

For Excavators, Contractors  
and our Community

**\$500**

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# Natural gas pipeline safety and emergency information

> Important safety information enclosed.



Westcoast Energy Inc.  
(doing business as Spectra  
Energy Transmission - an  
Enbridge Company)

Public Awareness  
Program, 2020



Enbridge Public Awareness Program  
7500 River Road  
Richmond, BC V6X 1X6

24-hour Enbridge emergency number:  
**1-800-663-9931**

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



**Click  
Before  
YouDig.com**

## Pipeline safety

You have received this brochure because your company is located near where an Enbridge pipeline or associated facilities exist and may be involved in ground disturbance activities such as: excavation-related work, land development, dredging, construction, or facility installations.

This brochure has been designed to provide you with information regarding:

- The presence of pipelines in your community.
- How to work safely near pipelines.
- One-call centre information, including how to have underground utilities properly marked.
- The need for authorization when constructing a facility or vehicle crossings across the pipeline.
- How to recognize, report and respond in the event of an emergency.
- How to contact Enbridge in emergency and non-emergency situations.

### In case of emergency:

Our pipeline is monitored 24/7. If you suspect a pipeline emergency, please find a safe place to call 911 and then call Enbridge's toll-free emergency number.

### 24-hour emergency number

**▶ 1-800-663-9931**

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

Phone  
**1-877-640-8665**

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

Mail  
Public Awareness Program  
200, 425 - 1st Street SW  
Calgary, Alberta, T2P 3H5

Website  
[enbridge.com/publicawareness](http://enbridge.com/publicawareness)



Please read and then share the information in this brochure with others in your organization.

Our responsibility is to educate you on how to safely conduct activities near our pipelines. In turn, your responsibility is to ensure that before any activity commences, you've confirmed the locations of any underground pipelines and received the necessary written approvals.



Enbridge takes seriously the responsibility for the safe operation of its pipelines.

While our pipeline is buried beneath the ground in the right-of-way (ROW), we never lose sight of our potential impact on the air, water and land around us, or on our responsibility to preserve all elements of our environment.

In fact, our activities—including pipeline design, construction, testing, maintenance, operation and safety practices—are subject to government regulations, which we meet or exceed.

If we disturb the ground, every effort is made to restore the land to its original condition and to protect the quality of the air and water that sustain us.

Whether it's wildlife, soil, freshwater or historical artifacts, in every aspect of our business, we work hard to preserve the natural balance of our land. To do that, we carefully plan every project from start to finish, making sure our people know what is expected as well as implementing programs that will help to protect the environment.

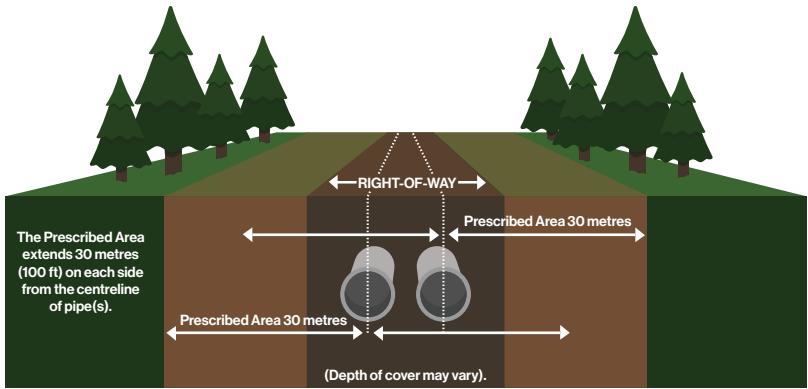
If you would like more information about Enbridge's natural gas pipelines in your area—including pipeline size, contents transported, or pipeline location—please contact us.

### **Being responsible for pipeline safety, however, does not mean we are in it alone.**

Engaging with communities is important to us. That's why we work year-round to provide safe, reliable operations, and why we regularly communicate important safety information to utilities, contractors, local governments, emergency services, landowners, tenants, regulators and neighbours.

As an excavator, developer or utility company, you also have an important role to play, as your commitment to safe construction and ground disturbance practices reduces the risk of pipeline damage and helps safeguard you and your employees, as well as the communities living and working along the pipeline.

Your safety, and the safety of those living and working near our pipelines, is an important part of our overall safety management system, and we continue to promote good working relationships with excavators, developers and utility companies through industry meetings, personal contact and brochures such as this one.



