Pipeline Safety and Emergency Response

You're receiving this because you're an **emergency or public official** near Enbridge pipelines or facilities. Please share this valuable information with your team.

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24-hour emergency numbers

- **Enbridge: 1-877-420-8800**
- **Express Pipeline: 1-888-449-7539**

Important information inside

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ENBRIDGE

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 an emergency, public safety is our top priority. We rely on your expertise and will provide the information you need. Our response teams are dispatched immediately, but initial reports often come through 911 or public safety officials. The following signs may indicate a potential pipeline emergency and should be reported immediately.

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 specific to natural gas liquids (NGLs)
- Dirt being blown or appearing to be thrown into the air (specific to NGLs)
- A dry area in a wet field (specific to NGLs)
- A white vapour stream or mist-like cloud over the pipeline (specific to NGLs)

Hear

- An unusual roaring, blowing or hissing sound

Smell

- An unusual odour similar to diesel fuel, gasoline, sulphur or rotten egg

Understand the hazards

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.

Steps for a safe response

If you're in danger, damage a pipeline (including its coating) or see or suspect a leak – no matter how minor – take these steps:

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 representatives.
6. Implement your local emergency plan.

In the unlikely event of an emergency

DO NOT operate pipeline valves or attempt to extinguish any pipeline fires.

- Only Enbridge personnel should operate pipeline valves. Some valves can be shut remotely by Enbridge's control centre while others require trained personnel on-site.
- Shutting a valve improperly may worsen the situation or cause another leak.

DO NOT create a spark. Possible ignition sources include:

- smoking materials
- open flames
- light switches
- phones and pagers
- flashlights
- car remotes (key fobs)
- motor vehicles
- non-intrinsically safe equipment (e.g., drones)

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.

Please detach this page for quick reference.

RISK: If you see someone digging or disturbing the soil and there are no flags or marks on the ground, please call Enbridge's 24-hour emergency number. Failure to dig safely can endanger yourself, emergency responders and your community. Safe digging practices can save your life.

When planning a digging project, one should not rely on word-of-mouth, maps, memory or pipeline markers. Please make 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

Visit **clickbeforeyoudig.com** or call your local One-Call centre at least three working days (depending on provincial law) before digging.

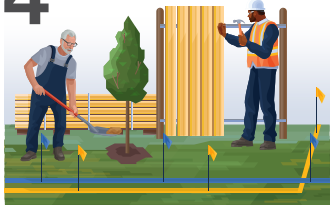
2

When submitting a locate request, provide project details like location, type of work and start date.

3

The One-Call centre notifies utility and pipeline companies (e.g., Enbridge) on your behalf.

4



Pipeline and utility locators mark underground lines within a few days to help you dig safely.

Frequently asked questions

What is clickbeforeyoudig.com and who can use it?

Clickbeforeyoudig.com is a free service that helps prevent damage to underground utilities by allowing individuals and companies to request a locate of buried infrastructure before engaging in any earth-moving activities, such as drain tiling, grading, site excavation, fence building and road construction.

If there are no markers where I will be digging, do I still need to use clickbeforeyoudig.com?

Yes, always place a locate request. Markers, including those for pipelines, are meant to provide an approximate location and may not always be present.

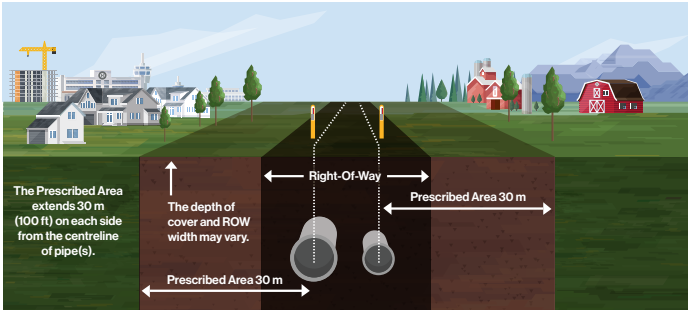
I'm not digging that deep. Why bother using clickbeforeyoudig.com?

