

# Pipeline Safety and Emergency Information

for our neighbours



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 procedure.

**Emergency number: 1-877-420-8800**

**Express Pipeline emergency number: 1-888-449-7539**

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



# About Enbridge



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 is a global energy infrastructure leader with a vision to be the leading energy delivery company in North America.

As the owner and operator of thousands of kilometres of pipelines transporting oil and natural gas, our highest priority is operating our assets safely and reliably to protect the people, the communities and the environment located nearby.

Enbridge operates the world's longest, most sophisticated crude oil and liquids transportation system, with more than 28,600 km (17,800 miles) of active pipe.

We deliver more than three million barrels of crude and liquids every day and transport 30 percent of the crude oil produced in North America. Moving close to 85 separate commodities on any single day, Enbridge is the largest single conduit of oil into the U.S.

We distribute energy, operating North America's largest natural gas utility by volume and third largest by customer count. And we generate energy with a renewable portfolio that includes nearly 2,200 net megawatts (MW) of generation capacity – enough to supply nearly 970,000 homes.

This brochure covers all Enbridge-owned liquid assets including:

- Enbridge Pipelines Inc.
- Enbridge Southern Lights GP Inc.
- Enbridge Pipelines (NW) Inc.
- Enbridge Bakken Pipeline Company Inc.
- Express Pipeline Ltd. on behalf of Express Pipeline Limited Partnership

# Know what's below



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

Please make community members, permit applicants, public works departments, excavators, contractors and developers aware that they need to make a locate request by following the steps listed below.

Enbridge maintains a Damage Prevention Program in accordance with 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, backfilling or other activities such as heavy equipment crossing, storage on the right-of-way (ROW), etc. The Damage Prevention Program also monitors the depth of cover over our pipelines and conducts regular patrols of our ROWs 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 **clickbeforeyoudig.com** or contact their local one-call centre before continuing. One should not rely on word-of-mouth, maps, memory or pipeline markers when planning a digging project.

## One-call requirements

1



At least two to three business days before your project—any time you are disturbing the soil—visit **clickbeforeyoudig.com** or call your local one-call centre.

2



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.

3



**Your local one-call centre** 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.

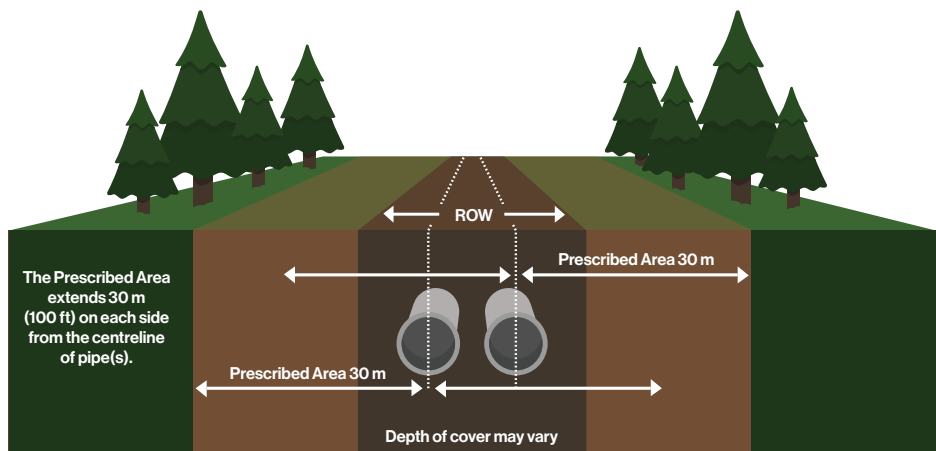
4



Within a few days, pipeline operators and utilities will respond to the one-call ticket. If line locating is required, professional locators will come to your location to mark their facilities—so you can work around them, saving yourself from possible injury or property damage.

**Click  
Before  
YouDig.com**

# 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.
- The pipeline marker displays the operator's name, the contents and an emergency phone number.
- 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.
- Markers should not be used to give exact locations and are not an alternative to contacting [clickbeforeyoudig.com](https://www.clickbeforeyoudig.com).

## Consent within the prescribed area and ROW

The prescribed area is a 30 m strip of land, measured perpendicularly on each side from the centreline of pipe(s). Regulations require that within this area activities causing, or that might cause, a ground disturbance cannot occur without written consent from the pipeline company. If written consent for the activity is granted, you must then make a locate request to confirm the location of the pipeline and any other underground utilities. All planned construction activities on, along, under or across the pipeline must also receive approval from Enbridge and a locate request, before going ahead. Written consent from Enbridge is also required for vehicle or mobile equipment crossings within the ROW.



Vent  
marker



Line  
marker



Aerial  
marker

< Marker appearance may vary in your area.

# 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 do the following without obtaining Enbridge consent:**

- Cross or travel along ROW with a vehicle, machinery or mobile equipment
- Park vehicles or equipment on the ROW
- Stockpile materials or construct any structures on the ROW
- Disturb the ground within the ROW

## **Vehicle and mobile equipment crossings**

The Canada Energy Regulator (CER) requires that anyone wanting to cross the pipeline with vehicles including recreational vehicles like 4X4s, all-terrain vehicles, utility vehicles, 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.

➤ **1-877-420-8800**

If located along the Express Pipeline system, from Hardisty, AB to Wildhorse, AB, call

➤ **1-888-449-7539**

## **Non-emergency crossings:**

For requests and questions about vehicle and agricultural crossings, email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).

