

ABOUT ENBRIDGE



Over the past 60 years, Enbridge has become a leader in the safe and reliable delivery of energy in North America. Enbridge operates the world's longest, most sophisticated crude oil and liquids transportation system. Enbridge is also involved in natural gas transmission and distribution operating Canada's largest natural gas distribution company. In addition, Enbridge has interests in renewable and alternative energy technologies including wind, solar, geothermal, waste heat recovery and integrated fuel cells.

Enbridge plays a significant role in energy delivery in North America through our liquids, natural gas and offshore pipelines. Enbridge's pipeline system is an extensive network of buried pipelines and above-ground facilities such as storage tanks, pumping and compressor stations that cross thousands of properties across the continent.

More than a half century of experience has proven that pipeline transport is the single safest, most reliable method of oil and petroleum transport available. Pipelines have the safest record in energy transportation because pipeline operators like Enbridge make substantial investments in the design, construction, operation, maintenance and monitoring of our pipeline systems.

Good working relationships between Enbridge and stakeholders along our pipeline rights-of-way are essential to the safety and reliability of our system. Keeping in touch with our stakeholders allows us to share important information, update them on our safety programs and respond to their questions.

You can contact Enbridge by calling 1-780-420-5210 or emailing pipelineinfo@enbridge.com. For more information visit www.enbridge.com/PipelineEmergencyInformation

SAFE OPERATOR

Enbridge takes its responsibility for safe pipeline operation very seriously. Being responsible for pipeline safety, however, does not mean we're in it alone. Enbridge works year-round to ensure safe, reliable operations, and regularly communicates important information to local governments, emergency services, utilities, contractors, landowners, tenants, regulators and neighbours.

Enbridge constantly monitors all of our activities and takes every step to make sure we protect the environment and the public. Our control centres constantly monitor and control our network of pipelines, keeping operators continuously apprised of conditions and trends. Enbridge also has emergency response teams and equipment situated along the right-of-way in case of an emergency.

While rare, pipeline incidents can occur. If potential trouble occurs anywhere on the line, protecting the public is our first priority. Although our emergency response teams are immediately dispatched, in some cases local emergency response organizations receive the initial notification. Preparedness and quick response help to minimize the threat to the public and damage to the environment.

Preparedness means developing integrated response plans based on open communication and teamwork. Enbridge strives to ensure that local emergency services have the information they require to respond appropriately. We hold regular training exercises in select locations throughout the year to keep employees' skills fresh, and to ensure our coordination with local emergency responders is strong and effective.

Enbridge's thorough maintenance, testing, monitoring, training and safety programs make a pipeline leak unlikely. However, should a break occur in a pipeline, you should contact Enbridge on our 24-hour toll free emergency number 1-877-420-8800 and contact your local emergency service organizations.

Contact your local Enbridge representative if you have any questions.

Norman Wells 1-867-587-7000

**IN CASE OF AN EMERGENCY CALL OUR
24-HOUR TOLL FREE NUMBER 1-877-420-8800
ENBRIDGE PIPELINES (NORMAN WELLS) INC.**



EMERGENCY RESPONSE



OUR PRODUCTS

The Enbridge Norman Wells pipeline is 323 mm (12 in) in diameter and stretches 869 kilometres (540 miles) from Norman Wells, NT to Zama, AB. In operation since 1985, crude oil is moved through three pump stations along the route to Zama where it enters the Plains pipeline system and is sent on to Edmonton where it connects into Enbridge's mainline system. The liquid hydrocarbons carried on Enbridge's system are flammable, potentially hazardous and may be explosive under certain conditions.

In the event there is an incident on our pipeline, Enbridge representatives will provide emergency responders with the Material Safety Data Sheets for the product in the pipeline.

FIRST ON SCENE

Enbridge's emergency plan will immediately go into effect in the event of an incident. Enbridge will work with local emergency responders to identify and solve the problem.

Local emergency responders will be notified and may secure the area and move residents to a safe location depending on the situation. Trained emergency response crews will arrive to deal with leaked material and repair the damaged pipe or facility.

Personnel from Enbridge's control centre have the ability to immediately shut down and isolate sections of the pipeline if required.

A COORDINATED APPROACH

Enbridge emergency response teams are responsible for ensuring the problem is dealt with quickly and efficiently when an incident occurs.

Enbridge personnel will repair any damaged pipeline, manage all clean-up and reclamation activity and conduct any necessary follow-up investigations.

