

Important
information
inside

Pipeline Safety and Emergency Response

You're receiving this because you're an **emergency or public official** near Maritimes & Northeast pipelines or facilities. Maritimes & Northeast Pipeline is a natural gas pipeline system in your area that is operated by Enbridge Inc. (Enbridge). Please share this valuable information with your team.

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Maritimes & Northeast
24-hour emergency number
1-888-444-6677

26MNPEPIE



**Maritimes
& Northeast**
Pipeline



RISK: Ignoring the critical safety information below could create additional hazards for the public, responders and the environment.

Recognizing a pipeline leak

In the unlikely event of an emergency, public safety is our top priority. We rely on your expertise and will provide the information you need. Our response teams are dispatched immediately, but initial reports often come through 911 or public safety officials. The following signs may indicate a potential pipeline emergency and should be reported immediately.



See

- Dirt being blown or appearing to be thrown into the air
- Flames, if gas is ignited
- A white vapour stream or mist-like cloud
- Unexpected frost buildup on the ground
- Dead or dying vegetation in an otherwise green area
- Continuous bubbling in wet areas or at a pond, creek or river



Hear

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



Smell

- Odourized pipelines: An unusual sulphur or rotten egg odour
- Unodourized pipelines: A slight smell similar to diesel fuel or oil

Potential hazards in the unlikely event of a natural gas pipeline leak or rupture

- Dizziness or suffocation: Possible in confined or poorly ventilated areas.
- Fire or burns: Leaking gas can ignite if a spark is present.
- Explosion: If natural gas mixes with air in the right proportion, it can cause an explosion.
- Flying debris: Escaping gas can propel objects, causing injury.

Steps for a safe response

If you're in danger, damage a pipeline (including its coating), or see or suspect a leak—no matter how minor—take these steps:

- 1 Abandon any mechanized equipment and ignition sources in the suspected leak's vicinity.
- 2 Secure the site and determine a plan to evacuate or shelter in place.
- 3 Monitor for hazardous atmospheres.
- 4 Control and redirect traffic.
- 5 Provide immediate access to Maritimes & Northeast representatives.
- 6 Implement your local emergency plan.

In the unlikely event of an emergency

DO NOT operate pipeline valves or attempt to extinguish any pipeline fires.

- Only Maritimes & Northeast personnel should operate pipeline valves. Some valves can be shut remotely by Maritimes & Northeast's control centre while others require trained personnel on-site.
- Shutting a valve improperly may worsen the situation or cause another leak.

DO NOT create a spark. Possible ignition sources include:

- smoking materials
- phones and pagers
- motor vehicles
- open flames
- flashlights
- non-intrinsically safe equipment (e.g., drones)
- light switches
- car remotes (key fobs)

DO NOT enter a Maritimes & Northeast facility without permission.

- If a fire occurs at one of our facilities, unless lives are at risk, we ask that fire crews stay outside of the property.



RISK: If you see someone digging or disturbing the soil and there are no flags or marks on the ground, please call Maritimes & Northeast's 24-hour emergency number. Failure to dig safely can endanger yourself, emergency responders and your community. Safe digging practices can save your life.

When planning a digging project, one should not rely on word-of-mouth, maps, memory or pipeline markers. Please make permit applicants, public works departments, excavators, contractors and developers aware that they need to make a locate request by following the steps listed below:

One-Call requirements

1



Visit clickbeforeyoudig.com or call your local One-Call centre at least three business days (depending on provincial law) before digging.

3



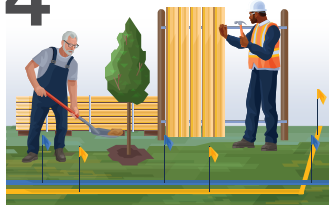
The One-Call centre notifies utility and pipeline companies (e.g., Maritimes & Northeast) on your behalf.

2



When submitting a locate request, provide project details like location, type of work and start date.

4



Pipeline and utility locators mark underground lines within a few days to help you dig safely.

Frequently asked questions

What is clickbeforeyoudig.com and who can use it?

