

# Pipeline Safety and Emergency Information

for your family, neighborhood and community

Enbridge Ingleside Energy Center and Affiliated Pipelines



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: 1-877-465-1788**

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Read this brochure,  
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.



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

Enbridge transports crude oil along with more than 80 different commodities on our pipeline systems, from various grades of 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.

## 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 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 ROW 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](http://clickbeforeyoudig.com) 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—(depending on state law), call **811** or visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com).

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



**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



### 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:

- The pipeline marker displays the operator's name, the product transported and an emergency phone number.
- Federal law prohibits removing, relocating or damaging pipeline markers.
- Markers should not be used to give exact locations and are not an alternative to calling 811.
- The ROW must remain clear. Structures, stockpiles, stored equipment and burn piles are not permitted within the ROW.

### 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).



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.

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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During normal operations, no significant odors should be detected.

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## Crossing or traversing the ROW

If any of your activities will encroach or cross an Enbridge pipeline/easement or involve ground disturbance within the ROW, Enbridge should be contacted for an assessment and consent. Always notify a pipeline representative before beginning any 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 should also be notified of blasting activities within 985 ft 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. No excavation, crossing, backfilling or construction operations shall be performed without the presence of a company representative who is authorized to stop any work that is being performed in an unsafe manner.
- 2** No building, structure or obstruction should 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** A company representative must give written approval for heavy equipment to cross pipelines at any location.
- 4** Excavation within the pipeline ROW be performed in accordance with company-approved procedures.
- 5** In addition to complying with the above requirements, you must follow all state and/or local laws and regulations including applicable One-Call requirements. To see your One-Call requirements, visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or dial **811**.

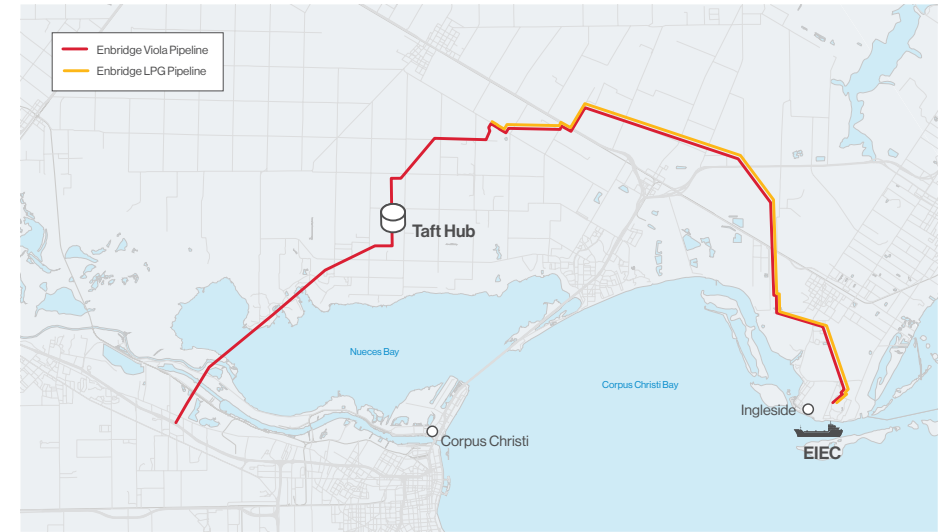
### Crossing during an emergency:

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



You can find out where pipelines are in your area by going to the National Pipeline Mapping System website at [nmps.phmsa.dot.gov](http://nmps.phmsa.dot.gov) or by contacting one of our representatives at **1-877-799-2650**.



**24-hour emergency number:**  
**1-877-465-1788**

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).



**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)

### Links for more information:


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

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



Please scan if you or someone you know would prefer to have the information in this brochure provided in Spanish.

# 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.

## In the event of a pipeline leak



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.

## 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: **1-877-465-1788.**
- 5** Follow instructions given to you by local emergency responders and Enbridge.