

For public works, officials and community leaders

# Natural Gas Pipeline Safety and Emergency Information

> Important safety information enclosed.

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Emergency number: 1-800-663-9931



Westcoast Energy Inc.,  
doing business as Enbridge  
Public Awareness  
Program, 2022



Public Awareness Program  
7500 River Road  
Richmond, BC V6X 1X6

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

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



## Pipeline safety

You are receiving this brochure because we have identified you as a public official, public works or community leader near Enbridge's natural gas pipelines or related facilities.

This brochure provides you with basic safety information about pipeline operations in your area.

### In case of emergency

All of our pipelines are monitored 24/7. If you suspect a pipeline emergency, please find a safe place to call 911 and then call Enbridge's toll-free emergency number.

### 24-hour emergency number

1-800-663-9931

Please read and share the information in this brochure with others in your organization, then keep it for future reference.

### How you can reach us (non-emergencies only):



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



Email  
cdnpublicawareness@enbridge.com



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



Website  
enbridge.com/publicawareness

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

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As a public official, public works or community leader, you also have an important role to play. Having knowledge about pipelines in your community, and your commitment to safe land use planning, permitting and development helps reduce the risk of pipeline damage, helping to safeguard the communities living and working near our assets.

The safety of our communities is an important part of Enbridge's safety management system. We continue to promote our good working relationship with public officials, community leaders, permit applicants, developers and public works departments through meetings, personal contact and brochures, such as this one.

As the owner and operator of thousands of kilometres of pipelines transporting natural gas, our highest priority is operating our assets safely and reliably to protect the people, communities and environment located nearby.

While our pipeline is buried out of sight in the 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.

If we disturb the ground, we strive to restore the land to its original condition and to protect the quality of the air and water that sustains 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 the land.

To do that, we carefully plan from start to finish on any project, making sure our people know what's expected and 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 regularly communicate important safety information to utilities, contractors, local governments, emergency responders, landowners, tenants, regulators and neighbours.

You have an important role to play as a public official, public works or community leader in keeping your communities living and working near our pipelines safe. You can help reduce the risk of damage to pipelines by knowing about pipelines in your community and committing to safe land use planning, permitting and development.

In addition to this brochure, we continue to promote our good working relationship with public officials, community leaders, permit applicants, developers and public works departments through meetings and personal contact.

## **Canada Energy Regulator (CER) 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 Enbridge pipeline(s) are prohibited unless authorized in accordance with the *CER Damage Prevention Regulations—Authorizations and Damage Prevention Regulations (DPR)—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.



A pipeline follows a narrow, clear stretch of land, called 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 ROWs and pipeline markers:

- Markers should never be removed or relocated.
- If an emergency is suspected or discovered, call the number on the marker.
- The ROW must remain clear. Structures, stockpiles, stored equipment, and burn piles are not permitted within the ROW.
- 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 alternative to contacting **clickbeforeyoudig.com**.

### Activities within the Prescribed Area

The DPRs require that within this area activities causing, or that might cause a ground disturbance cannot occur without written consent from the pipeline company. If consent is granted, a locate request must be made to confirm the location of the pipeline and any other underground utilities. All planned construction activities on, along, under or across the pipeline must also receive approval from Enbridge, and a locate

request, before going ahead. For planning, development and public works purposes, it's important to make applicants aware that:

- A location other than the pipeline ROW is chosen as the muster point or meeting place when developing emergency plans for a project.
- Written consent and contacting Call or Click Before You Dig (a one-call centre) is required before conducting any ground disturbance such as constructing roads, paving, parking areas, driveways, ditches, railways, overhead or underground facilities, installing services, building a berm.
- Drainage improvements activity or construction on, along, across or under a pipeline requires written consent.
- Landscaping, tree planting, clearing and removing stumps, or stockpiling materials within the pipeline ROW require review, assessment and written consent.
- Permanent structures are prohibited within the pipeline ROW.
- Written consent is required to operate vehicles or mobile equipment across a pipeline (outside of the travelled portion of a highway or public road).
- Positive identification is required (using hand exposure or vacuum excavation) before mechanical excavation within 5 m of the pipeline.
- Enbridge must be notified, at least one full working day, before backfilling over any exposed pipe. An Enbridge representative must be on site before backfilling.

