

## Resources

### Free Training Opportunity for Emergency Responders and 911 Dispatchers

Emergency responders and others responsible for public safety in our counties of operation—including 911 dispatchers—can access our free online training program at [mypipelinetraining.com](http://mypipelinetraining.com).

The trainings can be completed in one or multiple sessions, and a wallet card and certificate are provided upon completion. This program may qualify for the following:

- Continuing education credits
- OSHA HAZMAT compliance
- Emergency Medical Services Training
- Insurance Service Office Fire Suppression Rating Schedule Program

For more information, please contact us at **888-293-7867** or [ERinfo@enbridge.com](mailto:ERinfo@enbridge.com).

### Safe Community Grant Program

Enbridge offers annual grants to emergency response agencies in the communities where we operate. These grants can be used for equipment or training that will help organizations respond effectively to pipeline emergencies. If your agency would respond in the unlikely event of an Enbridge pipeline emergency, you can visit [enbridge.com/safecommunity](http://enbridge.com/safecommunity) to apply.

### Emergency Response Action Plans

Our Emergency Response Action Plans are available to emergency response organizations in counties where we operate. These action plans provide information on the ways we'll work with emergency responders during the initial stages of a pipeline incident. Visit [emergencyresponderinfo.com](http://emergencyresponderinfo.com) to register and request the action plan for your area. Your request for access will be reviewed within 10 business days.

### Additional resources

- [mypipelinetraining.com](http://mypipelinetraining.com)
- [emergencyresponderinfo.com](http://emergencyresponderinfo.com)
- [phmsa.dot.gov/hazmat/library/erg](http://phmsa.dot.gov/hazmat/library/erg)
- [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)
- [naturalgas.org](http://naturalgas.org)
- [ingaa.org](http://ingaa.org)
- [gis2.rrc.state.tx.us/public](http://gis2.rrc.state.tx.us/public)
- [pipeline101.org](http://pipeline101.org)
- [call811.com](http://call811.com)
- [clickbeforeyoudig.com](http://clickbeforeyoudig.com)

### Contact Enbridge

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 24 hour emergency number:

**1-888-650-8099**

If you have a non-emergency question regarding Enbridge's damage prevention program, integrity management program or operations in your area you can call Public Awareness at **877-799-2650** or visit [Enbridge.com/USpublicawareness](http://Enbridge.com/USpublicawareness).

**Email**  
[USPublicawareness@enbridge.com](mailto:USPublicawareness@enbridge.com)

**Mail**  
Public Awareness Department  
5400 Westheimer Court  
Houston, TX 77056

**Website**  
[Enbridge.com/USpublicawareness](http://Enbridge.com/USpublicawareness)

**Facebook**  
[Facebook.com/Enbridge](https://www.facebook.com/Enbridge)

## Emergency Information

### Information for 911 Dispatchers

After identifying a potential pipeline emergency and dispatching local responders, take the following actions to facilitate a safe, effective response:

- Reassure the caller that emergency response crews and Enbridge will be contacted and will arrive as soon as possible
- Advise the caller of the following as the situation dictates:
  - Move as far away from the leak as possible (upwind if possible), avoiding contact with escaping liquids and gases
  - 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, vehicle keyless entry and flashlights – until you are in a safe location
- Do not operate pipeline valves
- Do not remain in a building if the smell is stronger inside than outside
- If an evacuation center has been designated, advise the caller of the location
- Call Enbridge's toll-free, 24-hour emergency number for your area. It is important to contact the pipeline operator as soon as possible so we can stop product flow and make notifications as needed. Emergency numbers are located on the back cover of this brochure

### The Role of the Local Responder

Besides handling traffic control and evacuating, securing the site and fighting secondary fires, local responders often assist by:

- Making appropriate contacts if it appears the pipeline incident impacts other agencies, facilities or local authorities
- Handling search and rescue
- Providing medical aid
- Coordinating a community emergency response plan, determining whether evacuation is warranted (mandating an evacuation, if required) and designating an evacuation center

### Enbridge Supports the ICS

We consider the Incident Command System (ICS) to be paramount to organizing and coordinating response to emergency events. The pre-established structure, duties, and procedures among the various stakeholders responding to these events are important. Many Enbridge personnel have been trained in ICS and will be made available should they be needed. Additional information on ICS can be obtained on the FEMA webpage at [training.fema.gov/emiweb/is/icsresource/](http://training.fema.gov/emiweb/is/icsresource/).