- Enbridge’s interprovincial natural gas pipelines are regulated by the Canada Energy Regulator (CER) (formerly the National Energy Board (NEB)) and must comply with specific pipeline standards and regulations. In addition to the ROW, where the pipe is located, the CER has established a 30 metre (100 foot) prescribed area on either side of the pipe – measured perpendicularly from the centreline of the pipe – to protect the public, the environment and the pipeline. **You must first place a one-call and obtain written permission from Enbridge before conducting any ground disturbance activity in this area.**

## The ROW and pipeline markers

A right-of-way (ROW) is a strip of land of varying widths that may contain one or more pipelines.

While the depth and locations of the pipelines can vary within the ROW, the ROW:

- Identifies an area that restricts certain activities to protect public safety.
- Provides Enbridge employees and contractors access to the pipeline for inspections, maintenance, testing or in an emergency.

The ROW can exist in many kinds of ecosystems, from river crossings and cultivated fields to urban areas. Because of this, there is no distinct look to the ROW.

Pipeline markers are signs that indicate that a pipeline is in the area. While there are permanent pipeline markers at railways, roads and other intervals along the ROW, these show only the approximate location of pipelines. The depth and location of pipelines vary across Enbridge’s system. As such, only an Enbridge representative can accurately determine the location and depth of our pipeline in a specific area.

That’s why it’s important to always call your local One-Call centre in advance of any planned ground disturbance activity. If underground utilities do exist, they will be located and identified using temporary colour-coded markings.

## Canada Energy Regulator requirements

Under the Canadian Energy Regulator Act (CER Act), the responsibility to prevent pipeline damage is shared between anyone who plans to conduct an activity near a pipeline and the pipeline company.

Activities near Enbridge’s pipeline may need authorization as outlined in the *National Energy Board Damage Prevention Regulations— Authorizations and Damage Prevention Regulations— Obligations of Pipeline Companies* (together, the DPRs). The DPRs are applicable to any person or company planning or undertaking an activity near a CER-regulated pipeline.

## Ground disturbance activities

A ground disturbance is any work, operation or activity that results in the disturbance of the earth. If you plan to carry out ground disturbance activities within the prescribed area, you must consult with and receive consent from Enbridge before moving ahead.

Activities causing ground disturbance can include, but are not limited to, the following:

- Excavating, digging, trenching or ditching.
- Installing a facility on, along, under or across the pipeline.
- Tunneling, boring or blasting.
- Topsoil stripping or land leveling.
- Tree planting, pounding posts or building a fence.
- Removing peat or quarrying.
- Plowing, drilling or backfilling.
- Clearing or grading.
- Vacuum excavating.

#### **Constructing a facility or conducting a ground disturbance activity**

Under the DPRs, if you are planning to construct a facility or cause ground disturbance across, on, along or under a pipeline, or if you will be conducting any ground disturbance activities within the prescribed area, you must:

- 1 Contact the pipeline company to obtain written consent to conduct these activities.
- 2 If written consent is given, you must make a locate request to determine the location of the pipeline.

The locate request must be made at least three working days before the day on which the construction or planned ground disturbance activity is to start. To make the request visit [ClickBeforeYouDig.com](http://ClickBeforeYouDig.com) or call your local One-Call centre (numbers provided at the back of this brochure).

#### **Construction and ground disturbance activity must not proceed until locating and marking of the pipeline and any possible mitigating factors have been addressed.**

##### **Mobile equipment and vehicle crossings**

CER Regulations also require that any persons wanting to operate vehicles or mobile equipment across a pipeline (outside the travelled portion of a highway

or public road), must first receive written consent from the pipeline company.

If you need to cross Enbridge's natural gas system, we must first be notified to assess if the vehicle, machinery or mobile equipment is safe to cross our assets. Engineering assessments are required for equipment crossing, so please be sure to contact us early to allow sufficient time for review, assessment and documentation of your application.

Once we've evaluated the request and confirmed whether or not the vehicle may cross safely, we will provide the necessary written consent or work with you on modifications as required.

#### **Mobile equipment and vehicle crossings, must not proceed until the locating and marking of the pipeline, and any possible mitigating factors have been addressed.**

Please review the DPRs for more information, and to make sure the regulations are understood prior to planning work in proximity to a CER-regulated pipeline. The address can be found at the back of this brochure.

