

# 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 procedures.

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

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

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**Read this brochure,  
then scan the QR code  
with your phone camera  
or visit [enbridge.com/  
surveys](https://enbridge.com/surveys) for a chance to  
win \$500.**



## Awareness today means safer tomorrows

Tomorrow is more than just the energy we transport. It's the energy we put in. It's the time we spend volunteering. It's our commitment to sustainability and the environment. It's the investments we make in our community to ensure the places we live and work are safe and vibrant. It's because we see the potential in people and care about the world around us. Tomorrow is on, and we're committed to making it better.



Please scan the QR code to learn more about **Tomorrow is on:** Enbridge and the energy transition.

Enbridge is a diversified energy company with a vision to provide energy in a planet-friendly way wherever people need it.

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 people, the communities and the environment.

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% 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 by operating North America's largest natural gas utility by volume, and third largest by customer count. We also 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.

Enbridge maintains a Damage Prevention Program in accordance with federal regulations. 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 ROW 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 visit [clickbeforeyoudig.com](http://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.

Please make excavators and contractors aware that they need to make a locate request by following the steps listed below.

### One-call requirements

1



At least two to three business days before your project – any time you are disturbing the soil – visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or call your local one-call centre.

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.

2



When you call or click, you'll be connected to a representative, who will ask you 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.

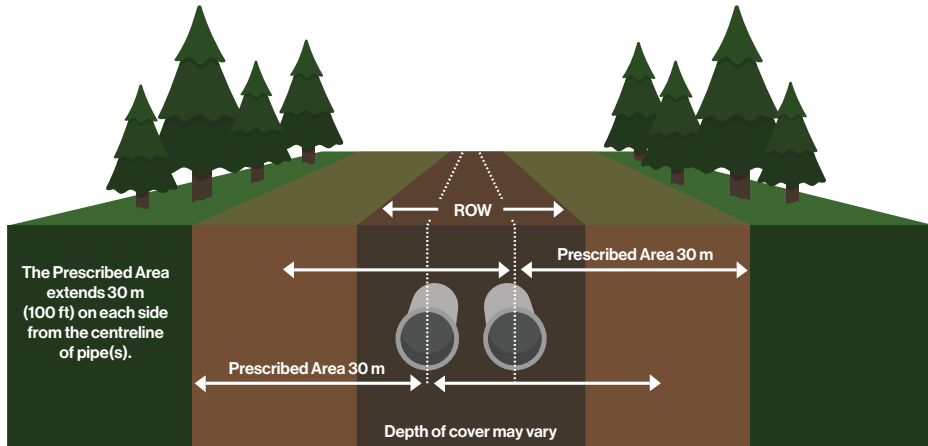
4



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 may be determined by the pipeline marker.

A few important notes when it comes to the ROW and pipeline markers:

- It is prohibited to remove, relocate or damage pipeline markers.
- The pipeline marker displays the operator's name, the contents and an emergency phone number.
- 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](http://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 that cause or 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 or traveling along the ROW.



Vent marker



Line marker



Aerial marker

Marker appearance may vary in your area.



An electronic version of this brochure can be found by scanning this QR code or visiting [enbridge.com/brochures](http://enbridge.com/brochures).

## Crossing or traversing the ROW

If any of your activities will encroach or cross an Enbridge pipeline, Enbridge ROW or involve ground disturbance within the prescribed area, you must contact Enbridge for an assessment and to obtain Enbridge's written consent. Please contact Enbridge at [crossingscanada@enbridge.com](mailto:crossingscanada@enbridge.com) prior to planning any construction or ground disturbance activity in the prescribed area. Always notify an Enbridge pipeline representative before beginning any ground disturbance or construction activity in the vicinity of a pipeline ROW.

Some examples of activities include:

- Construction or installation of a new facility across, over, on, along or under an Enbridge asset and/or ROW
- Operation or movement of vehicles, mobile equipment or machinery across an Enbridge ROW, outside of the traveled portion of a highway or public road
- Subdivision development across, on, along or over an Enbridge asset and/or ROW
- Installation of agricultural drainage tile across, on, along or under an Enbridge asset and/or ROW
- Overhead power lines that cross or parallel an Enbridge asset and/or ROW
- Maintaining existing applicant facilities that affect Enbridge assets, land and/or ROW

All metallic foreign lines need to be assessed for potential impact on our corrosion control.