### Planning and Zoning Departments—Please Read!

Land development near pipelines

As rural areas become urbanized, more housing and commercial developments are built near pipelines and related facilities. Public officials involved in planning and zoning can help by verifying that land developers submit plans showing the accurate location of nearby pipelines and other buried utilities at the proposed site. If any exist, ask the developer:

- Have you consulted with the utility operator?
- 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 unlikely event of an emergency?
- How will you prevent excavation damage to buried utilities during construction?
- Are there alternative uses for the pipeline right-of-way such as green spaces, parks, golf courses, trails and other recreational spaces?

To access the Department of Transportation's recommended practices for developing land near existing pipelines and facilities, please visit [phmsa.dot.gov](http://phmsa.dot.gov).

### Contact Enbridge

If you have an emergency please contact the 24-hour emergency number in your area.

**1-888-650-8099**

## Emergency Information

### Recognizing a Pipeline Leak

In an emergency, protecting the public is your top priority – and it's our top priority as well. We value your expertise as public safety officials, and we're committed to providing you with the information and training you need to respond in the unlikely event of an emergency involving our pipelines or facilities.

Although we immediately dispatch our emergency response teams upon notification, local 911 dispatch centers or other public safety officials typically receive the initial report. The following could indicate a potential pipeline emergency and may be reported by callers or emergency responders:

#### You might see:

- Dirt being blown or appearing to be thrown into the air
- A white vapor stream or mist-like cloud over the pipeline
- Dead or dying vegetation in an otherwise green area
- A dry area in a wet field
- Flames coming from the ground or appearing to burn above ground
- Liquid on the ground
- Continuous bubbling in wet or flooded areas

#### You might hear:

- A roaring, blowing or hissing sound

#### You might smell:

- An unusual sulfur or rotten egg odor

### Steps for a Safe Response

If you suspect an emergency on an Enbridge pipeline, immediately call our toll-free, 24-hour emergency number for your area from a safe location. Our monitoring system may have already alerted us to the disruption, but always call to verify. The pipeline operator's name and emergency telephone number can be found on the pipeline marker.

Once onsite, Enbridge representatives will work with you to establish safe procedures for securing the area or other emergency measures. If our representatives have not arrived, there are some important steps you can take:

- Abandon any mechanized equipment and ignition sources in the suspected leak's vicinity
- Secure the site and determine a plan to evacuate or shelter-in-place
- Monitor for hazardous atmospheres
- Control and redirect traffic
- Provide immediate access to Enbridge representatives
- Implement your local emergency plan

We will work with emergency responders in the event of a pipeline emergency to resolve the situation safely and effectively. We value the knowledge and skills of emergency responders, and designed our guidelines to keep you, employees and the public safe.

### What NOT to do During an Emergency Response

- Do not 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 center personnel can shut some valves automatically, while trained employees must manually close others.
- 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 and other electronic devices.
- Do not enter an Enbridge facility without our permission unless there is an immediate risk to safety. If a fire occurs at one of our facilities, unless lives are at risk we ask that fire crews stay outside of the property until Enbridge representatives arrive.

### Contact Enbridge

If you have an emergency please contact the 24-hour emergency number in your area.

**1-888-650-8099**

# Pipeline Safety and Emergency Information

## for Emergency and Public Officials

You have received this brochure because we have identified you as an Emergency or Public Official with responsibilities in the vicinity of Enbridge's natural gas pipelines or related facilities. This document has been designed to provide basic pipeline safety information including how to identify a leak, how to respond in the unlikely event of a leak or natural gas fire, how to determine where our pipelines are located, and how to contact us in an emergency or to obtain additional information. Please share this important information with other emergency and public officials with whom you work.

