

Natural Gas Pipeline Safety and Emergency Information

for emergency and public officials



Maritimes & Northeast Pipeline is a natural gas pipeline system in your area that is operated by Enbridge Inc. (Enbridge). You are receiving this brochure because we have identified you as an **Emergency or Public Official** with responsibilities in the vicinity of Maritimes & Northeast's pipelines and/or related facilities. Please keep this brochure and share this important information with other emergency and public officials.

Emergency number: 1-888-444-6677

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After reading this brochure, please scan the QR code with your smart device or visit enbridge.com/surveys to complete an online survey and the chance to win an \$800 grant.



About Maritimes & Northeast Pipeline

Awareness today means safer tomorrows

Tomorrow is more than just the energy we transport. It's the energy we put in. It's the time we spend volunteering. It's our commitment to sustainability and the environment. It's the investments we make in our community to ensure the places we live and work are safe and vibrant. It's because we see the potential in people and care about the world around us. Tomorrow is on, and we're committed to making it better.

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. The safe delivery of natural gas is at the core of everything we do, but we know we can't do it alone.

As an Emergency or Public Official, you need to be aware of the Maritimes & Northeast pipelines in your area and how to respond safely and effectively to a pipeline emergency. At your request, we can provide additional Maritimes & Northeast pipeline information including the pipeline's location and size and the contents transported. For additional resources, details on emergency response drills in your area, to talk to a Maritimes & Northeast representative or to schedule a Maritimes & Northeast presentation during your next meeting, please call **1-877-640-8665** or email us at cdnpublicawareness@enbridge.com.



Please scan the QR code to learn more about **Tomorrow is on**: Enbridge and the energy transition.

Know what's below



Risk: Failure to dig safely can endanger yourself, emergency responders and your community. Safe digging practices can save your life.

Maritimes & Northeast maintains a Damage Prevention Program in accordance with federal regulations. The purpose of this program is to prevent damage to our pipeline facilities from excavation activities such as digging, trenching, blasting, boring, tunnelling, backfilling or other activities such as heavy equipment crossing, storage on the right-of-way (ROW), etc. The Damage Prevention Program also monitors the depth of cover over our pipelines and conducts regular patrols of our ROW to monitor for unauthorized activities. To learn more about our Damage Prevention Program, visit enbridge.com/damageprevention.

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. When planning a digging project, one should not rely on word-of-mouth, maps, memory or pipeline markers.

Please make community members, 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 At least two to three business days before your project—any time you are disturbing the soil (depending on provincial law)—visit clickbeforeyoudig.com or call your local One-Call centre.



3 The One-Call centre representative will provide this information to pipeline operators, such as Maritimes & Northeast and other companies with buried utilities near the work site, saving you the time and trouble of contacting them individually.



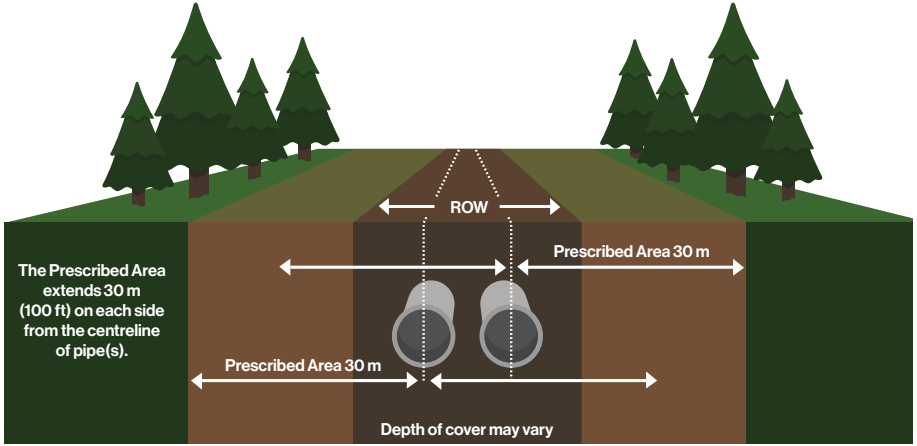
2 When you call or click, you'll be connected to a representative, who will ask you to provide important details about your project, such as the type of work you'll be doing, where you'll be doing it and when your project is expected to begin.



4 Within a few days, professional locators will come to your location and 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.

**Click
Before
You Dig.com**

Know what's below



Pipeline ROW and pipeline location

A pipeline follows a narrow, clear stretch of land, called a ROW, that allows our employees and contractors to access the pipeline for inspections, maintenance, testing and emergencies. The ROW is not designed to function as a road, as heavy vehicles and equipment can damage the pipelines below.

A few important notes when it comes to the ROW and pipeline markers:

- The pipeline marker displays the operator's name, the contents and an emergency phone number.
- It is prohibited to remove, relocate or damage pipeline markers.
- The ROW must remain clear to allow access for proper inspections, maintenance or in case of an emergency. Encroachments of the ROW such as structures, stockpiles, stored equipment and burn piles must have the company's written consent. Pipelines are patrolled from the air and the ground and obstructions can prevent proper inspections.
- The approximate location of a pipeline may be determined by a pipeline marker. However, markers should not be used to give exact locations and are not an alternative to contacting clickbeforeyoudig.com.

