

First Responders and Public Officials

**\$750**

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for a chance to win a  
Safe Community  
Grant!

# Pipeline Safety and Emergency Information

> Important safety information enclosed.



# Pipelines in your community

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As public safety personnel or a public official, you need to be aware of Enbridge pipelines in your area\* and how to respond safely and effectively to a pipeline emergency. Please complete our free, online education program at [mypipelinetraining.com](https://mypipelinetraining.com). More information about the training is included in this brochure.

At your request, we can provide additional Enbridge pipeline information including location, size and contents transported. For additional resources, details on emergency response drills in your area, to talk to an Enbridge representative or schedule an Enbridge presentation during your next meeting, please contact us.

**A Helpful Tip:** Save the Enbridge emergency phone number for your area in your list of contacts or cell phone for quick reference in an emergency.

In some emergencies, local response organizations—including 911 dispatch centers—receive initial notification. If you receive a call, dispatch the appropriate response, and then immediately contact us by calling our 24-hour emergency number for your area.

## 24-hour emergency number for your area

**☎ 800.858.5253**

## How you can reach us (non-emergencies only):

Public Awareness Hotline  
**877.799.2650**

Land Services Hotline  
**866.331.3493**

Email  
[USpublicawareness@enbridge.com](mailto:USpublicawareness@enbridge.com)

Mail  
**Public Awareness  
Program Coordinator  
1100 Louisiana, Suite 3300  
Houston, TX 77002**

Website  
[enbridge.com/USpublicawareness](https://enbridge.com/USpublicawareness)

Facebook  
[facebook.com/enbridge](https://facebook.com/enbridge)

\*Your organization's address indicates it is located in a county where Enbridge operates a pipeline transporting crude oil or other petroleum products, or that your organization is within 10 miles of one of these pipelines in a neighboring county. For ways to find the Enbridge pipeline near you, please see page 12.

# Pipeline safety: A shared responsibility

This brochure is intended for public safety and local public officials, including firefighters, members of law enforcement, 911 dispatchers, emergency medical technicians, emergency managers, city and county leadership, public works departments and planning and zoning departments. Your vital role in pipeline safety includes:

- Coordinating a community emergency response plan
- Advocating for safe development near pipelines and the use of 811, the national “call before you dig” number, in your community
- Activating your organization’s emergency response plan and contacting the pipeline operator if your organization receives the initial notification of a potential pipeline emergency
- Providing medical aid and other lifesaving services if necessary
- Working with Enbridge to keep the public safe in a pipeline emergency by disseminating information and determining and implementing evacuation procedures if necessary



Free pipeline training  
for emergency  
responders and public  
safety professionals at  
[mypipelinetraining.com](http://mypipelinetraining.com)

## 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 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](http://enbridge.com/resources) or contact us at [USpublicawareness@enbridge.com](mailto: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, including residents, businesses, schools, farmers and professional excavators. If Enbridge pipelines in your jurisdiction transport petroleum products other than—or in addition to—crude oil, you’ve also received a copy of the materials mailed to people who live or work near these types of lines.

Learn more about the resources available to you as an emergency or public official.

## 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 our free online training program at [mypipelinetraining.com](http://mypipelinetraining.com).

Training for first responders is based on “Pipeline Emergencies”—the National Association of State Fire Marshals’ industry-leading pipeline emergency response training program. This course covers the basics of natural gas and crude oil pipeline operations, the hazards of products transported by Enbridge, pipeline emergency response tactics and real-life applications.

Role-specific training for 911 dispatchers—developed in partnership with the National Emergency Number Association—provides information on identifying pipeline emergencies, relaying appropriate information to callers and dispatching a safe response.

The training can be completed in one or multiple sessions, and a wallet card and certificate are provided upon completion.

This program may qualify for the following:

- Continuing education credits
- OSHA HAZMAT compliance
- Emergency Medical Services Training
- Insurance Service Office Fire Suppression Rating Schedule Program

For more information, please contact us at **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 that will help organizations respond effectively to pipeline emergencies. If your agency would respond in the unlikely event of an Enbridge pipeline emergency, you can visit [enbridge.com/safecommunity](http://enbridge.com/safecommunity) to apply. If representatives from your agency have completed Enbridge’s free, online training, please note their names and estimated completion dates on your application.

## Field Emergency Response Plan

Our Field Emergency Response Plans are available to emergency response organizations near our operations. 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 access to the plan for your area. Your request for access will be reviewed within 10 business days.

If you have any questions or would like to provide feedback on our Field Emergency Response Plans, please email [esm@enbridge.com](mailto:esm@enbridge.com).

## Additional resources

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

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

[phmsa.dot.gov/hazmat/library/erg](http://phmsa.dot.gov/hazmat/library/erg)

[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)

Life takes energy: to heat our homes, to feed our families, to fuel our vehicles. Enbridge connects people to the energy they need to help fuel their quality of life.

Studies by the National Academy of Sciences show pipelines are one of the safest ways to move energy resources like the crude oil, natural gas and other petroleum products Enbridge transports.<sup>1</sup> 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 pipeline systems.

Enbridge owns and operates crude oil pipeline systems in your area.<sup>2</sup> 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.



Enbridge is here to connect people with the energy they need. Safety comes first as we seek to meet that responsibility.

