

# Emergency Responder Education Program

---

**Enbridge shares a common goal with emergency responders, and that is the safety of those who live and work along our pipeline systems.**

We are committed to providing emergency responders with the information and training they need to protect people and property in the event of a pipeline emergency. Our Emergency Responder Education program includes online resources and outreach opportunities such as emergency response exercises, facility tours, meetings and presentations.

> Learn more at:  
[mypipelinetraining.com](http://mypipelinetraining.com)  
[emergencyresponderinfo.com](http://emergencyresponderinfo.com)  
[enbridge.com/ERinfo](http://enbridge.com/ERinfo)



# Online Emergency Responder Education Program

Enbridge is proud to offer public safety and emergency officials in our areas of operation FREE, unlimited access to our Emergency Responder Education Program available at [mypipelinetraining.com](http://mypipelinetraining.com).

The program is designed to provide local emergency responders with the information they need to safely and effectively respond to a pipeline emergency.

The online training program takes approximately 4.5 hours to complete and features interactive, 3-D graphics to help emergency responders better visualize a response to pipeline incidents.



**“Thanks to Enbridge’s commitment to safety and the use of the best-in-class Pipeline Emergencies curriculum, responders have the information and training needed to be prepared for such an event.”**

**Philip Oakes**, National Program Director/Trainer for the National Association of State Fire Marshals



The content is based on Pipeline Emergencies, an industry-leading pipeline emergency response training program developed by the U.S. National Association of State Fire Marshals (NASFM). The program material was adapted to provide information specific to pipelines operated by Enbridge.

The program includes information about:

- Liquids and natural gas gathering and transmission pipeline operations
- Common products transported and their associated hazards
- Pipeline emergency response tactics, including the Incident Command System
- Real-life scenarios



9-1-1 dispatchers and call takers can also access role-specific training at [mypipelinetraining.com](http://mypipelinetraining.com). The 1-hour 9-1-1 Dispatch Module was developed in partnership with the National Emergency Number Association and provides information on how to identify a pipeline emergency, relay appropriate information to callers and initiate a safe response.

The online training program can be completed in one session or in multiple sessions. A wallet card and certificate are provided upon completion. In the U.S., this program may qualify for the following:

- Continuing education credits
- OSHA HAZMAT compliance
- Emergency Medical Services Training
- Insurance Service Office Fire Suppression Rating Schedule Program

To learn more about the Enbridge and Vector Pipeline Emergency Responder Education Program, visit [Enbridge.com/ERinfo](http://Enbridge.com/ERinfo).

**“NENA is proud of our partnership with Enbridge and Vector Pipeline. The online education program developed in collaboration with Enbridge and Vector Pipeline provides 9-1-1 call takers with the training they need to handle pipeline emergencies efficiently and professionally.”**

**Ty Wooten**, Education & PSAP Operations Director for the National Emergency Number Association

# Safe Community Program

Enbridge offers annual grants to emergency response agencies in communities where we operate. Grants can be used to fund equipment or training that will help organizations effectively respond to pipeline-related emergencies. For more information or to apply, visit [Enbridge.com/SafeCommunity](https://www.enbridge.com/SafeCommunity).

Completion of the online program is considered when reviewing grant applications. If representatives from your agency complete the Emergency Responder Education Program, please note the participant names and estimated completion dates on your application.

## Emergency Response Action Plans

Enbridge's Emergency Response Action Plans are available to emergency response organizations in our areas of operation. These action plans provide information on how Enbridge will work with emergency responders during the initial stages of a pipeline incident. To request the action plan for your area, visit [emergencyresponderinfo.com](https://www.emergencyresponderinfo.com) to register. Requests for access will be reviewed within 10 business days.

## Contact Us

In addition to the online program at [mypipelinetraining.com](https://www.mypipelinetraining.com), we strive to develop relationships with emergency responders in our areas of operation. If you would like more information about emergency response exercises in your area or you would like to talk to an Enbridge representative, please contact us.

### United States

[ERinfo@enbridge.com](mailto:ERinfo@enbridge.com)

1-877-799-2650

### Canada

[Cdnpublicawareness@enbridge.com](mailto:Cdnpublicawareness@enbridge.com)

1-877-640-8665



**Vector Pipeline**®