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.

If written consent for an activity is granted, it is mandatory to then make a locate request in order to confirm and identify the location of the pipeline and any other underground utilities.

Any planned construction activities on, along, under or across the pipeline must also receive approval from Maritimes & Northeast in addition to a locate request, before going ahead. Written consent from Maritimes & Northeast is also required for vehicle or mobile equipment crossings within or travelling along the ROW.



Vent marker



Line marker



Aerial marker

Marker appearance may vary in your area.

Crossing or traversing the ROW

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

Some examples of such activities across, over, on, along or under a Maritimes & Northeast asset and/or ROW include:

- Construction or installation of a new facility
- Operation or movement of vehicles, mobile equipment or machinery outside of the travelled portion of a highway or public road
- Subdivision development
- Installation of agricultural drainage tile
- Overhead power lines that cross or parallel the specified area
- Maintenance of existing applicant facilities

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

Maritimes & Northeast must also be notified of blasting activities within 300 m of a Maritimes & Northeast pipeline ROW.

In addition to having your proposed activity assessed, we also have construction guidelines for you to follow when working around or near our ROW.

Below are some general guidelines; however, there may be more job-specific construction guidelines that our representative will provide you prior to beginning your work.

- 1** Once written consent is obtained, we require at least two to three working days' notice prior to the commencement of any work over or near the ROW so we can field-locate our pipelines. Additionally, Maritimes & Northeast may require a representative on-site before any construction activities occur within the prescribed area. Your representative will inform you if this is required. If any work being performed is deemed unsafe, your representative is authorized to stop such activities.
- 2** No building, structure or obstruction is allowed to be erected within the pipeline ROW. If you have questions related to the width of the pipeline ROW, just ask and we'll be happy to share that information with you.
- 3** A company representative must give written approval for heavy/non-exempt equipment to cross pipelines at any location.
- 4** Excavation within the pipeline ROW must be performed in accordance with company-approved procedures.
- 5** In addition to complying with the above requirements, you must follow all federal and/or provincial laws and regulations including applicable One-Call requirements. To learn more, visit clickbeforeyoudig.com.

Crossing during an emergency:

If a crossing is required while responding to an emergency, please call Maritimes & Northeast's emergency number before crossing the ROW.

➤ **1-888-444-6677**

Non-emergency crossings:

If you are planning work on the right-of-way, such as building a fence, deep tilling, digging a ditch, operating equipment or have crossings-related inquiries, please email crossingscanada@enbridge.com or call **1-800-668-2951**.

For more information, visit enbridge.com/crossings.

Know what's near you



Above ground facilities

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

Emergency and public officials like you can help us maintain a safe, secure and reliable pipeline system.

If you notice any suspicious activity or an abnormal odour near one of our above ground facilities, call 911 immediately, then call Maritimes & Northeast's 24-hour emergency number for your area.

Facility and purpose

Metering stations measure the flow of products through the pipeline.

Normal operations

No significant odours should be detected during normal operations.

Valve sites control the flow of products through the pipeline.

No significant odours should be detected during normal operations.

Know what's there: Product information

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



Safety Data Sheets (SDS) contain information about regulatory classification, health hazards, toxicity, first aid and fire information for the products in the pipeline. SDS information regarding hazardous products is available at various locations across our system. In the event of a Maritimes & Northeast pipeline incident, our representatives will provide emergency responders with the SDS for the product in the pipeline.

Additional information on product characteristics can be found at enbridge.com/publicsafetyinfo.








Characteristics of natural gas

Appearance	Colourless.
Odour	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	Lighter than air, it rises and dissipates into the atmosphere in open areas. In enclosed areas, it collects first overhead.
Hazards	Extremely flammable and explosive under certain conditions. Asphyxiation can occur if vapours displace the oxygen in an enclosed area.

Damage prevention

Our safety measures

Safety is, and always will be, our number one priority. Our team devotes significant time every year to keeping our systems running smoothly and without incident. We invest heavily in safety measures, including:

-  Inspection and preventative maintenance programs
-  Around-the-clock monitoring of pipelines and facilities
-  Emergency response training and drills for employees and local emergency responders
-  Pressure tests on new and existing pipelines
-  Aerial and ground patrols along the pipeline ROW
-  Automatic shut-off and remote-control valves
-  High-quality pipeline materials and protective coatings

Maritimes & Northeast 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, visit enbridge.com/safety.

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



Canada Energy Regulator requirements and penalties

Maritimes & Northeast's pipelines are regulated by the Canada Energy Regulator (CER), which sets specific standards and regulations for compliance. These regulations help maintain the safety of our pipelines while allowing certain activities to occur (subject to review and conditions).

