

Natural gas pipeline safety and emergency information

> Important safety information enclosed.



Westcoast Energy Inc.
(doing business as Spectra
Energy Transmission - an
Enbridge Company)
Public Awareness
Program, 2020



Public Awareness Program
200, 425-1st Street S.W.
Calgary, AB T2P 3L8

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.



Click
Before
YouDig.com

Pipeline safety

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

This brochure has been created to provide basic pipeline safety information regarding:

- The presence of pipelines in or near your community.
- One-call centre information, including how to have underground utilities marked.
- How to prevent pipeline incidents.
- Pipeline safety considerations around land use planning.
- How to recognize the signs of a leak.
- How to respond in the unlikely event of an emergency.
- How to contact us in an emergency or to obtain additional information.

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

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, 425-1st Street S.W.
Calgary, AB T2P 3L8

Website
enbridge.com/publicawareness



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

Pipeline safety: A shared responsibility

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

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 pipelines are buried out of sight 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.

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 services, landowners, tenants, regulators and neighbours.

As a public official or community leader, you also have an important role to play. Your knowledge of pipelines in your community, and your commitment to safe land use planning, permitting and development also help to 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 and developers through meetings, personal contact and brochures, such as this one.



We encourage you to read and share the information contained in this brochure, then keep it for future reference.

A right-of-way (ROW) is a strip of land of varying widths that may contain one or more pipelines.

The ROW & pipeline markers

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 Enbridge employees and contractors access to the pipeline for inspections, maintenance, testing and in an emergency.

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

Pipeline markers are signs that indicate that a pipeline is in the area. While these signs are located at roads, railways, water crossings and varying intervals along the ROW, they indicate only the approximate location of the 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.

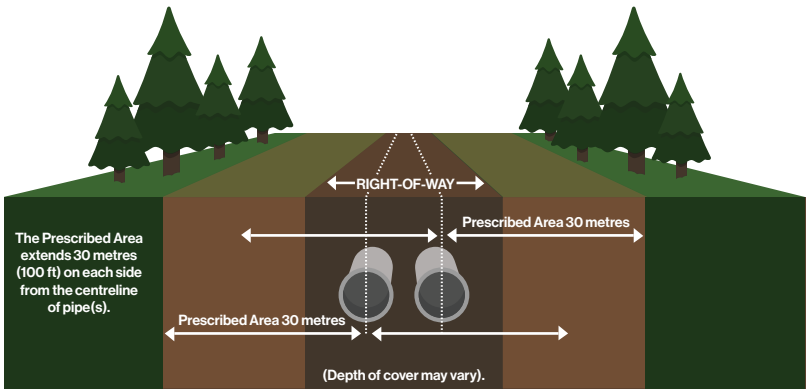


The depth and actual location of pipelines may vary across Enbridge's systems. As such, only an Enbridge representative can accurately determine the location and depth of our pipeline(s). That's why it's important to remind all permit applicants and developers to always call the local one-call centre at least three days in advance of any planned ground disturbance activity. If underground utilities do exist, they will be located and identified using temporary colour-coded markings.

For planning and development purposes, it's important to make applicants aware that:

- Permanent structures are prohibited within the pipeline ROW.
- Landscaping and temporary structures within the pipeline ROW require review, assessment and written consent.
- Written consent is required to operate vehicles or mobile equipment across a pipeline (outside of the travelled portion of a highway or public road).
- Written consent is required before conducting ground disturbance activity or construction along, across or under a pipeline.
- Call or Click Before You Dig (a one-call centre) must be contacted before conducting any ground disturbance activity or construction on, along, across, or under a pipeline.
- A location other than the pipeline ROW is chosen as the muster point or meeting place when developing emergency plans for a project.
- Positive identification is required (using hand exposure or vacuum excavation) before mechanical excavation within five metres 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.
- Any exposed pipe must be immediately reported to Enbridge using the 24-hour emergency number.

For more information, email us at crossings@enbridge.com.



➤ Enbridge's cross-border and interprovincial pipelines are regulated by the Canada Energy Regulator (CER) (formerly the National Energy Board (NEB)) 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 metre (100 foot) 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.**

Canada Energy Regulator requirements

Under the Canadian Energy Regulator Act (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 our pipeline(s) are prohibited unless authorized through the *National Energy Board Damage Prevention Regulations— 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.

Activities in 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.

It's important to make permit applicants and developers aware that if they will be

undertaking any of the activities listed below, they should be sure to plan ahead, as approvals for some facilities may take longer than others.

This includes contacting us in advance to:

- Conduct a ground disturbance as defined above.
- Construct roads, paving, parking areas, driveways, ditches, railways, overhead or underground facilities.
- Install services.
- Build a berm.
- Drainage improvements.

Ground disturbance

A ground disturbance is any work, operation or activity that results in the disturbance of the earth.