The depth of pipelines and other utilities can change over time due to erosion, shifting soils or other factors.

If I'm on a schedule and don't have the time, do I still need to visit clickbeforeyoudig.com?

Yes. Using **clickbeforeyoudig.com** prior to any earth-moving activity is not only the law, doing so can help to prevent unnecessary costs or job delays and can even save a life.

What is the pipeline right-of-way (ROW)?



The ROW is a clear, narrow area where pipelines run, allowing Enbridge personnel to inspect, maintain, test and respond to emergencies. Heavy vehicle and equipment use is not allowed, as it can damage the pipeline.

Key points about the ROW and markers:

- Markers display the pipeline operator's name, product transported and an emergency number.
- It is against the law to remove, relocate or damage markers.
- The ROW must stay clear for inspections, maintenance and emergencies. Any structures, equipment or stockpiles need written approval.
- Pipelines are monitored by air and ground – obstructions hinder safety checks.
- Markers indicate approximate pipeline location but are not an alternative to submitting a locate request.
- Fences, roads, driveways, shrubs and trees are not allowed on the ROW unless you have written approval.
- Designate a location outside the ROW as your muster point when creating emergency plans.
- Report any exposed Enbridge pipeline to our 24-hour emergency number.

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). Within this area, any activities that can or might cause a ground disturbance cannot occur without written consent from Enbridge – or the specified pipeline company – under regulatory requirements.

Pipeline markers

Vent marker

Line marker

Aerial marker

Marker appearance may vary in your area.

Working near or crossing a pipeline ROW

If your activities will cross an Enbridge pipeline or encroach within the pipeline ROW, you must contact Enbridge for an assessment and written consent.

Examples of crossing or encroaching include:

- Building or installing new structures near the pipeline ROW
- Operation or movement of vehicles or equipment outside of the travelled portion of a highway or public roads
- Subdivision development
- Installing drainage tile
- Crossing or paralleling the pipeline with overhead power lines
- Maintaining existing facilities
- Conducting blasting activities within 300 m of the ROW
- Any construction, excavation or development near the pipeline ROW

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

Non-emergency crossings:

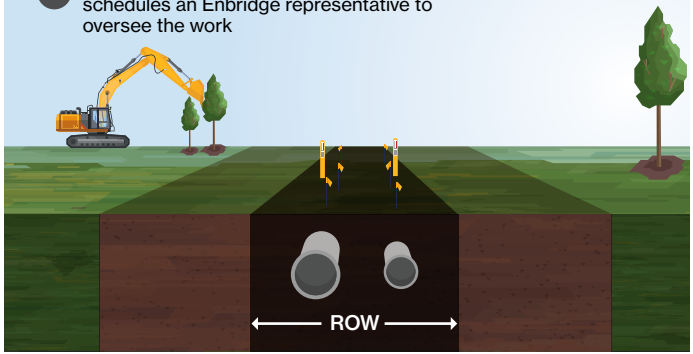
If you are planning to work on or near the ROW and need information about our guidelines, requirements or have questions related to crossings, please visit **enbridge.com/crossings** or email **crossingscanada@enbridge.com**.

Crossing the pipeline ROW during an emergency:

If crossing the ROW (i.e., with heavy equipment or bridging, etc.) is required while responding to an emergency, you must call Enbridge's emergency number, as our field staff need to be informed.

Crossings and encroachments application process

1. Applicant downloads application via **enbridge.com/crossings** and submits it to **crossingscanada@enbridge.com**
2. Enbridge Crossings does an internal review of the application
3. Applicant receives the notification from Enbridge and signs the consent
4. After signing the consent, applicant visits **clickbeforeyoudig.com** or calls the local One-Call centre to have the Enbridge line(s) located
5. After lines are located and marked, applicant schedules an Enbridge representative to oversee the work



Our safety measures

Safety is our top priority. Every year, our team invests hundreds of thousands of hours to keep our systems operating smoothly and safely.

