

# Keeping in touch along the right-of-way

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for our neighbours



**On Jan. 1, 2019,  
Union Gas and Enbridge  
Gas Distribution combined  
to form Enbridge Gas.**

### 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. Our Public Awareness Program is dedicated to informing and educating our neighbours about the presence of pipelines in their community and how to live and work safely around them.

As part of this Program, we also distribute information to landowners, residents, business owners and community members near our operations to provide them with important information about our safety and maintenance programs, damage prevention, and emergency preparedness and response procedures.

### 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 for your area shown below.

▶ **1-800-265-5260**

## Pipeline safety: A shared responsibility

1



### At Enbridge Gas, keeping in touch with you is a priority

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 or own property near one of our pipelines, you too have an important role in pipeline safety. Each year, we provide important pipeline safety information to landowners, tenants, neighbours and various agencies that live and work in the vicinity of key pipeline systems. This includes providing up-to-date information about safety precautions, natural gas leak warning signs and important contact information.

The safety information also explains what to do if you suspect that one of our pipelines has been damaged or if you see questionable activities around the pipeline.

We also want to take this time to remind you that in Ontario, obtaining valid utility locates in advance of every digging and ground disturbance activity is the law. Utility locates can be obtained by contacting Ontario One Call at least five (5) days in advance of starting your work. By obtaining utility locates, observing pipeline safety precautions, and keeping in touch, you can help prevent incidents.

Please review the enclosed information with your family and keep it in a safe place for easy reference.

Please complete our online survey so that we can improve the information we provide to those along our pipeline routes, and you will be entered into a draw for a chance to win a pre-paid gift card.



## 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. As the depth and actual location of our pipelines may vary, only an Enbridge Gas representative can accurately determine the location of our buried pipelines. Contacting Ontario One Call in advance of a ground disturbance allows us to locate and mark our systems using temporary colour-coded markings.

To reduce the risk of damage, if you plan to carry out certain activities within 30 meters of a pipeline, you must call the toll-free number on the sign or marker for a free pipeline locate. You can call the number 24 hours a day, seven (7) days a week.

### Ground Disturbance

A ground disturbance is the activity outlined above 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.

If you plan to carry out ground disturbance activities along the right-of-way, 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.

### Crossing Agreements

If you are crossing the pipeline with mobile equipment other than agricultural equipment, please contact us at the number below to obtain written consent prior to crossing any of the high pressure transmission pipelines on your property.

- [STOCrossings@enbridge.com](mailto:STOCrossings@enbridge.com) or 1-800-668-2951, Option 2

### 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.



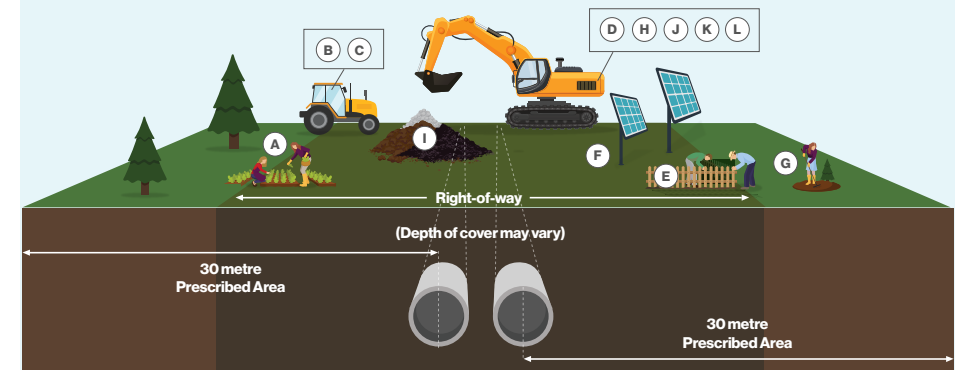
In case of emergency:  
**1-800-265-5260**

### Activities that do not require consent

- (A) Non-Mechanical 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

### Activities that DO require consent

- (D) Ground disturbance depths of 30 cm or more (excavating, digging, trenching, land leveling, topsoil stripping, deep tilling, subsoiling and grading)
- (E) Installing/constructing a fence, retaining wall or structure
- (F) Installing or placing facilities on, along, under or across the pipeline
- (G) Landscaping, tree planting, clearing and removing stumps
- (H) Constructing roads, paving, parking areas, driveways, ditches
- (I) Stockpiling materials
- (J) Drainage or irrigation systems (including dykes, ditches and culverts)
- (K) Crossing a pipeline while not on an upgraded and traveled portion of an established highway or public road with vehicles or mobile equipment
- (L) Blasting/use of explosives



Modified from CER image in "Pipeline Damage Prevention Regulations" information product.

- 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—measured perpendicularly from the centreline of the pipe—to protect the public, the environment and the pipeline. If planning to conduct any ground disturbance in this area, written consent from Enbridge Gas is first required.





Enbridge Gas is 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 each side of the pipeline to protect the pipeline, the environment and you. **You must first obtain written permission from Enbridge Gas to conduct any ground disturbance activity in this area.**

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.

