Natural Gas Pipeline Safety and Emergency Information

For Emergency Responders

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Emergency number: 1-800-884-8811

ALLIANCE® pipeline

A Joint Venture of Enbridge and Pembina

About Alliance Pipeline

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

The Alliance system transports liquids-rich natural gas from key producing areas in western Canada and North Dakota to the Chicago market hub, delivering an average of 1.6 billion cubic feet of natural gas every day—enough to meet the daily energy needs of more than seven million homes and businesses.

Enbridge has a 50 percent ownership interest in Alliance Pipeline.

In case of an emergency

Our pipeline is monitored 24/7.
If you suspect a pipeline emergency, please call Alliance's toll-free 24 hour emergency number:

1-800-884-8811

How to reach us

Canadian Public Awareness Program
(non-emergencies only)

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

Email
cdnpublicawareness@enbridge.com

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

Website
alliancepipeline.com/publicawareness

Alliance Pipeline is a joint venture partnership owned by Enbridge Inc. and Pembina Pipeline Corporation.

In 2018, the Joint Venture announced a new operating and administrative model for Alliance Pipeline that would see Enbridge managing operations for the system. As a result, within this brochure you will see contact information that connects you with Enbridge employees.

Pipeline safety: A shared responsibility

At Alliance, our most valuable relationships are with the people and communities we touch through our operations.

Keeping in touch with you is very important to us; that's why we contact those who live, work and congregate near our systems on an ongoing basis.

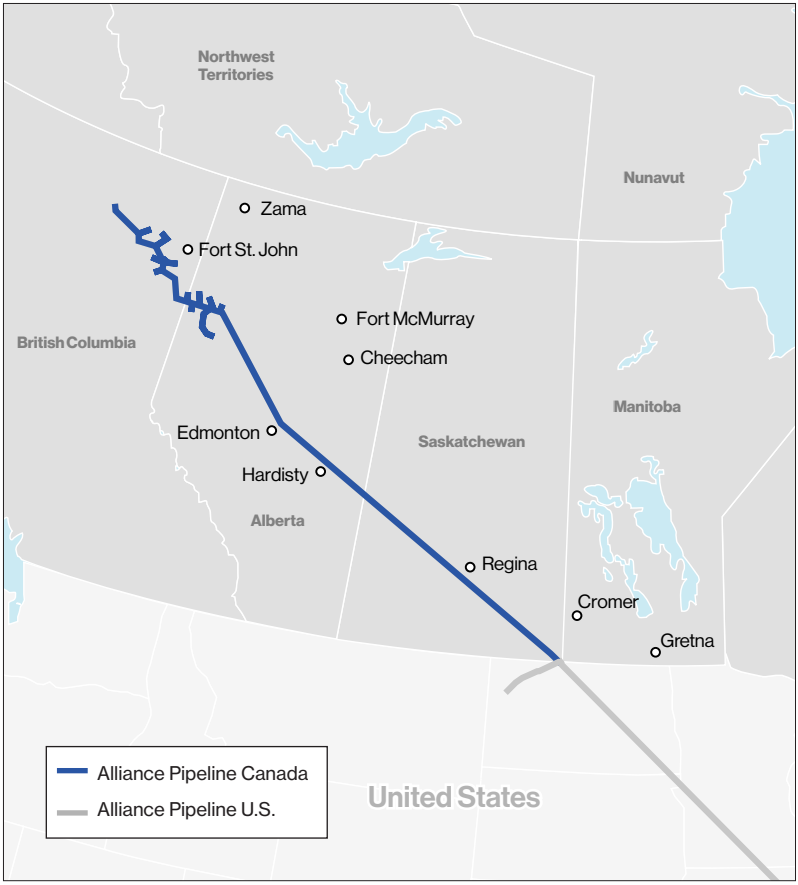
This brochure is intended for emergency responders—including firefighters, members of law enforcement, 911 dispatchers, emergency medical technicians, emergency managers, medical facilities and mutual aid partners.

