

ATTACHMENT 69 – MAILING BROCHURE FOR EMERGENCY AND LOCAL PUBLIC OFFICIALS




Important pipeline safety information

for emergency responders and local public officials.

**OPEN
HERE AND
READ TODAY!**

Share this important safety information!
You are receiving this pipeline safety information because you are a public official or emergency responder/official in a county in which Enbridge has pipeline operations. We encourage you to share this information with other city officials and fellow emergency responders, including dispatch or call centers, to help increase awareness of pipelines in your community.


ENBRIDGE™
U.S. Public Affairs
1100 Louisiana St., Suite 3300
Houston, TX 77002-5217



Important pipeline safety information

for emergency responders and local public officials.

This brochure is provided specifically for emergency responders and local public officials because you have unique informational needs regarding our pipelines and related facilities. Similar information is provided to people involved in excavation-related activities and also to those who live and work along our pipelines.

For additional information on our emergency response plan, emergency drills, training or specifics on pipeline location, please contact the local Enbridge pipeline office listed at the end of this brochure.

Keeping pipelines safe and reliable

In the United States alone, more than 2 million miles of pipelines deliver petroleum products and natural gas. Pipelines are the safest, most efficient and most reliable way to transport liquid and natural gas energy resources. Pipelines have the safest record in energy transportation because pipeline operators like Enbridge make substantial investments in the design, construction, operation, maintenance and monitoring of our pipeline systems.

Enbridge takes its responsibility for pipeline safety seriously, and we have an emergency response plan in place to work promptly and effectively with local emergency responders. In the unlikely event of a leak, Enbridge will respond swiftly to protect the safety of the public; conduct a prompt, safe and thorough repair in close cooperation with regulatory authorities; and mitigate environmental and property impacts. Should a leak occur on an Enbridge pipeline, please call us immediately at the number listed on a right-of-way marker or the emergency numbers listed in this brochure.

Protecting people and the environment

Enbridge is committed to protecting the public and the environment, and we build safety into every step of pipeline construction and operations. We take many preventive measures to promote safe, reliable operations of our oil pipelines and related facilities, including:

- High-quality pipeline material and anti-corrosion coatings
- Cathodic protection (a low-level electrical charge) to inhibit corrosion of underground pipelines
- Pressure testing of new and existing pipelines
- Sophisticated tools called “smart pigs” to locate pipeline anomalies
- Preventive maintenance programs
- Around-the-clock surveillance of major transmission pipeline operations
- Frequent aerial and periodic ground surveys of the right-of-way

Enbridge representatives will notify affected landowners along our right-of-way when we are planning to conduct maintenance on our pipeline. Please call us to report any unusual or suspicious activity in our pipeline right-of-way or any unauthorized entry into our facilities.

To contact Enbridge in an emergency:

In case of an emergency involving an Enbridge pipeline, please find a safe place to call 911 and then call Enbridge at:

- The number posted on the right-of-way sign or
- (800) 858-5253 Illinois Missouri
 Indiana New York
 Kansas Ohio
 Michigan Eastern Oklahoma
 Minnesota Wisconsin
- (888) 838-4545 North Dakota
 Montana
- (888) 650-8099 Mississippi

Enbridge non-emergency contact:

We welcome your questions regarding our pipelines. For inquiries during normal business hours, call the nearest Enbridge office.

- Superior, Wisconsin (715) 394-1400
- Griffith, Indiana (219) 922-7000
- Cushing, Oklahoma (918) 223-2418
- Minot, North Dakota (701) 857-0800
- Petal, Mississippi (800) 748-9084

Our website is enbridgeUS.com. You can also email us at USpublicawareness@enbridge.com or write to Public Awareness Manager, 1100 Louisiana, Suite 3300, Houston, TX 77002.

For more general information on pipelines, please visit pipeline101.org.



Share this important safety information!

