

Pipeline safety and emergency information

for Emergency Responders
and Public Officials.

Important safety information enclosed.

Pipeline safety: A shared responsibility

This brochure is meant specifically for public safety and local public officials, including firefighters, members of law enforcement, 911 dispatch dispatchers, emergency medical technicians, emergency managers, city and county (parish) leadership, public works departments and planning and zoning departments. You have a vital role in pipeline safety that includes:

- Coordinating a community emergency response plan
- Advocating for safe development near pipelines and the use of 811 in your community
- Activating your organization's response and contacting the pipeline operator if your organization receives the initial notification of a potential pipeline emergency
- Working with Enbridge to keep the public safe in a pipeline emergency by disseminating information, providing medical aid and other lifesaving services and determining and implementing evacuation procedures

After reading this brochure, you should know how to:

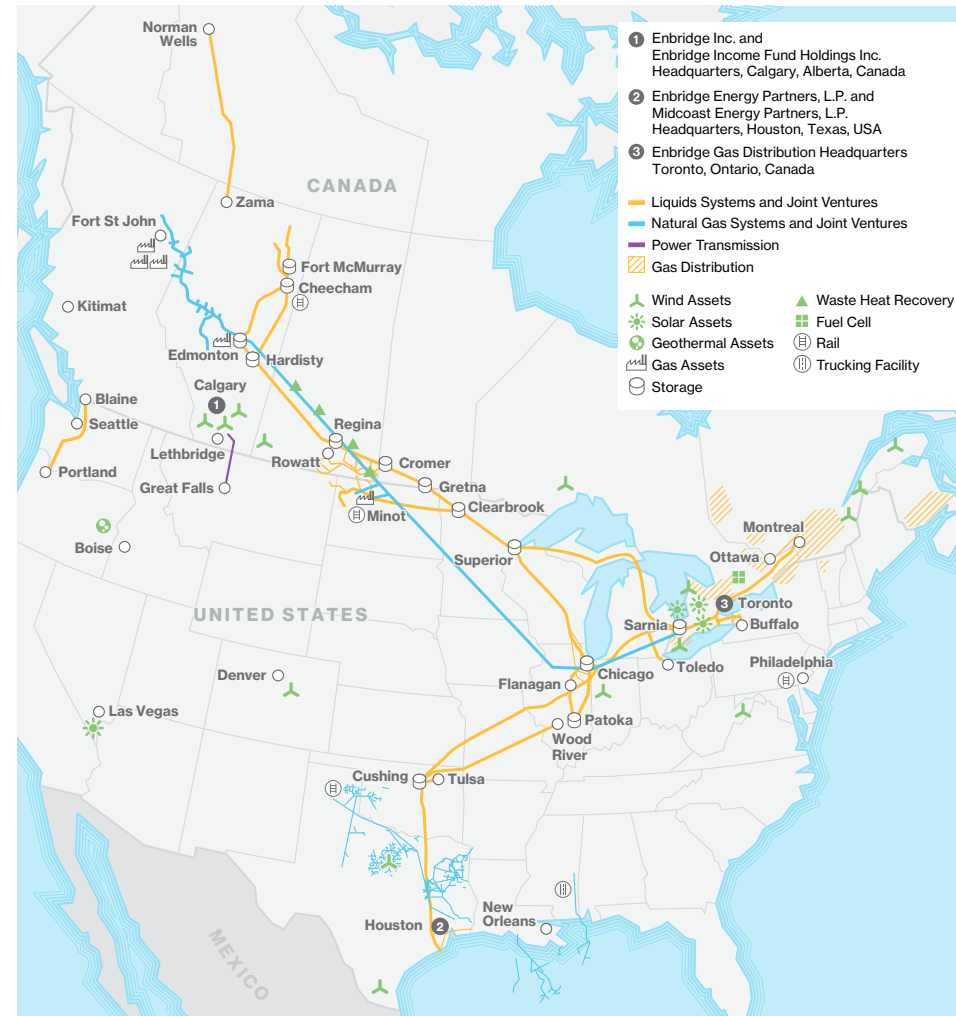
- Respond in an emergency situation and protect the public
- Contact Enbridge
- Recognize a pipeline leak
- Find the location of pipelines in your jurisdiction
- Excavate safely
- Safely develop land near pipelines in your community

It is critical that you keep and share the information in this brochure. Visit enbridge.com/resources or contact us at USpublicawareness@enbridge.com for:

- Physical or electronic copies of this brochure
- 811 magnets and Uniform Color Code pocket cards
- Posters featuring pipeline safety information and emergency numbers
- A visit from an Enbridge representative

Brochures like this one are also mailed to people who live and work near our pipelines, as well as schools, farmers and professional excavators in our areas of operations. If you have pipelines transporting petroleum products other than, or in addition to, natural gas in your jurisdiction, you've also received a copy of the materials mailed to those who live or work near these types of lines.