**A HELPFUL TIP: Save the emergency phone number for your area in your list of contacts or cell phone for quick reference in an emergency.**



**\$750**

Fill out the response card survey for a chance to win a grant!



## Pipeline Safety: A Shared Responsibility



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.

As an Emergency or Public Official, you need to be aware of Enbridge pipelines in your area and how to respond safely and effectively to a pipeline emergency. At your request, we can provide additional Enbridge pipeline information including location, size and contents transported. For additional resources, details on emergency response drills in your area, to talk to an Enbridge representative or schedule an Enbridge presentation during your next meeting, please contact us at **877-799-2650** or email us at **USPublicawareness@enbridge.com**.

### Pipeline Purpose and Reliability

The United States has the largest pipeline network in the world. Data collected by the U.S. Department of Transportation reports pipelines are one of the safest ways to move energy resources like the crude oil, natural gas and other petroleum products Enbridge Transports. We are committed to safe and reliable operation of our pipelines in your community. Every year our company invests in the latest technology and training to meet the high environmental and safety standards expected by those who live and work near our pipelines.

### Contact Enbridge

If you have an emergency please contact the 24-hour emergency number in your area.

**1-888-650-8099**

## Types of Natural Gas

### Hazard Awareness & Prevention Measures

Natural gas pipelines typically operate under high pressure and can move large volumes of gas, therefore accidents involving them can be hazardous. If an incident occurs on an Enbridge pipeline, our representatives will provide safety data sheets for the product in the pipeline to emergency responders.

The chart below provides general information about products transported through Enbridge pipelines. For more information, please see the Pipeline and Hazardous Material Safety Administration's "Emergency Response Guidebook." Request a free copy or download the mobile app at [phmsa.dot.gov/hazmat/library.erg](http://phmsa.dot.gov/hazmat/library.erg).

Product	Appearance	Odor	Special behavior	Hazards
<b>Natural Gas</b>	Combustible mixture of hydrocarbon gases that is odorless.	No odor will be detected unless an odorant is added for shipping.	Low density and lighter than air.  In an open area, it rises into the atmosphere and dissipates.  In an enclosed area, it collects first overhead.	Extremely flammable and explosive.  Suffocation can occur if vapors displace the oxygen in an enclosed area.
<b>Natural Gas Liquids (NGLs)</b>	Steam-like cloud or frost-like appearance on the ground.	Similar to gasoline, but much stronger and extremely unpleasant.	Heavier than air.  Stays close to the ground in low-lying areas.	Extremely flammable and explosive.  Suffocation can occur if vapors displace the oxygen in an enclosed area.
<b>Sour Gas (Gas containing hydrogen sulfide)</b>	Colorless gas.	Smell similar to rotten eggs.	Slightly heavier than air.  Settles particularly in low-lying areas.	Extremely flammable and explosive.  Toxic in high concentrations.  Paralyzes the sense of smell in higher concentrations.

### Responding to a Natural Gas, Sour Gas or NGL Incident

In the event of an emergency involving natural gas or natural gas liquids, evacuate all unnecessary personnel and wear appropriate personal protective equipment. Contact Enbridge immediately so we can stop the product flow and then allow any fire that may be present to burn out. **Do not operate pipeline valves!**

If you are in an area that transports sour gas, you will receive additional information with this brochure outlining product specific information you should be aware of when responding to an incident.

For detailed information on product hazards and appropriate response to a pipeline emergency, take our free online education program for emergency responders at [mypipelinetraining.com](http://mypipelinetraining.com).

## Know What's Below

Enbridge maintains a Damage Prevention Program in accordance with state and federal guidelines. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, or backfilling.

