

# Natural Gas Pipeline Safety and Emergency Information

for emergency and public officials

Westcoast Energy Inc., an Enbridge company



The BC Pipeline system is a natural gas pipeline system in your area that is operated by Westcoast Energy Inc., an Enbridge company. You are receiving this brochure because we have identified you as an **Emergency or Public Official** with responsibilities in the vicinity of Enbridge's pipelines and/or related facilities. Please keep this brochure and share this important information with other emergency and public officials.

**Emergency number: 1-800-663-9931**

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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) to complete an  
online survey.



### 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's BC Pipeline system

Enbridge's BC Pipeline system stretches from Fort Nelson in northeast B.C. and from Gordondale near the B.C./Alberta border, south to the Canada/U.S. border at Huntingdon/Sumas.

This system, which serves markets throughout B.C. and the Lower Mainland, the U.S. Pacific Northwest and beyond, transports approximately 55% of the gas produced in the province.

Our BC system also supplies about 50% of natural gas demand in the American states of Washington, Oregon and Idaho.

## 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 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.

### One-call requirements



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.



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.



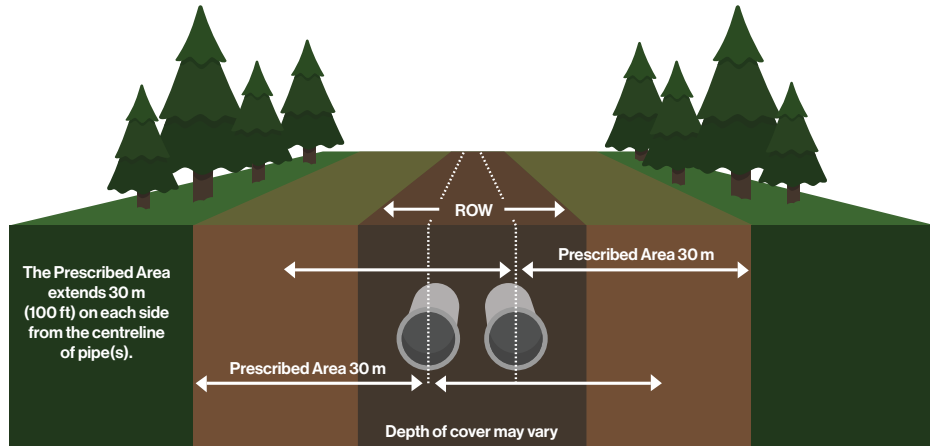
Your local one-call centre will provide this information to pipeline operators, such as Enbridge and other companies with buried utilities near the work site, saving you the time and trouble of contacting them individually.



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.



## 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.

## 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.

> **1-800-663-9931**

### Non-emergency crossings:

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

For more information, visit [enbridge.com/crossings](http://enbridge.com/crossings).

## Know what's near you: Compressor stations



Natural gas is highly pressurized as it travels through a pipeline.

### Compressor stations

To ensure the natural gas remains pressurized, it must be compressed periodically along the pipeline. This is accomplished by using compressor stations where gas is compressed either by a turbine, a motor or an engine.

Over extended distances, friction and elevation differences reduce the pressure within the pipeline, which slows the flow of gas. That's where compressor stations play a significant role.

These stations, placed along a transmission pipeline system, give the gas a needed boost, helping it get from one station to the next. Compressor stations operate 24 hours a day, 365 days a year and are monitored 24/7 by highly-trained personnel at a centralized gas control centre. We have strict procedures in place at each of our stations and employ a variety of safety systems and practices to protect the public, employees and our facilities. In the unlikely event of an incident, every station has an emergency shutdown system that stops the compressor units, isolates and vents the compressor station gas piping and diverts gas in the pipeline around the station.

## Know what's there: Product information

It is important to remember that the natural gas carried on Enbridge's system is flammable, hazardous and explosive under certain conditions.