We continually enhance safety through measures like:

- Inspection and preventative maintenance
- 24/7 pipeline monitoring
- Emergency response training and drills
- Pressure testing on all pipelines
- Aerial and ground patrols of the ROW
- Automatic shut-off and remote-control valves
- High-quality materials and protective coatings
- Enhanced safety measures for water crossings and sensitive areas

Our commitment to safety includes specialized measures for pipelines in highly populated and environmentally sensitive areas.

For more on our safety efforts, visit **enbridge.com/safety**.

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.

Facility and purpose	Normal operations
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.	During normal operations, a slight odour may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near LACT units.
Crude oil storage facilities are used to safely store and transport crude oil to refineries and other market destinations via pipeline.	During normal operations, a slight odour may be noticed during oil transfers or maintenance activities.
Pump stations increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge's control centres.	During normal operations, no significant odours should be detected.
Valve sites are located along the pipeline ROW and may be used to control the flow of products in the pipeline.	During normal operations, no significant odours should be detected.

Enbridge uses the Incident Command System (ICS) to manage emergencies. This system brings different agencies together in one place to coordinate their response.

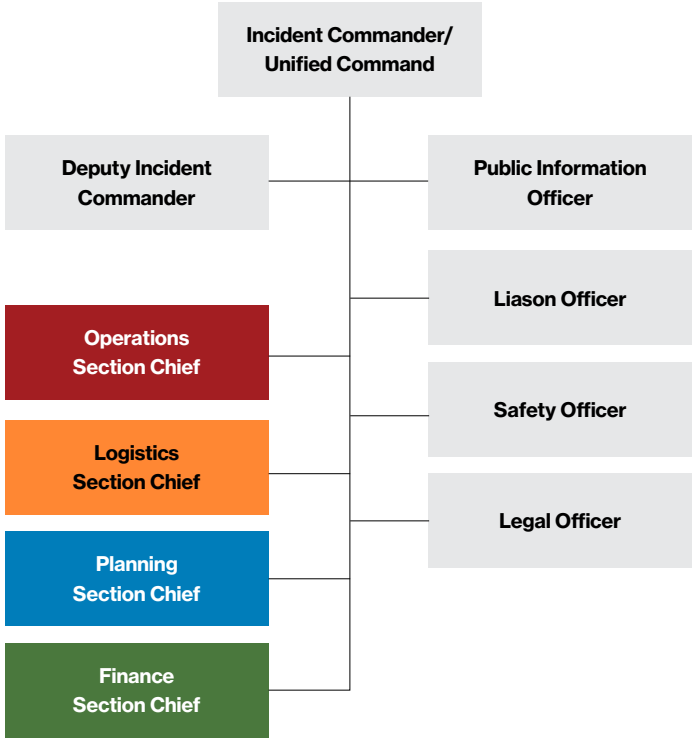
The ICS is flexible, uses common terminology, and assigns clear roles to support an organized and effective response.

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

- Incident action plan – defines objectives, strategies and resources that contribute to public safety, responder safety and the environment
- Site safety and security
- Traffic management
- Maintaining an exclusion zone
- Clean-up and waste management
- Public information management

Additional information on ICS can be obtained on the Federal Emergency Management Agency webpage at **training.fema.gov/emiweb/is/icsresource**.

Enbridge ICS overview



For 911 dispatchers

In the unlikely event of a confirmed or suspected pipeline emergency, dispatch local responders and contact the pipeline operator.

Advise the caller TO:

- **Leave the area immediately.** Abandon any equipment or vehicles and move away from the area, heading upwind (in the opposite direction the wind is blowing). Avoid contact with any escaping liquids or gases.
- **Remain calm.** Emergency response and company personnel have been notified and will be arriving as soon as possible.
- **Evacuate if necessary.** Move to a designated evacuation centre if instructed. If sheltering indoors, close all windows and doors and turn off ventilation systems (e.g., air conditioning, heating).

