



072017

# Part of Your Community

Important Safety Information – Oil Pipelines

Please retain this brochure for your information.

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Before  
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 **TransCanada**  
*In business to deliver*

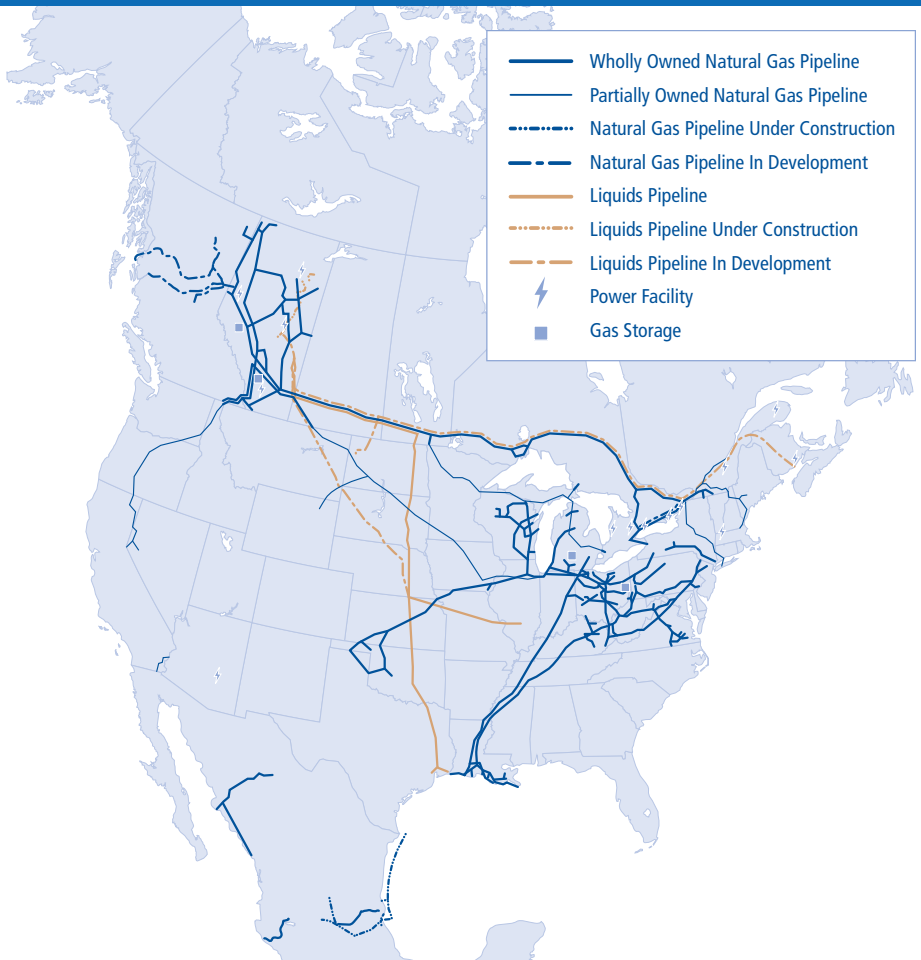
# Why are you receiving this brochure?

This booklet contains important safety information about liquids pipelines that transport crude oil and TransCanada has a regulatory obligation to communicate this information to stakeholders that live and work near pipelines. To help you understand the role you play in contributing to pipeline safety, we ask that you review the information provided. If you would like more information or have questions, please contact us at [public\\_awareness@transcanada.com](mailto:public_awareness@transcanada.com) or call **1.855.458.6715**.

Please retain this booklet for your information.

En cas d'urgence liée à un oléoduc, appelez le **1.888.982.7222**. Si vous souhaitez recevoir des informations sur la sécurité des oléoducs en français, veuillez envoyer un courriel à l'adresse [public\\_awareness@transcanada.com](mailto:public_awareness@transcanada.com) ou appelez **1.855.458.6715**.

## North American Assets





## About Us

TransCanada is a leading North American energy infrastructure company with an industry-leading safety record. For more than 65 years, we have been building, operating, and maintaining pipeline systems in a responsible and reliable way to meet the energy needs of North America.

## Our Oil Pipelines

TransCanada owns and operates pipelines and other associated oil facilities including pump stations and tank terminals.

### Pipelines

Pipelines are the safest and most efficient method to transport energy to market.

Our pipelines are built using industry best practices, which include using the highest quality materials during construction and implementing routine quality inspections and 24 hour monitoring programs throughout the life of the pipeline.

