

# Pipeline Safety and Emergency Information

for excavators and contractors

Enbridge Pipelines (Athabasca) Inc.



You have received this brochure because your company is located – or may operate – near an area where Enbridge pipelines and/or associated facilities exist. Please read and share the important safety information with anyone who conducts or makes decisions about ground disturbance activities like excavation, farming, tilling, plowing, construction, development, utility installation, oil and gas production, logging, railroad maintenance and anchoring or dredging operations.

**Emergency number: 1-888-813-6844**

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then scan the QR code  
with your phone camera  
or visit [enbridge.com/surveys](http://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.

### The Athabasca system

The Enbridge Regional Oil Sands system, called the Athabasca system, consists of a network of more than 2,000 km of pipelines originating north of Fort McMurray and delivering south to Edmonton and Hardisty, Alberta.



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

## 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 provincial regulations. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities such as digging, trenching, blasting, boring, tunneling or 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 coworkers aware that they need to make a locate request by following the steps listed below.

### One-call requirements

1



At least 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.

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.

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.



## 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.
- The ROW must remain clear. Structures, stockpiles, stored equipment and burn piles are not permitted within the ROW.
- Markers should not be used to give exact locations and are not an alternative to contacting [clickbeforeyoudig.com](http://clickbeforeyoudig.com).



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).

### Consent within the controlled area and ROW

The **controlled area** is a 30-m strip of land, measured perpendicularly on each side from the centreline of pipe(s). Regulations require that no ground disturbance activity may be undertaken in the pipeline ROW or within five metres of the centreline of a pipeline where there is no designated pipeline ROW, without first obtaining written permission from the pipeline owner. Additionally, no ground disturbance within the controlled area can take place until the locating and marking of the pipeline has been completed. Written consent from Enbridge is also required for installation of facilities within the ROW and for certain vehicle or mobile equipment crossings within the ROW.

**Construction and ground disturbance activity must not proceed until locating and marking of the pipeline and any possible mitigating factors have been addressed.**

### The Alberta Energy Regulator

Pipelines in Enbridge's Athabasca System are provincially regulated by the Alberta Energy Regulator (AER) and must comply with specific pipeline standards and regulations. As part of AER regulations, certain ground disturbance activities require approval of the pipeline company before work can commence.

## Know what's near you

### Above ground facilities

While most Enbridge pipelines are buried underground, our system also includes additional facilities such as compressor stations, metering stations and natural gas storage. 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 odour near one of our above ground facilities, call 911 immediately, then call Enbridge's 24-hour emergency number for your area.

#### 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 centres.

**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 odour may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near LACT units.

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



## 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 controlled 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 controlled 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
- Crossing a pipeline while not on an upgraded and traveled portion of an established highway or public road with vehicles or mobile equipment (other than off-highway vehicles and commercial vehicles or private passenger vehicles as defined in the Traffic Safety Act, having a nominal chassis rating of not greater than 2 tonnes)
- 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.

### Crossing during an emergency:

If a crossing is required while responding to an emergency, please call Enbridge's emergency number before crossing the ROW.

> **1-888-813-6844**

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 controlled 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).

### Non-emergency crossings:


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

## Contact Enbridge


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

**1-888-813-6844**

### 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)

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

### Call or Click Before You Dig

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

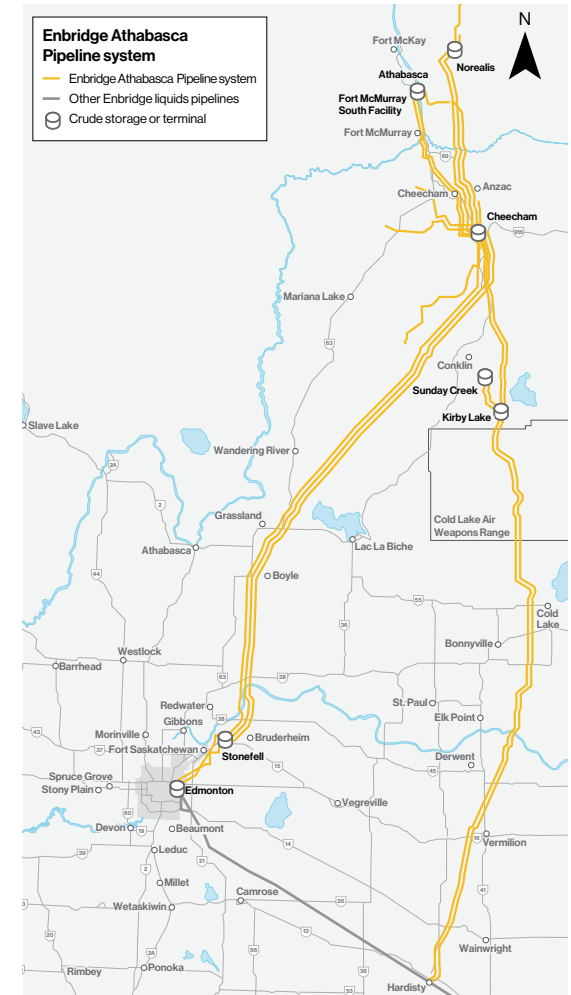
### Links for more information

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).

AER  
[aer.ca](http://aer.ca)

AER: Working Around Oil and Gas Pipelines  
[aer.ca/providing-information/by-topic/pipelines/working-around-oil-and-gas-pipelines](http://aer.ca/providing-information/by-topic/pipelines/working-around-oil-and-gas-pipelines)



Alberta Pipeline Act  
[qp.alberta.ca/documents/Acts/p15.pdf](http://qp.alberta.ca/documents/Acts/p15.pdf)

Alberta Pipeline Rules  
[canlii.ca/t/c16m](http://canlii.ca/t/c16m)

# 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:**

**☎ 1-888-813-6844.**

**5**

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