Enbridge must also be notified of blasting activities within 300 m of an Enbridge pipeline ROW.

In addition to having your proposed activity assessed, we also have construction guidelines for you to follow when working around or near our ROW.

Below are some general guidelines; however, there may be more job-specific construction guidelines that our representative will provide you prior to beginning your work.

- 1 Once written consent is obtained, we require at least three working days' notice prior to the commencement of any work or excavation over or near our pipeline ROW so that we may field-locate our pipelines. Enbridge may require its representative be on-site before any excavating, crossing, backfilling or construction activities occur within the prescribed area. The Enbridge representative will let you know if they need to be on-site during your activities. The Enbridge representative is authorized to stop any work that is being performed in an unsafe manner.
- 2 No building, structure or obstruction is allowed to be erected within the pipeline ROW. If you have questions related to pipeline ROW width, just ask and we'll be happy to share that information with you.
- 3 An Enbridge representative must give written approval for heavy equipment to cross pipelines at any location.
- 4 Excavation within the pipeline ROW must be performed in accordance with company-approved procedures.
- 5 In addition to complying with the above requirements, you must follow all federal and/or provincial laws and regulations including applicable One-Call requirements. To see your One-Call requirements, visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com).

### 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

Enbridge has developed the Agricultural Vehicle and Equipment Screening Tool in the event your equipment does not meet our requirements.

The tool will help identify whether your vehicle or mobile equipment can safely 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 Canada Energy Regulator (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—Authorizations 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

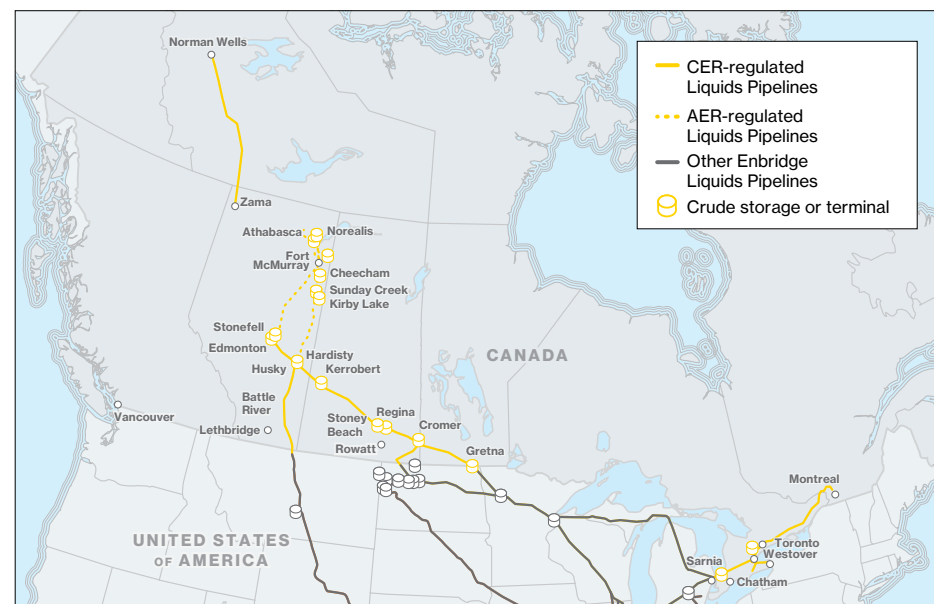
Safety is, and always will be, our number one priority. Our team devotes hundreds of thousands of hours every year to keeping our systems running smoothly and without incident. We invest heavily in safety measures, including:

-  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, AB T2P 3L8
-  **Website:** [enbridge.com/publicawareness](https://enbridge.com/publicawareness)

### Call or Click Before You Dig

- [clickbeforeyoudig.com](https://clickbeforeyoudig.com)
- Utility Safety Partners **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).

To learn more about our Damage Prevention Program, visit [enbridge.com/damageprevention](https://enbridge.com/damageprevention).

### CER

More information about the purpose and text of the CER Pipeline Damage Prevention Regulations (Authorizations and Obligations of Pipeline Companies) can be found at [cer.rec.gc.ca](https://cer.rec.gc.ca).

### 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](https://enbridge.com/abandonmenttrusts). The 2023 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.

## 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.**