#### **Unauthorized Activity and Administrative Monetary Penalties (AMPs)**

Certain contraventions of the CER Act and its associated regulations, such as the DPRs, must be reported by the pipeline company to the CER. Such contraventions can result in the CER imposing financial penalties called Administrative Monetary Penalties (AMPs) on companies or individuals when enforcement tools such as letters, orders or voluntary commitments are not working to prevent unauthorized activity. These activities, such as not contacting your local One-Call center to have facilities located, or crossing the pipeline with vehicles or mobile equipment for non-agricultural activities, are actions that could be subject to AMPs. The CER Act sets the maximum daily fines of up to \$25,000 for individuals and \$100,000 for companies per violation.

More information about the DPRs and AMPs can be found on the CER website at [cer-rec.gc.ca](http://cer-rec.gc.ca).

## Safety checklist

If you are planning to conduct work in the prescribed area, please follow these steps.

- 1 Plan your activity.**  
Identify the location of you work, making sure to look for pipeline marker posts, warning signs or other buried facilities.
- 2 Contact Enbridge to obtain written consent.** Contact us to obtain our guidelines for constructing a facility, conducting a ground disturbance activity or vehicle crossing near the pipeline. Remember, written consent is required for the construction of facilities across, on, along or under a pipeline; conducting ground disturbance activities within the prescribed area, and crossing a pipeline with a vehicle or mobile equipment across the ROW (where no highway or public road exists).
- 3 Make a locate request.**  
At least three working days before the planned activity is to start, contact [clickbeforeyoudig.com](http://clickbeforeyoudig.com) or call your local One-Call centre.
- 4 Be on site** when underground facilities are being located to be sure you understand the meaning of the markings.
- 5 Review CER requirements.**  
Confirm that any persons or companies hired to do work on your behalf, such as contractors, are aware of the necessary obligations.
- 6 Follow all instructions provided** in the authorization, including hand exposing or vacuum excavating the pipe before mechanical excavations within five meters of the pipe and notifying Enbridge prior to backfilling. An Enbridge representative must be on site during backfill.
- 7 Immediately notify Enbridge if you come into contact with the pipe or its coating. Immediately call our 24-hour emergency line at 1-800-663-9931.**

## Step #1: Plan your activity

### Ground disturbance within 30m of the centreline

If you are planning an excavation within the 30 metre (100 foot) prescribed area or the ROW, you must notify and receive written permission from Enbridge before commencing work.

### Explosives

If the work involves explosives, written permission must be obtained to blast within 30 metres, and a detailed blasting plan must be filed with Enbridge as part of the application process. Mining activities within 40 metres of a pipeline ROW require consent from the CER.

### Drainage improvements

If you are planning to improve drainage across or within the ROW, you must consult with us first. Any excavation near the pipeline ROW must be supervised by an Enbridge representative. Consulting with us as early as possible regarding your drainage proposal, including installing drain tiles, ditching, grading or deep tilling, will allow us to assess your work and set safe work procedures when working within the pipeline ROW or within the 30 metre (100 foot) prescribed area.

For installations across the ROW, written permission is required. A crossing application with tile design layout must be sent to Enbridge early for our review and assessment. If approved, we will provide the necessary consent. In certain instances where systematic tiling is proposed, a header installation may be preferred in order to reduce the number of crossings and excavation activity within the pipeline ROW.

To request consent, submit a written request by completing the application form via [enbridge.com/crossingapplicationguidelines](http://enbridge.com/crossingapplicationguidelines).

Ground disturbance activities within the prescribed area must not proceed until the locating and marking of the pipeline, and any possible mitigating factors have been addressed. Among other requirements, the person must also have written consent from Enbridge to conduct the activity.

### Step #2: Written permission

You must receive written permission prior to doing any work within Enbridge's right-of-way. Ensure that scope of work, appropriate plans, schedule and equipment lists are provided to Enbridge in a timely manner for our review and assessment and preparation of written consent.

If your scope of work changes, you must inform Enbridge. This includes, but is not limited to: changes to scope of work, location, schedule, method of installation, and equipment to be used. We will work with you to issue a revised consent.

Be sure to follow the specific instructions provided by Enbridge as part of the consent to conduct activities.

### Step #3: Call or Click Before You Dig

We know that sometimes work needs to be done on or near the pipeline. That's why we are a member of Call or Click Before You Dig, a quick, **free** and easy communication service that notifies member companies of proposed activities so that underground infrastructure can be safely marked with flags, stakes or paint before work begins.

The locate request must be made at least three working days before the day on which the activity is to start. To make the request visit **ClickBeforeYouDig.com** or call your local One-Call centre (numbers are on the side panel of this brochure). The One-Call centre will then inform an Enbridge representative who will come to your job site ready to mark the location of the pipeline.

