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# Pipeline Safety and Emergency Information

For our neighbours

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**Emergency number: 1-877-420-8800**  
**Express Pipeline number: 1-888-449-7539**

# The Public Awareness Program

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

Our Public Awareness Program is dedicated to informing and educating our neighbours about the presence of pipelines in their community and how to live, work and play safely around them.

As part of this program, we distribute information to landowners, residents, business owners and community members near our operations to provide them with important information about our safety and maintenance programs, damage prevention and emergency preparedness and response procedures.

We also visit our neighbours as an opportunity to touch base and to confirm their understanding of safe working practices. During these visits personal information may be requested, such as the names and contact information of all individuals residing on a property. This information helps us continue to keep you informed about our operations, and how to recognize and respond to an emergency situation. It also provides us (or emergency responders) with the contact information required to quickly notify and assist you in the event of a pipeline emergency.

This personal information is collected, used and disclosed by Enbridge in accordance with our privacy policy, which can be viewed at [enbridge.com/privacypolicy](https://www.enbridge.com/privacypolicy).

## 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 at:

**1-877-420-8800**

If located along the Express Pipeline system, from Hardisty, Alberta to Wildhorse, Alberta, call:

**1-888-449-7539**

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## How to reach us

Canadian Public Awareness Program  
**(Non-emergencies only):**



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



Email  
**cdnpublicawareness@enbridge.com**



Website  
**enbridge.com/publicawareness**

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## 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. If you reside in a province or territory where one-call centres do not exist, please contact Enbridge directly.

- **Utility Safety Partners (Alberta)**  
1-800-242-3447
- **Sask 1st Call** 1-866-828-4888
- **Click Before You Dig Manitoba**  
1-800-940-3447
- **Ontario One-Call** 1-800-400-2255
- **Quebec (Info-Excavation)**  
1-800-663-9228
- **In the Northwest Territories, contact Enbridge directly**  
1-867-587-7000 (collect)

## Pipeline safety: A shared responsibility

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

Our responsibility is to educate you on how to safely conduct activities near our pipelines. In turn, your responsibility is to ensure that, before any activity commences, you've requested a locate to confirm the presence of any underground assets and received any necessary written approvals.

### Damage Prevention Program

Enbridge maintains a Damage Prevention Program in accordance with 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 or other activities such as heavy equipment crossing, storage on the right-of-way (ROW), etc. The Damage Prevention Program also monitors the depth of cover over our pipelines and conducts regular patrols of our ROW to monitor for unauthorized activities.

### Your role

As a landowner or tenant, business owner or community member along Enbridge's pipeline ROW, you have an important role to play in pipeline safety. That's why we've created this brochure to provide you with the important information needed to help keep you safe.

### Reporting suspicious activity

If you notice any suspicious or unusual activity on or near the pipeline ROW, please contact Enbridge immediately. 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.

By observing ROW safety precautions and damage prevention requirements, as well as keeping in touch, you can help prevent incidents and minimize their impacts.



Please read and share the information in this brochure with others in your home or business and then store in a safe and accessible place.



## Pipeline ROW and pipeline location

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](http://clickbeforeyoudig.com).

Pipeline markers do **NOT** indicate exact locations of a pipeline. Call or Click Before You Dig to have locations marked.

## CER requirements

Enbridge's cross-border pipelines are regulated by the CER and the company must comply with specific pipeline standards and regulations. These regulations help maintain the safety of our pipelines while allowing certain activities to occur, after review and under certain conditions.

Ground disturbance, excavation, vehicle and mobile equipment crossing and construction within the ROW and prescribed area are all subject to the legal requirements of the *CER Act*, the *CER Pipeline Damage Prevention Regulations—Authorizations and Pipeline Damage Prevention Regulations—Obligations of Pipeline Companies*.

As damage prevention is a shared responsibility, the Damage Prevention Regulations (DPRs) apply to any person or company planning or undertaking an activity near a CER-regulated pipeline. *CER Pipeline Damage Prevention Regulations—Authorizations* sets out in more detail the conditions under which ground disturbance, excavation and construction activities in the prescribed area can be conducted safely. *CER Pipeline Damage Prevention Regulations—Obligations of Pipeline Companies* establishes the responsibilities of the pipeline company to the person proposing or conducting the activity and to the CER.

More information about CER requirements can be found at [cer-rec.gc.ca](http://cer-rec.gc.ca).

## Consent within the prescribed area and ROW

The prescribed area is a 30-m strip of land, measured perpendicularly from the centreline of pipe(s).

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 written consent for the activity is granted, you must then make a locate request 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.