For more information, email us at **crossingscanada@enbridge.com**.



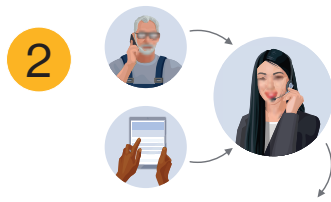
**Risk:** Following safe digging practices can save your life. Failure to do so can endanger yourself, emergency responders and your community.

If you see someone digging or disturbing the soil and there are no flags or marks on the ground, please stop the activity and ask the person to visit **clickbeforeyoudig.com** or contact your local one-call centre before continuing. One should not rely on word-of-mouth, maps, memory or pipeline markers when planning a digging project.

## One-call requirements



At least three business days before your project—any time you will disturb the soil—visit **clickbeforeyoudig.com**. If possible, mark the proposed project area with white flags or paint.



When you Call or Click Before You Dig, you'll either be connected to a representative or redirected to a guided online form where you'll be asked to provide important details about your project, such as the type of work you'll be doing, where you'll be doing it and when your project is expected to begin.



Click Before You Dig will provide this information to companies with buried utilities near the work site, saving you the time and trouble of contacting them individually. Within a few days, professional locators will come to your location and mark underground utility lines—including pipelines (marked with yellow flags or paint).



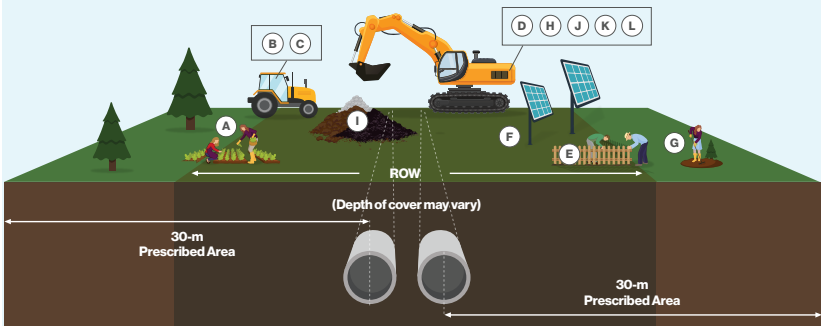
Make sure that all companies listed on your one call ticket have marked or cleared the work site and that you have waited until the listed work start time. Avoid digging near markings in order to save yourself from possible injury or property damage. An Enbridge representative will contact you for additional requirements for work within 30 m of an Enbridge 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 or placing facilities on, along, under or across the pipeline
- (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
- (L) Blasting/use of explosives



Modified from CER image in "Pipeline Damage Prevention Regulations" information product.

> Enbridge's cross-border and interprovincial pipelines are regulated by the CER and must comply with specific pipeline standards and regulations. In addition to the ROW, where the pipeline is located, 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 Enbridge is first required.**

### Mobile equipment and vehicle crossings

Federal regulations also require that anyone wanting to cross the pipeline with vehicles (including recreational vehicles like 4X4s, all-terrain vehicles (ATV), utility vehicles (UTV), snowmobiles and motorcycles) or mobile equipment (outside of a travelled portion of a highway or public road) must have the pipeline company's written consent before doing so.

Please advise permit applicants, developers and public works departments that they need to apply to Enbridge for a crossing request before any vehicle or mobile equipment crosses our pipelines. We will assess the request and if approved, provide written consent including mitigation measures.

Crossing and ground disturbance activities are not to proceed until the pipeline is located and marked and any required mitigating measures are in place.