Permit applicants and developers should be made aware that if they plan to carry out any ground disturbance activities within the prescribed area, they must:

- 1 Contact Enbridge to obtain written consent to conduct the activity.
- 2 If written consent is given, they must contact their local one-call centre to make a locate request.

Locate requests must be made at least three working days before the day on which the construction or planned ground disturbance activity is to start.

Activities causing ground disturbance can include, but are not limited to, the following:

- Installing/constructing a fence, shed or retaining wall.
- Installing facilities on, along, under or across the pipeline.
- Landscaping, tree planting, clearing and removing stumps.
- Constructing roads, paving, parking areas, driveways, ditches.
- Excavating, digging, trenching or ditching.
- Driving sign posts, bars, rods, pins, anchors or pilings.
- Stockpiling materials.
- Land leveling, topsoil stripping, subsoiling and grading.
- Cultivation exceeding 45 centimetres (18 inches) in depth.
- Quarrying or blasting/using explosives, seismic explorations.
- Drainage or irrigation systems, including dykes, ditches and culverts.

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 **free** 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.

Please make permit applicants and developers aware that to make a locate request, they are to visit ClickBeforeYouDig.com, or call the local one-call number for their area, at least three working days in advance of any planned ground disturbance or construction activity. The one-call centre will then notify an Enbridge representative who will come to the job site ready to mark

the locations of any pipeline(s). Call or Click Before You Dig is a free service that can prevent delays, accidents, injuries or deaths.



APWA (American Public Works Association) Uniform Color Code

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

Mobile equipment and vehicle crossings

Federal regulations also require that any persons wanting to operate vehicles or mobile equipment across a pipeline (outside the travelled portion of a highway or public road) must have the pipeline company's written consent before doing so.

Please advise permit applicants and developers 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 locating and marking of the pipeline, and any required mitigating measures are in place.

Crossing for agricultural activity

The DPRs define agricultural activity as:

- The production of crops and the raising of animals and includes pasturing.
- Cultivation activities such as tillage, plowing, disking and harrowing.

For the purpose of these activities, the DPRs authorize persons operating agricultural vehicles or mobile equipment to cross pipelines under certain conditions:

- 1 The loaded axle weight and tire pressures of the vehicle or mobile equipment are within the manufacturer's approved limits and operating guidelines.
- 2 The point of crossing has not been the subject of a notification from the pipeline company that crossing at that location could impair the pipeline's safety or security.

For any questions, please direct permit applicants to contact Enbridge at crossings@enbridge.com.

Written permission

Federal regulations also require written permission prior to doing any work or vehicle crossing within Enbridge's ROW.

As part of our review and assessment process for written consent, we require that permit applicants and developers

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 applicants and developers avoid unnecessary and costly delays.

If scope of work changes, applicants 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 and developers to issue a revised consent.

Unauthorized activity and 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 within the prescribed area. The CER Act sets the maximum daily fines of up to \$25,000 for individuals and \$100,000 for companies per violation.

We invite you to share information about the DPRs and AMPs with permit applicants 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.



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

As such, we ask that public officials, community leaders, developers and industry consult with Enbridge, early and often, before any development within our emergency planning zone (EPZ) 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 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 (OCP) 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 right-of-way 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 metres of the pipeline centreline (the prescribed area).**
- **Ground disturbance within the ROW.**
- **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/crossingapplicationguidelines.

Report emergencies

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

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

Safety checklist

All permit applicants 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 (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 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**.

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. 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

A naturally occurring product, the sweet 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:

- Dead or dying vegetation on or near a pipeline in an otherwise green area.
- Bubbling in wet areas or blowing into the air at a pond, creek or river.
- Dirt being blown or appearing to be thrown into the air.
- Unexpected frost build up on the ground.
- Fire coming from the ground or appearing to burn above the ground.



You might hear:

- An unusual roaring, blowing, hissing or loud whistling sound.



You might smell:

- Sweet gas has a slight petroleum or hydrocarbon smell.

Unlike the gas that is distributed in homes, the sweet 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://www.enbridge.com/emergencymanagement).



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 and 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.

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 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

For questions regarding Enbridge's general operations or for planning construction, fencing, digging or explosives use, please call collect the number for your area:

British Columbia & Alberta
crossings@enbridge.com

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

Call or Click Before You Dig

Before performing any ground disturbance activity within the prescribed area, or constructing a facility on, along, across or under a pipeline, please contact your local one-call centre.

- BC 1 Call
1-800-474-6887
- Alberta One-Call
1-800-242-3447



Links for more information

Canada Energy Regulator
cer-rec.gc.ca

Canadian Common Ground Alliance
canadiancga.com

Alberta Common Ground Alliance
albertaga.ca

BC Common Ground Alliance
commongroundbc.ca

Enbridge Inc.
enbridge.com