

# Pipeline Safety and Emergency Information

for your family, neighborhood and community



You have received this brochure because you may live, work or own property near Enbridge pipelines and/or associated facilities. Please read and share this important safety information with others. If you operate a business frequented by outside visitors, we encourage you to consider pipelines in your emergency response plans and procedures.

## Contents:

Safe digging information	3
How to determine where our pipelines are located	4
Facilities information	5
Crossing or traversing right-of-way (ROW)	6
How to contact us in an emergency	7
Pipeline safety information including how to recognize a leak and how to respond in the event of a pipeline emergency	8

**Read this brochure,  
then scan for a chance  
to win \$500.**





## 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.




Enbridge owns and operates a natural gas pipeline system in your area. Our long-haul natural gas transmission pipelines cross North America (much like interstate highways) moving processed natural gas to market, where it's ultimately delivered to industrial facilities, power plants and local distribution companies to heat homes and businesses, generate cleaner electricity and power industry. Natural gas is a clean-burning, efficient fuel. Colorless, tasteless and lighter than air, it's also odorless in its natural state.

### 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 the safest way to move energy resources like the crude oil, natural gas and other petroleum products Enbridge transports. We are committed to the 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.

### Our safety measures

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

-  Inspection and preventative maintenance programs
-  Around-the-clock monitoring of 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 (ROW)



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](https://www.enbridge.com/safety).

# Know what's below

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

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 or other activities such as heavy equipment crossing, storage on the 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.

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** or visit [clickbeforeyoudig.com](https://www.clickbeforeyoudig.com) 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 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](https://www.clickbeforeyoudig.com).



When you Call or Click, you'll be connected to a representative, 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.



**811** will provide this information to pipeline operators, such as Enbridge and other 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)—so you can work around them, saving yourself from possible injury or property damage.





## Know what's below

### 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.
- Pipeline ROW must be kept free from structures and other obstructions to allow access to the pipeline. Pipelines are patrolled from the air and the ground and obstructions prevent proper inspections.
- 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 calling 811.



**Vent  
marker**



**Line  
marker**



**Aerial  
marker**



## Know what's near you

### Above ground facilities

While most Enbridge pipelines are buried underground, our system also includes additional facilities such as compressor stations, metering stations and natural gas storage. It's important that you know what to expect as part of the 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.

### 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) and Moderate Consequence Area (MCA) regulations for the operations and maintenance of pipelines. These regulations are more rigorous than those for non-HCA or non-MCA 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 or MCAs.

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>Metering stations</b> measure, and <b>valve sites</b> control, the flow of products through the pipeline.	No significant odors should be detected during normal operations.
<b>Natural gas storage</b> helps balance supply and demand for natural gas. During periods when the need for natural gas is not as high, natural gas supplies are stored. When consumer demand increases, the supplies are put back into the interstate pipeline network for delivery.	Each facility has built-in safety features that detect problems and automatically shut down equipment. During normal operations, no significant odors should be detected.



## Know what's near you



### Crossing or traversing the ROW

ROWs are not designed as roads or storage locations. The weight of vehicles, equipment or materials can damage pipelines below.



#### Do NOT

- Use an Enbridge pipeline ROW before obtaining consent from Enbridge.
- Cross ROW.
- Travel along ROW.
- Park vehicles or equipment on ROW.
- Stockpile materials on ROW.

### Vehicle and mobile equipment crossings

As part of Enbridge's ongoing commitment to public safety, Enbridge requires that anyone wanting to cross the pipeline with vehicles including recreational vehicles like 4X4s, all-terrain vehicles, utility vehicles and motorcycles, or mobile equipment (outside of a traveled portion of a highway or public road) submit a request to obtain the pipeline company's written consent before doing so. By submitting your request, you provide Enbridge the opportunity to assess:

- If the vehicle, machinery or mobile equipment being used can safely cross or traverse our pipeline within the ROW at that location.
- If the proposed use is safe by confirming the location and depth of cover of pipelines at the location of the crossing.
- If any mitigation measures are required due to there being a potential risk or no alternative crossing locations.