In addition to containing relevant excerpts from our Emergency Response Plan, this brochure also helps inform you about your vital role in pipeline safety, which may include:

- Coordinating a community emergency response plan
- Activating your organization's emergency response plan
- Contacting the pipeline operator if your organization receives the initial notification of a potential pipeline emergency
- Providing medical aid and other lifesaving services, if necessary
- Working with Alliance to keep the public safe in a pipeline emergency by disseminating information and determining and implementing evacuation procedures, if necessary

We ask that you read and then share with your agency or department, the important information in this brochure.

Our operations



Included at the back of this brochure is a map of the Alliance system that identifies where our field response teams are located in proximity to your area.

To obtain a more detailed map, please visit **alliancepipeline.com** or contact the emergency response coordinator for your area (all numbers are located at the back of this brochure).

The Canadian portion of the Alliance system transports liquids-rich natural gas through 338 km of a 42-in diameter and 1,222 km of a 36-in diameter steel pipe.

Our compressor stations, which move the gas down the pipeline, are located approximately 193 km apart and our mainline block valves, which can be used to stop the flow of gas in the pipeline, are located approximately every 32 km.

Alliance takes its responsibility for safe pipeline operation very seriously.

Being responsible for pipeline safety, however, does not mean we're in it alone. We work year-round to to keep our operations safe and reliable, and we regularly communicate important information to local governments, emergency services, utilities, contractors, landowners, tenants, regulators and neighbours.

While most of our system is buried out of sight beneath the ground in the right-of-way (ROW), we never lose sight of the bigger picture of our potential impact on the air, water and land around us and our responsibility to preserve all elements of our environment.

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

We constantly monitor all of our activities and take every step to make sure we protect the environment. Our control centres constantly monitor and control our network of pipelines, keeping operators continuously apprised of conditions and trends along the ROW. We also have field response teams situated along the ROW in the unlikely event of an emergency.

Please see the back of this brochure for a map of field response staff locations near you.

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

Pipeline ROW and pipeline location

A pipeline follows a narrow, clear stretch of land, or a ROW, that allows our employees and contractors to access the pipeline for inspections, maintenance, testing and emergencies. Approximate location of the pipeline can be determined by the pipeline marker.

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

- Markers should never be removed or relocated.
- If an emergency is suspected or discovered, call the number on the marker.
- ROW must be kept free from structures and obstruction to allow proper inspections, access for maintenance or in case of an emergency.
- The pipeline marker displays the operator's name, the contents and an emergency phone number.
- Markers should not be used to give exact locations and are not an alternative to contacting **clickbeforeyoudig.com**.

There may also be other pipelines in the area. As emergency responders, you should familiarize yourself with all pipeline systems in your jurisdiction.

All pipeline markers provide important information including the pipeline owner name, the type of product being carried and an emergency number for reporting pipeline emergencies: **1-800-884-8811**.

Natural gas is highly pressurized as it travels through a pipeline.

Compressor stations

To ensure the natural gas remains pressurized, it must be compressed periodically along the pipeline. This is accomplished by using compressor stations where gas is compressed either by a turbine, a motor or an engine.

Over extended distances, friction and elevation differences reduce the pressure within the pipeline, which slows the flow of gas. That's where compressor stations play a significant role.

These stations, placed along our transmission pipeline system, give the gas a needed "boost" helping it get from one station to the next. Compressor stations operate 24 hours a day, 365 days a year and are monitored 24/7 by highly-trained personnel at a centralized gas control center.

We have strict procedures in place at each of our stations and employ a variety of safety systems and practices to protect the public, employees and our facilities. In the unlikely event of an incident, every station has an emergency shutdown system that stops the compressor units, isolates and vents the compressor station gas piping, and diverts gas in the pipeline around the station.

Signs of a leak

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 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

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.

Unlike the natural gas delivered to your home which may be odourized, ***the natural gas in Alliance's pipeline is not odourized****. While you may notice a slight smell similar to diesel fuel, oil or propane, you will not smell the common rotten egg odour associated with natural gas.*

It is important that you do not create an ignition source if you suspect anything abnormal along a pipeline route. Potential ignition sources include smoking materials or open flames, cell phones, pagers, flashlights, keyless entry remotes and motor vehicles.