Activities on the ROW and prescribed area, including ground disturbance, excavation, vehicle/mobile equipment crossing, as well as construction, are subject to the Canadian Energy Regulator Act (CER Act), the CER Pipeline Damage Prevention Regulations—Authorizations and CER Pipeline Damage Prevention Regulations—Obligations of Pipeline Companies (together, the DPRs).

Violations of the CER Act and associated regulations such as the DPRs must be reported by the pipeline company to the CER. The CER Act sets the maximum daily fines (known as Administrative Monetary Penalties or AMPs) 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.

Municipal operations and maintenance activities

The CER permits certain maintenance activities without requiring the consent of the pipeline owner. Refer to the CER guidance document titled Damage Prevention Guidance for Municipal Operations and Maintenance Activities for more details. More information can be found at cer-rec.gc.ca/en/safety-environment/damage-prevention/damage-prevention-guidance-municipal-operations-maintenance-activities.


Municipal public works departments should make themselves aware of the activities that would require the pipeline company's written consent to ensure that the appropriate applications are made with sufficient time.

Emergency information


Information for 911 dispatchers

In the unlikely event of a pipeline emergency, confirmed or suspected, 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 leak, heading upwind if possible. 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 TO NOT:

-  • 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.

Resources

Free training opportunity for emergency responders and 911 dispatchers

Emergency responders and others responsible for public safety in our areas of operation – including 911 dispatchers – can access the National Association of State Fire Marshals' Pipeline Emergencies online training program at mypipelinetraining.com. Certification is provided upon completion of the program.

Emergency response plans

Our emergency response plans are available to emergency response organizations in areas in which we operate. These plans provide information on the ways we'll work with emergency responders during the initial stages of a pipeline incident.

All plans are available online at 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.

Security

Maritimes & Northeast views the security of our facilities as an integral part of our Emergency and Security Management Program. If you notice suspicious activity near or on our above ground facilities, call 911, then please call Maritimes & Northeast's 24-hour emergency number.



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

Incident Command System



Maritimes & Northeast utilizes the Incident Command System (ICS) for managing a response to an emergency.

The ICS organizational structure is designed to coordinate with other responding agencies and to include those agencies inside a unified command post for a coordinated response.

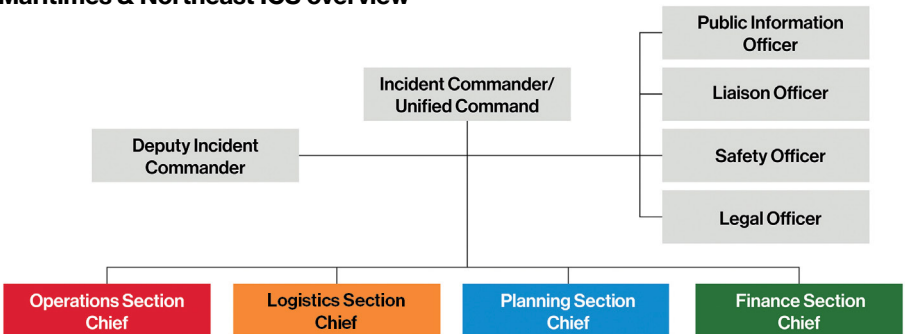
The ICS is a flexible, scalable tool that provides a common framework, uses common terminology and has standardized functional roles.

By using the ICS, trained personnel from throughout the organization can be deployed to support any incident.

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
- Communications plans
- Maintaining an exclusion zone
- Traffic management
- Public information management

Maritimes & Northeast ICS overview



Contact Maritimes & Northeast

In case of an emergency, please find a safe place to **call 911** and then call Maritimes & Northeast at:

1-888-444-6677

To reach a Maritimes & Northeast land representative, call **1-800-668-2951** (toll-free) or email landcontactcan@enbridge.com.

How to reach us



Phone:

(non-emergencies only)
1-877-640-8665



Email:

cdnpublicawareness@enbridge.com



Mail:

Public Awareness Program
200, 425 1st Street S.W.
Calgary, AB T2P 3L8



Website:

mnpp.com
enbridge.com/publicawareness



Facebook:

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

More information about our emergency management program can be found at enbridge.com/emergencymanagement.

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

CER
cer-rec.gc.ca

Emergency response information



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 a pipeline emergency, protecting the public is your top priority – and ours as well. We value your expertise, and we're committed to providing you with the information you need to respond in the unlikely event of an emergency. Although we immediately dispatch our emergency response teams upon notification, local 911 dispatch centres or other public safety officials typically receive the initial report. The following items could indicate a potential pipeline emergency and may be reported by callers or emergency responders:



You might 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



You might hear:

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



You might smell:

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

Hazards associated with a natural gas pipeline leak or rupture



Dizziness or suffocation if a leak occurs in a confined space



Ignition/fire if an ignition source is present during a leak, which may result in burns



Potential explosion if the natural gas is mixed with air



Projectiles ejected by the force of escaping gas

Steps for a safe response

- 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 extinguish any pipeline fires.

Doing so may prolong or worsen an incident or even cause another leak in the pipeline. Our control centre personnel can close 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 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.