A naturally occurring product, the sweet gas transported through Enbridge's BC system is composed primarily of methane and is non-toxic. However, when mixed with the appropriate ratio of oxygen, it can easily ignite. Sweet gas is lighter than air and will readily disperse with the wind.

Safety Data Sheets (SDS) contain information about regulatory classification, health hazards, toxicity, first aid and fire information for the products in the pipeline. SDS information regarding hazardous products is available at various locations across our system. In the event of an Enbridge pipeline incident, Enbridge representatives will provide emergency responders with the SDS for the product in the pipeline.








### Characteristics of natural gas

<b>Appearance</b>	Colourless.
<b>Odour</b>	Sweet gas has a slight petroleum or hydrocarbon smell. <i>Unlike the gas that is distributed in homes, the sweet gas in Enbridge's pipelines does not have an odourant added to enhance its smell. While you may notice a slight similarity to diesel fuel, oil or propane, you will not smell the common rotten egg odour associated with natural gas.</i>
<b>Special behaviour</b>	Lighter than air, it rises and dissipates into the atmosphere in open areas. In enclosed areas, it collects first overhead.
<b>Hazards</b>	Extremely flammable and explosive under certain conditions. Asphyxiation can occur if vapours displace the oxygen in an enclosed area.

## Damage prevention

### 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).

### 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).

### Municipal operations and maintenance activities

The CER permits certain maintenance activities without requiring the consent of the pipeline owner. Refer to the CER guidance document titled Damage Prevention Guidance for Municipal Operations and Maintenance Activities for more details. Municipal public works departments should make themselves aware of the activities that would require the pipeline company's written consent to ensure that the appropriate applications are made with sufficient time.

## Emergency information

### Information for 911 dispatchers

After identifying a potential pipeline emergency and dispatching local responders, take the following actions as the situation dictates to facilitate a safe, effective response:



#### Do

- Reassure the caller emergency response crews and Enbridge will be contacted and will arrive soon.
- Advise the caller of an evacuation center if it has been designated.
- Call Enbridge's toll-free, 24-hour emergency number.
- Instruct caller to move as far away from the leak as possible (upwind if possible), avoiding contact with escaping liquids and gases.



#### Do NOT

- Drive into the area or start your car.
- Light a match.
- Turn on or off anything that may create a spark (cell phone, telephone, light switch, vehicle alarm, vehicle keyless entry system, flashlight) – until you are in a safe location.
- Operate pipeline valves.
- Remain in a building if the smell is stronger inside than outside.

## Resources

### Free training opportunity for emergency responders and 911 dispatchers

Emergency responders and others responsible for public safety in our areas of operation – including 911 dispatchers – can access the National Association of State Fire Marshals' Pipeline Emergencies online training program at [mypipelinetraining.com](https://mypipelinetraining.com). Certification is provided upon completion of the program.

### Emergency Response Plans

Enbridge also has Emergency Response Plans available to first responders. The plans describe our Emergency Management Program, including how we manage mitigation, preparedness, response and recovery.

Plans are available online at [emergencyresponderinfo.com](https://emergencyresponderinfo.com). If you have any questions, would like to request a map of your area or would like to provide feedback on our emergency response plans, please email [erinfo@enbridge.com](mailto:erinfo@enbridge.com).

### Security

Enbridge views the security of our facilities as an integral part of our Emergency and Security Management Program. If you notice suspicious activity near or on our above ground facilities, call 911, then call Enbridge's 24-hour emergency number.



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

## Incident Command System



Enbridge utilizes the Incident Command System (ICS) for managing a response to an emergency.

The ICS organizational structure is designed to coordinate with other responding agencies and to include those agencies inside a unified command post for a coordinated response.

