Pipeline safety and emergency information for our neighbours.
Pipeline safety: A shared responsibility

For more than 65 years, Enbridge has transported and distributed the energy North Americans count on. We’re proud to be recognized as one of the Global 100 Most Sustainable Corporations in the World. As a transporter of energy, we operate, in Canada and the U.S., the world’s longest crude oil and liquids transportation system. We also have a significant and growing involvement in natural gas gathering, transmission and midstream businesses, and an increasing involvement in power transmission.

In case of emergency:
Please find a safe place to call 911 and then call Enbridge at 1-888-813-6844

How to reach us:
Enbridge Inc.
1-877-640-8665 or CdnPublicAwareness@enbridge.com

Public Awareness Hotline
(Non-Emergency Calls Only)
Phone 1-877-640-8665
Email CdnPublicAwareness@enbridge.com
Mail
Public Awareness Advisor
10130 103 St NW
Edmonton, AB
T5J 3N9
Website Enbridge.com/cdnpublicawareness
Facebook facebook.com/enbridge

Before digging on or within 30 metres (100 feet) of any pipeline, Call or Click Before You Dig

Alberta One Call
1-800-242-3447

Click Before You Dig.com
Keeping in touch

The Enbridge system doesn’t just run through communities—it connects them.

Keeping in touch with you is very important to us. That’s why we contact those neighbours who live near our pipelines on an ongoing basis. It’s an opportunity to share important information, hear about your experiences, respond to your questions and to update you on Enbridge’s safety, integrity and maintenance programs.

Open lines of communication

We always appreciate hearing from you. This brochure contains phone numbers you can use to call us, as well as important information about living and working near our pipelines and what to do in an emergency. Please take a few minutes to review the brochure with your family and then store it in a convenient place.

Neighbours down the line

Enbridge employees live near you and work with you every day, and millions of people depend on the liquid hydrocarbons we transport. Keeping the pipelines safe for everyone is our most important job. Our pipelines meet or exceed high government standards, and over a half-century of experience has proven that pipeline transport is the single safest method of oil and petroleum transport available.

Life takes energy

At Enbridge, we exist to help fuel the quality of life for millions of people across North America. Whether it is oil, gas or renewable power, our North American energy network connects millions of people with the energy that fuels everything they do, every day.

We transport energy

Before energy can power people’s lives, it has to reach them. Enbridge answers that need with a sophisticated transportation network for the oil, liquids and natural gas that fuel your family vacations and warm your home. We also have a growing ability to move the electricity that keeps you connected. And in all we do, we take pride in an outstanding record of safety.

We distribute energy

Enbridge owns and operates Canada’s largest natural gas distribution company. For more than 165 years, we have provided safe, reliable service in Ontario, Quebec, New Brunswick and New York State.

We generate energy

We never stop thinking about the future of energy and sustainability. That’s why we’re one of the largest renewable energy companies in Canada. Our green energy assets in Canada and the U.S. produce enough power to supply more than half-a-million homes with the electricity they need to do laundry or surf the Web.
Good working relationships between Enbridge and neighbours along our ROW are essential to pipeline safety.
Products on the Athabasca system include: crude oil, diluents, diluted bitumen and synthetic crude.
Our operations

Enbridge owns and operates the largest regional crude oil pipeline system serving the oil sands region of Northern Alberta.

Pipelines in Enbridge’s Athabasca system are provincially regulated by the Alberta Energy Regulator (AER).
Existing system

Enbridge is the largest operator of regional crude oil pipelines serving the oil sands region of Northern Alberta, with multiple lines often existing within the same right-of-way (ROW). Enbridge currently owns and operates the 30-inch (762 millimetre) diameter Athabasca Pipeline which travels from our Athabasca Terminal north of Fort McMurray to our terminal in Hardisty, Alberta. Enbridge owns and operates a 12-inch (324 millimetre) lateral pipeline from the Mackay River facility to the Athabasca Terminal and two 8-inch (219 millimetre) pipelines from Christina Lake to our Kirby Lake Terminal.