**Click  
Before  
YouDig.com**

### Know the code

Colour codes are extremely important. While not all facility owners have adopted the same coding system, it remains very important that you confirm colour markings when you see them.

#### APWA (American Public Works Association) Uniform Color Code

	<b>White</b> —Proposed Excavation
	<b>Pink</b> —Temporary Survey Markings
	<b>Red</b> —Electric Power Lines, Cables, Conduit and Lighting Cables
	<b>Yellow</b> —Gas, Oil, Petroleum or Gaseous Materials
	<b>Orange</b> —Communication, Alarm or Signal Lines
	<b>Blue</b> —Potable Water
	<b>Purple</b> —Reclaimed Water, Irrigation and Slurry Lines
	<b>Green</b> —Sewer and Drain Lines



#### **Step #4: Be on site**

Within three working days of placing your One-Call request, an Enbridge representative will be on-site to locate our facilities, free of charge. It's important that you are also on-site when these locates are being done.

By being on-site when Enbridge facilities are being located you can ask questions about the markings, answer questions we may have for you, and plan for any additional measures that may be needed.

For example, you may be required to:

- Hold a pre-job meeting with Enbridge to inform construction crews of safe work procedures over or near the pipeline.
- Erect temporary fencing to shield the pipeline from heavy equipment and be sure that machines follow designated routes.
- Build ramps to specifications provided in Enbridge's written consent for temporary equipment crossings in order to cross safely over our pipeline. An Enbridge representative must oversee ramp construction.

#### **Step #5: Review CER requirements**

All persons working on your behalf, including employees, contractors and subcontractors, must be made aware of their obligations before any work starts. Be sure to keep documents with safety requirements and guidance on site.

#### **Step #6: Follow all instructions**

Once the location of the pipeline has been marked, you may be required to positively identify the pipe by either hand exposure or vacuum excavating. The positive identification zone for pipelines is three metres and an Enbridge representative must be present at the time of positive identification.

Once the pipeline has been positively identified, no machinery can be used to dig within five metres of the pipeline, or any distance underneath the pipeline without the direct supervision of an Enbridge representative.

When you are ready to backfill over or under our exposed pipeline, please call Enbridge at least one full working day before you cover the exposed pipeline. An Enbridge representative must be on site during backfill. All work must be done in accordance with the specifications listed in Enbridge's written permission.

### Step #7: In case of an emergency

Any contact with the pipe or its coating must be reported. Immediately notify Enbridge at **1-800-663-9931** if you come into contact with the pipe or its coating.

It is important that you know the warning signs and how to respond in the event of an emergency. Please refer to the *Emergency Information* section of this guide to read about what to do in the event of an emergency.

#### How errors happen

**Don't assume anything.**

#### Call or Click Before You Dig

At any pipeline location, appearances can be deceiving.

- Never assume the location of a pipeline. Wait until the Enbridge representative is on site and the pipe is located and exposed so you know the correct alignment before excavating.
- Never assume only one pipe exists in an area. There may be other facilities within your work area. That's why calling or clicking before you dig is so important, as it allows the One-Call service centre to notify other member companies who might have underground utilities in the area.
- Check for underground utility marker signs. Under no circumstances does the absence of marker signs indicate an absence of underground facilities. Signs, in some instances, may be missing, stolen or vandalized. Should you become aware that any Enbridge signs are damaged or missing, please contact us.
- Remember that pipelines exist in urban as well as rural areas. When contacting utilities to locate and mark their services on a city construction site, please also contact Enbridge.

### Always remember to dig with CARE

#### **C** all or Click Before You Dig.

#### **A** llow required time for markings.

Provide adequate notice prior to starting your excavation. This provides time for companies to accurately locate and mark their facilities in your dig area.

#### **R** espect the marks.

Before you begin your excavation, walk through the site to familiarize yourself with the markings and the location of buried facilities. Confirm that all companies have responded to you indicating they have marked your dig area.

#### **E** xcavate carefully.

It is important that you take a proactive approach to safety not only for yourself, but also for your community by initiating the one-call process and excavating with CARE.



Protecting the people, communities and environment near our operations is the most important part of our job.

## In an emergency

Pipelines have been proven to be the safest transportation mode for energy commodities.

While rare, pipeline leaks can happen for a number of different reasons. Studies have shown that third-party damage is one of the most common reasons for pipeline leaks or ruptures, which underscores the importance of Call or Click Before You Dig programs.

