



# Your personal guide to emergency preparedness

**Emergencies can happen at any time and your best defense is to be prepared!**

Enbridge Gas has a comprehensive emergency management program and emergency response plans in place to keep you and your family safe.



- Emergency and survival kit**
- Water
  - Flashlight
  - Important papers/documents
  - Extra batteries
  - 72 hour supply of food
  - Candles/headlamp
  - Pocket knife
  - Toilet paper + tissues
  - Toothbrush/toothpaste
  - Hand sanitizer + soap
  - First Aid Kit
  - Cell phone with chargers and a backup battery
  - Masks
  - Cash or traveler's checks
  - Fire extinguisher
  - Paper and pencil
  - Multi-purpose tool
  - Family and emergency contact information
  - Emergency blanket
  - Extra set of car keys and house keys
  - Scissors
  - Manual can opener
  - Phone charger, power bank or inverter



In an emergency call **1-866-763-5427**  
Call us 24/7 to report the smell of gas or any other natural gas emergencies.

# The full picture: how we help you be prepared

## Did you know?

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. Emergencies can happen at any time. Preparing effectively protects you and your family.

## Be aware—know the signs



### Smell?

Natural gas in transmission pipes has little smell, which is why, before it's delivered to your home, the compound mercaptan is added to give the gas a sulphur “rotten egg” smell to help detect leaks in or around your home.



### Sight?

Natural gas is colourless, but a 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.

## Be prepared



Practice personal preparedness by reviewing our community guide and learn how Enbridge Gas works with your local emergency management office and first response agencies to keep you safe. Some ways we do this are by:

- Liaising with agencies that may be involved during emergencies.
- Communicating with persons that may be involved in an emergency.
- Providing continuing education for First Response Agencies.

## Take action



If you suspect a gas leak inside your home:

- Evacuate your premises and leave the door open when you leave.
- Don't use electrical switches, telephones, appliances, garage door openers, etc.
- Call **911** and Enbridge Gas at **1-866-763-5427** from a neighbour's home.
- Don't use lighters or matches and do not smoke.

# Emergency management

## Pillars of emergency management

Our emergency management programs are built on the “Plan-Do-Check-Act” cycle to reinforce continuous improvement. This includes management reviews of our emergency management programs with senior business unit leaders. Enbridge Gas’ emergency management programs are based on the following four pillars of emergency management:

<b>Mitigation and prevention</b>	Enbridge Gas takes an all-hazards approach to emergency planning and risk analysis, which includes programs, plans and actions intended to prevent or reduce impacts.
<b>Preparedness</b>	Preparedness means the continuous cycle of planning, organizing, training, conducting exercises and taking corrective action to ensure effective co-ordination during an emergency response.
<b>Response</b>	Response is putting preparedness plans into action; it is the activation, mobilization and co-ordination of all necessary resources and activities to manage a hazard, exposure or threat’s immediate consequences in accordance with company emergency procedures.
<b>Recovery</b>	Recovery includes actions after an emergency which aim to restore the affected area back to its pre-incident or better condition. Recovery programs and activities should ensure that resources (people, teams and equipment) are replaced/replenished/debriefed and that the response is reviewed as part of a continuous improvement process.

## Legislation and regulation

Enbridge Gas is governed by provincial, state and federal regulations. We actively monitor changes to regulations and standards and update our programs regularly. The applicable regulations are identified in our management systems and each emergency response plan identifies the applicable regulations for the infrastructure that is covered. In Canada, the Canada Energy Regulator (CER) is the primary federal regulator. Numerous provincial and state regulators also have jurisdiction over Enbridge Gas entities and infrastructure.

For CER-regulated assets, Enbridge Gas is required to develop, implement and maintain emergency management programs that anticipate, prevent, manage and mitigate conditions during an emergency that could adversely affect the safety of workers, the public, the environment or property. In general, Enbridge Gas emergency management programs accomplish this by:

- Completing hazard assessments, including identifying high consequence areas and defining planning zones.
- Maintaining emergency response plans.
- Maintaining an incident management system.
- Liaising with agencies that may be involved during emergencies.
- Communicating with persons that may be involved in an emergency.
- Providing continuing education for emergency responders.
- Having emergency response processes and capabilities in place.
- Completing training and exercise programs.
- Having appropriate equipment and contracts in place.