Enbridge North American assets



Pipeline maps are available online through:

Enbridge Pipelines
(North American assets)
enbridge.com/map

National Pipeline Mapping System
(U.S. transmission pipelines)
npms.phmsa.dot.gov

Texas Railroad Commission
(Texas transmission and gathering pipelines)
gis2.rrc.state.tx.us/public

For information on Enbridge gathering lines that may be present in your area, call **877.799.2650** or contact us at USpublicawareness@enbridge.com.

We value your feedback

Please take a few moments to complete our pipeline safety survey online at enbridge.com/surveyUS or mail it to Public Awareness Manager, 1100 Louisiana, Suite 3300, Houston, TX 77002. **Complete responses will be placed into a drawing for a \$750 Safe Community grant for your organization.**

Please select only one answer to each question.

Emergency Responders Only

1. Which of the following describes your department's participation in emergency response exercises with pipeline operators?
 - We have participated in the past
 - We haven't participated because we haven't been invited to participate in the past
 - We haven't participated because the time wasn't convenient
 - We haven't participated because there are too many other types of trainings
2. Do you feel your department is prepared to handle a pipeline emergency?
 - Yes No

Public Officials Only

1. Have you utilized the National Pipeline Mapping System to find out where pipelines are located in your area?
 - Yes No
2. Does your entity use the 811 system prior to excavation projects?
 - Yes No
3. If there was development occurring near a pipeline in your community, what would you do?
 - Nothing
 - Put the developer in contact with the pipeline company
 - Stop development because it's not safe
 - Other _____

Emergency Responders and Public Officials

1. How might you know if there is a pipeline leak?
 - See liquid on the ground
 - Hear a roaring, blowing or hissing sound
 - The first two options are correct
 - None of the above
2. How often do you meet with pipeline operators with operations in or near your community?
 - Never
 - Once a year
 - Once every few years
 - More than once a year
3. When being contacted by pipeline operators, I prefer:
 - To be contacted by each pipeline company in my area individually
 - To be contacted by all pipeline companies in my area at once
4. Please indicate how strongly you believe the following statement: Enbridge is a safe operator.
 - Strongly believe
 - Somewhat believe
 - Neither believe nor disbelieve
 - Somewhat disbelieve
 - Strongly disbelieve
5. Please rate your knowledge of pipeline safety before receiving this brochure:
 - Not informed
 - Somewhat informed
 - Very informed
6. Please rate your knowledge of the pipeline safety information after receiving this brochure:
 - Not informed
 - Somewhat informed
 - Very informed

Name: _____
 Phone: _____
 Email: _____
 County: _____
 City: _____ State: _____

One winner will be chosen for the prize mentioned above. All responses must be received by December 31, 2016. A winner will be drawn on February 1, 2017 and notified by March 1, 2017.

By completing this survey, you consent to Enbridge collecting and using the personal information you provide (name, address, email address, phone number) in order to contact you for contest purposes, as well as to provide you with important safety information. This personal information will be collected, used or disclosed by Enbridge in accordance with Enbridge's privacy policy, which can be viewed at www.enbridge.com/PrivacyPolicy. If you have questions or concerns regarding our privacy practices, or if you wish to withdraw your consent, please contact the Enbridge Privacy Officer at **1.888.444.4003** (toll-free) or privacy.office@enbridge.com.

Free pipeline training for emergency responders and public safety professionals at mypipelinetraining.com



Emergency information

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.