Internal inspection tools are used to detect potential problems with the pipeline which enables Enbridge to perform investigative digs and repair any anomalies. Since some commodities are more flammable than others, a pipeline leak or rupture will have different consequences depending on the commodity being transported.

Hydrocarbon products such as natural gas and natural gas liquids are very flammable, and can catch fire from even the smallest spark or ignition source. The products in Enbridge's system are flammable, and are potentially hazardous and explosive under certain conditions.

Given our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely; however, if one were to occur, it's important that you know the warning signs and how to respond in the event of an emergency or if you suspect pipeline operations have been disrupted in any way.

## Know the warning signs

A naturally occurring product, the sweet gas transported through Enbridge's BC system is composed primarily of methane and is non-toxic. However, when mixed with the appropriate ratio of oxygen, it can easily ignite. Sweet gas is lighter than air and will readily disperse with the wind.



### You might see:

- Dead or dying vegetation on or near a pipeline in an otherwise green area.
- Bubbling in wet areas or blowing into the air at a pond, creek or river.
- Dirt being blown or appearing to be thrown into the air.
- Unexpected frost build up on the ground.
- Fire coming from the ground or appearing to burn above the ground.



### You might hear:

- An unusual roaring, blowing or hissing or loud whistling sound.



### You might smell:

- Sweet gas has a slight petroleum or hydrocarbon smell

*Unlike the gas that is distributed in homes, the sweet gas in Enbridge's pipelines does not have an odourant added to enhance its smell. While you may notice a slight smell, similar to diesel fuel, oil or propane, you will not smell the common rotten egg odour associated with natural gas.*



At Enbridge, our most valuable relationships are with the people and communities we touch through our operations.

Every day we move the energy that North Americans count on, millions of barrels of oil, billions of cubic feet of natural gas and thousands of megawatts of renewable energy. Our role is to safely and reliably deliver the energy that helps fuel people's lives; and our commitment to safety is at the core of everything we do. But we know we can't do it alone.

For us, preparedness means developing integrated response plans based on open communication and teamwork. We work year-round with local fire and police services so that they have the information they require to respond to an emergency, and we regularly communicate important information to local governments, community fire and police services, community leaders, residents, business owners, neighbours, tenants, utilities and contractors like you.



**What to do in an emergency**

Your personal safety is our number one priority. If you suspect a natural gas leak, follow these steps:

- **Leave the area.**
- **If you are outdoors**, shut off all engines and leave the area immediately, moving to a location up or cross wind. The use of motor vehicles or other equipment can be a potential ignition source and should not be used.
- **If you suspect natural gas has leaked into your house or office, evacuate immediately.**
- Once you reach safety, **call 911**. Your cell phone can be an ignition source so you must be a safe distance away before using it.
- **Call Enbridge's 24-hour emergency telephone number 1-800-663-9931.** Wait for further instructions from Enbridge emergency personnel or other first responders.
- If safe to do so, warn others to stay away.
- If it is not safe to evacuate, shelter-in-place.

**What NOT to do in an emergency**

- Do not touch or go near the leaking gas, liquid or vapour that may have come from the pipeline.
- **Do not attempt to operate Enbridge's pipeline valves.**
- Do not start your vehicle or any other piece of equipment that can act as a possible ignition source.
- Do not light a match or smoke, and avoid heat sources or making sparks that could ignite the leaking gas as you are leaving the area.
- 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.

We appreciate your calls, any time of the year, any time of day. This page contains important phone numbers you can use to contact an Enbridge representative with any comments or questions.

In case of an emergency, please find a safe place to **call 911** and then call the toll-free 24-hour Enbridge emergency number:

**1-800-663-9931**

For questions regarding Enbridge's general operations or for planning construction, fencing, digging or explosives use, please visit:

British Columbia & Alberta **crossings@enbridge.com**

More information can also be found at: **enbridge.com/crossingapplicationguidelines** or **enbridge.com/workingnearpipelines**

Before performing any ground disturbance activity within the prescribed area, or constructing a facility on, along, across or under a pipeline, please contact your local one-call centre.

- BC 1 Call **1-800-474-6886**
- Alberta One-Call **1-800-242-3447**



**Links for more information**

Canada Energy Regulator **cer-rec.gc.ca**

Canadian Common Ground Alliance **canadiancga.com**

Alberta Common Ground Alliance **albertacga.ca**

BC Common Ground Alliance **commongroundbc.ca**

Enbridge Inc. **enbridge.com**