

# Pipeline Safety and Emergency Information

for emergency and public officials



You are receiving this brochure because we have identified you as an **Emergency or Public Official** with responsibilities in the vicinity of Enbridge's crude oil pipelines and/or related facilities. Please keep this brochure and share this important information with other emergency and public officials.

**Emergency number: 1-800-858-5253**

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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 an \$800 grant.



## 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.

As an Emergency or Public Official, you need to be aware of the Enbridge pipelines in your area and how to respond safely and effectively to a pipeline emergency. At your request, we can provide additional Enbridge pipeline information including the pipeline's location and size and the contents transported. For additional resources, details on emergency response drills in your area, to talk to an Enbridge representative or to schedule an Enbridge presentation during your next meeting, please call **1-877-799-2650** or email us at [uspublicawareness@enbridge.com](mailto:uspublicawareness@enbridge.com).

### 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 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

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).

3



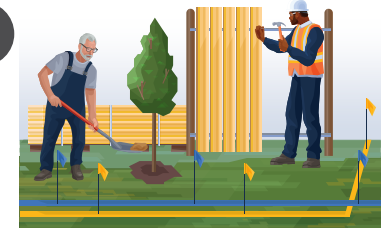
**811** will provide this information to pipeline operators, such as Enbridge and other companies with buried utilities near the work site, saving you the time and trouble of contacting them individually.

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, 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.

**Click  
Before  
YouDig.com**

**811**  
SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

## 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 be kept free from structures and obstruction to allow proper inspections, access for maintenance or in case of an emergency.



Vent marker



Line marker










Aerial marker

Marker appearance may vary in your area.

### 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://www.enbridge.com/safety).

## 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 normal operations at these facilities.

Emergency and public officials like you can help us maintain a safe, secure and reliable pipeline system. 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 found in this brochure.

### 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.

#### 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.

## 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.

### The role of the local responder

Besides handling traffic control, securing the site and fighting secondary fires, local responders often assist by:

- Making appropriate contacts if it appears that the pipeline incident impacts other agencies, facilities or local authorities
- Handling search and rescue
- Providing medical aid
- Coordinating a community emergency response plan, determining whether evacuation is warranted (mandating an evacuation, if required) and designating an evacuation center

### Planning and zoning departments – please read!

#### Land development near pipelines

Public Officials involved in planning and zoning can help by verifying that land developers submit plans showing the accurate location of nearby pipelines and other buried utilities at the proposed site.

For additional information, see the Department of Transportation's recommended practices for developing land near existing pipelines and facilities, please visit [phmsa.dot.gov](http://phmsa.dot.gov).



#### If any pipelines exist, ask the developer:

- Have you consulted with the utility operator?
- Have you, working with the utility operator, considered the need for ROW access or setback requirements?
- Have you considered evacuation routes to be used in the unlikely event of an emergency?
- How will you prevent excavation damage to buried utilities during construction?
- Are there plans for alternative uses for the pipeline ROW such as green spaces, parks, golf courses, trails and other recreational spaces?

#### Did you know?

Contacting the pipeline operator as soon as possible means we can stop the product flow and make notifications as needed.

# 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 an 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
- Traffic management
- Maintaining an exclusion zone
- Public information management

Additional information on ICS can be obtained on the Federal Emergency Management Agency webpage at: [training.fema.gov/emiweb/is/icsresource](https://training.fema.gov/emiweb/is/icsresource).

## Enbridge ICS overview



# Know what's there: Product information

## Hazard awareness and prevention measures

Because crude oil pipelines typically operate under high pressure and can transport large volumes, accidents involving them can be hazardous. If an incident occurs on an Enbridge pipeline, our representatives will provide the emergency responders with safety data sheets for the product in the pipeline.

The chart below provides general information about products transported through Enbridge pipelines. For more information, please see the Pipeline and Hazardous Material Safety Administration's "Emergency Response Guidebook." Request a free copy or download the mobile app at [phmsa.dot.gov/hazmat/library.org](https://phmsa.dot.gov/hazmat/library.org).

Product	Appearance	Odor	Special behavior	Hazards
<b>Crude oil</b>	Color ranges from yellow to black	Similar to gasoline or diesel fuel	<ul style="list-style-type: none"> <li>• Flows with the profile of the land</li> <li>• Flow depends on temperature and viscosity; can be thick and slow-moving or light and able to move quickly</li> </ul>	<ul style="list-style-type: none"> <li>• Flammable and explosive under certain conditions</li> <li>• Suffocation can occur if vapors displace the oxygen in an enclosed area</li> </ul>
<b>Natural gas liquids (NGLs)</b>	Steam-like cloud or frost-like appearance on the ground	Similar to gasoline	<ul style="list-style-type: none"> <li>• Heavier than air</li> <li>• Stays close to the ground in low-lying areas</li> </ul>	<ul style="list-style-type: none"> <li>• Flammable and explosive under certain conditions</li> <li>• Suffocation can occur if vapors displace the oxygen in an enclosed area</li> </ul>
<b>Diluents</b>	Clear to black liquid	Extremely strong odor similar to crude oil	<ul style="list-style-type: none"> <li>• Very light and fluid, similar to gasoline</li> </ul>	<ul style="list-style-type: none"> <li>• Flammable and explosive under certain conditions</li> <li>• Suffocation can occur if vapors displace the oxygen in an enclosed area</li> </ul>
<b>Condensate</b>	Clear to dark brown	Similar to gasoline or diesel fuel	<ul style="list-style-type: none"> <li>• Very light and fluid, similar to gasoline</li> </ul>	<ul style="list-style-type: none"> <li>• Flammable and explosive under certain conditions</li> </ul>

## Responding to a crude oil, NGL or hydrogen sulfide (H<sub>2</sub>S) incident

In the event of a pipeline emergency, contact Enbridge immediately so we can stop the flow of oil and immediately start containment. **Do not operate pipeline valves.**

Of the hundreds of components in crude oil, benzene has the potential to be the most toxic and volatile. Benzene content in crude oils varies greatly. Firefighters should use standard protective equipment and approved supplied air-breathing equipment in enclosed spaces.