The report

Although we immediately dispatch our emergency response teams upon notification, local 911 dispatch centers or other public safety officials often receive the initial report. The following could indicate a potential pipeline emergency and may be reported by callers or emergency responders:



They might see:

- Dirt being blown or appearing to be thrown into the air
- A white vapor stream or mist-like cloud over the pipeline



- Dead or dying vegetation in an otherwise green area



- A dry area in a wet field
- Flames coming from the ground or appearing to burn above ground
- Liquid on the ground
- Continuous bubbling in wet or flooded areas

They might hear:

- A roaring, blowing or hissing sound

They might smell:

- An unusual sulfur or rotten egg odor*

*Natural gas transported through cross-country transmission and gathering pipelines like those operated by Enbridge is usually not odorized and could have a faint petroleum scent or no odor at all. Hydrogen sulfide has an unusual sulfur or rotten egg odor; additional information is included with this brochure if an Enbridge pipeline near you transports gas containing hydrogen sulfide.

Please share the information on the following page with your 911 dispatch center.

911 dispatchers— please read! Initiating the response

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

1. Reassure the caller that emergency response crews and Enbridge will be contacted and will arrive as soon as possible.
2. Advise the caller of the following as the situation dictates:
 - 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
 - Do not light a match
 - Do not turn on or off anything that may create a spark—including cell phones, telephones, light switches, vehicle alarms, vehicle keyless entry and flashlights—until you are in a safe location
 - **Do not operate pipeline valves**
 - Do not remain in a building if the smell is stronger inside than outside
 - If an evacuation center has been designated, advise the caller of the location
3. Call Enbridge's toll-free, 24-hour emergency number for your area. It is important to contact the pipeline operator as soon as possible so we can stop product flow and make notifications as needed.

Enbridge Gas Control Center:

📞 **888.650.8099**

If located in Louisiana, call:

📞 **877.548.1800**

A safe response

If you suspect an emergency on an Enbridge pipeline, immediately call our toll-free, 24-hour emergency number for your area from a safe location. Our monitoring system may have already alerted us to the disruption, but always call to verify. The pipeline operator's name and emergency telephone number can be found on the pipeline marker.

Once on-site, Enbridge representatives will work with you to establish safe procedures for securing the area or other emergency measures. If our representatives have not arrived, there are some important steps you can take:

- If it is safe to do so, turn off any mechanized equipment and ignition sources in the suspected leak's vicinity
- Secure the site and determine a plan to evacuate or shelter-in-place
- Monitor for hazardous atmospheres
- Control and redirect traffic
- Provide immediate access to Enbridge representatives
- Implement your local emergency plan

We will work with emergency responders in the event of a pipeline emergency to resolve the situation safely and effectively. We value the knowledge and skills of emergency responders and designed our guidelines to keep you, employees and the public safe.

What NOT to do during an emergency response

- **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 shut 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 our permission unless there is an immediate risk to safety.** If a fire occurs at one of our facilities, unless lives are at risk we ask that fire crews stay outside of the property until Enbridge representatives arrive.

Potential product hazards

Natural gas pipelines typically operate under high pressure and can move large volumes of gas, so accidents involving them can be hazardous. If an incident occurs on an Enbridge pipeline, our representatives will provide safety data sheets for the product in the pipeline to emergency responders.

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/erg.

Product	Appearance	Odor	Special Behavior	Hazards
Natural Gas	Combustible mixture of hydrocarbon gases that is odorless	No odor will be detected unless an odorant is added for shipping	Low density and lighter than air In an open area, it rises into the atmosphere and dissipates In an enclosed area, it collects first overhead	Extremely flammable and explosive Suffocation can occur if vapors displace the oxygen in an enclosed area
Natural Gas Liquids (NGLs)	Steam-like cloud or frost-like appearance on the ground	Similar to gasoline, but much stronger and extremely unpleasant	Heavier than air Stays close to the ground in low-lying areas	Extremely flammable and explosive Suffocation can occur if vapors displace the oxygen in an enclosed area
Sour Gas (Gas containing hydrogen sulfide)	Colorless gas	Smell similar to rotten eggs	Slightly heavier than air Settles particularly in low-lying areas	Extremely flammable and explosive Toxic in high concentrations Paralyzes the sense of smell in higher concentrations

Responding to a natural gas or NGL incident

In the event of an emergency involving natural gas or natural gas liquids, evacuate all unnecessary personnel and wear appropriate personal protective equipment. Contact Enbridge immediately so we can stop the product flow and then allow any fire that may be present to burn out. **Do not operate pipeline valves!**

Responding to a sour gas incident

In several Texas counties and in southwest Arkansas, Enbridge transports natural gas containing hydrogen sulfide, or sour gas, which can be toxic. Sour gas is also known as poison gas, rotten egg gas, acid gas or sulfur gas. The words "Poison Gas" can be found on markers for pipelines containing this product. The accepted industry practice is to wear appropriate personal protective equipment when concentrations exceed 10 ppm.

