

Important safety information enclosed.

# Pipeline safety for your school

for School Officials,  
Faculty and Staff.



Brad Shamla  
Vice President,  
U.S. Operations,  
Liquids Pipelines

Hello,

My name is Brad Shamla, and I oversee operations for Enbridge's crude oil and petroleum product pipeline business in the United States. You're receiving this brochure because your school is near one or more of our pipelines. Enbridge connects people to the energy they need to fuel their quality of life, and that makes the safe and reliable transportation of energy our number one priority. Because your school is located near one of our pipelines, you, too, have a role in pipeline safety.

Please read and share this important safety information with faculty and staff, including maintenance workers and bus drivers.

Thank you for your help.

After reading this brochure, you should know how to:

- Contact Enbridge
- Recognize a pipeline leak
- Respond in an emergency situation
- Find pipelines near your school and bus routes
- Excavate safely

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

- Physical or electronic copies of this brochure
- Posters or single-page handouts featuring pipeline safety information and emergency numbers
- A visit from an Enbridge representative

## Enbridge North American assets



### Pipeline maps are available online through:

Enbridge Pipelines  
(North American assets)  
[enbridge.com/map](http://enbridge.com/map)

National Pipeline Mapping System  
(U.S. transmission pipelines)  
[npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)

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

## We value your feedback

Please take a few moments to complete our pipeline safety survey online at [enbridge.com/surveyUS](http://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 grant for your school's parent-teacher organization.**

Please select only one answer to each question.

- Are you aware of any pipelines near your school or within your school district?  
 Yes  No
- How can you find out where pipelines are located?  
 Look for pipeline markers  
 Use the National Pipeline Mapping System  
 Contact Enbridge using the non-emergency numbers provided in this brochure  
 All of the above
- 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
- What should you do in the event of a pipeline emergency?  
 Call 911 and the pipeline operator  
 Evacuate students to an established muster point  
 Find the nearest valve to shut down the pipeline  
 The first two options are correct
- Which of the following is true about 811?  
 It is a free service  
 It allows you to have pipelines and other utilities located before digging  
 It should only be used for professional excavations  
 The first two options are correct

6. 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

7. Are pipelines included in the emergency response plan for your school(s)?

- Yes  No

8. How do you share pipeline safety information with others in your district?

- Pass on written materials, such as this brochure  
 Verbal/Meetings  
 Email  
 I have not previously shared this information

Other: \_\_\_\_\_

9. Please rate your knowledge of the pipeline safety information before receiving this brochure:

- Not informed  
 Somewhat informed  
 Very informed

10. Please rate your knowledge of the pipeline safety information after receiving this brochure:

- Not informed  
 Somewhat informed  
 Very informed

Comments: \_\_\_\_\_

\_\_\_\_\_

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](http://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](mailto:privacy.office@enbridge.com).





Given our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely. If one occurs, Enbridge will work with local emergency responders to secure the area and get you the information you need to stay safe.



➤ To meet with an Enbridge representative for information on our pipelines for your emergency response plan, please contact us at 877.799.2650 or [USpublicawareness@enbridge.com](mailto:USpublicawareness@enbridge.com).

## The warning signs

Be observant of unusual sights, sounds and smells near the pipeline.



### You might see:

- Liquid on the ground
- Discolored snow or vegetation
- Oily sheen on water surfaces



### You might hear:

- A roaring, blowing or hissing sound



### You might smell:

- An unusual sulfur or rotten egg odor

## 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:

- If you can do so safely, turn off any mechanized equipment. Move as far away from the leak as possible in an upwind direction, avoiding contact with escaping liquids and gases. (This may mean the evacuation of your students; do not use the right-of-way as your evacuation location or muster point.)
- Call **911**
- Call the toll-free, 24-hour Enbridge emergency number for your area:  
**☎ 800.858.5253**
- Follow instructions provided to you by Enbridge and local emergency responders



## What NOT to do in an emergency situation:



- Do not touch any liquid or vapor that may have come from the pipeline



- 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

Local public safety officials will determine whether or not your school should evacuate or shelter-in-place. You may be asked to evacuate if it is no longer safe to be in the area or to shelter-in-place if there is something unsafe in the environment.