Written consent from Enbridge is also required for vehicle or mobile equipment crossings within the ROW.

## Ground disturbance

A ground disturbance is any work, operation or activity that results in the disturbance of the earth of more than 30 cm (45 cm for agricultural cultivation).

If you plan to carry out ground disturbance activities within the prescribed area, you must consult with, and receive consent from Enbridge before moving ahead. We will work with you to evaluate the request.

The illustration on the next page provides some guidance on where written consent is required. If you are unsure if your planned activity requires a locate request or written consent, please contact Enbridge.

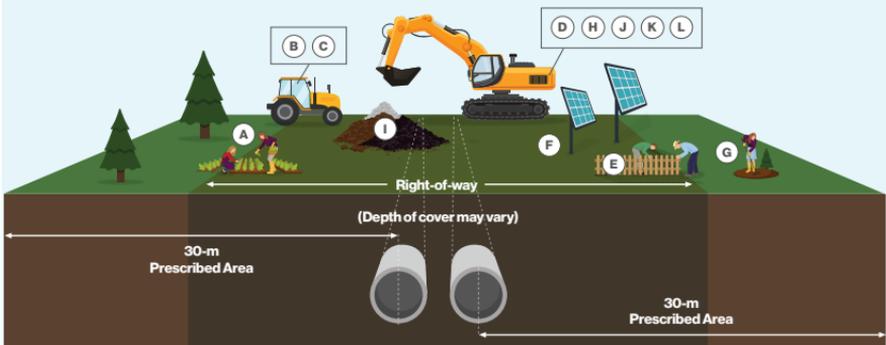
Ground disturbance activities require a locate request through the one-call system and many activities require written consent from Enbridge.

## 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.**



**Risk:** 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](https://www.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](https://www.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.

## Crossings for agricultural activity

The DPRs define agricultural activity as:

- The production of crops and the raising of animals, including 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.

## Crossing during an emergency

If a crossing is required while responding to an emergency, please call Enbridge's emergency number before crossing the ROW.

➤ **1-877-420-8800**

If located along the Express Pipeline system, from Hardisty, AB to Wildhorse, AB, call

➤ **1-888-449-7539**

## Non-emergency crossings

For requests and questions about vehicle and agricultural crossings, email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).

## Vehicle and mobile equipment 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.

Before crossing an Enbridge pipeline, we must first be notified to assess if the vehicle, machinery or mobile equipment is safe to cross our pipelines.

Engineering assessments may also be required for larger equipment, so please be sure to contact us early to allow sufficient time for review, assessment and documentation of your application. Once we've evaluated the request and confirmed whether or not the vehicle may cross safely, we will provide the necessary written consent or work with you on modifications as required.

In order for Enbridge to do an assessment, we will require the following information:

- The owner's name
- Scope of work
- Timeframe of proposed work
- Plans showing crossing location
- Description and specifications for all equipment to be used
- Land description and GPS coordinates



### **Agricultural crossing on Enbridge Pipelines Inc. lines**

If your vehicle or mobile equipment does not meet the specifically noted requirements, Enbridge has developed the Agricultural Vehicle and Equipment Screening Tool for crossing pipelines owned by Enbridge Pipelines Inc. only.

The tool will help identify whether your vehicle or mobile equipment is safe to cross the Enbridge ROW based on its heaviest single axle weight and ground or tire pressure, or whether further detailed assessment is required.

Rest assured that this tool is in no way meant to transfer Enbridge Pipelines Inc.'s portion of its responsibility and liability for safe pipeline operations to our neighbours.

This tool should only be used to evaluate equipment crossing Enbridge Pipelines Inc.-owned pipelines and does not provide any form of approval for ground disturbance.

To access this tool online visit [enbridge.com/agtool](http://enbridge.com/agtool).

### **Agricultural activities: drainage improvements**

If you are planning to improve drainage across or within the ROW, you must consult with us first.

Any excavation near the pipeline ROW must be supervised by an Enbridge representative. Consulting with us as early as possible regarding your drainage proposal, including installing drain tiles, ditching, grading or deep tilling, will allow us to assess your work and set safe work procedures when working within the pipeline ROW or within the 30-metre prescribed area.

### **For installations across the ROW, written permission is required.**

A crossing application with tile design layout must be sent to Enbridge early for our review and assessment. If approved, we will provide the necessary crossing agreement.

In certain instances where systematic tiling is proposed, a header installation may be preferred in order to reduce the number of crossings and excavation activity within the pipeline ROW. Enbridge may reimburse the landowner for reasonable extra costs incurred due to the presence of a pipeline, only if pre-approval is obtained from Enbridge.

