disturbance, Construction and Vehicle Crossings.

Maritimes & Northeast Pipeline **mnp.com**

Enbridge Inc. **enbridge.com**