Advise the caller NOT TO:

- Drive into the affected area or start their vehicle.
- Light matches or try to extinguish any fire.
- Turn on or off anything that could create a spark such as phones, light switches, keyless entry systems, flashlights or appliances, until they're in a safe location.
- Attempt to operate any pipeline valves.
- Remain in a building if the smell is stronger inside than outside.

Did you know?

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

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 centre

Free training opportunity for emergency responders and 911 dispatchers

Emergency responders and others responsible for public safety in Enbridge's areas of operation can access the National Association of State Fire Marshals' Pipeline Emergencies online training at **nasfm-training.org/pipeline**. Certification is provided upon completion of the program. Enbridge recognizes that the online training platforms are only available in English. If you are in an area that Enbridge operates and require emergency responder training in French, please email **cdnpublicawareness@enbridge.com**.

Field Emergency Response Plans

Our Field Emergency Response Plans are available to local emergency responders in areas where we operate. Plans are available online at **emergencyresponderinfo.com**. Your request for access will be reviewed within 10 business days.

If you have any questions, would like to request a map of your area or to provide feedback on our Field Emergency Response Plans, please email **erinfo@enbridge.com**.

Safe Community First Responder 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**.

Links for more information

More information about our Emergency Management Program can be found at **enbridge.com/emergencymanagement**.

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 1-877-640-8665 or email us at **cdnpublicawareness@enbridge.com**.

CER

cer-rec.gc.ca

CER brochure

Please scan the QR code to view the CER's "Living and Working Near Pipelines" brochure.

Integrated Contingency Plan

To access the Athabasca Region Integrated Contingency Plan (ICP) for facilities in Hardisty, AB, including local emergency contacts, visit **enbridge.com/AthabascaICP**.

Security

At Enbridge, the safety of our people, assets, and communities is a priority. With reports of increased criminal activity, we acknowledge that no one is immune. We value the critical role of emergency responders and public officials in maintaining security and commit to supporting timely action and reporting. Please be vigilant and report any suspicious activity near our infrastructure immediately.

In the unlikely event of a pipeline emergency, we will work with emergency responders to resolve the situation safely and effectively.

Responding to a crude oil, NGL or hydrogen sulfide (H_2S) incident

In the unlikely event of a pipeline emergency, **DO NOT OPERATE PIPELINE VALVES**. Contact Enbridge immediately to stop the flow of oil and begin containment.

Of the many components in crude oil, benzene is among the most toxic and volatile. Benzene content in crude oils varies greatly. Firefighters should use protective gear, including where necessary, appropriate air-breathing equipment.

For NGLs or diluent (natural gas condensate), call Enbridge from a safe distance (away from plume) so the flow of product can be stopped and then allow any fire present to burn out. Use intrinsically safe equipment (e.g., two-way radios, gas detectors with alarms). Do not attempt to walk in product release or vapours. Evacuate unnecessary personnel and assess the area only when safe, wearing appropriate protective equipment. In an emergency involving diluent, keep nearby surfaces and equipment cool with water spray.

Some crudes and condensates contain H_2S (which has a rotten egg odour) and is toxic in high concentrations; use air-breathing equipment when concentrations exceed 10 ppm.

For more on hazards and pipeline emergency response, take the free online training at **mypipelinetraining.com**.

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.

In the unlikely event of an emergency, Enbridge representatives will provide safety data sheets for the product in the pipeline to assist responders. These contain information about regulatory classification, health hazards, toxicity, first aid and fire information for the products in the pipeline.

The chart below offers general information about the products transported through Enbridge pipelines. More information about product characteristics can be found at **enbridge.com/publicsafetyinfo**.