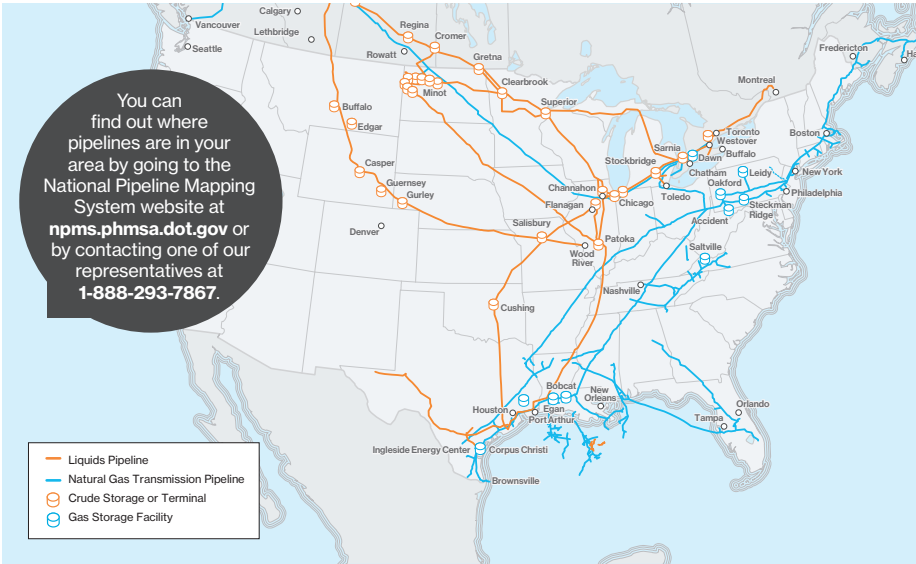
### Crossing during an emergency

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

### Non-emergency crossings

Email Enbridge at [crossingsus@enbridge.com](mailto:crossingsus@enbridge.com) before using the ROW.

# Contact Enbridge



**24-hour emergency number**  
**1-800-231-7794**

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 **1-888-293-7867** or visit [enbridge.com/uspublicawareness](http://enbridge.com/uspublicawareness).



**Land and ROW hotline**  
**1-888-217-9110**



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



**Website**  
[enbridge.com/uspublicawareness](http://enbridge.com/uspublicawareness)



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

This brochure covers all Enbridge owned natural gas transmission and midstream assets including:

- Algonquin Gas Transmission, LLC
- Big Sandy Pipeline, LLC
- Bobcat Gas Storage
- Brazoria Interconnector Gas Pipeline, LLC
- East Tennessee Natural Gas, LLC
- Egan Hub Storage, LLC
- Enbridge Offshore (Gas Gathering), LLC
- Maritimes and Northeast Pipeline, LLC
- Moss Bluff Hub, LLC
- Pomelo Connector, LLC
- Saltville Gas Storage Company, LLC
- Steckman Ridge, LP
- Texas Eastern Transmission, LP
- Valley Crossing Pipeline, LLC



Please scan if you or someone you know would prefer to have the information in the brochure provided in a language other than English.

# Critical safety information



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

## Recognizing a pipeline leak

In the unlikely event of a pipeline leak, one or any combination of the items listed below can typically help you recognize a leak.



### You might see:

- Dirt being blown or appearing to be thrown into the air
- Flames, if gas is ignited
- A white vapor 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:

- Odorized pipelines: An unusual sulfur or rotten egg odor
- Unodorized pipelines: A slight smell similar to diesel fuel or oil

## Hazards associated with a natural gas pipeline leak or rupture



Dizziness or suffocation if a leak occurs in a confined space



Ignition/fire if an ignition source is present during a leak, which may result in burns



Potential explosion if the natural gas is mixed with air



Projectiles ejected by the force of escaping gas

## What NOT to do when a leak occurs



Do not touch any liquid or vapor that may have come from the pipeline.



Do not drive into the area.



Do not remain in a building if the smell is stronger inside than outside.



Do not turn on or off anything that may create a spark – including cell phones, telephones, two-way radios, light switches, vehicle alarms, vehicle keyless entry systems and flashlights – until you are in a safe location.



Do not light a match and avoid open flames.



Do not attempt to extinguish a natural gas fire.



Do not open or close any pipeline valves; leave all valve operations to pipeline company personnel.

## What happens next?

Public safety will be the top priority as Enbridge, contractors and local emergency responders work together to evaluate and respond to a pipeline leak. Local public safety officials will determine whether residents should evacuate or shelter in place. Residents may be asked to evacuate if it is no longer safe to be in the area or to shelter in place if there may be something unsafe in the environment.

## Steps for a safe response

If you are in immediate danger, damage the pipeline or observe or suspect a leak – even if you are uncertain of the severity – take the following steps:

**1**

Abandon any equipment being used in or near the area, moving upwind of the product release.

**2**

Warn others to stay away.

**3**

Call 911.

**4**

Call the toll-free, 24-hour Enbridge emergency number for your area:  
**1-800-231-7794.**

**5**

Follow instructions given to you by local emergency responders and Enbridge.