### Pump Stations

Pump stations are located at intervals along the pipeline in order to move oil through the pipeline. Pump stations are driven by electric motors.

### Tank Terminals

A tank terminal is an industry term for a storage facility. Tank terminals consist of a number of interconnected storage tanks where oil is collected and measured. Oil is stored in these tanks until it is ready to be transported through the pipeline.

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# Maintaining Pipeline Safety

- TransCanada conducts a rigorous pipeline maintenance program to ensure the integrity and safety of our systems. This includes but is not limited to ground surveys, cathodic protection, hydrostatic testing, investigative digs, patrols and in-line inspections.
- TransCanada works to meet all applicable federal and provincial safety standards.
- The pipeline facilities are constantly monitored to ensure safety and integrity of the entire system 24/7.
- TransCanada patrols pipeline rights-of-way to identify any unsafe or unauthorized activity within the rights-of-way which could damage the pipeline.

# Pipeline Location

- Most pipelines are buried underground in an area of cleared land often referred to as the "right-of-way". Markers are used to indicate the approximate location of the pipeline, as well as important information such as the pipeline operator, the product shipped in the pipeline, and emergency contact information.
- Only a TransCanada representative can determine the location and depth of the pipeline. Pipelines may not follow a straight course between marker signs, so please ensure you request a locate prior to excavating.
- If you observe any unusual or suspicious activities near a pipeline, please immediately report the issue to law enforcement or the pipeline company.

# Approvals for Working around TransCanada's Facilities

To ensure our pipelines and facilities operate safely, written consent from TransCanada must be obtained in Canada before any of the following:

- Constructing or installing a facility across, on, along or under a TransCanada pipeline right-of-way.
  - Conducting ground disturbance (excavation or digging) on or within the prescribed area (30 metres or 100 feet from the centreline of the pipeline).
  - Driving a vehicle, mobile equipment or machinery across a TransCanada pipeline right-of-way outside the travelled portion of a highway or public road.
  - Using any explosives within 300 metres or 1,000 feet of TransCanada's pipeline right-of-way.
  - Use of the prescribed area for storage purposes.
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## Steps Before Starting Work:

- **Make a locate request** either online ([www.clickbeforeyoudig.com](http://www.clickbeforeyoudig.com)), via mobile apps (Alberta, Saskatchewan and Quebec) or via phone (see the back of this booklet). The One-Call Centre will notify owners of buried utilities in your area, who will send representatives to make these facilities with flags, paint or other marks, helping you avoid damaging them.
- **Apply for written consent** using TransCanada's new online application form ([writtenconsent.transcanada.com](http://writtenconsent.transcanada.com) or call 1.877.872.5177). Often written consent for minor activities can be obtained directly from a regional TransCanada representative through a locate request.

## Consequences of Unsafe Digging



### Interrupted services such as electricity, gas and water.

An average of 1,600 underground infrastructures are struck annually in Canada\*.



### Fines and repair costs to fix the underground utility line(s).

National Energy Board Administrative Monetary Penalties:

- For individuals the daily penalty could range from \$250 to a maximum of \$25,000 per violation.
- For companies the daily penalty could range from \$1,000 to a maximum of \$100,000 per violation.

Visit [www.neb.gc.ca](http://www.neb.gc.ca) for more information.

Provincial bodies also have the ability to fine individuals or companies.



### Risk of serious injuries and death.

Since 2003, Ontario has had seven fatal accidents due to damaged underground infrastructures by excavation work and British Columbia had 2 fatal accidents and 6 seriously injured workers since 2008\*.

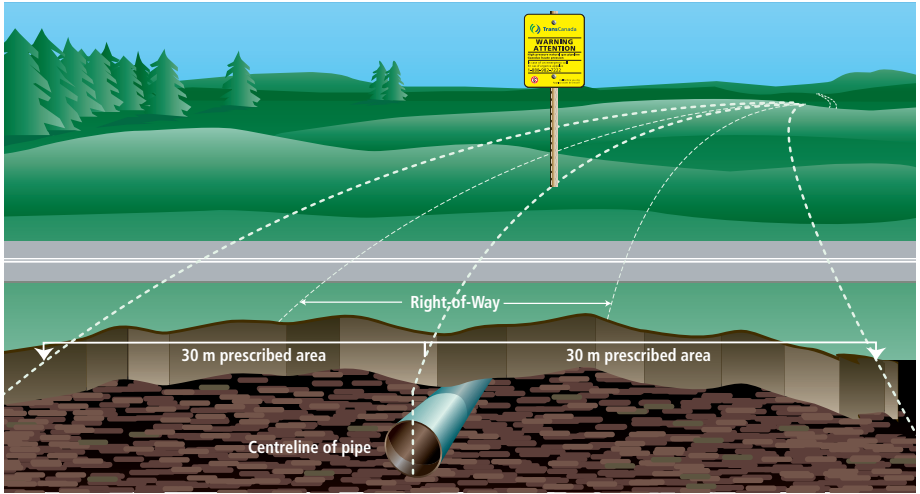
\*2015, CIRANO, *Socio-Economic Cost Assessment for Damages to Underground Infrastructure*.