The Waupisoo Pipeline is 30-inches (762 millimetres) in diameter and approximately 380 kilometres long. The pipeline system transports oil sands crude bitumen from our Cheecham Terminal to Edmonton via Stonefell Terminal near Bruderheim, Alberta.

Enbridge’s Woodland Pipeline is a 36-inch (914 millimetre), 140 kilometre system that connects the Kearl Oil Sands Project to Enbridge’s Cheecham Terminal. The line allows further downstream connection to the existing pipeline transportation system.

Operational since 2012, Wood Buffalo Pipeline is a 30-inch (762 millimetre) pipe that runs approximately 95 kilometres. The system parallels Enbridge’s Athabasca Pipeline, providing incremental capacity between Enbridge’s Athabasca Terminal and its Cheecham Terminal.

Enbridge also operates the Deer Creek Lateral Pipeline, which is owned by Total, from the Total-Joselyn station to our Athabasca Terminal. There is an 8-inch (219 millimetre) and 12-inch (324 millimetre) pipe that runs approximately 63 kilometres in length.

Above ground facilities

Enbridge owns and operates several above ground facilities along its crude oil pipeline systems. Crude oil storage facilities are used to safely store and transport crude oil to refineries and other marked destinations via pipeline. Pump stations increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge’s control centres. Valve sites are located along the pipeline right-of-way (ROW) and may be used to control the flow of products in the pipeline.

> Enbridge has established a significant presence in contract crude oil storage across North America in recent years.
Our pipelines meet or exceed government standards, and over a half-century of experience has proven that pipelines are the single safest method of transporting petroleum products and natural gas.

As a neighbour, you also make an important contribution to the team. By observing right-of-way safety precautions, and keeping in touch, you can help prevent incidents and minimize their impacts.

**From the ground up**
While our pipelines are 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 activities—everything from pipeline design, construction, testing, maintenance, operation and safety practices—are subject to government regulations, which we meet or exceed.

When we do 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.

We constantly monitor all of our activities and take every precaution to make sure we protect the environment.

**Protecting your community**
Enbridge has a wide range of programs to safeguard the integrity of the pipeline system that runs through your land or near your community.

We invest heavily in the tools, technologies, people and strategies we need to make sure the pipeline networks have the strength and fitness needed to do the job safely and reliably.

**Safety in processes and technologies**
From the purchase of high quality steel pipe manufactured to meet stringent criteria, to the cathodic protection system we employ to prevent corrosion once the pipe is installed, Enbridge makes the safety of...
the system a priority before and during its operation. The processes and technologies we use to prevent and detect leaks include:

• The careful selection and testing of pipe prior to and during the manufacturing process
• X-ray or ultrasonic testing of all welds made to a mainline pipeline section during its construction
• Sophisticated monitoring and control systems that operate around the clock, 365 days a year
• Research and development on technologies designed to prevent corrosion and cracking
• Tests to confirm pipeline integrity on new pipelines/systems
• 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 even minute changes in the integrity of every line in our system

Safety in people and practices
In addition to developing and putting the right processes and technologies into place, the right people and practices also drive our efforts to keep the pipeline safe. Our initiatives include:

• Regular pipeline ROW patrols by aircraft and in some areas by land
• Investigative dig programs to effect pipeline integrity
• Meeting and exceeding industry standards and regulations
• Public awareness education

• Research and development
• The stationing of emergency response staff and equipment at strategic locations along the pipeline route

Respecting the environment
Whether it’s plant life, wildlife, soil, fresh water or historical artifacts, in every aspect of our business we work hard to preserve the natural balance of your land. To do that, we plan very carefully from start to finish on any project, making sure our people know what’s expected, talking to you, and implementing programs in place that will help to protect the environment.

The way we do business
At Enbridge, Corporate Social Responsibility (CSR) is about values and the extent to which these values drive our decisions—from how we incorporate safety, reliability and environmental protection into every aspect of our operations; to how we deliver economic and social benefits to our communities; to how we treat our employees and stakeholders; to our investments in innovation.