In the event of a pipeline emergency involving natural gas liquids or diluent (natural gas condensate), contact Enbridge immediately (if you can make a phone call a safe distance away from plume), so we can stop the flow of product and then allow any fire present to burn out. Use intrinsically safe equipment (e.g., flashlights, two-way radios and gas-detectors with audible alarms).

Do not use ignition sources or attempt to walk in product releases or vapors. Evacuate all unnecessary personnel and evaluate the area only when safe to do so while wearing appropriate personal protective equipment. In an emergency involving diluent, keep surrounding surfaces, including exposed equipment and containers, cool with a water fog or spray. **Do not operate pipeline valves.**

Some crudes and condensates contain H<sub>2</sub>S, which has a rotten egg smell and is toxic in high concentrations. The accepted industry practice is to wear approved supplied air-breathing equipment when concentrations exceed 10 ppm. **Do not operate pipeline valves.**

For detailed information on product hazards and appropriate responses to a pipeline emergency, we encourage you to take free online pipeline emergency response training at [mypipelinetraining.com](https://mypipelinetraining.com).

## Resources

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

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

The trainings can be completed in one or multiple sessions and a certificate is provided upon completion. This program may qualify for the following:

- Continuing education credits
- OSHA HAZMAT compliance
- Insurance Service Office Fire Suppression Rating Schedule Program

For more information, please contact us at **1-877-799-2650** or [erinfo@enbridge.com](mailto:erinfo@enbridge.com).

### Safe community grant program

Enbridge offers grants to emergency response agencies in the communities where we operate. These grants can be used for equipment or training to help organizations respond effectively to pipeline emergencies.

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

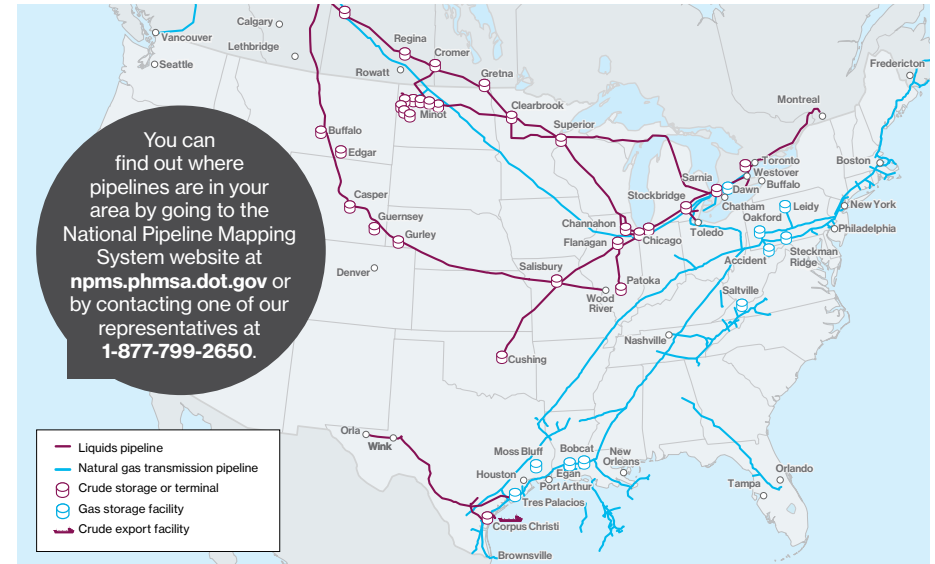
### Field Emergency Response Plan

Our Field Emergency Response Plan is available to emergency response organizations in counties where we operate. These plans provide information on the ways we'll work with emergency responders during the initial stages of a pipeline incident. Visit [emergencyresponderinfo.com](http://emergencyresponderinfo.com) to register and request the plan for your area. Your request for access will be reviewed within 10 business days.

### Additional resources for emergency responders

- [mypipelinetraining.com](http://mypipelinetraining.com)
- [emergencyresponderinfo.com](http://emergencyresponderinfo.com)
- [phmsa.dot.gov/training/hazmat/erg/emergency-response-guidebook-erg](http://phmsa.dot.gov/training/hazmat/erg/emergency-response-guidebook-erg)
- [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)
- [naturalgas.org](http://naturalgas.org)
- [ingaa.org](http://ingaa.org)
- [pipeline101.org](http://pipeline101.org)
- [call811.com](http://call811.com)
- [clickbeforeyoudig.com](http://clickbeforeyoudig.com)

## Contact Enbridge



**24-hour emergency number:**  
**1-800-858-5253**

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).

More information about our Emergency Management Program can be found at [enbridge.com/emergencymanagement](http://enbridge.com/emergencymanagement).



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

# 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 centers 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:

- 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.

## 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 center 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.