To request a crossing agreement from Enbridge, submit a written request by completing the application form via [enbridge.com/crossings](http://enbridge.com/crossings).

Ground disturbance activities within the prescribed area must not proceed until the locating and marking of the pipeline, and any possible mitigating factors have been addressed. Among other requirements, the person must also have written consent from Enbridge to conduct the activity.

## 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, known as unauthorized activities, 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.

Unauthorized activities, such as not calling your local one-call centre to have facilities located (or contacting Enbridge directly where a one-call centre does not exist), or crossing the pipeline with vehicles or mobile equipment for non-agricultural activities, are actions that could be subject to AMPs.

The CER Act sets the maximum daily fines of up to \$25K for individuals and \$100K for companies per violation.

More information about the DPRs and AMPs can be found on the CER website at [cer-rec.gc.ca](http://cer-rec.gc.ca).

If you are planning to construct a facility or conduct a ground disturbance activity near an Enbridge pipeline, please follow this safety check list:

### Safety check-list

- 1. Plan your activity.** Identify the location of your work, making sure to look for pipeline marker posts, warning signs or other buried facilities.
- 2. Contact Enbridge to obtain written consent.** Visit [enbridge.com](http://enbridge.com) or contact us to obtain our guidelines for constructing a facility, conducting a ground disturbance activity or vehicle crossing near pipelines. 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. In the Northwest Territories, you can contact Enbridge directly.
- 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 5 m, and notify 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 **1-877-420-8800** or for the Express Pipeline system call **1-888-449-7539**.





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

Protecting the people, communities and the environment near our operations is the most important part of our job.

Pipelines have been proven as the safest mode of transportation for energy commodities.

While rare, pipeline leaks can happen. Statistics have shown third-party damage to be 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 under pressure, hazardous, highly flammable and can be potentially explosive under certain conditions. Crude oil can also cause environmental damage when released in large volumes, so it's important to always have underground lines located and marked before any work begins.

In addition to third-party damage, 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.

We constantly monitor all of our activities and take steps to protect the environment. Given our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely; however, if one were to occur, it's important that you know the warning signs and how to respond in the event of an emergency, or if you suspect pipeline operations have been disrupted in any way.

### 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:

- Coloured liquid on the ground
- Flames, if a leak has ignited
- Oily rainbow-like sheen on water surfaces
- Continuous bubbling in a wet area
- Discolored snow or vegetation in an otherwise green area
- A steam-like cloud or fog
- Unexpected frost buildup on the ground Dirt being blown or appearing to be thrown into the air



#### You might hear:

- An unusual roaring, blowing, or hissing sound



#### You might smell:

- An unusual odor similar to diesel fuel, gasoline, sulphur, or rotten egg

### 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 ignition sources. Move as far away from the leak as possible in an upwind direction, avoiding contact with escaping liquids and gases.**
- 2 **Call 911 from a safe location.**
- 3 **Call the toll-free, 24-hour Enbridge emergency number:  
 ☎ 1-877-420-8800 or for Express Pipeline landowners, call:  
 ☎ 1-888-449-7539.**
- 4 **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 start your car, drive into the area or re-enter the area.
-  Do not smoke or light a match.
-  Do not turn on or off anything that may create a spark, including cell phones, telephones, light switches, vehicle alarms, keyless entry remotes and flashlights, until you are in a safe location.
-  Do not operate pipeline valves or attempt to stop a leak.
-  Do not remain in a building if the smell is stronger inside than outside.

### 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 systems.
- Turn down furnace thermostats to the minimum setting.
- Even if you see people outside, do not leave until told to do so.

Residents may be asked to evacuate if safety is compromised or to shelter in place if environmental conditions (e.g. air quality) are unsafe.

If an emergency occurs that could affect your safety, you will be notified by telephone or personal visitation and provided with appropriate information and guidance. The instructions given to you will depend on your location in relation to the incident or release site.

## Immediate response

In the unlikely 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/or move residents to a safe location depending on the situation.
- Our trained emergency response crews will arrive to deal with any leaked material and repair the damaged pipe, working closely with applicable agencies to remediate any impacts caused by the leak.

More information about our emergency management program can be found at [enbridge.com/emergencymanagement](https://enbridge.com/emergencymanagement).

Information on crude oil product characteristics can be found under key public safety information in the emergency management section of [enbridge.com](https://enbridge.com).

## Emergency management at Enbridge

Enbridge is committed to systematic and effective emergency management programs that apply across the lifecycle of our assets and activities. Our emergency management programs are embedded into the organization to effectively prevent/mitigate, prepare for, respond to and recover from all incidents and emergencies.