It is also important to remember that emergency responders should never try to operate pipeline valves.

Know what's there: product information

It is important to remember that the natural gas carried on Alliance's system is flammable, hazardous and explosive under specific conditions.

We transport natural gas including methane, propane, butane, pentane and ethane entrained within the gas stream.

The products transported on the Alliance pipeline are highly pressurized, which keeps them in a gaseous state. In the event of a leak, product will exit the pipeline with considerable force.

Natural gas is lighter than air and will generally dissipate harmlessly into the atmosphere.

In concentrated amounts, these products are flammable. Natural gas is non-toxic, but can displace oxygen, which could lead to a loss of consciousness or (in extreme cases) asphyxiation.

Safety Data Sheets (SDS) contain information about regulatory classification, health hazards, toxicity, first aid and fire information for the products in the pipeline.

SDS information regarding products is available at various locations across our system.

In the event of a pipeline incident, Alliance representatives will provide emergency responders with the SDS for the product in the pipeline.

Additional information about our emergency management process can be can be found at **alliancepipeline.com/safetyenvironment**.

Characteristics of natural gas

Natural gas	Property or behaviour
Appearance	Colourless
Odour	Odourless (possibly a diesel-like odour may be detected) *Unlike the natural gas delivered to your home which may be odourized, the natural gas in Alliance's pipeline is not odourized. While you may notice a slight smell similar to diesel fuel, oil or propane, you will not smell the common rotten egg odour associated with natural gas.*
Special behaviour	Lighter than air, it rises and dissipates into the atmosphere in open areas. In enclosed areas, it collects overhead.
Hazards	Extremely flammable and explosive under certain conditions. Asphyxiation can occur if vapours displace the oxygen in an enclosed area.

A coordinated response with Alliance

While rare, pipeline incidents can occur. If potential trouble occurs anywhere on the line, protecting the public is our first priority.

Although our field response teams are immediately dispatched upon notification, local emergency response organizations often receive the initial report. Preparedness and quick response help to minimize the threat to the public.

Our safety priority includes first responders and we value the expertise you possess. That's why we are committed to strengthening our partnerships through meetings, training exercises, personal contact and information updates such as this brochure. We always appreciate hearing from you and encourage you to call at your convenience whenever you have questions or concerns.

For Alliance, preparedness means developing integrated response plans based on open communication and teamwork. We work to provide local emergency services with the necessary information they require to respond appropriately. We also hold regular emergency response training and exercises in select locations throughout the year to keep employees' skills fresh, and to maintain strong and effective coordination with local emergency responders.

As emergency responders, you are trained to deal with a wide variety of potentially dangerous conditions.

In the case of a natural gas pipeline leak or rupture, your early presence on the scene can help us determine what problem has occurred, what damage or disruption is either present or preventable, and how we can work together to manage the situation.

Maintaining open communication and a close working relationship with local authorities and emergency responders is essential for us in safeguarding the communities along our pipeline routes.

Alliance's field response teams are generally dispatched to a pipeline incident in one of several ways:

- The Alliance 24-hour control centre detects or is notified of and confirms a potential problem and, depending on the situation, notifies emergency responders directly.
- A landowner, tenant or member of the public suspects a potential problem and phones the toll-free emergency response number.
- An Alliance representative is already on the scene and contacts emergency responders for assistance (such as monitoring access, controlling traffic, fighting fires or evacuating residents).
- An emergency response organization receives the initial report.

Dealing with calls

The guidelines below may augment your standard procedure for handling emergency calls that relate to pipeline emergencies. This information is also provided to landowners, residents and tenants.