## Enbridge Gas emergency management role in emergency situations

Enbridge Gas emergency management programs and plans are designed to facilitate a timely and effective response to and recovery from any hazards to which the communities we operate in are particularly vulnerable. Enbridge Gas emergency management follows its emergency activation level criteria and activates an emergency operations centre to work with emergency management offices in your community when a serious incident occurs. The emergency management programs and plans are reviewed annually to reflect any changes and are practiced annually through training and exercises to ensure employees know how to use each plan.

# Preparing for emergencies

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Emergencies can happen at any time and being prepared can help protect you, your household and the community.

## Key public safety information

Enbridge Gas has programs in place to inform the public, residents, landowners, first responders, municipalities, Indigenous communities and provincial, state and federal agencies about our operations and how to recognize and respond to emergencies. As part of our public awareness programs, Enbridge Gas maintains current contact information for residents and businesses near our infrastructure. Our emergency response plans and associated documents provide notification procedures and contact information for first responders, municipalities, Indigenous communities and federal, provincial and state agencies, as required. Our priority is always safety; Enbridge Gas will alert local emergency services of an event if they are not already aware. The public may be notified in emergency situations by local emergency responders or directly by Enbridge Gas.

The public can notify Enbridge Gas of an issue by calling the appropriate toll-free, 24-hour emergency numbers found in our public awareness materials and on our rights-of-way, processing facilities and pipeline markers.

If you are an Enbridge Gas customer in Ontario, Canada, and you smell gas, call **1-866-763-5427**.

## 3 steps to stay safe

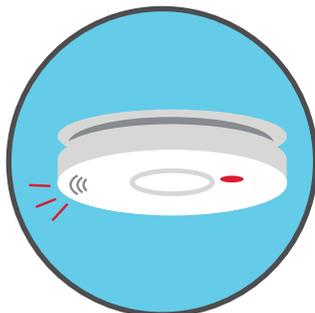
Protect your home with these simple actions.



### 1. Inspection and maintenance

Have all fuel-burning appliances inspected by a TSSA-registered contractor each year.

Remember: Never use outdoor fuel-burning equipment (generators, patio heaters, barbecues) inside your home or garage.



### 2. Install carbon monoxide alarms

It's the law! Install a CO alarm near all sleeping areas. For added protection, install a CO alarm on each level of your home.

- Test your CO alarms monthly.
- Change batteries twice a year.
- Check the expiration date.



### 3. Clear outdoor vents

Check that exhaust vents from all natural gas appliances are not blocked. Have a chimney checkup each year.

## Important information about your natural gas appliances

As part of our commitment to safety, we want to remind you that as a user of a natural gas appliance (a tenant or an owner), you have a responsibility to maintain your appliance to ensure that it's operating safely and complies with the Ontario Regulation requirements.

It's important to have a certified HVAC contractor inspect your natural gas appliances (e.g. furnace, water heater, boiler, cooking range, fireplace) on a suggested annual basis. We recommend you keep a record of your maintenance activities for reference.

### Among the items to be checked by a certified HVAC contractor are:



Safety controls and switches operate correctly, including ignition and shut off.



Water temperature control valves and appropriate water temperature rise (boiler and water heater).



Appropriate air temperature rise (air ducted equipment).



Pressure control valves and manifold pressure.



Exhaust vents are clear of debris.



Appropriate combustion and heating capacity.