### One-Call Requirements

**811**, the national "call before you dig" number, and [ClickBeforeYouDig.com](http://ClickBeforeYouDig.com) are free services designed to keep you safe when digging. Calling or clicking is always the safest option every time you dig, and in many cases it's the law. At least two to three business days before your project – any time you are disturbing the soil -- (depending on state law), call **811** or visit [ClickBeforeYouDig.com](http://ClickBeforeYouDig.com).



Within two to three business days, professional locators will come to your location and mark underground utility lines—including pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

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 call **811** before continuing. Do not rely on word-of-mouth, maps, memory or pipeline markers when planning a digging project.

### Pipeline Right-of-Way and Pipeline Location

A pipeline follows a narrow, clear stretch of land called a right-of-way that allows our employees and contractors to access the pipeline for inspections, maintenance, testing and emergencies.

Pipeline rights-of-ways must be kept free from structures and other obstructions to provide access to the pipeline for maintenance or in the event of an emergency. Pipelines are patrolled from the air and the ground, and obstructions prevent proper inspections.

You can find the general location of an Enbridge pipeline near you by looking for a pipeline marker. The marker will typically provide the pipeline operator's name, the contents of the pipeline and an emergency phone number. If an emergency is suspected or discovered, call the number on the pipeline marker.

While markers play an important role in identifying pipelines, they are not used to give exact locations and should not be an alternative to dialing 811. Markers should never be removed or relocated by anyone other than a pipeline operator.

You can also find out where pipelines are in your area by going to the National Pipeline Mapping System website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) or by contacting one of our representatives at **877-799-2650**.



## Know What's Near You

### Above Ground Facilities

While most Enbridge pipelines are buried underground, our system also includes additional facilities such as, processing plants, compressor stations and metering stations. It's important that you know

what to expect as part of normal operations at these facilities. If you notice any suspicious activity or abnormal odor near one of our above ground facilities, call 911 immediately, then call Enbridge's 24-hour emergency number for your area.

Facility and Purpose	Normal Operations
<b>Compressor Stations</b> move natural gas through the pipeline at a consistent pressure.	Each station has built-in safety features that detect problems and automatically shut down equipment. During normal operations, no significant odors should be detected.
<b>Processing Plants</b> separate impurities and products like propane, butane and natural gasoline from natural gas.	You may sometimes see a flame, or flare, at the top of a stack. This keeps equipment from becoming over pressured and is part of the facility's safety system. During normal operations, no significant odors should be detected.
<b>Metering Stations</b> measure, and valve sites control, the flow of products through the pipeline.	No significant odors should be detected during normal operations.

### Keeping Pipelines Safe

The objective of Enbridge's integrity management program is to improve pipeline safety through a systematic approach involving data gathering, risk assessment, integrity assessments, prevention and mitigation. The U.S. Department of Transportation has developed specific High Consequence Area (HCA) regulations for the operations and maintenance of natural gas transmission pipelines. These regulations are more rigorous than those for non-HCA locations and focus integrity management activities on populated areas and areas where it would be difficult to evacuate people. In most cases, we apply the more rigorous requirements to the operation of all our pipeline facilities, not just the HCAs.

Emergency and Public Officials like you can help us maintain a safe, secure and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities, or in the event an emergency occurs, please call us immediately using the toll-free emergency number included in this brochure.

Our safety measures:

Safety is, and always will be, our number one priority. Our team devotes hundreds of thousands of hours every year to keep our systems running smoothly and without incident. We invest heavily in safety measures including:

- Inspection and preventative maintenance programs
- Round-the-clock monitoring for pipelines and facilities
- Emergency response training and drills for employees and local emergency responders
- Pressure tests on new and existing pipelines
- Aerial and ground patrols along the pipeline right-of-way
- Automatic shut-off and remote control valves
- High-quality pipeline material and protective coating

Enbridge has enhanced safety measures for pipelines that cross bodies of water and highly populated or environmentally sensitive areas. To read more about our pipeline safety efforts, see our Safety Report to the Community at [enbridge.com/safety](http://enbridge.com/safety).