

Pipeline Safety and Emergency Information

For individuals who live, work, rent or own property near an Enbridge Gas Ontario pipeline



24-hour emergency number:

1-866-763-5427

In case of emergency:

Our pipeline systems are monitored 24/7.

If you suspect one of our pipelines has been damaged, **call 911** and the Enbridge Gas 24-hour emergency number above.

Win \$250!

Scan the QR code or visit enbridgegas.com/pipelinesafety to fill out our short survey for a chance to win. Full rules and entry details can be found at enbridgegas.com/contestdetails.



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Keeping in touch with you is very important to us

That's why we contact those who live and work near our key systems on an ongoing basis.

This is done as part of our dedication to informing and educating our neighbours about the presence of pipelines in their community and how to live and work safely near them.

As part of our Public Awareness Program, we distribute important information to landowners, residents, business owners and community members near our pipelines which includes details about our safety and maintenance programs, damage prevention, and emergency preparedness and response procedures.

Contact us

Gas leak emergency or suspected pipeline damage

▶ 1-866-763-5427

Requesting locates? Click before you dig.

▶ OntarioOneCall.ca

Crossing agreements and utility mark-ups

▶ mark-ups@enbridge.com

Enbridge Gas bill or general information

▶ 1-877-362-7434

For more information on when to use these contacts, please see the appropriate sections in the brochure.

Scan the QR code to view an electronic version of this brochure.

English



French







We share an important role in pipeline safety

We remain committed to public safety and to the protection of the environment. Our pipelines are designed, built and operated to meet or exceed the requirements and standards set by the Ontario Energy Board (OEB), Canada Energy Regulator (CER), and Technical Standards and Safety Authority (TSSA).

We carefully inspect, regularly maintain and continuously monitor our systems to make sure they operate and are working safely and reliably. We also continually improve already effective practices to make our pipeline systems even safer.

Because you live, work, rent or own property near one of our pipelines, you too have an important role in pipeline safety. Please review this material yourself and share it with anyone that may live, rent or work on or around the pipeline easement to ensure they understand:

-  Safety precautions
-  Enbridge Gas and our role in public safety
-  Natural gas leak warning signs
-  Important contact information
-  What to do if you suspect a damaged pipeline or see suspicious activity
-  The importance of obtaining utility locates in advance of digging

Keep this brochure in a safe place for easy reference. Don't forget to share it with anyone living, renting or working on the land around the pipeline easement.

The pipeline ROW

Understanding the right-of-way

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

The ROW:

- Identifies an area that restricts certain activities to protect public safety.
- Allows our workers access for inspection, maintenance, testing or emergencies.

Pipeline markers are signs that indicate that a pipeline is in the area. The placement of these markers indicates the relative position of the buried pipeline but should never be used as a reference for its exact location.

Even if pipeline markers are present, homeowners and contractors are still required to contact Ontario One Call before a ground disturbance activity. Contacting Ontario One Call in advance of a ground disturbance allows us to locate and mark our systems using temporary colour-coded markings.



› Pipeline marker styles may vary.

Click before you dig. It's the law!

To reduce the risk of damage, if you plan to carry out ground disturbance activities, contact Ontario One Call at least five (5) days in advance. You can make a locate request online by visiting OntarioOneCall.ca 24 hours a day, seven (7) days a week. Work includes activities such as ground disturbances or excavations of any type.

Know the colour codes

Locates show the direction and approximate location of the natural gas line, but do not show their depth. A natural gas line could lie just a few inches below the surface.

-  **Yellow:** Natural gas, oil, steam
-  **Green:** Sewer, storm
-  **Red:** Electric
-  **Orange:** Communication
-  **Blue:** Water
-  **Purple:** Irrigation, slurry
-  **Pink:** Temporary survey markings
-  **White:** Proposed excavation



OntarioOneCall.ca



Ground disturbance and crossing agreements

A ground disturbance is any activity that results in the disturbance of the earth.

Activities include, but are not limited to:

- Installing/constructing a fence, shed or retaining wall.
- Installing facilities on, along, under or across the pipeline.
- Landscaping or tree planting.
- Stockpiling materials.
- Installing drain tiles.
- Trenchless/drilling activities.

If you are crossing the ROW with mobile equipment other than agricultural equipment or conducting any ground disturbance activity within 30 m of a CER regulated Enbridge Gas facility, you may be required to obtain written consent from Enbridge Gas before proceeding.

