

# Pipeline safety and emergency information

Safety is the very foundation of our business. It's important that our neighbors know how to recognize and safely respond in the unlikely event of a pipeline emergency.

The pipeline follows a narrow, clear stretch of land called a right-of-way. This right-of-way enables Enbridge employees and contractors to access the pipeline for inspection, maintenance, testing and in an emergency.

## Know what to look for

Recognize any unusual sights, sounds or odors.



### You might see:

- Dirt being blown or appearing to be thrown into the air
- A white vapor stream or mist-like cloud over the pipeline
- Dead or dying vegetation in an otherwise green area
- A dry area in a wet field
- Flames coming from the ground or appearing to burn above the ground
- A colorful sheen appearing on water
- Liquid on the ground
- Continuous bubbling in pools of water
- Unexpected ice or frost on the ground



You might hear a roaring, blowing or hissing noise.



You might smell odors similar to gasoline or diesel fuel. Or smells such as skunk or rotten egg odor.

## Know what to do



A safe response begins by moving away from the leak in an upwind direction, if possible.

- Avoid contact with any escaping liquids or gases.
- Do not touch any liquid or vapor that may have come from the pipeline.
- Do not drive into the area or start your car.
- Do not turn on or off anything that may create a spark:



Cell Phones



Telephones



Light Switches



Vehicle Alarms



Flashlights

- Do not operate pipeline valves.
- Do not enter an Enbridge facility.

## Know who to call



Once you are in a safe location, call 911 and then call Enbridge.

Our toll-free, 24-hour emergency numbers can be found online at [Enbridge.com/emergency](http://Enbridge.com/emergency) or on a nearby pipeline marker.



We recommend saving our contact information in your cell phone for easy access.



## What Happens Next?

Enbridge and local emergency responders will work together to control the situation. It may be necessary for Enbridge to shut down or isolate sections of the pipeline.

Local responders will help keep the public safe by overseeing evacuations, securing the scene and providing medical aid.

Once it is safe to do so, Enbridge will remediate any impacts caused by a pipeline leak.

**HELP US KEEP COMMUNITIES SAFE BY SHARING THIS IMPORTANT INFORMATION WITH FAMILY AND FRIENDS**

Pipelines are the safest, most efficient and most reliable way to transport liquid and natural gas energy resources. We work diligently to protect our underground pipeline infrastructure because it means our neighbors, employees and contractors are protected as well.

If you have questions about pipelines and/or pipeline safety, please contact us:

### IN THE U.S.

(877) 799-2650

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



Know what's below.  
Call before you dig.

### IN CANADA

(877) 640-8665

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