

# Pipeline Safety

\$500

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

for safe excavation and farming activities



# Important Information

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You have received this brochure because your company, farm, or ranch is located – or may operate – near where Enbridge pipelines and/or associated facilities exist. This brochure has been designed to provide you with basic information regarding pipelines, how to prevent an incident, basic one-call information, how to recognize a leak, and how to respond in the event of a pipeline emergency. Please read and share the important safety information in this brochure with anyone in your company who conducts or makes decisions about ground-disturbance activities like excavation, construction, development, utility installation, oil and gas production, logging, railroad maintenance, and anchoring or dredging operations.

## Important Information for Developers

We look forward to being your neighbor and helping you develop property near our pipelines in a way that leads to safe and satisfied residents. Identifying pipelines is the first step in that process. Please look for pipeline markers, consult with your local planning and zoning department, and use any other tools available to identify pipelines on the property during the planning process.

If an Enbridge pipeline exists on the property, please consult with us. Together we can determine whether there is adequate right-of-way access, whether there are alternative uses for the right-of-way, what the evacuation routes might be in the unlikely event of an emergency, and how we can work together to prevent pipeline damage during construction.

For more information on developing properties near pipelines, please visit the Pipelines and Informed Planning Alliance's webpage at [phmsa.dot.gov](http://phmsa.dot.gov).

## Important Information for Marine Operators

Be sure to account for underwater pipelines when conducting soil-disturbing activity near water or underwater. Dredging or anchoring near a pipeline can expose or damage the pipeline or its coating. Pipelines traversing waterways often can be identified by looking to the banks of the waterway for pipeline markers or signs warning against anchoring and dredging.

## Important Information for Underground Utility Operators and Contractors

To protect people, property, and the environment, Enbridge requires consultation prior to crossing our pipelines with underground utility infrastructure. Please contact Enbridge during the planning phase of your project for construction specifics and permitting.

## Important Information for Farmers and Ranchers

You should always call 811 before any soil disturbing activities that include, but are not limited to, deep tilling, ditching, soil ripping, grading, installing drain tile, and constructing fences. You should also be aware that heavy rains, floods, and droughts can affect the soil depth above buried pipelines.

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## 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**

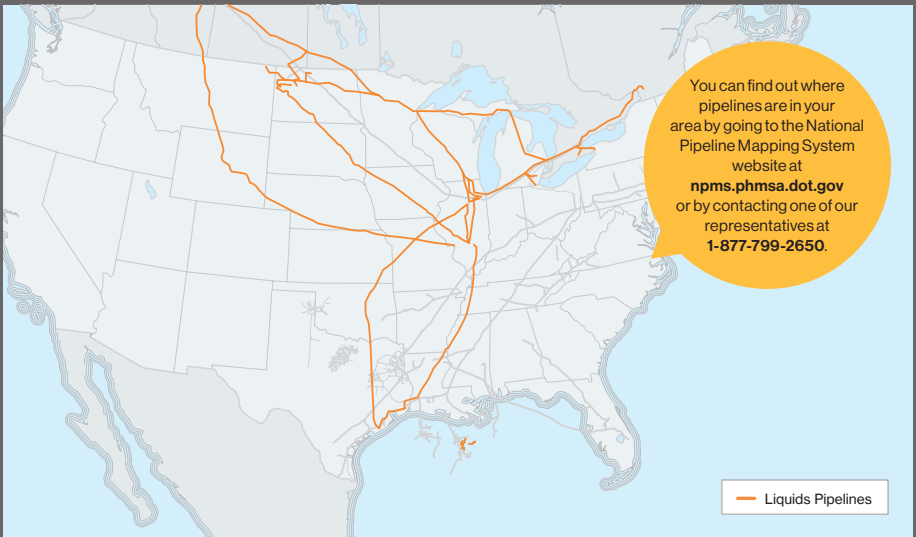
**Email**  
[USPublicawareness@enbridge.com](mailto:USPublicawareness@enbridge.com)

**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)

# 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 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 one of the safest ways to move energy resources like natural gas, crude oil, and other products that 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**

# Know What's Below

One of the leading causes of pipeline failure is damage resulting from nearby excavation. We watch for unauthorized digging, but we're also asking for your help.

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.**



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

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 are not designed as roads, as heavy vehicles and equipment can damage the pipelines below.

For your safety and to protect the pipeline:

- The right-of-way must remain clear. Structures, stockpiles, stored equipment, and burn piles are not permitted within the right-of-way
- Fences, roads, driveways, and trees are generally prohibited within the right-of-way; written permission is required before planting any trees or shrubs
- Pipeline markers must remain in place; they are protected by federal law. Intentionally damaging, removing, or knocking over markers could result in significant fines
- Choose a location other than the right-of-way as your muster point or meeting place when developing your emergency plans for your work site
- Report any Enbridge pipelines exposed by erosion or other causes to our 24-hour number for your area
- Call our 24-hour number before crossing an Enbridge right-of-way with heavy machinery. We'll work with you to establish a safe crossing

## Pipeline Location

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 <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 operation 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. To read more about our pipeline safety efforts, visit [enbridge.com/safety](http://enbridge.com/safety).

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 if an emergency occurs, please call us immediately using the toll-free emergency number included in this brochure.

# Emergency Information

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## 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 in parts of its liquid 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.


### 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 release
- Warn others to stay away
- Call 911**
- Call the toll-free, 24-hour Enbridge emergency number for your area:  
**☎ 1-800-858-5253**
- Follow the 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 a natural gas fire
- Do not operate pipeline valves
- Do not remain in a building if the smell is stronger inside than outside

## 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