[Clickbeforeyoudig.com](http://clickbeforeyoudig.com) is a free service that helps prevent damage to underground utilities by allowing individuals and companies to request a locate of buried infrastructure before engaging in any earth-moving activities, such as drain tiling, grading, site excavation, fence building and road construction.

If there are no markers where I will be digging, do I still need to use clickbeforeyoudig.com?

Yes, always place a locate request. Markers, including those for pipelines, are meant to provide an approximate location and may not always be present.

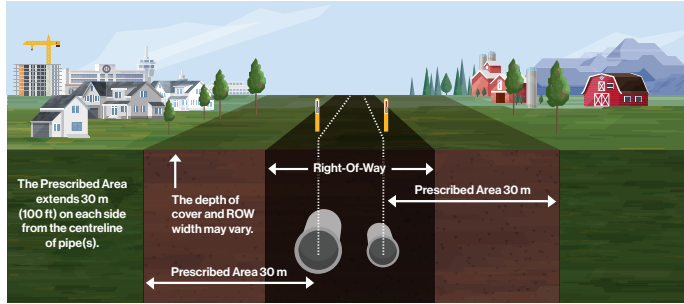
I'm not digging that deep. Why bother using clickbeforeyoudig.com?

The depth of pipelines and other utilities can change over time due to erosion, shifting soils or other factors.

If I'm on a schedule and don't have the time, do I still need to visit clickbeforeyoudig.com?

Yes. Using clickbeforeyoudig.com prior to any earth-moving activity is not only the law, doing so can help to prevent unnecessary costs or job delays and can even save a life.

What is the pipeline right-of-way (ROW)?



The ROW is a clear, narrow area where pipelines run, allowing Maritimes & Northeast personnel to inspect, maintain, test and respond to emergencies. Heavy vehicle and equipment use is not allowed, as it can damage the pipeline.

Key points about the ROW and markers:

- Markers display the pipeline operator's name, product transported and an emergency number.
- It is against the law to remove, relocate or damage markers
- The ROW must stay clear for inspections, maintenance and emergencies. Any structures, equipment or stockpiles need written approval.
- Pipelines are monitored by air and ground – obstructions hinder safety checks.
- Markers indicate approximate pipeline location but are not an alternative to submitting a locate request.
- Fences, roads, driveways, shrubs and trees are not allowed on the ROW unless you have written approval.
- Designate a location outside the ROW as your muster point when creating emergency plans
- Report any exposed Maritimes & Northeast pipeline to our 24-hour emergency number.

Pipeline markers



Vent marker



Line marker



Aerial marker

Marker appearance may vary in your area.

Consent within the prescribed area and ROW

The prescribed area is a 30 m strip of land, measured perpendicularly on each side from the centreline of pipe(s). Within this area, any activities that can or might cause a ground disturbance cannot occur without written consent from Maritimes & Northeast – or the specified pipeline company – under regulatory requirements.

Working near or crossing a pipeline ROW

If your activities will cross a Maritimes & Northeast pipeline or encroach within the pipeline ROW, you must contact Maritimes & Northeast for an assessment and written consent.

Examples of crossing or encroaching include:

- Building or installing new structures near the pipeline ROW
- Crossing or paralleling the pipeline with overhead power lines
- Operation or movement of vehicles or equipment outside of the travelled portion of a highway or public roads
- Maintaining existing facilities
- Subdivision development
- Any construction, excavation or development near the pipeline ROW
- Installing drainage tile
- Conducting blasting activities within 300 m of the ROW

All metallic foreign lines need to be assessed for potential impact on our corrosion control.




Non-emergency crossings:

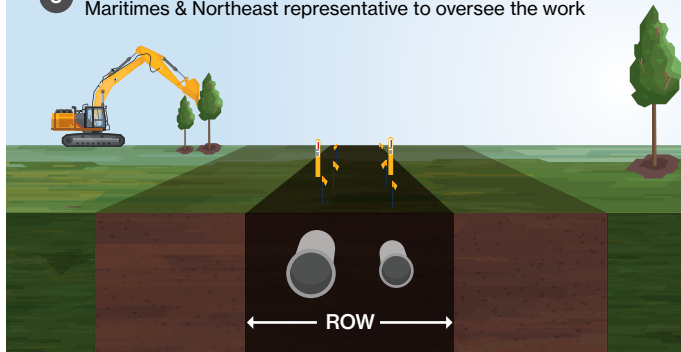
If you are planning to work on or near the ROW and need information about our guidelines, requirements or have questions related to crossings, please visit enbridge.com/crossings or email crossingscanada@enbridge.com.