### Municipal operations and maintenance activities

The CER permits certain maintenance activities without requiring the consent of the pipeline owner. Refer to the CER guidance document titled *Damage Prevention Guidance for Municipal Operations and Maintenance Activities* for more details. Municipal public works departments should make themselves aware of the activities that would require the pipeline company's written consent to ensure that the appropriate applications are made with sufficient time.

For any questions, please direct permit applicants and public works departments to contact Enbridge at [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).

### Written consent

As outlined in this brochure, federal regulations require Enbridge's written consent prior to undertaking certain activities in the vicinity of the pipeline.

As part of our review and assessment process for written consent, we require that permit applicants, developers and public works departments provide us with scope of work, appropriate plans, schedule and equipment lists. When this information is provided in a timely manner, we are better able to help avoid unnecessary and costly delays.

If the scope of work changes, applicants, public works departments and developers must contact Enbridge again. This includes, but is not limited to: changes to scope of work, location, schedule, method of installation and equipment to be used. Enbridge will work with applicants, developers and public works departments to issue a revised consent.

### 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 AMPs) on companies or individuals when enforcement tools such as letters, orders or voluntary commitments are not working to prevent unauthorized activity within the prescribed area. The CER Act sets the maximum daily fines of up to \$25K for individuals and \$100K for companies per violation.

We invite you to share information about the DPRs and AMPs with community members, permit applicants, public works departments and land developers. It's important that these regulations are understood prior to planning work in proximity to CER-regulated pipelines. More information can be found on the CER website at [cer-rec.gc.ca](http://cer-rec.gc.ca).





As our communities continue to grow, it's important that Enbridge maintains ongoing consultation with public officials, community leaders, developers, public works departments, landowners and industry for any proposed development projects in proximity to our pipeline systems.

As such, we ask that public officials, community leaders, developers, public works departments and industry consult with Enbridge, early and often, before any development within our emergency planning zone buffers. We also ask that local governments along the pipeline consider pipeline areas when planning land use management and recreational spaces. This coordinated effort helps avoid issues by allowing us to assess potential impacts and recommend possible measures for protection, while also increasing safety within our communities.

## Land use planning

Industrial, residential and commercial development that encroaches on the pipeline ROW can present safety and operational risks to those working and living nearby. That's why it's important to consult with us early in the planning stage of a project on or near our assets. This allows affected parties to better incorporate existing pipelines and facilities into the plan, making sure that new development meets both regulatory and Enbridge requirements, while also maintaining high standards for public safety.

The official community plan is an important part of your communities long term vision. Significant population and infrastructure growth, without Enbridge's knowledge, has the potential to impact the operational requirements of our existing pipelines, such as changes to operating pressure, revisions to our emergency response plans, increased public awareness outreach and other actions as necessary.

Land development decisions in the vicinity of our pipelines should be based on risk-informed decisions.

Below are some questions to be asked prior to considering land use development:

- Have you checked your proposed development area for the presence of pipelines or other underground utilities?
- Are there any pipeline markers or warning signs in the area?
- Have you contacted your local one-call centre to determine if there are any buried facilities that may affect your project planning?
- Have you obtained the necessary written permissions from Enbridge and other facility owners?
- Have you, working with the utility operator, considered the need for ROW access?
- Have you considered evacuation routes to be used in the event of an emergency?

- How will you prevent damage to buried utilities during construction?
- Does the utility operator agree with your development proposal?

Consult with Enbridge early on and we will work with you to avoid problems or costly delays.

**Remember, written permission from Enbridge is required prior to all of the following activities:**

- **Ground disturbance activity within 30 m of the pipeline centreline (the prescribed area)**
- **Construction or installation of a facility on, along, under or across a pipeline, including the ROW**
- **Vehicle or mobile equipment on the pipeline ROW or when crossing the pipeline ROW (outside the travelled portion of a highway or public road)**

Guidelines for crossings and temporary applications can be found at [enbridge.com/crossings](http://enbridge.com/crossings).