If you plan to carry out ground disturbance activities along the right-of-way (such as building a fence, deep tilling or digging a ditch), or cross with heavy machinery, trucks or heavy loads, **you must consult with Enbridge Gas, and will be advised if consent from Enbridge Gas is also required before proceeding.** We will work with you to evaluate the request.

To request consent, contact Enbridge Gas at:

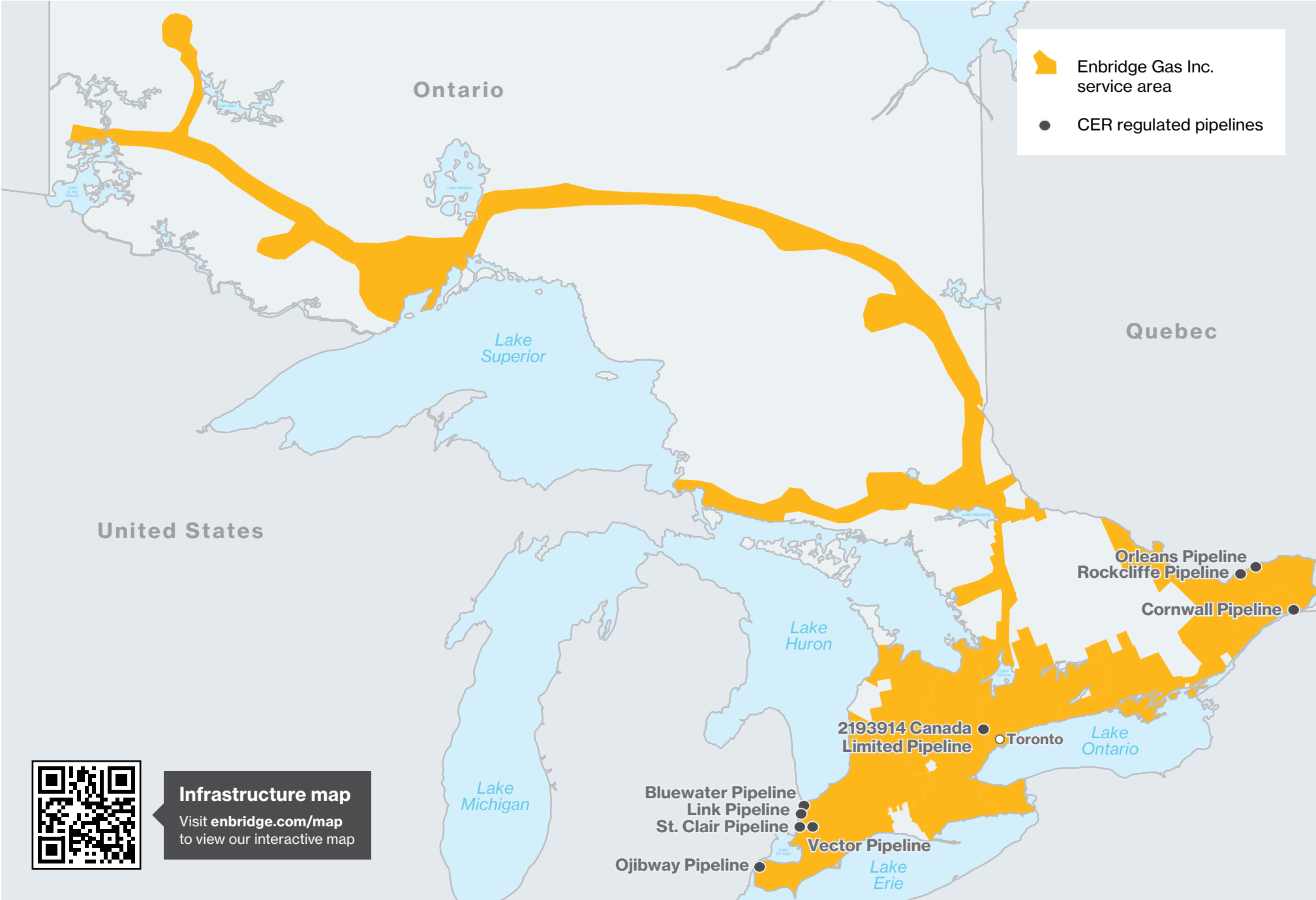
➔ mark-ups@enbridge.com

Activities along the ROW

Performing the activities described above without consultation and permission is **unsafe and illegal**. If pipelines are damaged, the result could be very serious and Enbridge Gas may be required to report any illegal activities.