Crossing the pipeline ROW during an emergency:

If crossing the ROW (i.e., with heavy equipment or bridging, etc.) is required while responding to an emergency, you must call Maritimes & Northeast's emergency number as our field staff need to be informed prior to crossing the ROW.

Crossings and encroachments application process

- 1  Applicant downloads application via enbridge.com/crossings and submits it to crossingscanada@enbridge.com
- 2  Maritimes & Northeast Crossings does an internal review of the application
- 3  Applicant receives the notification from Maritimes & Northeast and signs the consent
- 4 After signing the consent, applicant visits clickbeforeyoudig.com or calls the local One-Call centre to have the Maritimes & Northeast line(s) located
- 5 After lines are marked and located, applicant schedules a Maritimes & Northeast representative to oversee the work



Our safety measures

Safety is our top priority. Every year, our team invests hundreds of thousands of hours to keep our systems operating smoothly and safely.

We continually enhance safety through measures like:

-  Inspection and preventative maintenance
-  24/7 pipeline monitoring
-  Emergency response training and drills
-  Pressure testing on all pipelines
-  Aerial and ground patrols of the ROW
-  Automatic shut-off and remote-control valves
-  High-quality materials and protective coatings
-  Enhanced safety measures for water crossings and sensitive areas

Our commitment to safety includes specialized measures for pipelines in highly populated and environmentally sensitive areas.

For more on our safety efforts, visit enbridge.com/safety.



Facility and purpose	Normal operations
Metering stations measure the flow of products through the pipeline.	During normal operations, no significant odours should be detected.
Valve sites control the flow of products through the pipeline.	During normal operations, no significant odours should be detected.

While most Maritimes & Northeast pipelines are buried underground, our system also includes additional facilities such as metering stations. It's important that you know what to expect as part of the normal operations at these facilities.

Security

At Maritimes & Northeast, the safety of our people, assets, and communities is a priority. With reports of increased criminal activity, we acknowledge that no one is immune. We value the critical role of emergency responders and public officials in maintaining security and commit to supporting timely action and reporting. Please be vigilant and report any suspicious activity near our infrastructure immediately.



Maritimes & Northeast uses the Incident Command System (ICS) to manage emergencies. This system brings different agencies together in one place to coordinate their response.

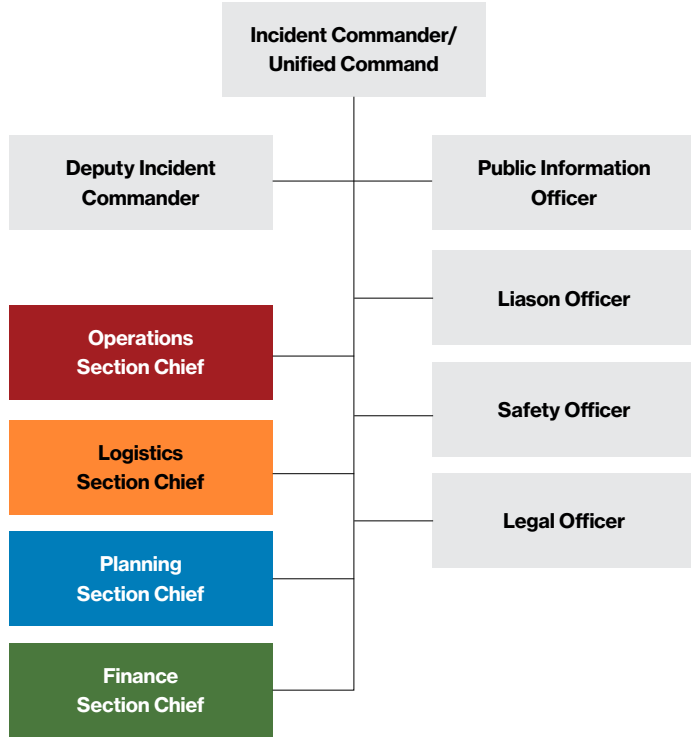
The ICS is flexible, uses common terminology and assigns clear roles to support an organized and effective response.