Product	Appearance	Odour	Special behaviour	Hazards
Crude oil	Colour ranges from yellow to black	Similar to gasoline or diesel fuel	• Flows with the profile of the land • Flow depends on temperature and viscosity; can be thick and slow-moving or light and able to move quickly	• Flammable and explosive under certain conditions • Suffocation can occur if vapours displace the oxygen in an enclosed area
Natural gas liquids (NGLs)	Steam-like cloud or frost-like appearance on the ground	Similar to gasoline	• Heavier than air • Stays close to the ground in low-lying areas	• Flammable and explosive under certain conditions • Suffocation can occur if vapours displace the oxygen in an enclosed area
Diluents	Clear to black liquid	Extremely strong odour similar to crude oil	• Very light and fluid, similar to gasoline	• Flammable and explosive under certain conditions • Suffocation can occur if vapours displace the oxygen in an enclosed area
Condensate	Clear to dark brown	Similar to gasoline or diesel fuel	• Very light and fluid, similar to gasoline	• Flammable and explosive under certain conditions

Are you prepared to respond to a pipeline emergency?

As an emergency or public official, it's important to understand the presence of Enbridge pipelines in your area and know how to respond safely and efficiently in the event of a pipeline emergency.

By emailing **cdnpublicawareness@enbridge.com,** you can request pipeline information including:

- location
- size
- contents transported

About Enbridge

Enbridge transports crude oil along with more than 80 different commodities on our pipeline systems, from various grades of oil to 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. Additionally, Enbridge transports diluent, also known as natural gas condensate, which is a class of light hydrocarbons.

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.

Awareness today means safer tomorrows

Tomorrow is more than just the energy we transport. It's our commitment to strengthening community and protecting the environment – ensuring the places we live and work are safe and vibrant.

Tomorrow is on

Please scan the QR code to learn more about Enbridge and the energy transition.

Keeping pipelines safe

Enbridge's Integrity Management Program works to keep pipelines safe by using a step-by-step process. This includes collecting data, checking for risks, doing inspections, and taking steps to prevent or mitigate problems.

Damage Prevention Program

Enbridge maintains a Damage Prevention Program in accordance with provincial and federal guidelines. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities.

To learn more about our Damage Prevention Program, visit **enbridge.com/damageprevention**.

Canada Energy Regulator requirements and penalties

Enbridge's pipelines are regulated by the Canada Energy Regulator (CER), which enforces safety standards and regulations, including the Canadian Energy Regulator Act (CER Act), the CER Pipeline Damage Prevention Regulations – Authorizations and CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies (DPRs).

Activities like ground disturbance and construction on the ROW are subject to these regulations.

Violations must be reported, with maximum fines of $25,000 for individuals and $100,000 for companies per infraction.

More details are available on the CER website at **cer-rec.gc.ca**.

Municipal operations and maintenance activities

Municipal maintenance activities can proceed without pipeline owner consent as per CER guidelines. For details, consult the CER document "Damage Prevention Guidance for Municipal Operations and Maintenance Activities". Public works departments should understand which activities need pipeline company approval to apply in advance.

Important contact information

If you notice any suspicious activity or an abnormal odour, call 911 and Enbridge's 24-hour emergency number.
1-877-420-8800

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

Click Before You Dig.com

If you have a non-emergency question regarding our:

- Damage Prevention Program
- Integrity Management Program
- Emergency response
- Operations in your area

please call our Public Awareness team at **1-877-640-8665**.

Land and ROW hotline
1-800-668-2951
(toll-free, press 2 for French)

landcontactcan@enbridge.com
cdnpublicawareness@enbridge.com

enbridge.com/publicawareness

facebook.com/enbridge

Call or Click Before You Dig
clickbeforeyoudig.com

Utility Safety Partners (in Alberta)
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

Northwest Territories
Contact Enbridge directly at 1-867-288-1717

Links for more information
Public safety information can be found at **enbridge.com/publicsafetyinfo**.

AER Energy and Environment Emergency 24-Hour Response line
1-800-222-6514

Online version
An electronic version of this brochure can be found by scanning this QR code or visiting **enbridge.com/brochures**.

Survey
Your feedback matters. Scan the QR code or visit **enbridge.com/surveys** to take a short survey.

This brochure covers all Enbridge-owned and/or operated 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

To view maps of Enbridge pipelines in your area, visit **enbridge.com/map**.

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