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# What is the prescribed area?

The prescribed area extends 30 metres on either side of the pipeline centreline. Excavation or ground disturbance within this zone requires written consent except for certain types of agricultural activities. See the “Agriculture Safety” section below, or contact TransCanada for more information on permissible agriculture activities.

**The existence of the prescribed area does not necessarily mean development of the land cannot occur within the prescribed area, so contact TransCanada early to discuss your plans.**



# Agriculture Safety

TransCanada wants to ensure the safety of anyone living or working near our facilities, and that includes Canada’s active farming community.

Normal farming practices can be completed without notice to TransCanada or contacting the One-Call Centre, but ground disturbance and some other activities can pose a risk to underground utilities and may require written consent.

The activities listed below require written consent:

- Ground leveling
- Sludge spreading
- Clearing/Brushing/Grubbing
- Reducing or adding soil cover
- Trenching
- Earth moving
- Drainage ditch clean out
- Drain tile installation
- Terracing
- Fencing/Landscaping
- Excavation
- Augering
- Ditching
- Stockpiling/Storage/Parking
- Blasting activities
- Building construction
- Controlled burning

# Dig with **C.A.R.E.**



## Click or call before you dig

Visit [www.clickbeforeyoudig.com](http://www.clickbeforeyoudig.com) or call your local One-Call Centre.



## Allow required time for marking

Three business days across Canada (with the exception of five business days in Ontario).



## Respect the marks

Lines are marked by flags, paint or other markers (normally yellow for pipelines).



## Excavate carefully

Hand dig to determine exact locations of pipelines. A TransCanada representative must be present. All digging must take place during the time allotted by the TransCanada representative.

## Pipeline Incidents

A pipeline incident could involve an uncontrolled or unplanned release of oil from the pipeline system. TransCanada's state-of-the-art leak detection systems, elevated safety features and specially trained staff ensure that leaks are quickly identified and addressed.

In the unlikely event an incident should occur, TransCanada will immediately investigate and respond by shutting down the pipeline (if necessary) and dispatching emergency personnel to the location of the incident. Valves spaced at intervals along all TransCanada pipelines will be shut off allowing the oil to be quickly and effectively isolated.

Trained crews dispatched to the site will work to further isolate the area and coordinate a response with local emergency services.

TransCanada will not restart the pipeline until the issue has been addressed and it is safe to do so.

TransCanada's policies and practices for emergency response planning go above and beyond the standard regulatory requirements for emergency response.

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Warning Sign



Warning Sign



Vent Marker



Aerial Marker

## Pipeline Markers

- Pipeline marker signs contain important information, including the owner of the pipeline, the product shipped in the pipeline and emergency contact numbers.
  - TransCanada uses a variety of markers and signs along rights-of-way to alert people to the general location of its pipelines. Markers are typically placed where the pipeline intersects roads, railroads, rivers, fence lines and in heavily congested areas.
  - **BE AWARE:** Pipeline markers will not designate the exact location, depth or number of pipelines in the area. Contact your local One-Call Centre and TransCanada and other utility companies will send a representative to the proposed excavation site to mark buried utilities at no cost to you.
  - It is against the law to willfully and knowingly deface, damage, remove or destroy any pipeline sign. If these signs are missing, damaged or otherwise unreadable, please contact TransCanada to replace them.
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## Safety in the Community

Safety is a core value at TransCanada. We make safety – for ourselves, each other, our contractors and for members of our communities – an integral part of the way we work.

TransCanada's operations extend across North America with established offices in key communities. Each region is fully staffed with qualified employees trained in pipeline safety and emergency response to ensure the safe and efficient operation of the facilities in the area.

We view the communities in which we operate as emergency response partners. We work collaboratively with these stakeholders on a continuous basis, inviting them to participate in exercises and training.

We work with emergency response officials to ensure everyone is familiar with local operations and is ready to respond in the event of an incident.