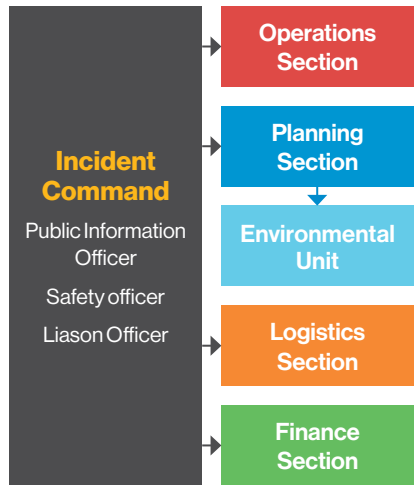
Additional information was mailed with this brochure if Enbridge transports gas containing hydrogen sulfide in your area. As required by the Texas Railroad Commission and the Arkansas Oil and Gas Commission, every two years we conduct personal visits with property owners along our pipelines transporting this product. We also provide additional information annually to residents, businesses, school officials, excavators and others who live and work within a minimum of a half-mile radius of Enbridge pipelines containing hydrogen sulfide.

For more information or additional response training specific to hydrogen sulfide, please contact us at **877.799.2650** or **USpublicawareness@enbridge.com**.

Detailed information on product hazards and appropriate response to a pipeline emergency is available through our free online education program for emergency responders. **Register at mypipelinetraining.com.**

The Incident Command System

When responding to an incident, Enbridge will work with emergency responders and any other assisting agencies under the National Incident Management System's Incident Command System (ICS). ICS establishes a coordinated approach to managing facilities, equipment, personnel and procedures.



The role of the local responder

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

- Making appropriate contacts if it appears 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



The pipeline right-of-way

The pipeline follows a narrow, clear stretch of land called a right-of-way that allows our employees and contractors to access the pipeline for inspections, maintenance, testing and emergencies.

It's important that the right-of-way remains clear. For your safety and to protect the pipeline, written permission is required before planting any shrubs within the pipeline right-of-way. Stockpiles, stored equipment, structures and trees are prohibited within the right-of-way.

Pipeline rights-of-way aren't designed as roads, and heavy vehicles and equipment can damage the pipelines below. Before crossing our pipeline right-of-way with heavy machinery, call Enbridge at the 24-hour telephone number for your area and we'll work with you to establish safe crossing.

If you realize you've moved heavy equipment across an Enbridge pipeline without calling, even if you don't notice damage, report it to us immediately so we can assess the pipeline.

If, as a public safety or local public official, you have the opportunity to advise local businesses or facilities along the pipeline right-of-way on their emergency response plans, encourage them not to choose the right-of-way as the identified muster point. For more information about our right-of-way standards, please call our Land and Right of Way Department toll-free at **877.496.8147**.

Dangers of downed power lines on rights-of-way—emergency responders, please read!

Pipelines often share the right-of-way with other utilities. Electrical power transmission lines in particular can compromise or damage pipelines if they come into contact with an aboveground pipeline feature or even the ground above the pipeline. Please contact us at our 24-hour telephone number for your area if a power line is downed near an Enbridge pipeline.

Aboveground facilities

While most Enbridge pipelines are buried underground, our systems also include many aboveground facilities. It's important that you know about these facilities and what to expect as part of normal operations.

If you notice any suspicious activity or abnormal odor near one of our aboveground facilities, call **911** immediately, then call Enbridge's 24-hour emergency number for your area.



Do not operate pipeline valves!

Doing so may cause a pipeline leak or prolong a pipeline incident.

Facility and Purpose

Compressor stations move natural gas through the pipeline at a consistent pressure

Processing plants separate impurities and products like propane, butane and natural gasoline (also known as "natural gas liquids") from natural gas.

Metering stations measure, and **valve sites** control, the flow of products through the pipeline

Normal Operations

Each station has built-in safety features to detect problems and automatically shut down equipment. During normal operations, no significant odors should be detected.