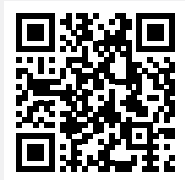
-  **Yellow:** Natural gas, oil, steam
-  **Green:** Sewer, storm
-  **Red:** Electric
-  **Orange:** Communication
-  **Blue:** Water
-  **Purple:** Irrigation, slurry
-  **Pink:** Temporary survey markings
-  **White:** Proposed excavation

Click or Call Before You Dig—it’s the law

To reduce the risk of damage, if you plan to carry out ground disturbance activities on or within the 30 meter prescribed area, contact Ontario One Call at least five (5) days in advance. You can call the number 24 hours a day, seven (7) days a week, or make a locate request online by visiting [OntarioOneCall.ca](https://OntarioOneCall.ca). Work includes activities such as ground disturbances or excavations of any type.






**Ontario One Call:**  
**[OntarioOneCall.ca](https://OntarioOneCall.ca)**  
**1-800-400-2255**



Know the warning signs

How to detect a natural gas leak:

-  **Smell:**  
Natural gas in transmission pipes has a stale petroleum/ hydrocarbon smell. Before it is delivered to your home, the compound mercaptan is added to give the gas a sulfur “rotten egg” smell to help detect leaks in or around your home.
-  **Sight:**  
Natural gas is colourless, but vapour and “ground frosting” may be visible at high pressures. A gas leak may also be indicated by:
  - Bubbles in wet or flooded areas.
  - Distinct patches of dead vegetation.
  - Dust blowing from a hole in the ground.
  - Flames if the leak has ignited.
-  **Sound:**  
A hissing or roaring noise along a pipeline right-of-way could also indicate a natural gas leak.

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 (Twitter 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 as it becomes available on our website ([enbridgegas.com](https://enbridgegas.com)) as well as through the media.





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

- Evacuate your premises and leave the door open when you leave.
- Don't use electrical switches, telephones, appliances, garage door opener, etc.
- **Call 911 and Enbridge Gas immediately at 1-800-265-5260** from 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 1-800-265-5260.**
- 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.



### Thank you for reviewing the Keeping in Touch information

We remain committed to public safety and protecting the environment. We value the relationships with our neighbours and the landowners, tenants and agencies along our pipelines. As part of our ongoing commitment to your safety, we are providing you with an Emergency Number window cling, attached on the back of this brochure.



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.

### 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.

The natural gas in our transmission lines is odourless. The natural gas in our distribution pipelines includes a compound called mercaptan. This compound, which smells like rotten eggs, allows for the easier detection of a possible natural gas leak.

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 discolored 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.



Visit [enbridgegas.com/pipelinesafety](https://enbridgegas.com/pipelinesafety) and answer a few short questions. This survey gathers important information about the effectiveness of our pipeline safety information materials.

The prize draw is offered to encourage landowners to complete the online survey. Participants who enter before Aug. 31, 2023 will be entered into the free random draw.

### Draw prizes:

- Four grand prizes of a \$400 pre-paid gift card.
- Four additional prizes of a \$200 pre-paid gift card.

No purchase required. Contest begins on April 1, 2023 at 12:01 a.m. EST and ends on Aug. 31, 2023 at 11:59 p.m. EST. There are a total of eight (8) prizes available to be won as follows: Four grand prizes of a \$400 pre-paid gift card and four additional prizes of a \$200 pre-paid gift card. Skill-testing question required. Open to legal residents of Canada, excluding Quebec, who are age of majority in the province or territory of residence at time of entry. Odds of winning depend on number of eligible entries received before contest closes. Limit one entry per household. Visit [enbridgegas.com/contestdetails](https://enbridgegas.com/contestdetails) for full rules and entry details.



We exist to deliver the energy that enhances people's quality of life, drawing on a 170-year history of providing safe and reliable service to customers. Owned by Enbridge Inc., we are based in Ontario with 3,400 employees.

### Delivering natural gas to about 3.8 million customers

As one of North America's largest utilities, we provide the safe and reliable distribution of natural gas to about 3.8 million homes, businesses and industries in over 313 municipalities and 23 Indigenous communities across Ontario through a network of over 151,500 kilometres of underground pipeline.

### Largest underground storage facility in Canada

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. Learn more at [enbridgegas.com](http://enbridgegas.com).



## Contact Us

### Key contact information

Gas Leak Emergency

> **1-800-265-5260**

Click or Call Before you Dig

> **OntarioOneCall.ca**  
or **1-800-400-2255**

Crossing Agreement

> **STOcrossoings@enbridge.com**  
or **1-800-668-2951, Option 2**

## Our Values

At Enbridge Gas, our core values—Safety, Integrity, Respect and Inclusion—reflect what is truly important to us as a company. These values represent the north star for our organization, a constant beacon by which we make our decisions, as a company and as individuals, every day.

Our team members demonstrate safety, integrity respect and inclusion in support of our communities, the environment and each other.

### Safety

- We **relentlessly ensure** the safety of our communities, customers, contractors, partners and employees
- We **proactively identify** and prevent safety issues
- We **act immediately** when a safety issue is identified
- We **continually strive to improve** safety performance

### Integrity

- We **do the right thing**
- We **act courageously** and speak up
- We **maintain truth** and transparency
- We **take accountability** for our actions

### Respect

- We **value everyone's contributions**
- We **listen to understand** first
- We are considerate and **support the well-being of all**
- We treat everyone with **unfailing dignity** and defend against intolerant behavior

### Inclusion

- We want and encourage **diverse perspectives** for the best decisions
- We see and **celebrate our differences** as a strength
- We foster a **sense of belonging** and team





In an emergency, call:

**Enbridge Gas Storage  
24-HOUR EMERGENCY**

**1-800-265-5260**

Before you dig, click or call:



**Ontario One Call**

**1-800-400-2255**

**OntarioOneCall.ca**