Public officials: Please share this information with professionals in your city or county/parish planning, zoning and permitting departments to help increase awareness of pipelines in your community.

Emergency officials and responders: Is your department prepared to respond to a pipeline emergency? Do you know what you should, and should not, do when responding to a pipeline emergency?

Contact information for the office nearest your location is available in this booklet – we encourage you to contact us if you would like more information on pipeline response and to participate in an Enbridge emergency response exercise. We also encourage you and others in your department to attend group meetings related to pipeline emergency response when offered in your area.

Did you know?

There are approximately 200,000 miles of petroleum pipelines and 278,000 miles of natural gas transmission pipelines in the U.S. This vast pipeline network delivers the nation's natural gas and crude oil and petroleum products (such as gasoline, jet fuel, home heating oil) reliably, safely, efficiently and economically.



Call 811 before you dig

Most states require that excavators notify a local **One-Call Center** of any proposed digging or soil-disturbing activity at least two (and sometimes three) business days before beginning any excavation. This is a **free** service. The **One-Call Center** will notify us or the appropriate utility that someone is proposing to dig near a pipeline or other buried facility such as a power line or water main. If we determine that the proposed work is on or near our right-of-way, an Enbridge representative will mark our pipeline's location.



**Know what's below.
Call before you dig.**

While some governmental organizations may be exempt from One-Call legal provisions, Enbridge encourages anyone digging to first **call 811**.

One-Call notification can now be completed locally in most areas of the country simply by dialing **811**. This new three-digit number should connect callers with the nearest **One-Call Center**. You can also get local One-Call information online at **call811.com**.

Properties of oil

While you may already be familiar with crude oil and natural gas liquids, we want to make sure you understand how these products behave and how they should be treated in the unlikely event of a pipeline emergency. ***If the Enbridge pipeline in your area transports natural gas liquids or if you are located near an Enbridge petroleum storage facility, additional information is included with this brochure.***

Crude oil is highly flammable and gives off vapors that are heavier than air; these vapors can travel to a source of ignition and cause flash fires. Crude oil may contain variable amounts of several elements, including hydrocarbons, benzene, nitrogen compounds, sulfur compounds and oxygenated compounds.

Should a pipeline emergency occur, contact Enbridge immediately so we can stop the flow of oil. Unprotected personnel should be cleared from the area. Do not enter a confined space without full bunker gear, including an approved self-contained breathing apparatus. Cool fire-exposed containers with water to prevent vapor pressure buildup and rupture. Sulfur oxides and hydrogen sulfide may be released upon combustion. In the event of a pipeline emergency involving **natural gas liquids**, evacuate all unnecessary personnel and use an approved self-contained breathing apparatus. Keep surrounding surfaces cool with a water fog or spray.

Pipeline location

The general location of an Enbridge pipeline can be determined by identifying the pipeline markers at road crossings and other points along the route. The pipeline route follows a right-of-way, which enables Enbridge workers to gain access to the pipeline for inspection, maintenance, testing or in an emergency.

You can also find the general location of pipelines in your area through the **National Pipeline Mapping System (NPMS)**. This information is available online at npms.phmsa.dot.gov. **However, do not rely on this information to determine the exact location of any pipeline.** The One-Call procedure must be used to locate pipelines and other buried utilities properly at a proposed excavation site.

Pipeline markers

Our pipeline markers are located at varying intervals along the right-of-way and typically on both sides of road crossings. All pipeline markers provide a telephone number for reporting pipeline emergencies and indicate the product being transported in that pipeline.

The placement of these markers indicates the **general** position of the buried pipeline, but should **never** be used as a reference for the **exact** location of the pipeline.



Potential pipeline hazards

Because pipelines generally operate under high pressure and can transport large volumes of petroleum, accidents involving crude oil pipelines can be dangerous. You should be aware of three specific hazards:

Encroachment: If, in the course of your normal activities, you notice excavation-related activity near or on a pipeline right-of-way, ask if the local One-Call Center and the pipeline operator were notified. Accidental pipeline strikes caused while digging in the right-of-way are a major source of pipeline damage and leaks. Such damage may not immediately result in a pipeline break but can weaken metal or remove the corrosion-preventing coating, which could lead to a pipeline leak months or even years later.