In carrying out our work, it’s our responsibility to manage our environmental, social and economic impacts and to be accountable for our performance. We know that we must work hard to earn public trust by basing our actions on our values—Safety, Integrity and Respect—and by delivering on our commitments. Our values are the basis of everything we do, who we are, who we strive to be, and how we do business.

To read more on Enbridge’s social and environmental performance, including the progress we made and the challenges we faced, please visit csr.enbridge.com
Enbridge is committed to dealing fairly and consistently with everyone who lives and works along the pipeline route.

### Understanding the Right-of-Way (ROW)

A ROW is a strip of land of varying widths that contains one or more pipelines. The actual width of the ROW in your area will be noted in your specific easement agreement. The ROW:

- Allows our workers access for inspection, maintenance, testing or emergencies
- Identifies an area that restricts certain activities to protect public safety

While permanent pipeline markers are located at roads, railways and other intervals along the ROW, these show only the approximate location of the buried pipelines. The depth and location of the pipelines vary within the ROW. The ROW exists in many kinds of ecosystems from river crossings and cultivated fields to sub-Arctic tundra and urban areas. Because of this, there is no distinct look to the ROW.

### Easement agreements

Good working relationships between pipeline companies and the property owners and tenants along the ROW are essential to the safety and reliability of the pipeline system.

For decades, we’ve been developing and maintaining constructive relationships with thousands of neighbours like you. Recognizing your important contribution, Enbridge is committed to dealing fairly and consistently with everyone who lives and works along the pipeline route.

This relationship began when we negotiated the original easement agreement. The year the original easement agreement was negotiated varies across the pipeline system and is dependent on the year of initial pipeline construction. As growth continued, additional pipelines were installed and in some situations the original ROW became full, requiring an additional easement to be negotiated.

In return for compensation, Enbridge was granted the right to use the ROW for constructing, operating and maintaining its pipelines.

Neighbours, in turn, help to protect the safety of the line by abiding by the agreement and all government regulations with respect to excavation, construction or other activities over or near pipelines.
Call or Click Before You Dig

We know that sometimes work needs to be done on or near the pipeline. That’s why we offer Call or Click Before You Dig, a free pipeline location service. To protect public safety and reduce the risk of pipeline damage, you must contact Alberta One Call, at 1-800-242-3447 or through clickbeforeyoudig.com, at least three working days in advance of any ground disturbance on or within 30 metres (100 feet) of the pipeline, or using explosives near the ROW. This will help you avoid problems and delays by:

- Acquainting you with the 30 metre (100 foot) controlled area on either side of the pipeline
- Providing guidelines for excavation and blasting
- Locating and marking our pipelines
- Ensuring an Enbridge field representative is on-site

We’ll be there

For installations across the ROW, prior written permission is required. Depending on the installation, it may take up to 21 days to obtain this approval. Please contact us using the information listed on the last page of this brochure. We will work with you so that you may complete your work safely.
Other activities on the ROW

If you plan to carry out certain activities on the ROW, you must consult with Enbridge before moving ahead. Approvals for some facilities may take longer, so plan ahead. This includes calling us in advance when you want to:

- Install fence posts
- Use explosives
- Construct roads, paving, parking, driveways, ditches, railways, overhead or underground utilities or other facilities
- Deep tillage exceeding 45 centimetres (18 inches) in depth
- Encroach on the ROW with services or other facilities
- Build a berm
- Stockpile materials
- Conduct a ground disturbance excavation

Operating vehicles or mobile equipment across the pipeline ROW

Enbridge permits the operation of agricultural vehicles and equipment across the pipeline ROW for the purpose of normal farming operations such as cultivation, planting and harvesting, but excludes chisel ploughing, sub-soiling or ripping to more than 18- inches (45 centimetres) in depth. For farmers with an Enbridge pipeline on their property, crossing a pipeline ROW with agricultural vehicles and machinery usually presents little difficulty.

Enbridge doesn’t want to interfere with landowners’ use of their land or restrict routine agricultural activities. However, to ensure your safety, please consult Enbridge if you are unsure about crossing the pipeline.