**24-hour emergency number:
1-866-763-5427**

Living and working near pipelines



Infrastructure map
Visit enbridge.com/map
to view our interactive map

Additional safe digging information

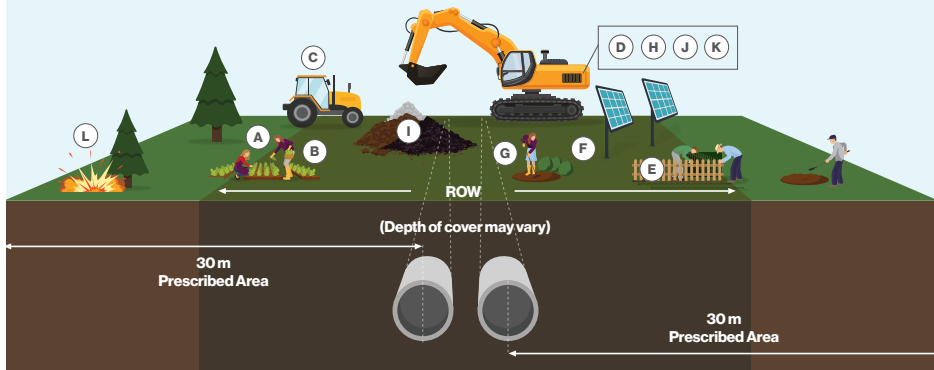
The illustration below provides some guidance on where written consent is required before any ground disturbance. If you are unsure if your planned activity requires a locate request or written consent, please contact Enbridge Gas.

Activities that DO NOT require consent

- (A)** Ground disturbance less than 30 cm below the surface (e.g. planting flowers).
- (B)** Agricultural cultivation less than 45 cm deep (unless notified by the pipeline company that it's unsafe to do so in certain areas).
- (C)** Operating vehicles or mobile equipment across a pipeline which are used for normal farming operations, provided:
 - The loaded axle weight and tire pressures of the vehicle or mobile equipment are within the manufacturer's approved limits and operating guidelines.
 - The point of crossing has not been the subject of a notification from the pipeline company that crossing at that location could impair the pipeline's safety or security.

Activities that DO require consent

- (D)** Ground disturbance depths of 30 cm or more within the 30 m prescribed area (excavating, digging, trenching, land levelling, topsoil stripping, deep tilling, subsoiling and grading).
- (E)** Installing/constructing a fence, retaining wall or structure.
- (F)** Installing facilities on, along, under or across the pipeline prescribed area.
- (G)** Landscaping, tree/shrub planting, clearing and removing stumps.
- (H)** Constructing roads, paving, parking areas, driveways and ditches.
- (I)** Stockpiling materials.
- (J)** Drainage or irrigation systems (including dykes, ditches and culverts).
- (K)** Crossing a pipeline while not on an upgraded and travelled portion of an established highway or public road with vehicles or mobile equipment.
- (L)** Using explosives to blast within the 30 m prescribed area. A detailed blasting plan must be filed with Enbridge Gas. Mining activities within 40 m of a pipeline ROW require consent from the CER.



Enbridge Gas' cross-border and interprovincial pipelines are regulated by the Canada Energy Regulator (CER) and must comply with specific pipeline standards and regulations. In addition to the ROW where the pipeline is located, the CER has established a 30 metre prescribed area on either side of the pipeline to protect the public, the environment and the pipeline. More information about CER requirements can be found at cer-rec.gc.ca.

If planning to conduct any ground disturbance in the 30 metre prescribed area, written consent from Enbridge Gas is required.

Emergency preparedness



It is important to be aware that your residence or business is within an Emergency Planning Zone (EPZ). The EPZ is the area where public protection activities will be conducted to ensure safety in the event of a pipeline emergency.

In the event of a natural gas emergency, the Enbridge Gas emergency response team or local first responders will contact all residents who could potentially be affected to advise you of the actions and precautions to take.

Notifying the community of an emergency may include:

- Door-to-door notification.
- Emergency information carried by local media.
- Social media alerts (X and Facebook).