1. Advise the caller that Alliance field response crews will be contacted immediately and will arrive at the site as soon as possible.
2. If the caller reports a strong diesel, oil or propane smell or rotten egg smell, advise the following at your discretion:
   - If you can do so safely, turn off any ignition sources that you and others around you may be using. Put out cigarettes or other lit materials.
   - **Leave the area quickly.** Move as far away from the leak as possible, to a safe position upwind of the potential leak site.
   - Avoid contact with escaping liquids, vapour clouds or gases.
   - Don't start your car or any other equipment that could be a potential ignition source.
3. **Do not operate pipeline valves.**
4. If an evacuation centre has been designated, advise the caller of the location.
5. Contact Alliance using our toll-free, 24-hour emergency number: **1-800-884-8811**. This number is also located on all pipeline marker signs along the ROW.

What you shouldn't do

Never attempt to operate pipeline valves or extinguish any pipeline fires. Doing so may prolong or worsen an incident—or even cause another leak in the pipeline.

Our control centre personnel can shut down valves automatically, while trained personnel are required to manually close other valves.

Do not create a spark. Possible ignition sources include:

- Smoking materials
- Open flames
- Light switches
- Telephones, cell phones, pagers, flashlights, keyless entry remotes
- Motor vehicles
- Other electronic devices

If a fire occurs at an Alliance facility, unless lives are at risk, we ask that fire crews stay outside of the station property until an Alliance representative arrives.

We work to protect people, property and the environment. In the event an incident occurs, let the primary fire burn and control any secondary fires if safe to do so.

Key actions for emergency responders

1. Notify Alliance Pipeline

Immediately phone the Alliance emergency toll-free number.
Our monitoring system may have already alerted us to the disruption, but please call to be sure.

When calling, please provide:

- Name
- Location
- Description of the emergency
- Establish communication between Alliance and Incident Commander

Toll-free emergency number

1-800-884-8811

2. Establish a safety zone

Establish a Safety Zone–minimum radius of 800 m.

- Protect people first, environment second and then property
- Evacuate if necessary and safe to do so
- Isolate area and deny entry
- Eliminate all ignition sources
- If possible, monitor atmosphere (natural gas detection equipment)
- Contain or control secondary fires if safe to do so

3. Unified command

- Set up unified command
- Alliance employees integrate into the established unified command structure
- Maintain lines of communication until Alliance representatives arrive on site
- Alliance representatives can provide pipeline specific information such as:
  - Pipeline pressures
  - Valve closures and or system shut in
  - Estimated time until line is depressurized

Planning ahead

Planning ahead allows us to work together as an effective team if an emergency occurs.

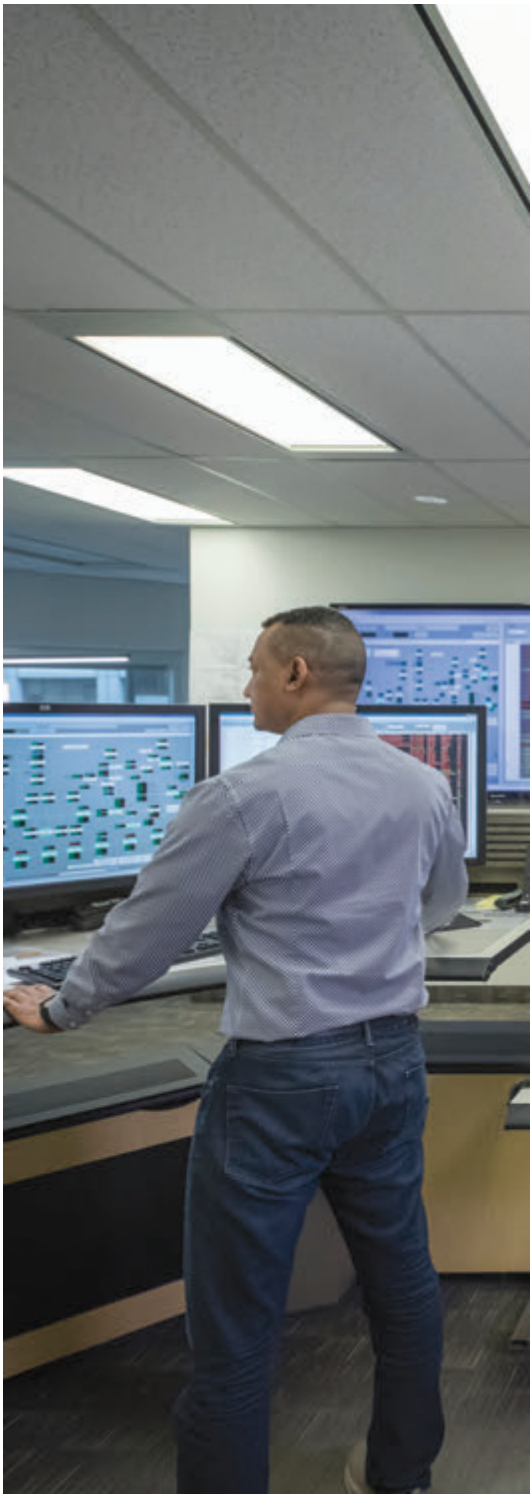
Alliance's visits with local authorities and emergency response organizations are an opportunity to discuss a coordinated approach to handling pipeline incidents.