If you are indoors or near a building and you do not know the location of the pipeline leak, shelter-in-place until emergency responders or Enbridge provides you with additional instructions.

## How to shelter-in-place:

- Immediately go indoors and close all windows and outside doors
- Take shelter in the room with the least amount of windows and vents
- Keep phone lines open so that you can be contacted by emergency response personnel
- Stay tuned to local radio and television (battery-operated) for possible information updates
- Turn off any appliances or equipment that circulate air, such as exhaust fans, gas fireplaces, gas stoves, and heating ventilation and air conditioning (HVAC) systems
- Turn down thermostats to the minimum setting
- Even if you see people outside, do not leave until told to do so

## 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.

- Enbridge personnel may shut down or isolate sections of the pipeline
- Local emergency responders will oversee public safety measures like securing the scene, providing medical aid and other lifesaving services and getting you the information you need to stay safe
- Enbridge will work with applicable agencies to remediate any impacts caused by the leak

## Know what's below... and near you

### 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 this 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. Structures and trees are prohibited within the right-of-way.

When developing emergency plans for your school, do not choose the right-of-way as the identified muster point. For more information about our right-of-way standards, please call our Land Services Department toll-free at **866.331.3493**.



#### Do not operate pipeline valves!

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



### 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.

Facility and Purpose	Normal Operations
<p>At certain facilities, tanker trucks deliver producers' crude oil to <b>Lease Automatic Custody Transfer (LACT) Units</b>, where it is metered and piped into crude oil storage facilities</p>	<p>During normal operations, a slight odor may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near LACT units.</p>
<p><b>Crude oil storage facilities</b> are used to safely store and transport crude oil to refineries and other market destinations via pipeline</p>	<p>During normal operations, a slight odor may be noticed during oil transfers or maintenance activities</p>
<p><b>Pump stations</b> increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge's control centers</p>	<p>During normal operations, no significant odors should be detected</p>
<p><b>Valve sites</b> are located along the pipeline right-of-way and may be used to control the flow of products in the pipeline</p>	<p>During normal operations, no significant odors should be detected</p>

## Protect your students – Call 811 Before You Dig!

For your safety and to prevent devastating impacts to your school and property, always have underground utilities located by calling **811** (the national “Call Before You Dig” telephone number) prior to every excavation. If you see someone digging or conducting other soil-disturbing activities and there are no flags or marks on the ground, stop the activity and ask the excavator to call **811** before continuing.

**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’ll 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 crude oil 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](http://clickbeforeyoudig.com) to learn more.



**Know what's below.  
Call before you dig.**



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.

## Additional resources

[schoolpipelinesafety.org](http://schoolpipelinesafety.org)

[npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)

[api.org](http://api.org)

[aopl.org](http://aopl.org)

[pipeline101.org](http://pipeline101.org)

[call811.com](http://call811.com)

[clickbeforeyoudig.com](http://clickbeforeyoudig.com)

Watch an Enbridge neighbor explain how calling **811** saves lives at [enbridge.com/call811](http://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



**\$0**

The cost of calling 811  
before digging

**99%**

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 others around you, including students, faculty and staff

#### 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 planting trees, installing fence posts, playground equipment or utilities, or constructing sidewalks, steps, roads, parking lots, buildings or athletic facilities

#### 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

## Protecting people and pipelines

Safety is, and always will be, our number one priority. That's why we invest heavily and our team devotes hundreds of thousands of hours every year to keep our systems running smoothly and without incident. Our program of preventative safety measures includes:

- Using high-quality pipeline material, anti-corrosion coatings and cathodic protection (a low-level direct current) to deter corrosion
- Pressure testing new and existing pipelines
- Following inspection and preventative maintenance programs
- Monitoring pipelines and facilities
- Conducting frequent aerial and periodic ground right-of-way surveys
- Using automatic shut-off and remote control valves
- Conducting emergency response preparedness training and drills for employees and third-party emergency responders

We supplement our maintenance procedures with integrity management plans, which provide greater protection in high consequence areas. For more information, visit [enbridge.com](http://enbridge.com).





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 school's PTO. See inside for details.**