Our first goal is to prevent incidents before they happen. If an incident does occur, we're ready to respond safely and effectively through regular training and rigorous qualification procedures, in partnership with local response agencies as well as regional and national authorities.

Employees across our organization participate in regular emergency response drills and simulations – both in classroom and field demonstrations – to test and improve procedures. Emergency response training exercises are a key part of our emergency and crisis preparedness plans, as they help to minimize the impact of incidents and form part of our compliance with regulations.



## From the ground up

While our pipelines are buried out of sight, beneath the ground in the ROW, we never lose sight 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 do disturb the ground, every reasonable effort is made to restore the land to its original condition and to protect the quality of the air and water that sustain us.

Enbridge has a wide range of programs that help maintain the safety of the pipelines that run through your land or near your community. We invest heavily in the tools, technologies, people and strategies we need to make sure our pipeline networks have the strength and fitness needed to do the job safely and reliably.

## 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 takes the safety of the system seriously, before and during 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 during 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 Unmanned Aerial Systems (drones) to inspect and survey surrounding environment
- 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

## 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 keeping our pipelines safe. Some of these initiatives include:

- ROW surveillance and monitoring programs through aircraft and in some areas by land (ground patrols)
- Investigative dig programs and unmanned systems to support pipeline integrity
- Meeting and exceeding industry standards and regulations
- Public awareness education and liaison activities
- Regular training exercises in select locations throughout the year to keep employees' skills fresh
- First responder outreach and exercises with local response agencies and regional and national authorities
- The stationing of emergency response personnel and equipment at strategic locations along the pipeline route, close to your community

## A collaborative approach to safety

Every day Enbridge moves 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. Enbridge works 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, like you.



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.

**Our system**

Enbridge is a global energy infrastructure leader with a vision to be the leading energy delivery company in North America.

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

Enbridge operates the world's longest, most sophisticated crude oil and liquids transportation system, with more than 27,000 km (17,000 mi) of active pipe.

We deliver more than three million barrels of crude and liquids every day and transport 25 percent of the crude oil produced in North America. Moving close to 80 separate commodities on any single day, Enbridge is the largest single conduit of oil into the U.S. We distribute energy, operating North America's largest natural gas utility, by volume, and third largest, by customer count. And we generate energy with a renewable portfolio that includes nearly 1,750 megawatts of capacity – enough to supply nearly 700,000 homes.

This page contains important phone numbers you can use to contact an Enbridge representative. If you suspect any suspicious activities along our systems, or have any comments or questions, please contact us.

In case of an emergency, please find a safe place to **call 911** and then call Enbridge at:

**1-877-420-8800**

If located along the Express Pipeline system, from Hardisty, Alberta to Wildhorse, Alberta, please find a safe place to **call 911** and then call Enbridge at:

**1-888-449-7539**

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

If you are planning work on the right-of-way, such as building a fence, deep tilling, digging a ditch, operating equipment or other activities, please email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).

For crossing guidelines, please visit [enbridge.com/crossings](http://enbridge.com/crossings).

More information can also be found online at [enbridge.com/damageprevention](http://enbridge.com/damageprevention).

## Call or Click Before You Dig



If you reside in a province or territory where one-call centres do not exist, please contact Enbridge directly.

- Utility Safety Partners (formerly Alberta One-Call) **1-800-242-3447**
- Sask 1st Call **1-866-828-4888**
- Click Before You Dig Manitoba **1-800-940-3447**
- Ontario One-Call **1-800-400-2255**
- Quebec (Info-Excavation) **1-800-663-9228**
- In the Northwest Territories, contact Enbridge directly **1-867-587-7000 (collect)**

## Links for more information

CER  
[cer-rec.gc.ca](http://cer-rec.gc.ca)

- **CER Pipeline Damage Prevention Regulations – Authorizations** details the legal conditions under which ground disturbance in the prescribed area and excavation and construction activities near the pipeline (including the ROW) can be conducted safely. It also provides requirements for authorization to cross the pipeline.
- **CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies** establishes the responsibilities of the pipeline company to the person proposing or conducting the activity and to the CER.

Enbridge Inc.  
[enbridge.com](http://enbridge.com)



**Know who to call in an emergency.**  
Peel and place this cling on a flat surface like a window.



Enbridge Pipelines Inc.  
Enbridge Pipelines (NW) Inc.  
Enbridge Bakken Pipeline Company Inc.  
Enbridge Southern Lights GP Inc.  
Express Pipeline Ltd. on behalf of Express Pipeline  
Limited Partnership  
Public Awareness Program, 2022