We understand that today’s farming operations often use non-agricultural equipment like semi-tractor trailers or tracked vehicles. If these vehicles are loaded in accordance with provincial highway standards (no special permit loads) the vehicles can safely cross the pipeline with no further approval from Enbridge. If you exceed your manufacturer’s specified load limits, please contact Enbridge at 1-877-640-8665.
Five step safety checklist
If you are planning to conduct work on or near an Enbridge ROW please follow this five step safety checklist:

1. Plan your activity—Identify the precise location of your work, check records for evidence of other buried utilities.
2. Contact your local one call centre.
3. Be on-site when the pipeline is being located and ensure all other buried utilities are located.
4. Immediately notify Enbridge at 1-888-813-6844 if you come into contact with the pipe or its coating.
5. Always follow the instructions of an Enbridge representative.

Drainage improvements
If you are planning to improve drainage across or within the ROW, consult with us first. Early communication will help in the approval process required for installing tiles, ditching, grading or deep tillage exceeding 45 centimetres (18 inches). Consulting with us regarding your drainage proposal will allow us to assess your work and set safe work procedures when working within the pipeline ROW or within the 30 metre (100 foot) controlled area. Please call us at one of the telephone numbers listed on the last page.

Reporting suspicious activity
If you notice any suspicious or unusual activity on or near the pipeline ROW, please contact Enbridge immediately to safeguard public safety and security of the pipelines. Your call is always appreciated. Suspicious or unusual activities could include:

- Inquiries or questions being asked about Enbridge pipelines, facilities or employees that do not relate to normal operations
- Threats being made or acts of vandalism against Enbridge pipelines, facilities or employees
- Surveillance by an individual or group which involves taking pictures, videos or monitoring facilities with binoculars
- Abandoned packages, equipment or vehicles left near Enbridge pipelines or facilities

If you are planning to install drainage tile, design drawings must be submitted early for review and approval. In certain cases, a header installation may be preferred in order to reduce the number of crossings and excavation activity within the ROW. Enbridge may reimburse you for any additional costs incurred due to the presence of the pipeline(s). Any proposed cost sharing must be approved by Enbridge prior to installation.
Protecting the air, water and land in your community is an important part of our job.

In an emergency

Pipelines have been proven as the safest transportation mode for energy commodities. Pipeline leaks are rare but can happen for a number of different reasons. Statistics show 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.

The liquid hydrocarbons in Enbridge’s pipeline system are flammable, and are potentially hazardous and explosive under certain conditions. Pipelines can also leak as a result of a defect or some other type of pipewall damage. Internal inspection tools are used to detect potential pipe problems in advance, which enable companies to perform investigative digs and repair the damage. 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 liquids or petroleum products are very flammable, and will catch fire from even the smallest spark or ignition source. Crude oil is also flammable under certain conditions and can pose an environmental threat if large volumes escape.

It’s important to know what to do if you suspect pipeline operations have been disrupted in any way.

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.

Know the warning signs

For pipelines carrying liquid hydrocarbons, each product has individual characteristics. This means that the warning signs can vary depending on the product involved.

You might see...
- A moist patch or pool of black liquid... it may be crude oil
- A moist patch or pool of light brown or yellow liquid... it may be synthetic crude oil or condensate

You might hear...
- A roaring, blowing or hissing sound... it may be a pipeline leak

You might smell...
- An odour similar to gasoline or diesel fuel... it may be a refined oil product

What to do in an emergency

If you see, smell or hear any of the warning signs, please immediately do the following:

1. If you can do so safely, turn off any mechanized equipment. Move as far away from the leak as possible in an upwind direction.
2. Avoid contact with escaping liquids and gases.
3. Call 911.
4. Call the toll-free, 24-hour Enbridge emergency number at 1-888-813-6844.
5. Follow instructions provided to you by Enbridge and local emergency responders.
What not to do in an emergency

• Do not touch any liquid or vapour that may have come from the pipeline
• Do not drive into the area or start your car
• Do not light a match
• Do not turn on or off anything that may create a spark, including cell phones, telephones, light switches, vehicle alarms and flashlights
• Do not operate pipeline valves

Local public safety officials will determine whether residents should evacuate or shelter-in-place. Residents may be asked to evacuate if it is no longer safe to be in the area or to shelter-in-place if there is something unsafe in the environment.