<sup>1</sup>To read the report, please visit [nap.edu/read/11046](http://nap.edu/read/11046)

<sup>2</sup>Many of these products are used as fuels and to produce materials like plastics. Additional information is included with this brochure if the pipeline near you carries products other than, or in addition to, crude oil.



## Our safety measures

Safety is, and always will be, our number one priority. Our team devotes hundreds of thousands of hours every year to keep our systems running smoothly and without incident. We invest heavily in safety measures, including:

- Inspection and preventative maintenance programs
- Round-the-clock monitoring for pipelines and facilities
- Pressure tests on new and existing pipelines
- Aerial and ground patrols along the pipeline right-of-way
- Automatic shut-off and remote control valves
- Running a low-level electrical current through pipelines to prevent corrosion
- High-quality pipeline material and protective coating
- Emergency response training and drills for employees and local emergency responders

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, see our Safety Report to the Community at [enbridge.com/safety](https://enbridge.com/safety).

## 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 typically receive the initial report. The following could indicate a potential pipeline emergency and may be reported by callers or emergency responders:



### They might see:

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



### They might hear:

- A roaring, blowing or hissing sound



### They might smell:

- An unusual sulfur or rotten egg odor

**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 Control Center:

📞 **800.858.5253**

### 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, your 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

Because crude oil pipelines generally operate under high pressure and can transport large volumes, accidents involving them can be hazardous. In the event of an incident on our pipeline, Enbridge representatives will provide emergency responders with the 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/erg](http://phmsa.dot.gov/hazmat/library/erg).

Product	Appearance	Odor	Special Behavior	Hazards
<b>Crude Oil</b>	Color 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 vapors displace the oxygen in an enclosed area
<b>Natural Gas Liquids (NGLs)</b>	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 vapors displace the oxygen in an enclosed area
<b>Diluents*</b>	Clear to black liquid	Extremely strong odor similar to crude oil	Very light and fluid, similar to gasoline	Flammable and explosive under certain conditions  Suffocation can occur if vapors displace the oxygen in an enclosed area
<b>Condensate*</b>	Clear to dark brown	Similar to gasoline or diesel fuel	Very light and fluid, similar to gasoline	Flammable and explosive under certain conditions

\* Many compounds of crude oil, diluents and condensate are volatile and toxic and may enter the human body through inhalation, ingestion and skin absorption to cause irritation, dizziness, headache or even loss of consciousness. Benzene levels in condensate vary greatly and prolonged and repeated exposure to certain levels may cause severe health effects.

For detailed information on product hazards and appropriate response to a pipeline emergency, take our free online education program for emergency responders at [mypipelinetraining.com](http://mypipelinetraining.com).

## Responding to a crude oil incident

Should a pipeline emergency occur, 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.

## Responding to an NGL or diluent (petroleum distillate) incident

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

## Responding to an incident involving hydrogen sulfide (H<sub>2</sub>S)

Some crudes and condensates contain hydrogen sulfide (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 more information or additional response training specific to hydrogen sulfide, please contact us at **877.799.2650** or [USpublicawareness@enbridge.com](mailto:USpublicawareness@enbridge.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.

This right-of-way must remain clear. For your safety and to protect the pipeline, structures, stockpiles, stored equipment and trees are prohibited—and burn piles are not recommended—within the right-of-way. Written permission is required before planting any shrubs within the right-of-way.

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 pipeline right-of-way as their identified muster point.

Report any recently exposed Enbridge pipelines using our 24-hour emergency number for your area. For more information about our right-of-way standards, please call our Land Services Department toll-free at **866.331.3493**.

## 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 what to expect as part of normal operations at these facilities.

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, prolong a pipeline incident or cause injury or death to anyone who may be working on the pipeline nearby.

Facility and Purpose	Normal Operations
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	During normal operations, a slight odor may be noticed during oil transfers or maintenance activities. Higher truck traffic is common near LACT units.
<b>Crude oil storage facilities</b> are used to safely store and transport crude oil to refineries and other market destinations via pipeline	During normal operations, a slight odor may be noticed during oil transfers or maintenance activities
<b>Pump stations</b> increase pressure in the pipeline to maintain flow and are monitored 24/7 by Enbridge's control centers	During normal operations, no significant odors should be detected
<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	During normal operations, no significant odors should be detected

## 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](http://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 urbanized, more housing and commercial developments are built near pipelines and related facilities. 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. If any exist, ask the developer:

- Have you consulted with the utility operator?
- Have you, working with the utility 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 buried utilities 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 your community – Call or Click Before You Dig!

**811**, the national “call before you dig” number, and **ClickBeforeYouDig.com** are free services designed to keep you safe when digging. Calling or clicking is always the safest option anytime you are moving dirt, and in most cases it’s the law. At least two to three business days before your project (depending on state law), simply call **811** or visit **ClickBeforeYouDig.com** 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 pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

If you see someone digging or disturbing the soil and there are no flags or marks on the ground, stop the activity and ask the person to call **811** before continuing. 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. Watch an Enbridge neighbor, whose contractor didn’t use 811, explain how making this simple call can save lives at [enbridge.com/call811](https://enbridge.com/call811).

### Emergency responders—please read!

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



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



**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 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

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

### Striking a pipeline while digging can have serious consequences

- Rupturing a pipeline can damage your property and cause injuries or even death
- You may be responsible for fines and repair costs
- Even minor, unseen damage can weaken pipelines; report any contact with an Enbridge pipeline to us immediately so we can assess the pipeline for any possible impacts that may not be visible above ground