## What to do if you strike a pipeline

A "strike" is any unauthorized contact with a pipeline and can include mechanical equipment like a backhoe or hand tools, such as a shovel. Whether or not the pipe appears to be damaged, if you strike a pipeline, it is important that you follow these steps:

1. Stop all excavation and construction. Shut off all machinery and move away from the area on foot – warn others to do the same.
2. Do not attempt to repair the pipe or operate any valves.
3. Call '911' as soon as you are in a safe location. Describe the situation and inform the operator of any injuries, leaking product or fire.
4. Call TransCanada's emergency number at **1.888.982.7222** and explain the incident. These numbers are available on all pipeline marker signs.
5. Do not continue your project until authorized by a TransCanada representative.

The safety of the surrounding population dramatically decreases when a pipeline is damaged. Contact TransCanada as soon as possible so we can make any necessary repairs.

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# Being a Partner in Pipeline Safety

Although a pipeline leak is rare, it is important to know how to recognize the signs. Use your senses of smelling, seeing and hearing to detect a potential pipeline leak.

## What you may smell

- Many petroleum products have a distinct smell. Crude oil can possess a rotten egg, gasoline, tar or “skunk-like” odour.



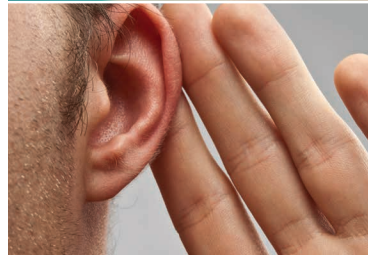
## What you may see

- Pool of amber or black liquid on the ground above a pipeline or spraying over the pipeline.
- Rainbow sheen or black liquid on top of water.
- Discoloured vegetation on or near a pipeline in an area that is usually green.
- Stained or melted snow/ice over pipeline areas.



## What you may hear

- A hissing or roaring sound – oil travels through the pipeline under pressure. If even a small leak were to occur, there would be an audible hissing, roaring or rushing water sound as pressure is released.



# If You Suspect a Leak

If you witness any of the typical signs listed, or any other unusual sights, sounds or smells near a pipeline location, it is important that you follow these steps:

- 1. Leave** the area immediately on foot – do not use motor vehicles or any equipment that could be a potential ignition source.
  - 2. Move** to a safe location, call '911'.
  - 3. Call** TransCanada's emergency number: **1.888.982.7222**. This number can be found on all pipeline marker signs.
  - 4. Avoid** touching the release or inhaling vapours from any leaking liquids.
  - 5. Warn** others to stay away.
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# Standardized Colour Code

When you request a locate, coloured flags and/or paint are used to mark the location and type of underground utility.



Proposed Excavation

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Temporary Survey Markings

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Electric Power Lines, Cables, Conduit and Lighting Cables

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Gas, Oil, Steam, Petroleum or Gaseous Materials

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Communication, Alarm or Signal Lines, Cables or Conduit

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Potable Water

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Reclaimed Water, Irrigation and Slurry Lines

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Sewers and Drain Lines

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# Click or Call Before You Dig – It's Free

## Important Contact Information

### Canadian One-Call Centres

British Columbia .....	1.800.474.6886
Alberta .....	1.800.242.3447
Saskatchewan .....	1.866.828.4888
Manitoba .....	1.800.940.3447
Ontario .....	1.800.400.2255
Quebec .....	1.800.663.9228

[www.clickbeforeyoudig.com](http://www.clickbeforeyoudig.com)

### Mobile phone apps

Alberta .....	Dig Info AB
Saskatchewan .....	Sask 1st Call
Quebec .....	Info-Excavation

Emergency..... 1.888.982.7222

### General Inquiries

Phone .....	1.855.458.6715
Email .....	<a href="mailto:public_awareness@transcanada.com">public_awareness@transcanada.com</a>

### Landowner Inquiries

Phone .....	1.866.372.1601
Email .....	<a href="mailto:cdn_landowner_help@transcanada.com">cdn_landowner_help@transcanada.com</a>

### Applying for Written Consent

Online .....	<a href="http://writtenconsent.transcanada.com">writtenconsent.transcanada.com</a>
Phone .....	1.877.872.5177
Email .....	<a href="mailto:crossings@transcanada.com">crossings@transcanada.com</a>
Quebec Email .....	<a href="mailto:quebec_crossings@transcanada.com">quebec_crossings@transcanada.com</a>

*The majority of TransCanada's pipelines are regulated by the National Energy Board in Canada, with some pipelines regulated provincially. For more information on NEB-regulated pipelines, visit [www.neb-one.gc.ca](http://www.neb-one.gc.ca).*