You may be asked to:

- Stay indoors until the situation is under control.
- Evacuate your residence, in which case you will be directed to an emergency centre set up to accommodate you.

Enbridge Gas will have a representative on site for assistance and to help answer any questions you may have. Information will be updated through the media and social media channels as it becomes available.

Natural gas: A safe energy choice

Natural gas is naturally occurring and non-toxic. It's made mostly of methane, which is an odourless, colourless gas. Since it is lighter than air, natural gas dissipates quickly in well-ventilated areas.

Know the warning signs

How to detect a natural gas leak:



You might smell:

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



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.

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.

Emergency preparedness



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What to do if you suspect a leak inside your home:

- Evacuate your premises immediately.
- Don't use electrical switches, telephones, appliances, garage door openers, etc.
- **Call 911 and Enbridge Gas immediately at 1-866-763-5427** from a safe distance (like a neighbour's home).
- Do not use lighters or matches and do not smoke.

What to do if you suspect a leak outside:

- **Call 911 and Enbridge Gas immediately at 1-866-763-5427.**
- Keep clear of the area.
- Don't start any motors or motor vehicles near the area of the gas odour.
- Don't use lighters or matches and do not smoke.

About Enbridge Gas Ontario

Enbridge Gas is an experienced pipeline, storage and distribution company with an excellent safety record. We are strongly committed to the safe operation of our facilities, to maintain public safety and protection of the environment.

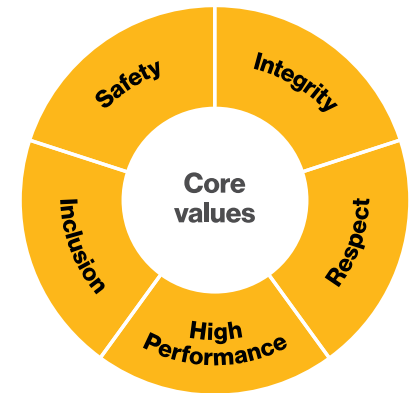
This includes:

- Pipelines that are designed to meet or exceed stringent safety codes and requirements.
- A comprehensive pipeline maintenance and integrity program that allows our facilities to remain in safe operating condition. This involves regularly monitoring our transmission pipelines for corrosion, leaks and damage. We use corrosion control practices along our steel pipelines to counteract rust and corrosion.
- 24/7 monitoring of our transmission pipelines by highly trained operators and technicians who can shut off the flow of natural gas through valves in an emergency.
- Safety patrols, such as aerial patrols that look for any unauthorized activity on or near our pipelines such as excavating, or the movement of heavy equipment. Patrols also look for any discoloured vegetation in the area, which can indicate a gas leak.
- 24-hour fully-staffed emergency dispatch department.
- A comprehensive emergency preparedness and response plan which we practice regularly so we are ready to respond to any emergency.
- Close relationships with emergency officials across the province including fire and police departments and municipal public works departments.



Our values

Our values of Safety, Integrity, Respect, Inclusion and High Performance are the driving force behind our company and reflect what is truly important to us.





Enbridge Gas Ontario is Canada's largest natural gas storage, transmission and distribution company based in Ontario, with 2023 marking its 175th anniversary of serving customers. The distribution business provides safe, affordable, reliable energy to about 3.9 million customers and is advancing the transition to a sustainable energy future through net-zero emissions targets and investments in innovative lower-carbon energy solutions.

The storage and transmission business offers a variety of storage and transportation services to customers at the Dawn Hub, the largest integrated underground storage facility in Canada and one of the largest in North America.

Enbridge Gas is owned by Enbridge (ENB), a Canadian-based leader in energy transportation and distribution.

Visit enbridgegas.com/ontario to learn more.

Abandonment Funding Update

In 2009, the National Energy Board (now the Canada Energy Regulator (CER)) set out a process to ensure that funds are in place to meet future abandonment obligations associated with pipelines, including processing plants, compressors, pump stations and other above-ground facilities.

As part of the abandonment funding process, Enbridge's CER-regulated entities are setting aside funds in trusts to cover future abandonment costs. The Enbridge affiliated entities began collecting abandonment funds at the beginning of 2015 and financial information regarding these funds is available on our website at enbridge.com/abandonmenttrusts. The financial information is updated on the website annually each May.

Enbridge Gas is committed to keeping you informed and if you would like more information, please contact us at **1-877-362-7434**.