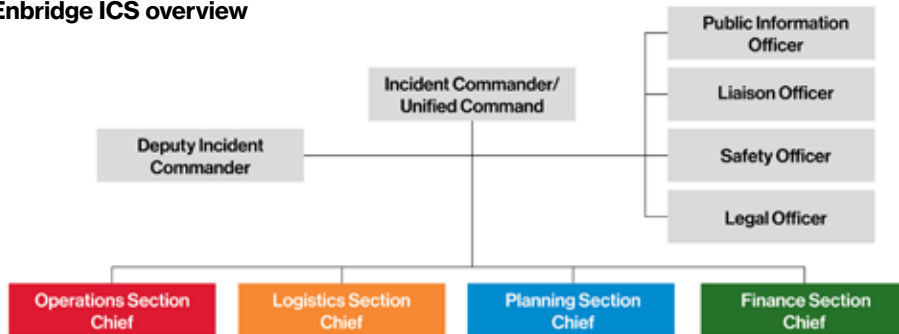
The ICS is a flexible, scalable tool that provides a common framework, uses common terminology and has standardized functional roles.

By using the ICS, trained personnel from throughout the organization can be deployed to support any incident.

Elements of the response management enabled through use of the ICS include:

- Incident Action Plan – define objectives, strategies and resources that contribute to public safety, responder safety and the environment
- Site safety and security
- Communications plans
- Maintaining an exclusion zone
- Traffic management
- Public information management

### Enbridge ICS overview



## Contact Enbridge




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


**1-800-663-9931**

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

### Call or Click Before You Dig

- [clickbeforeyoudig.com](http://clickbeforeyoudig.com)
- Utility Safety Partners  
**1-800-242-3447**
- BC 1 Call: **1-800-474-6886**

### 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](http://enbridge.com/damageprevention).

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

### 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](http://cer.rec.gc.ca).

# Emergency response information



**Risk:** Ignoring the critical safety information below could create additional hazards for the public, responders and the environment.

## Recognizing a pipeline leak

In an emergency, protecting the public is your top priority – and it's our top priority as well. We value your expertise as public safety officials, and we're committed to providing you with the information and training you need to respond in the unlikely event of an emergency involving our pipelines or facilities. Although we immediately dispatch our emergency response teams upon notification, local 911 dispatch centres or other public safety officials typically receive the initial report. The following items listed below could indicate a potential pipeline emergency and may be reported by callers or emergency responders.



### You might see:

- Dirt being blown or appearing to be thrown into the air
- Flames, if gas is ignited
- A white vapour stream or mist-like cloud
- Unexpected frost buildup on the ground
- Dead or dying vegetation in an otherwise green area
- Continuous bubbling in wet areas or at a pond, creek or river



### You might hear:

- An unusual roaring, blowing, hissing or loud whistling sound



### You might smell:

- Odourized pipelines: An unusual sulphur or rotten egg odour
- Unodourized pipelines: A slight smell similar to diesel fuel or oil

## Hazards associated with a natural gas pipeline leak or rupture



Dizziness or suffocation if a leak occurs in a confined space



Ignition/fire if an ignition source is present during a leak, which may result in burns



Potential explosion if the natural gas is mixed with air



Projectiles ejected by the force of escaping gas

## Steps for a safe response

- 1 Abandon any mechanized equipment and ignition sources in the suspected leak's vicinity.
- 2 Secure the site and determine a plan to evacuate or shelter in place.
- 3 Monitor for hazardous atmospheres.
- 4 Control and redirect traffic.
- 5 Provide immediate access to Enbridge pipeline representatives.
- 6 Implement your local emergency plan.

## In the event of an emergency



### Do not operate pipeline valves or extinguish any pipeline fires.

Doing so may prolong or worsen an incident or even cause another leak in the pipeline. Our control centre personnel can close some valves automatically, while trained employees must manually close others.



**Do not create a spark.** Possible ignition sources include smoking materials, open flames, light switches, telephones, cell phones, pagers, flashlights, keyless entry remotes, motor vehicles and other electronic devices.



### Do not enter an Enbridge facility without permission.

If a fire occurs at one of our facilities, unless lives are at risk, we ask that fire crews stay outside of the property.