Additionally, it is essential that our employees and contractors are able to access our rights-of-way for inspections, maintenance and testing or in an emergency. Therefore, location of permanent buildings and planting of deep-rooted shrubs and trees are prohibited in the right-of-way. For more information about right-of-way standards, please call our right-of-way department at **(715) 394-1561**.

Leaks: The product transported in Enbridge's nearby pipeline may be consumer-quality natural gas, untreated natural gas or natural gas liquids. Like many fuels, natural gas can escape and be hazardous. Given our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely. But if one were to occur, you might see, hear or smell one or more of the following leak indicators:

- *Dirt being blown or appearing to be thrown into the air*
- *Continuous bubbling in wet or flooded areas*
- *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 ground*
- *Liquid on the ground*
- *A roaring, blowing or hissing sound*
- *An unusual petroleum, skunk or rotten egg odor**

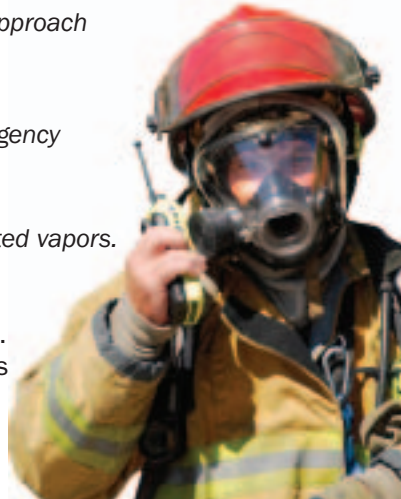
**Natural gas is essentially odorless. An odorant is often added for safety reasons near the point of consumption, but cross-country transmission and gathering pipelines like those operated by Enbridge typically transport natural gas without an odorant.*

Ruptures: A pipeline rupture can generate a loud roaring noise and sometimes fire. A rupture will not always lead to a fire, but if one does ignite, it can result in a large flame burning at high temperatures.

Responding to a suspected leak

- *If responding to the report of a suspected leak, approach the area from upwind if possible.*
- *Keep traffic away and secure the area.*
- *From a safe area, call the toll-free Enbridge emergency number that you see on a right-of-way marker or in this brochure.*
- *Avoid contact with pipeline contents and associated vapors.*

It is important that you do not create a spark if you suspect anything abnormal along the pipeline route. Potential ignition sources include smoking materials or open flames, cell phones, pagers, flashlights, keyless entry remotes, motor vehicles, light switches, telephones or other electrical devices.



Extinguishing the flame before shutting off the supply can cause the formation of explosive mixtures. Never attempt to operate pipeline valves. This could actually prolong or worsen an incident – or even cause another leak in the pipeline.

Development

As rural areas become more urbanized, housing and commercial developments are being built near pipelines. Public officials can help by verifying that land developers submit plans with the accurate location of nearby pipelines and other buried utilities. Developers should work with local public officials and pipeline operators to prevent new developments from encroaching on pipeline rights-of-way. More information about our pipelines in your community is available from our right-of-way department at **(713) 821-2000**.

Integrity Management Plans

Enbridge supplements its comprehensive maintenance procedures with Integrity Management Plans. These programs provide for greater protection in High Consequences Areas (e.g., public areas, where people live, work or play, or environmentally sensitive areas).

We manage the integrity of our systems by identifying, assessing and mitigating the risk of a leak. For more information on our Integrity Management Plans, please visit us online at enbridgeUS.com or call our local office non-emergency number listed in this brochure.

ENBRIDGE-OPERATED PIPELINES

LEGEND

- Gas Pipelines
- Liquids Pipelines

