

# Pipeline Safety and Emergency Information

for your family, neighborhood and community

Cushing Terminals



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 procedures.

**Emergency number: 1-833-562-1068**

## Contents:

Safe digging information	3
How to determine where our pipelines are located	4
Facilities information	5
Crossing or traversing right-of-way (ROW)	6
How to contact us in an emergency	7
Pipeline safety information including how to recognize a leak and how to respond in the event of a pipeline emergency	8

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to win \$500.





## 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 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.

### 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 (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).



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

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, 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 colored flags or marks on the ground, please stop the activity and ask the person to call **811** or visit **clickbeforeyoudig.com** before continuing. One should not rely on word-of-mouth, maps, memory or pipeline markers when planning a digging project.

## One-call requirements



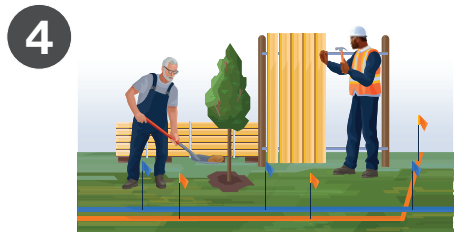
1 At least two to three business days before your project—any time you are disturbing the soil—(depending on state law), call **811** or visit **clickbeforeyoudig.com**.



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 **811** 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, 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.

# Know what's below

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## 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:

- The pipeline marker displays the operator's name, the product transported and an emergency phone number.
- Markers should never be removed or relocated.
- Markers should not be used to give exact locations and are not an alternative to calling 811.
- If an emergency is suspected or discovered, call the number on the marker.
- The ROW must remain clear. Structures, stockpiles, stored equipment and burn piles are not permitted within the ROW.



**Vent marker**



**Line marker**



**Aerial marker**

Marker appearance may vary in your area.

# 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.



## 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.

### Facility and purpose

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.

**Crude oil storage facilities** are used to safely store and transport crude oil to refineries and other market destinations via pipeline.

**Pump stations** increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge's control centers.

**Valve sites** are located along the pipeline ROW and may be used to control the flow of products in the pipeline.

### Normal operations

During normal operations, a slight odor may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near LACT units.

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# 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 ROW
- Stockpile materials or construct any structures on the ROW
- Disturb the ground within the ROW

## **Vehicle and mobile equipment crossings**

As part of Enbridge's ongoing commitment to public safety, Enbridge 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.

### **Non-emergency crossings:**

Email Enbridge at [crossingsus@enbridge.com](mailto:crossingsus@enbridge.com) before using the ROW.

# Contact Enbridge



**24-hour emergency number**  
**1-833-562-1068**

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).



Please scan if you or someone you know would prefer to have the information in the brochure provided in a language other than English.



**Land and ROW hotline**  
1-855-869-8261



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



**Website**  
[enbridge.com/uspublicawareness](http://enbridge.com/uspublicawareness)



**Facebook**  
[facebook.com/enbridge](https://facebook.com/enbridge)

# 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:

- Colored liquid on the ground
- Flames, if a leak has ignited
- Oily rainbow-like sheen on water surfaces
- Continuous bubbling in a wet area
- Discolored 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 odor similar to diesel fuel, gasoline, sulfur 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 vapors displace the oxygen in an enclosed area.

## 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 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:  
**1-833-562-1068.**

**5**

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