Immediate response

In the event of an incident, our emergency plan will immediately go into effect.

- Alliance will work with local emergency responders to identify and solve the problem.
- Personnel from our control centre have the ability to quickly shut down and isolate sections of the pipeline.
- Local emergency responders will be notified. They may secure the area and move residents to a safe location depending on the situation.
- Our trained response crews will arrive to deal with the release and repair the damaged pipe or facility.

If an incident occurs, Alliance's response teams are responsible for ensuring the problem is dealt with quickly and efficiently. Our personnel will work to keep responders and the public safe, protect the environment from further harm and conduct all necessary follow-up steps to return the community to its original condition.

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Alliance uses the ICS for managing a response to an emergency.

Its organizational structure is designed to coordinate with other responding agencies.

Elements of response management enabled through use of the ICS:

- Incident Action Plan – define objectives, strategies, resources that contribute to public safety, responder safety and the environment
- Site safety and security
- Communications plan
- Containment
- Clean-up and waste management
- Public information management

Through specific roles under a unified command system, Alliance will work together with local responders to effectively, safely and efficiently manage any incident along the Alliance system.

Basic ICS structure

Command	Operations	Planning	Logistics	Finance
Overall management and determination of priorities and objectives	Reduce or eliminate the hazard, implement containment and control measures for the safety of responders, the public and the environment, and restore normal operations	Collection, evaluation and dissemination of tactical information, development of an Incident Action Plan, and coordination of resource identification	Supplying support needs	All financial matters

The ICS is a flexible, scalable tool that provides a common framework, uses common terminology and has standardized job aids.

These attributes help ensure that the incident swiftly transitions from the reactive to proactive phase by setting up a chain of command, establishing a set of priorities and strategies and coordinating resources to address those priorities, often with our emergency response partners. By using the ICS, trained personnel from across the organization can be deployed to support an incident.

Emergency response training exercises are a key part of our emergency response preparedness. Frequent exercise participation by all emergency response staff is critical to maintaining response readiness.

Online emergency responder training

The American Petroleum Institute and the Association of Oil Pipe Lines have created a free online training portal to assist first responders on the techniques and skills necessary to address liquids or natural gas pipeline emergencies. Content for these offerings comes from the National Association of State Fire Marshals "Pipeline Emergencies" curriculum and as such is considered best-in-class.

The three available courses are organized by need:

1. Emergency Personnel Awareness (Introduction)
2. First Responders Operations (Intermediate)
3. Hazardous Materials Technician (Comprehensive)

Throughout the courses, participants will learn:

- The basics of gas and liquids pipeline operations
- Potential hazards associated with products
- Pipeline emergency response tactics
- How to manage pipeline emergency response
- How to apply the information to real-life situations
- Guidance for creating your County Pipeline Plan

The training is available at **mypipelinetraining.com**. Certification is also available, by request, upon completion of the program.

Exercise participation

Alliance's Field Emergency Response Plans are available to all emergency response organizations within proximity of our operations. The Field Emergency Response Plans focus on first responder actions including how Alliance will work with first responder organizations during the initial stages of a pipeline incident.