### Report emergencies

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.

Any contact with the pipe or its coating must immediately be reported to Enbridge at **1-800-663-9931**

### Safety checklist

All permit applicants and public works departments planning to construct a facility or conduct a ground disturbance activity near a pipeline are to follow this safety check list:

- ☐ **1. Plan your activity.** Identify the location of you work, making sure to look for pipeline marker posts, warning signs or other buried facilities.
- ☐ **2. Contact Enbridge 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 (except on the traveled portion of a highway or public road).
- ☐ **3. Make a locate request.** At least three working days before the planned activity is to start, contact [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or call your local one-call centre.
- ☐ **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 five meters of the pipe and notifying Enbridge prior to backfilling. An Enbridge representative must be on site during backfill.
- ☐ **7. Immediately notify Enbridge if you come into contact with the pipe or its coating.** Immediately call our 24-hour emergency line at **1-800-663-9931**.





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

Protecting the air, water and land in your community is an important part of our job.

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. Studies 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.

Internal inspection tools are used to detect potential problems with the pipeline, which enables Enbridge 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 liquids are very flammable, and can catch fire from even the smallest spark or ignition source. The products in Enbridge's pipeline system are flammable, and are potentially hazardous and explosive under certain conditions.

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 and share 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.

### Know the warning signs

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



### 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

***Unlike the gas that is distributed in homes, the natural gas in Enbridge's pipelines does not have an odourant added to enhance its smell. 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.***

For more information about our emergency management program, visit [enbridge.com/emergencymanagement](https://enbridge.com/emergencymanagement).



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

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

Every day, we move the energy that North Americans count on—millions of barrels of oil, billions of cubic feet of natural gas and thousands of megawatts of renewable energy.

Our role is to safely and reliably deliver the energy that helps fuel people's lives; and our commitment to safety 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, utilities, contractors, residents, business owners, neighbours, tenants, and community leaders like you.



What to do in an emergency

Your personal safety is our number one priority. If you suspect a natural gas leak, follow these steps:

- **Leave the area.**
- **If you are outdoors,** shut off all engines and leave the area immediately, moving to a location up or cross wind. The use of motor vehicles or other equipment can be a potential ignition source and should not be used.
- **If you suspect natural gas has leaked into your house or office, evacuate immediately.**
- Once you reach safety, **call 911**. Your cell phone can be an ignition source so you must be a safe distance away before using it.
- **Call Enbridge's 24-hour emergency telephone number 1-800-663-9931.** Wait for further instructions from Enbridge emergency personnel or other first responders.
- If safe to do so, warn others to stay away.
- If it is not safe to evacuate, shelter in place.

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 operate Enbridge's pipeline valves.**
- Do not start your vehicle or any other piece of equipment that can act as a possible ignition source.
- 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 an Enbridge 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 Enbridge emergency number:

**1-800-663-9931**

To reach an Enbridge land representative, call **1-800-668-2951** (toll-free) or email **landcontactcan@enbridge.com**.

If you are planning work on the ROW such as construction, digging or explosive use, please email **crossingscanada@enbridge.com**.

To provide Enbridge advanced notification of land use planning and development, please email **notifications@enbridge.com**.

More information can also be found at **enbridge.com/crossings** 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 your local one-call centre:

- BC 1 Call  
**1-800-474-6886**
- Utility Safety Partners (formerly Alberta One-Call)  
**1-800-242-3447**



Links for more information

Canada Energy Regulator (CER)  
**cer-rec.gc.ca**  
See CER's *Damage Prevention Guidance for Municipal Operations and Maintenance Activities*.

Canadian Common Ground Alliance  
**canadiancga.com**

Alberta Common Ground Alliance  
**albertaga.ca**

BC Common Ground Alliance  
**commongroundbc.ca**

Enbridge Inc.  
**enbridge.com**