

Pipeline Safety and Emergency Information

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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 crude oil 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 an emergency, 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 on your cell phone for quick reference in an emergency.



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 the National Association of State Fire Marshals' Pipeline Emergencies online training program at mypipelinetraining.com.

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

- Continuing education credits
- OSHA HAZMAT compliance
- Insurance Service Office Fire Suppression Rating Schedule Program

For more information, please contact us at **1-877-799-2650** or ERinfo@enbridge.com.

Safe Community Grant Program

Enbridge offers 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 to find more information on the program.

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 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
- emergencyresponderinfo.com
- phmsa.dot.gov/hazmat/library/erg
- npms.phmsa.dot.gov
- naturalgas.org
- ingaa.org
- pipeline101.org
- call811.com
- 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:

1-800-858-5253

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.

Land and Right of Way Hotline:
1-855-869-8261

Email
USPublicawareness@enbridge.com

Mail
Public Awareness Department
5400 Westheimer Court
Houston, TX 77056

Website
Enbridge.com/USpublicawareness

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

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 the 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 the pipeline's location and size, and the contents transported. For additional resources, details on emergency response drills in your area, to talk to an Enbridge representative, or to schedule an Enbridge presentation during your next meeting, please contact us at **1-877-799-2650** 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 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.

Contact Enbridge

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

1-800-858-5253

Product Information

Hazard Awareness & Prevention Measures

Because crude oil pipelines typically operate under high pressure and can transport large volumes, accidents involving them can be hazardous. If an incident occurs on an Enbridge pipeline, our representatives will provide the emergency responders with safety data sheets for the product in the pipeline.

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.

Product	Appearance	Odor	Special behavior	Hazards
Crude Oil	Color ranges from yellow to black.	Similar to gasoline or diesel fuel.	Flows with the profile of the land. Flow depends on temperature and viscosity; can be thick and slow-moving or light and able to move quickly.	Flammable and explosive under certain conditions. Suffocation can occur if vapors displace the oxygen in an enclosed area.
Natural Gas Liquids (NGLs)	Steam-like cloud or frost-like appearance on the ground.	Similar to gasoline.	Heavier than air. Stays close to the ground in low-lying areas.	Flammable and explosive under certain conditions. Suffocation can occur if vapors displace the oxygen in an enclosed area.
Dilutents	Clear to black liquid.	Extremely strong odor similar to crude oil.	Very light and fluid, similar to gasoline.	Flammable and explosive under certain conditions. Suffocation can occur if vapors displace the oxygen in an enclosed area.
Condensate	Clear to dark brown.	Similar to gasoline or diesel fuel.	Very light and fluid, similar to gasoline.	Flammable and explosive under certain conditions.

Responding to a Crude Oil, NGL or H2S Incident

In the event of a pipeline emergency, contact Enbridge immediately so we can stop the flow of oil and immediately start containment. **Do not operate pipeline valves!**

Of the hundreds of components in crude oil, benzene has the potential to be the most toxic and volatile. Benzene content in crude oils varies greatly. Firefighters should use standard protective equipment and approved supplied air breathing equipment in enclosed spaces.

In the event of a pipeline emergency involving natural gas liquids or diluent (petroleum distillate), contact Enbridge immediately (if you can make a phone call a safe distance away from plume), so we can stop the flow of gas and then allow any fire present to burn out. Use intrinsically safe equipment (e.g., flashlights, two-way radios, and gas-detectors with audible alarms).

Do not use ignition sources or attempt to walk in product releases or vapors. Evacuate all unnecessary personnel and evaluate the area only when safe to do so, while wearing appropriate personal protective equipment. In an emergency involving diluent, keep surrounding surfaces, including exposed equipment and containers, cool with a water fog or spray. **Do not operate pipeline valves!**

Some crudes and condensates contain hydrogen sulfide (H₂S), which has a rotten egg smell and is toxic in high concentrations. The accepted industry practice is to wear approved supplied air breathing equipment when concentrations exceed 10 ppm. **Do not operate pipeline valves!**

For detailed information on product hazards and appropriate responses to a pipeline emergency, we encourage you to take free online pipeline emergency response training at 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** 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.

**Click
Before
YouDig.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-way must be kept free of structures and other obstructions to allow access to the pipeline for maintenance 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.



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 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 Lease Automatic Custody Transfer (LACT) Units , 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.
Crude Oil Storage Facilities 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.
Pump Stations 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.
Valve Sites 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. 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 if 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, including:

- 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.

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 systems, 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 that 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 the 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/emweb/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.

Contact Enbridge

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

☎ 1-800-858-5253

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 items listed below could indicate a potential pipeline emergency and may be reported by callers or emergency responders.

They might see:

-  Liquid on the ground
- Discolored snow or vegetation
- Oily sheen on water surfaces
- 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)

They might hear:

-  A roaring, blowing, or hissing sound

They might smell:

-  An unusual sulfur or rotten egg odor

Steps for a Safe Response

If you suspect an emergency with 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 Pipeline Representatives
- Implement your local emergency plan

In the event of a pipeline emergency, we will work with emergency responders to resolve the situation safely and effectively. We value the knowledge and skills of emergency responders, and design our guidelines to keep you, our 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 close 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:

 1-800-858-5253



Do not operate pipeline valves! It is against the law, and doing so may cause a pipeline leak, prolong a pipeline incident, or cause injury or death to anyone who may be working on the pipeline nearby.