

# Pipeline Safety and Emergency Information

**\$500**

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for your family, neighborhood and community



## Pipeline Safety: A shared responsibility

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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.

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Enbridge transports crude oil along with more than 80 different commodities on our crude oil pipeline systems, from various grades of crude oil to “natural gas liquids” (NGLs) like propane, butane, ethane, natural gasoline, and other petroleum products. **NGLs are liquids when inside the pipeline or storage tank but become gaseous if released into the atmosphere.**

Smaller gathering pipelines begin near crude oil wells and transport crude oil and other petroleum products to transmission pipelines. These larger pipelines move the contents to refineries where they are turned into gasoline, diesel fuel and other products we rely on every day.

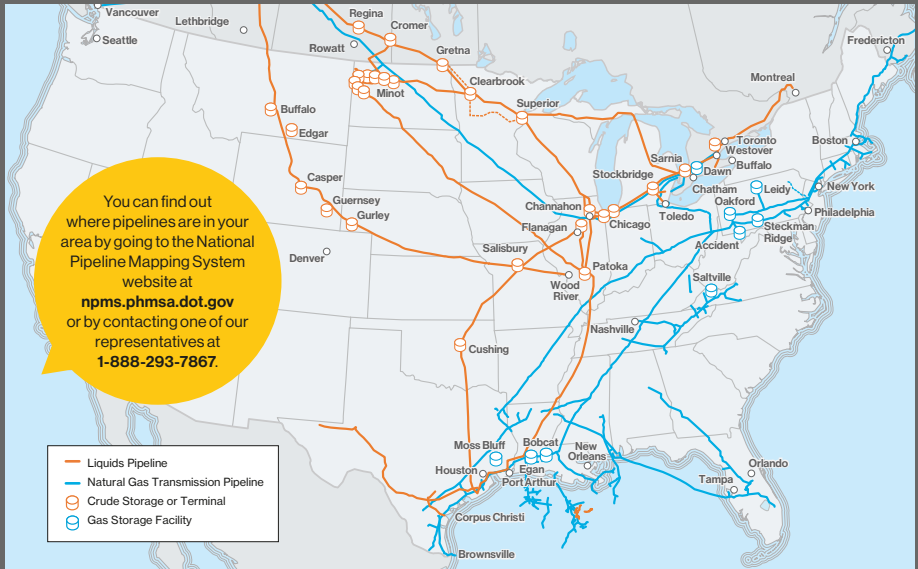
### **Pipeline purpose and reliability**

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.

**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:**

**☎ 1-800-858-5253**

# Pipeline Safety: A shared responsibility



You have received this brochure because you may live, work, or own property near an area where Enbridge pipelines and/or associated facilities exist. The brochure has been designed to provide you with basic information regarding pipelines, how to recognize leaks and how to respond in the event of a pipeline emergency. Please read and share this important safety information with others in your home, place of business, or organization. If you operate a business or establishment that may be frequented by outside visitors, we encourage you to consider pipelines in your emergency response plans and procedures.

## 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:

**1-800-858-5253**

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: 1-877-799-2650 or visit [Enbridge.com/USpublicawareness](http://Enbridge.com/USpublicawareness).

## Land and right-of-way hotline

1-855-869-8261

## 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)

# Know what's below

## One-Call requirements

The national “call before you dig” number, **811**, and **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**.



**Know what's below.  
Call before you dig.**



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.

## Damage prevention

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 right-of-way, etc. The Damage Prevention Program also monitors the depth of cover over our pipelines and conducts regular patrols of our rights-of-way to monitor for unauthorized activities.

## Pipeline right-of-way and pipeline location

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

Pipeline rights-of-way 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.

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.



# Know what's near you

## Above ground facilities

While most Enbridge pipelines are buried underground, our system also includes additional facilities such as pump stations, valve sites, storage facilities and others. 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.

Facility and purpose	Normal operations
At certain facilities, tanker trucks deliver producers' crude oil to <b>lease automatic custody transfer (lact) units</b> , where it is metered and piped into crude oil storage facilities.	During normal operations, a slight odor may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near lact units.
<b>Crude oil storage facilities</b> are used to safely store and transport crude oil to refineries and other market destinations via pipeline.	During normal operations, a slight odor may be noticed during oil transfers or maintenance activities.
<b>Pump stations</b> increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge's control centers.	During normal operations, no significant odors should be detected.
<b>Valve sites</b> are located along the pipeline right-of-way and may be used to control the flow of products in the pipeline.	During normal operations, no significant odors should be detected.

## 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 and liquids 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.

Neighbors 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 keeping our systems running smoothly and without incident.

We invest heavily in safety measures, which can include:

- 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
- 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).

# Emergency information

## Recognizing a pipeline leak

Given our thorough maintenance, testing, training, monitoring, and safety programs, a pipeline leak is unlikely. If one occurs, Enbridge will work with local emergency responders to secure the area and get you the information you need to stay safe.

Natural gas liquids (NGLs) such as propane, butane, ethane, and occasionally other petroleum products like natural gasoline, also known as condensate, are all products that are transported in Enbridge pipelines. NGLs are liquids when inside the pipeline or storage tank but become gaseous if released into the atmosphere.


**Because Enbridge transports NGLs on parts of its liquids pipeline system, safety information has been provided highlighting information specifically for NGLs. This information should be considered in addition to the other signs of a 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.

It is important to know that an unintended release of product from the pipeline has potential hazards including:

- Products may be flammable and explosive under certain conditions.
- Suffocation can occur if vapors displace the oxygen in an enclosed area.

### You might see:

-  • Liquid on the ground
- Discolored snow or vegetation
- Oily sheen on water surfaces
- Continuous bubbling in a wet area
- Possible fire or flames, if a leak has ignited
- A white vapor stream or mist-like cloud over the pipeline (specific to NGLs)
- Unexpected frost or ice on the ground (specific to NGLs)
- A dry area in a wet field (specific to NGLs)
- Dirt being blown or appearing to be thrown into the air (specific to NGLs)

### 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 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:**

- Abandon any equipment being used in or near the area, moving upwind of the product released.
- Warn others to stay away.
- **Call 911.**
- Call the toll-free, 24-hour Enbridge emergency number for your area:  
**☎ 1-800-858-5253.**
- Follow instructions given to you by local emergency responders and Enbridge.

## 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 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 any fires.
- Do not remain in a building if the smell is stronger inside than outside.
- 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.

## Contact Enbridge

**If you have an emergency, please contact the 24-hour emergency number in your area:**

**☎ 1-800-858-5253**

**Alternate language:** If you or someone you know would prefer to have the information in the brochure provided in a language other than English, please write us at:

5400 Westheimer Court  
Houston, TX 77056