If you would like to participate in an emergency response exercise, please call the number for your area, listed on the last page of this brochure and ask to speak to an emergency response coordinator.

Alliance also has Emergency Response Plans available to first responders. These plans are our all-encompassing emergency response plans that describe our Emergency Management Program, including how we manage mitigation, preparedness and response.

All plans are available online at **alliancepipeline.com/emergencyplans**. If you have any questions or would like to provide feedback on our emergency response plans, please contact us.

Types of training

Alliance response personnel receive regular training – both in classroom and field demonstrations including:

- Pipeline operating practices and procedures (including emergency response)
- Implementation and activation of Emergency Response Plans
- Safety procedures
- Selection and use of personal protective equipment
- Material hazards and risk assessment techniques
- Basic first aid skills
- Initiating notifications
- ICS organization during an emergency
- Media communications

Types of exercises

- Workshops
- Tabletop exercises
- Drills
- Functional exercises
- Full-scale exercises

Media communications

A coordinated approach to media communications allows accurate, important information to be provided to the public with minimum confusion or delay. We have trained and qualified spokespeople to coordinate public statements and respond to media inquiries. Our spokespeople can be reached at **1-888-992-0997** or by email at **media@enbridge.com**.

Prevention is key.
While Alliance has developed effective emergency response procedures, we continue to focus on all of the tools, technologies and strategies that support safe and reliable operations.

Maintaining pipeline integrity

From the purchase of high quality steel pipe manufactured to meet stringent criteria, to the cathodic protection system we employ to prevent corrosion, Alliance makes the safety of the system a priority before and during its operation with a variety of processes and technologies.

These measures include:

- Sophisticated Supervisory Control and Data Acquisition that operate 24 hours a day, 365 days a year
- Regular pipeline ROW patrols by aircraft and in some areas by land
- Investigative dig programs to support and confirm pipeline integrity
- Meeting and exceeding industry standards and regulations
- Public awareness education
- Stationing field response staff along our ROW
- Research and development on technologies designed to prevent corrosion and cracking
- The use of durable coating systems and cathodic protection (use of low voltage electric current) to protect pipe from external corrosion
- The use of increasingly sophisticated in-line inspection technologies to measure the size and location of every minuscule change in the integrity of every line in our system

Security

Alliance views the security of our facilities as an integral part of our Emergency and Security Management Program. As such, we continue to exercise our plans, participate in industry groups and maintain open communications and close working relationships with local authorities and emergency responders.

How to reach us

Emergency number | **1-800-884-8811**

This page contains important phone numbers you can use to contact a representative.

If you have any comments or questions, please contact us. To reach an Alliance/ Enbridge representative or an emergency response coordinator (non-emergencies), please contact:

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

landcontactcan@enbridge.com

A helpful tip: Save the Alliance emergency phone number in your list of contacts or cell phone for quick reference in an emergency.

We also suggest that emergency officials post the Alliance emergency number to public safety answering points.

If you suspect there is a problem with an Alliance pipeline, please call us toll-free, 24-hours a day: **1-800-884-8811**.

More information can also be found online at **alliancepipeline.com/ safetyenvironment/safety/emergency**.

For general information about Alliance Pipeline, contact us at 1-877-640-8665 or by email at cdnpublicawareness@enbridge.com.