Elements of the response management enabled through use of the ICS include:

- Incident action plan – defines objectives, strategies and resources that contribute to public safety, responder safety and the environment
- Site safety and security
- Traffic management
- Maintaining an exclusion zone
- Clean-up and waste management
- Public information management

Additional information on ICS can be obtained on the Federal Emergency Management Agency webpage at training.fema.gov/emiweb/is/icsresource.

Maritimes & Northeast ICS overview



For 911 dispatchers

In the unlikely event of a confirmed or suspected pipeline emergency, dispatch local responders and contact the pipeline operator.



Advise the caller TO:

- **Leave the area immediately.** Abandon any equipment or vehicles and move away from the area, heading upwind (in the opposite direction the wind is blowing). Avoid contact with any escaping liquids or gases.
- **Remain calm.** Emergency response and company personnel have been notified and will be arriving as soon as possible.
- **Evacuate if necessary.** Move to a designated evacuation centre if instructed. If sheltering indoors, close all windows and doors and turn off ventilation systems (e.g., air conditioning, heating).



Advise the caller NOT TO:

- Drive into the affected area or start their vehicle.
- Light matches or try to extinguish any fire.
- Turn on or off anything that could create a spark such as phones, light switches, keyless entry systems, flashlights or appliances, until they're in a safe location.
- Attempt to operate any pipeline valves.
- Remain in a building if the smell is stronger inside than outside.



The role of the local responder

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

- Making appropriate contacts if it appears that 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 centre

Did you know?

Contacting the pipeline operator as soon as possible means we can stop the product flow and make notifications as needed.

Free training opportunity for emergency responders and 911 dispatchers

Emergency responders and others responsible for public safety in Maritimes & Northeast's areas of operation can access the National Association of State Fire Marshals' Pipeline Emergencies online training at nasfm-training.org/pipeline. Certification is provided upon completion of the program. Maritimes & Northeast recognizes that the online training platforms are only available in English. If you are in an area that Maritimes & Northeast operates and require emergency responder training in French, please email cdnpublicawareness@enbridge.com.

Safe Community First Responder Grant Program

Maritimes & Northeast offers grants to emergency response agencies in the communities where we operate. These grants can be used for equipment or training to help organizations respond effectively to pipeline emergencies.

For more information, visit enbridge.com/safecommunity.

Emergency response plans

Our emergency response plans are available to local emergency responders in areas where we operate. Plans are available online at [emergencyresponderinfo.com](https://enbridge.com/emergencyresponderinfo.com).

If you have any questions, would like to request a map of your area or to provide feedback on our emergency response plans, please email erinfo@enbridge.com.

Links for more information

More information about our Emergency Management Program can be found at enbridge.com/emergencymanagement.

For additional resources, details on emergency response drills in your area, to talk to an Enbridge representative or to schedule an Enbridge presentation during your next meeting, please call 1-877-640-8665 or email us at cdnpublicawareness@enbridge.com.

CER

cer-rec.gc.ca

CER brochure



Please scan the QR code to view the CER's "Living and Working Near Pipelines" brochure.



In the unlikely event of a pipeline emergency, we will work with emergency responders to resolve the situation safely and effectively.

Hazard awareness and prevention measures

It is important to remember that the natural gas carried on Maritimes & Northeast's system is flammable, hazardous and explosive under certain conditions.

Natural gas pipelines operate under high pressure, transporting large volumes of gas, which can pose significant hazards if an incident occurs.

In the unlikely event of an emergency, Maritimes & Northeast representatives will provide safety data sheets for the product in the pipeline to assist responders. These contain information about regulatory classification, health hazards, toxicity, first aid and fire information for the products in the pipeline.

The chart below offers general information about the products transported through Maritimes & Northeast pipelines. More information about product characteristics can be found at enbridge.com/publicsafetyinfo.