You may sometimes see a flare or flame at the top of a stack. This flare is part of the plant's safety system and keeps equipment from becoming overpressured. During normal operations, no significant odors should be detected.

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Pipeline location

You can find the general location of an Enbridge pipeline by looking for pipeline markers. These markers should never be used as a reference for a pipeline's exact location.

Pipeline operators are required to submit transmission pipeline maps to the National Pipeline Mapping System. These maps can be accessed online at npms.phmsa.dot.gov. Public officials and emergency responders may request special access that provides greater location detail than the maps available to the public.



➤ All pipeline markers provide the name of the pipeline operator, product being transported and a telephone number for reporting pipeline emergencies.

Planning and Zoning Departments – please read!

Land development near pipelines

As rural areas become more urbanized, housing and commercial developments are being built near pipelines and related facilities. Public officials involved in planning and zoning can help by verifying that land developers submit plans with the accurate location of nearby pipelines and other buried utilities. To access the Department of Transportation's recommended practices for developing land near existing pipelines and facilities, please visit phmsa.dot.gov.

Before approving new developments, ask developers if they have identified pipelines and other underground utilities at the proposed site. If there are pipelines in the area, ask:

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

Protect yourself, protect your property – Call 811 Before You Dig!

811 is a free, nationwide service created to keep you safe with a simple phone call before you begin digging. It's an easy process, and it's always the safest option anytime you are moving dirt. At least two to three business days before your project (depending on state law), simply call 811 with important details about your work, including:

- The type of work you will be doing and a description of the area
- The date and time your project will begin
- Your worksite's address, the road on which it's located and the nearest intersection
- Driving directions or GPS coordinates

Within two to three business days professional locators will mark underground utility lines, including natural gas pipelines (marked with yellow flags or paint), so you can work around them, saving yourself from possible injury or property damage.

Many states now offer online "811" options, including states in the areas where we operate. Visit clickbeforeyoudig.com to learn more.

Do not rely on word-of-mouth, maps, memory or pipeline markers when planning a digging project. A call to 811 is necessary to properly locate pipelines and other buried utilities before excavation. If you see someone digging or disturbing the soil and there are no flags or marks on the ground, stop the activity and ask that person to call 811 before continuing.



Emergency responders—please read!

Striking a pipeline while responding to a wildfire could create additional hazards if a product is released into the environment. If you need to dig a fire break, call 811, explain the situation and request an emergency locate request so pipelines and other underground utilities can be located before you begin.



Know what's below.
Call before you dig.

Watch an Enbridge neighbor explain how calling 811 saves lives at enbridge.com/call811



4½ minutes
The approximate time
it takes to call 811

OR

4½ days
The average work delay
due to hitting a pipeline
while digging



The cost of calling 811
before digging



The percentage of time
work is completed without
damage when the 811
system is used prior
to digging



A nationwide number that
can save money and lives

Did you know?

811 is a free service

- 811 is a free, nationwide service for locating underground utilities
- It's paid for by pipeline and other utility companies to protect you and your community

It's never safe to assume the depth of pipelines

- The depth of pipelines and other utilities can change over time
- Some pipelines and related facilities may be located above the ground

811 isn't just for digging projects

- Call 811 before any soil-disturbing activities, which include but **are not limited to** constructing roads, driveways, ditches, railways, overhead or underground utilities and other facilities; installing fence posts and planting trees or shrubs

Heavy rains, floods and droughts can affect the soil above buried pipelines

- To avoid pipeline damage, special considerations are needed when working above or below the ground in extremely wet or dry conditions
- Always call 811 before beginning any soil-disturbing activity, including during or after a significant weather event, then consult with Enbridge to determine how you can work safely near the pipeline

Striking a pipeline while digging can have serious consequences

- If a product is released from the pipeline, it could damage your property
- You may also be responsible for fines and repair costs
- Rupturing a pipeline can cause injuries or even death



U.S. Public Awareness
Administrative Team
1100 Louisiana St., Suite 3300
Houston, TX 77002-5217

**24-hour emergency numbers
for your area:**



Know what's below.
Call before you dig.

Presort Std
U.S. Postage
PAID
Wichita, Ks
Permit No. 504

Participate in our pipeline safety survey for a chance to win a \$750 grant for your organization. See inside for details.