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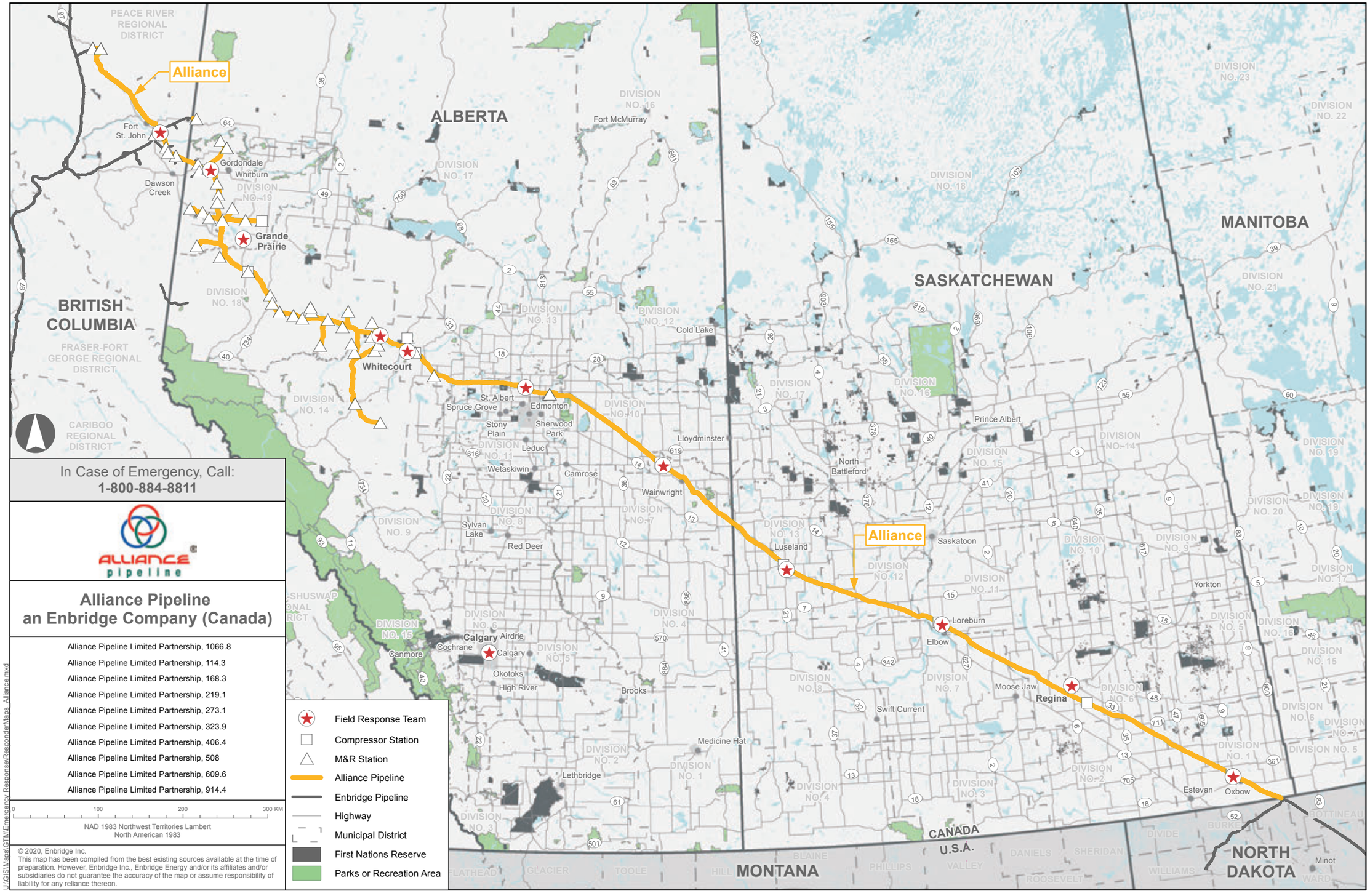
Public Awareness Program, 2022


Alliance
Fort St. John
Dawson Creek
Gordondale
Whitburn
Grande Prairie
Whitecourt
Fort McMurray
Cold Lake
St. Albert
Spruce Grove
Edmonton
Stony Plain
Sherwood Park
Leduc
Wetaskiwin
Camrose
Lloydminster
Wainwright
Prince Albert
North Battleford
Saskatoon
Luseland
Alliance
Yorkton
Loreburn
Elbow
Moose Jaw
Regina
Swift Current
Medicine Hat
Lethbridge
Brooks
Okotoks
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Sylvan Lake
Red Deer
Estevan
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North American 1983
Field Response Team
Compressor Station
M&R Station
Alliance Pipeline
Enbridge Pipeline
Highway
Municipal District
First Nations Reserve
Parks or Recreation Area
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