Characteristics of natural gas

Appearance	<ul style="list-style-type: none"> • Combustible mixture of hydrocarbon gases that is odourless.
Odour	<ul style="list-style-type: none"> • Most natural gas has a naturally occurring slight petroleum smell similar to diesel, oil or propane. However, typically when natural gas is distributed into homes and businesses the distributor adds an odourant to enhance the smell of the gas to make it easier to detect a potential leak.
Special behaviour	<ul style="list-style-type: none"> • 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

Responding to a natural gas incident

In the unlikely event of an emergency involving natural gas, evacuate all unnecessary personnel and wear appropriate personal protective equipment. Contact Maritimes & Northeast 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.

For more on hazards and pipeline emergency response, take the free online training at mypipelinetraining.com.

Are you prepared to respond to a pipeline emergency?

As an emergency or public official, it's important to understand the presence of Maritimes & Northeast pipelines in your area and know how to respond safely and efficiently in the event of a pipeline emergency.

By emailing cdnpublicawareness@enbridge.com, you can request pipeline information including:

- location
- size
- contents transported

Maritimes & Northeast Pipeline

Maritimes & Northeast Pipeline is a 1,432 km mainline transmission pipeline built to transport natural gas from developments offshore Nova Scotia to markets in Atlantic Canada and the northeastern United States. A joint venture of Enbridge Inc. (77.53%), Emera Inc. (12.92%) and ExxonMobil (9.55%), Maritimes & Northeast Pipeline is headquartered in Halifax, Nova Scotia and operates an additional business office in Waltham, Massachusetts.

Awareness today means safer tomorrows

Tomorrow is more than just the energy we transport. It's our commitment to strengthening community and protecting the environment – ensuring the places we live and work are safe and vibrant.



Tomorrow is on

Please scan the QR code to learn more about Enbridge and the energy transition.

Keeping pipelines safe

Maritimes & Northeast's Integrity Management Program works to keep pipelines safe by using a step-by-step process. This includes collecting data, checking for risks, doing inspections and taking steps to prevent or mitigate problems.

Damage Prevention Program

Maritimes & Northeast maintains a Damage Prevention Program in accordance with provincial and federal guidelines. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities.

To learn more about our Damage Prevention Program, visit enbridge.com/damageprevention.

Canada Energy Regulator requirements and penalties

Maritimes & Northeast's pipelines are regulated by the Canada Energy Regulator (CER), which enforces safety standards and regulations, including the Canadian Energy Regulator Act (CER Act), the CER Pipeline Damage Prevention Regulations – Authorizations and CER Pipeline Damage Prevention Regulations – Obligations of Pipeline Companies (DPRs).

Activities like ground disturbance and construction on the ROW are subject to these regulations.

Violations must be reported, with maximum fines of \$25,000 for individuals and \$100,000 for companies per infraction.

More details are available on the CER website at cer-rec.gc.ca.

Municipal operations and maintenance activities

Municipal maintenance activities can proceed without pipeline owner consent as per CER guidelines. For details, consult the CER document "Damage Prevention Guidance for Municipal Operations and Maintenance Activities". Public works departments should understand which activities need pipeline company approval to apply in advance.

Important contact information



If you notice any suspicious activity or an abnormal odour, call 911 and Maritimes & Northeast's 24-hour emergency number.

1-888-444-6677

**Click
Before
You Dig**.com

If you have a non-emergency question regarding our:

- Damage Prevention Program
- Integrity Management Program
- Emergency response
- Operations in your area

please call our Public Awareness team at **1-877-640-8665**.



Land and ROW hotline
1-800-668-2951



landcontactcan@enbridge.com
cdnpublicawareness@enbridge.com



mnpp.com
enbridge.com/publicawareness



facebook.com/enbridge



Call or Click Before You Dig
clickbeforeyoudig.com

Atlantic Dig Safe/Info-Excavation
1-866-344-5463
atlanticdigsafe.ca

Links for more information

Public safety information can be found at **enbridge.com/publicsafetyinfo**.

To view maps of Maritimes & Northeast pipelines in your area, visit **enbridge.com/map**.



Online version

An electronic version of this brochure can be found by scanning this QR code or visiting **enbridge.com/brochures**.



Survey

Your feedback matters. Scan the QR code or visit **enbridge.com/surveys** to take a short survey.