# Damage prevention

## Agricultural crossing on Enbridge Pipelines Inc. lines

If your vehicle or mobile equipment does not meet the specifically noted requirements, Enbridge has developed the Agricultural Vehicle and Equipment Screening Tool for crossing pipelines owned by Enbridge Pipelines Inc. only.

The tool will help identify whether your vehicle or mobile equipment is safe to cross the Enbridge ROW based on its heaviest single axle weight and ground or tire pressure, or whether further detailed assessment is required.

To access this tool online visit [enbridge.com/agtool](https://enbridge.com/agtool).

### For installations across the ROW, written permission is required.

In certain instances where systematic tiling is proposed, a header installation may be preferred in order to reduce the number of crossings and excavation activity within the pipeline ROW.

Enbridge may reimburse the landowner for reasonable extra costs incurred due to the presence of a pipeline, only if pre-approval is obtained from Enbridge.

## Canada Energy Regulator requirements and penalties

Enbridge's pipelines are regulated by the CER, which sets specific standards and regulations for compliance. These regulations help maintain the safety of our pipelines, while allowing certain activities to occur (subject to review and conditions).








Activities on the ROW and prescribed area including ground disturbance, excavation, vehicle/mobile equipment crossing, as well as construction, are subject to the Canadian Energy Regulator Act (CER Act), the CER Pipeline Damage Prevention Regulations – Authorization, and CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies (together, the DPRs).

Violations of the CER Act and associated regulations such as the DPRs must be reported by the pipeline company to the CER. The CER Act sets the maximum daily fines (known as Administrative Monetary Penalties, or AMPs) of up to \$25,000 for individuals and \$100,000 for companies (per violation).

More information about the DPRs and AMPs can be found on the CER website at [cer-rec.gc.ca](https://cer-rec.gc.ca).

## 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 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, visit [enbridge.com/safety](https://enbridge.com/safety).

# Contact Enbridge

In case of an emergency, please find a safe place to **call 911** and then call Enbridge at:

**1-877-420-8800**

If located along the Express Pipeline system, from Hardisty, Alberta to Wildhorse, Alberta, please find a safe place to **call 911** and then call Enbridge at:

**1-888-449-7539**

To reach an Enbridge land representative, call **1-800-668-2951** (toll-free) or email [landcontactcan@enbridge.com](mailto:landcontactcan@enbridge.com).

## How to reach us



### Phone:

(non-emergencies only)  
1-877-640-8665



### Email:

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



### Mail:

Public Awareness Program  
200, 425 1st Street S.W.  
Calgary, AAB T2P 3L8



### Website:

[enbridge.com/publicawareness](http://enbridge.com/publicawareness)

## Call or Click Before You Dig



- Utility Safety Partners  
(formerly Alberta One-Call)  
**1-800-242-3447**
- Sask 1st Call **1-866-828-4888**

- Click Before You Dig Manitoba  
**1-800-940-3447**
- Ontario One-Call **1-800-400-2255**
- Quebec (Info-Excavation) **1-800-663-9228**
- In the Northwest Territories, contact Enbridge directly **1-867-587-7000 (collect)**

## Links for more information

If you are planning work on the right-of-way, such as building a fence, deep tilling, digging a ditch, operating equipment or other activities, please email [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com).

More information can also be found online at [enbridge.com/damageprevention](http://enbridge.com/damageprevention).

More information about our emergency management program can be found at [enbridge.com/emergencymanagement](http://enbridge.com/emergencymanagement).

CER

[cer-rec.gc.ca](http://cer-rec.gc.ca)

- CER Pipeline Damage Prevention Regulations – Authorizations sets out the requirements under which ground disturbance in the prescribed area and excavation and construction activities near the pipeline (including the ROW) can be conducted safely. It also provides requirements for authorization to cross the pipeline.
- CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies establishes the responsibilities of the pipeline company to the person proposing or conducting the activity and to the CER.

Enbridge Inc.  
[enbridge.com](http://enbridge.com)

## Abandonment Funding Update

In 2009, the National Energy Board (now the CER) set out a process to ensure that funds are in place to meet future abandonment obligations associated with pipelines, including processing plants, compressors, pump stations and other above-ground facilities.

As part of the abandonment funding process, Enbridge's CER-regulated entities are setting aside funds in trusts to cover future abandonment costs. The Enbridge-affiliated entities began collecting abandonment funds at the beginning of 2015 and financial information regarding these funds is available on our website at [enbridge.com/abandonmenttrusts](http://enbridge.com/abandonmenttrusts). The 2022 financial information is now available.



# 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:

- Coloured liquid on the ground
- Flames, if a leak has ignited
- Oily rainbow-like sheen on water surfaces
- Continuous bubbling in a wet area
- Discoloured snow or vegetation in an otherwise green area
- A steam-like cloud or fog
- Unexpected frost buildup on the ground
- Dirt being blown or appearing to be thrown into the air



### You might hear:

- An unusual roaring, blowing or hissing sound



### You might smell:

- An unusual odour similar to diesel fuel, gasoline, sulphur or rotten egg

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 vapours displace the oxygen in an enclosed area.

## What NOT to do when a leak occurs



Do not touch any liquid or vapour 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:**

**☎ 1-877-420-8800**

**Express Pipeline landowners, call:**

**☎ 1-888-449-7539.**

**5**

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