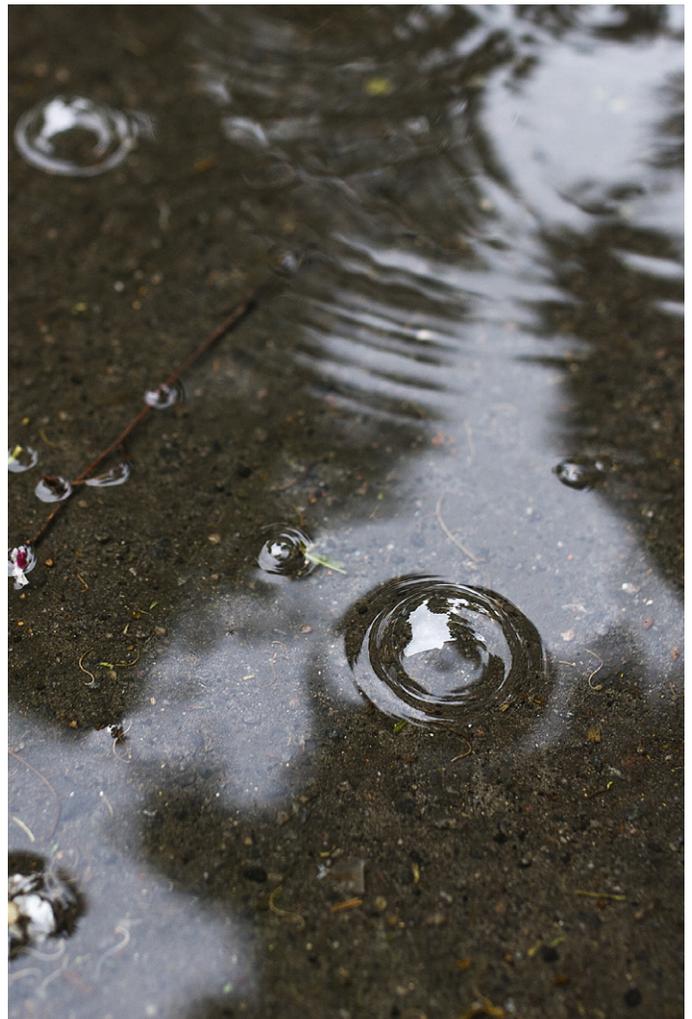
## Stay safe year round

Use this checklist for handy reminders and tips to keep you and your family safe and prepared to respond to an emergency. Print and post it somewhere you can refer to it easily, from season to season.



### Year round

- Know the signs of natural gas leak: rotten egg smell, hissing sound, bubbling water or blowing dirt. Leave the area immediately and call 911.
- Blocked sewer? Call **Ontario One Call** at **1-800-400-2255** for a free natural gas sewer safety inspection before clearing. We shut off gas supply during a flood. Never attempt to relight appliances on your own – wait for our representatives.
- Digging projects? Call **1-800-400-2255** or visit [OntarioOneCall.ca](http://OntarioOneCall.ca) at least five days before starting your project for a free utility locate.
- Private lines installed by you or a contractor, such as a gas line from your house to a pool heater or barbecue, are not included in a utility locate and will require a separate private locate (fees will apply).
- Review your family emergency plan.
- Suspicious text, email or phone call pretending to be Enbridge Gas? Report it to us by emailing [fraudnotification@enbridge.com](mailto:fraudnotification@enbridge.com) or call us at **1-877-362-7434**.
- If your natural gas meter is in a backyard or somewhere accessible to your dog, please remember to leash or keep your dog inside when we visit your property. Consider posting a sign to alert us that a dog might be present. These simple steps help keep our employees safe – and your pet, too.



## Seasonal safety checklists



### Winter

- Never use outdoor fuel-burning equipment (generators, patio heaters, barbecues) inside your home or garage as a temporary heat source.
- Regularly check your meter, natural gas piping and vents to ensure they are clear of debris.
- Meter icing problem? Call us at **1-866-763-5427**.
- After a storm, gently use a broom or soft brush to clean snow, ice or other debris off your natural gas meter, regulators and vents.
- Leaky eavestroughs or exterior taps? Repair right away to prevent water from dripping on your gas meter and vents.
- Meter near a sidewalk or driveway? Ensure it's visible to snowplow drivers.
- Clear a path to your meter – it allows easy access for accurate meter readings or in emergency situations.



### Spring

- Digging projects? Call **1-800-400-2255** or visit [OntarioOneCall.ca](https://www.ontarioonecall.ca) at least five business days before starting your project for a utility locate.
- Test carbon monoxide (CO) alarms and change the batteries.
- Check the expiration date on the back of CO alarms.
- Flooded basement? Call **Ontario One Call** at **1-800-400-2255** for a free natural gas sewer safety inspection before clearing. We shut off gas supply during a flood. Never attempt to relight appliances on your own – wait for our representatives.
- In warmer months, keep the natural gas meter area free of plants, shrubbery and landscaping.



### Summer

- Flooded basement? Call **Ontario One Call** at **1-800-400-2255** for a free natural gas sewer safety inspection before clearing. We shut off gas supply during a flood. Never attempt to relight appliances on your own – wait for our representatives.
- Share natural gas safety tips with kids.
- Schedule an annual inspection of all fuel-burning appliances by a TSSA-registered contractor.



### Fall

- Test carbon monoxide alarms and change the batteries.
- Check the expiration date on the back of CO alarms.
- Know the symptoms of carbon monoxide poisoning: headache, dizziness, nausea, vomiting.
- Restock your home/car emergency kit.

## Carbon monoxide alarms

Install CO alarms according to the law. Test your CO alarms monthly and change the batteries twice a year. Also, check the expiration date on the CO alarm.