If you do not know the location of the pipeline leak, shelter-in-place:

• Immediately go indoors and close all windows and outside doors
• Take shelter in the room with the least amount of windows and vents
• Keep phone lines open so that you can be contacted by emergency response personnel
• Stay tuned to local radio and television (battery-operated) for possible information updates
• Turn off any appliances or equipment that circulate air such as exhaust fans, gas fireplaces, gas stoves, and heating ventilation and air conditioning (HVAC) systems
• Turn down furnace thermostats to the minimum setting
• Even if you see people outside, do not leave until told to do so
Emergency information (continued)

Enbridge response to an emergency
We constantly monitor all of our activities and take steps to protect the environment.

Immediate response
In the event of an incident, our emergency plan will immediately go into effect. Enbridge will work with local emergency responders to identify and resolve the issue. Personnel from Enbridge’s control centre have the ability to immediately 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 emergency response crews will arrive to deal with leaked material and repair the damaged pipe.

Restoring spill sites
Protecting the air, water and land in our communities is an important part of our job. Enbridge personnel are trained to contain and clean up leaks using a variety of leading edge technologies. Personnel with safety and environmental equipment are located at strategic intervals along the pipeline, to be close to your community and many others. Containing product, repairing any damage, cleaning the site and returning the area as near as possible to its previous state is part of our commitment to you and your neighbours.

Enbridge response training
Regular training and rigorous qualification procedures for pipeline workers facilitates safe and efficient operation of our pipelines. Employees throughout our business units participate in regular emergency response drills and simulations to test and improve procedures. Also, emergency and crisis preparedness plans help to minimize the impact of an incident and form part of our compliance with regulatory requirements. Emergency response training exercises are a key part of our emergency response preparedness. Response personnel receive regular classroom and field demonstration training. Frequent exercises are critical to maintaining response readiness.
WARNING
HIGH PRESSURE OIL PIPELINE

Call Before You Dig: 1-800-242-3447
Emergency Toll Free: 1-888-813-6844
Enbridge Pipelines (Athabasca) Inc.
We appreciate your calls, any time of the year, any time of day.

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

If you have any comments or questions, please contact us.

Here’s how:

In case of an emergency, please find a safe place to call 911 and then call Enbridge at: 1-888-813-6844

For general information about Enbridge Pipelines Inc.

1-877-640-8665 or CdnPublicAwareness@enbridge.com

For Enbridge landowner representatives, please call collect:

1-780-762-4778

For questions regarding Enbridge easement agreements, general operations or if you need to plan construction, fencing, digging or explosives use, please call collect the number for your area.

1-780-420-5164 (collect) or CrossingRequests@enbridge.com

More information can also be found online at:

Enbridge.com/damageprevention

Before performing any ground disturbance on or within 30 metres (100 feet) of a pipeline right-of-way, contact your local one-call centre as follows:

Click Before You Dig.com

or Call Alberta One-Call at 1-800-242-3447 (Toll Free)

Links to more information

Alberta Energy Regulator aer.ca/rules-and-regulations/acts-and-rules

Canadian Energy Pipelines Association (CEPA) cepa.com

Enbridge Pipelines Inc. enbridge.com
Awards & recognition

Global 100 Most Sustainable Corporations in the World

Best 50 Corporate Citizens in Canada

Canadian Council for Aboriginal Business-Silver Level PAR Certification

Canada’s Top 100 Employers

Dow Jones Sustainability Index (World and North America)

In an emergency call 9-1-1 then call Enbridge at 1-888-813-6844

Enbridge Pipelines (Athabasca) Inc.

Before performing any ground disturbance contact your local one-call centre as follows:

Alberta One Call
1-800-242-3447 (Toll Free)

or

Click Before You Dig.com

Know who to call in an emergency.

Peel and place this cling sign on a flat surface like a window.