## Clearing outdoor vents

Check that the vents from all natural gas appliances are unobstructed, clear appliance intake and exhaust vents after every storm, and conduct regular checkups to ensure that your chimney and other natural gas appliance vents are not blocked, remain in good condition and function properly.



# During an emergency

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## The warning signs

### Recognizing a leak

#### You might see

- Coloured liquid on the ground
- Flames, if gas or a leak has ignited
- Oily rainbow-like sheen on water surfaces
- Continuous bubbling in wet areas or at a pond, creek or river
- Discoloured snow or dead/dying/discoloured vegetation in an otherwise green area
- A steam-like cloud or fog
- A white vapour stream or mist-like cloud
- Unexpected frost buildup on the ground
- Dirt being blown or appearing to be thrown into the air

#### You might hear

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

#### You might smell

- An unusual odour similar to diesel fuel, gasoline, sulphur or rotten egg
- Odorized pipelines: an unusual sulphur or rotten egg odour
- Unodorized pipelines: a slight smell similar to diesel fuel or oil

Most natural gas has a naturally occurring slight petroleum smell like diesel, oil or propane. However, typically when natural gas is distributed into homes and businesses the distributor adds an odorant to enhance the smell of the gas to make it easier to detect a potential leak.



## What you SHOULD do in an emergency

### Immediately, in any emergency:

- Abandon any mechanized equipment. Move as far away from the leak as possible, avoiding contact with escaping liquids and gases. Warn others to stay away.
- Call **9-1-1**.
- Call **1-866-763-5427** or an emergency number that you see on a pipeline marker.
- Follow instructions provided to you by Enbridge Gas and local emergency responders.



## What you should NOT do in an emergency

- Don't touch or go near any liquid, gas or vapour cloud that might have come from a pipeline or facility leak.
- Don't start your vehicle or any equipment that could be a potential ignition source.
- Don't smoke or light a match, and avoid heating sources or making sparks.
- Don't turn on or off anything that may create a spark, including cellphones, pagers, flashlights, keyless entry remotes, vehicle alarms and light switches, until you are in a safe location.
- Don't attempt to operate pipeline valves.
- Don't attempt to extinguish any flames or fires.
- Don't remain in a building if the smell is stronger inside than outside (for crude oil pipelines).



In the event of an emergency, Enbridge Gas' Emergency Response Plan will immediately go into effect and we will work with local emergency responders to identify and resolve the issue. Residents may be asked to evacuate if it is no longer safe to be in the area or to shelter-in-place if there is something unsafe in the environment. The instructions given to you will depend on your location in relation to the incident or release site.

If you are indoors or near a building and you do not know the location of the leak, shelter-in-place until emergency responders or Enbridge Gas provides you with additional instructions.



In an emergency call **1-866-763-5427**

Call us 24/7 to report the smell of gas or any other natural gas emergencies.



## You've been instructed to shelter-in-place

- Immediately go indoors and close all windows and outside doors.
- Take shelter in the room with the least amount of windows and vents. Seal the room using a wet towel at the base of the door.
- Call **9-1-1**. Your cellphone can be an ignition source so you must be a safe distance away from the leak before using it.
- Call **1-866-763-5427**. Wait for further instructions from Enbridge Gas emergency personnel or other first responders.
- Keep phone lines open so that you can be contacted by emergency response personnel.
- Stay tuned to local radio and television (battery-operated) for possible information updates.
- Turn off any appliances or equipment that circulate air, such as exhaust fans, gas fireplaces, gas stoves and heating ventilation and air conditioning (HVAC) systems.
- Turn down furnace thermostats to the minimum setting.
- Even if you see people outside, do not leave until told to do so.

## After an emergency

Public safety will be the top priority as Enbridge Gas, contractors and local emergency responders work together to evaluate and respond to a pipeline leak.

### Recovery and re-entry into the home

- Enbridge Gas personnel may shut down or isolate sections of the pipeline or facility.
- Local emergency responders will oversee public safety measures like securing the scene, providing medical aid and other lifesaving services, and getting you the information you need to stay safe.
- Enbridge Gas will work with applicable agencies to remediate any impacts caused by the leak.

Under the oversight of provincial and federal agencies, Enbridge Gas is committed to cleaning and restoring areas affected by a release to limit any long-term impacts to landowners or the environment. If a drinking water source is impacted, Enbridge Gas would plan to secure an alternative source of water supply until the issue is remedied.





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**enbridgegas.com**