



102017

# Natural Gas Pipelines Information for Emergency Responders

Please retain this booklet for your information

---

# Why are you receiving this booklet?

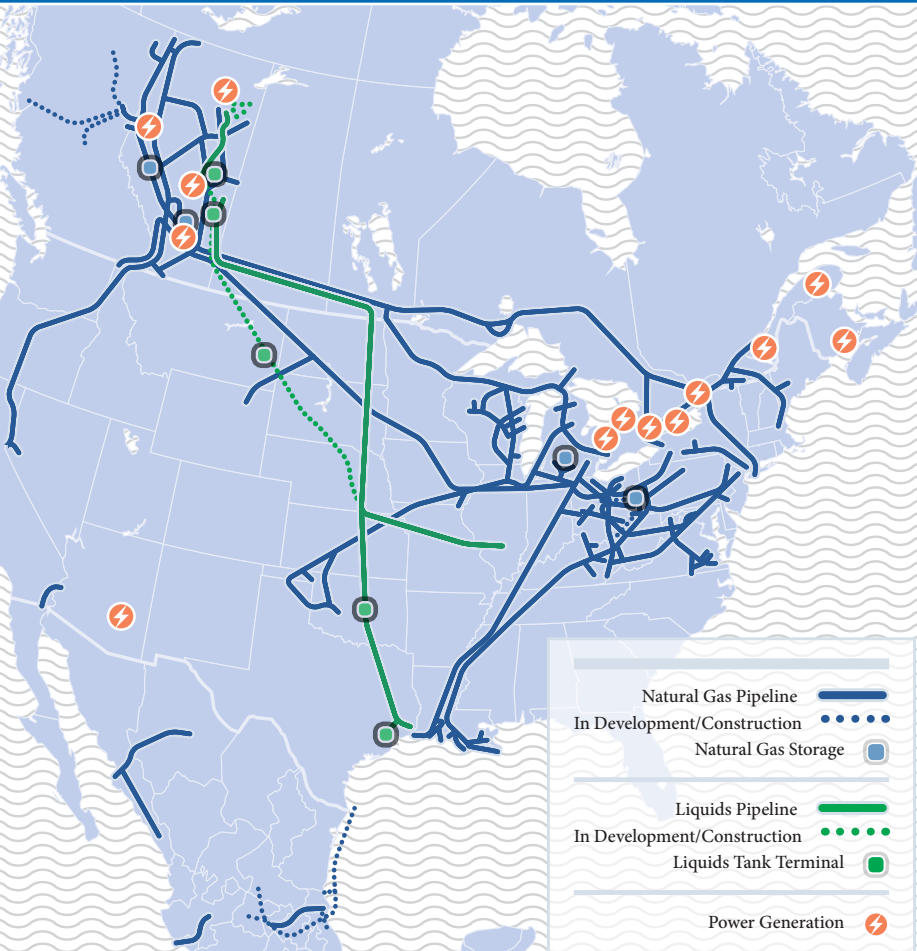
This brochure contains important safety information about natural gas pipelines, and you are a trusted emergency responder in a community located near a TransCanada pipeline. To help you understand the role you play in contributing to pipeline safety, we ask that you review the information provided. If you would like more information or have questions, please contact us at [public\\_awareness@transcanada.com](mailto:public_awareness@transcanada.com) or call us toll-free at **1.855.458.6715**.

In the case of a pipeline emergency, please call **1.888.982.7222**.

Please retain this booklet for your information.

En cas d'urgence liée à un gazoduc, appelez le **1.888.982.7222**. Si vous souhaitez recevoir des informations sur la sécurité des gazoducs 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.

## What is Natural Gas?

- Natural gas is an energy source composed mostly of methane.
- Natural gas is said to be odourless, but some people detect a slight hydrocarbon smell. If the gas has been odourized, it could smell “skunk-like” or similar to rotten eggs.
- Natural gas is highly flammable and explosive.

## Our Natural Gas Facilities

TransCanada owns and operates pipelines and other associated natural gas facilities including meter stations and compressor stations.

### 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, implementing routine quality inspections and monitoring the pipeline 24 hours per day from TransCanada’s Operations Control Centre.

### Meter Stations

Meter stations are facilities necessary within a pipeline system that measure the volume of natural gas transported by a pipeline. Natural gas is measured at all locations where it either enters the pipeline (receipt station) or leaves the pipeline (sales station).

### Compressor Stations

As natural gas flows along a pipeline, it slows due to friction between it and the pipeline. This results in a loss of pressure along the pipeline. In order to make the gas flow continuously at a desired flow rate, it is re-pressurized at suitable locations along the pipeline. This is done by mechanically compressing the gas at sites connected to the pipeline known as compressor stations. The location and quantity of compressor stations required in a pipeline system is dependent on a number of factors, including the operating pressure of the pipeline, the diameter of the pipe used, elevation changes along the pipeline route and the desired volume of gas to be transported.

---



## Pipeline Location

- Most pipelines are buried underground in an area of cleared land often referred to as the “right-of-way”.
- Only a TransCanada representative can determine the location and depth of the pipeline. Pipelines may not follow a straight course between marker signs.

## Pipeline Markers

- 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.
- TransCanada uses a variety of markers and signs along right-of-ways to alert people to the general location of its pipelines. Markers are typically placed where the pipeline intersects roads, railroads, rivers, fence rows and in heavily congested areas.
- Do not rely on pipeline markers or signs to show you the pipeline’s location, path or depth.
- Instead contact your local One-Call Centre. TransCanada and other utilities 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.



Warning Sign



Warning Sign



Vent Marker



Aerial Marker



## Public Safety

- Unauthorized digging and crossing by contractors, farmers, landscapers and homeowners is a leading cause of pipeline incidents.
- TransCanada encourages anyone planning an excavation or a crossing near a pipeline right-of-way to first call their local One-Call Centre.
- The One-Call Centre will notify owners of buried facilities in the area, who will send representatives to mark these facilities with flags, paint or other marks, helping avoid damaging them.
- The service is free and could prevent accidents, injuries or deaths.
- Locate requests can be made online ([www.clickbeforeyoudig.com](http://www.clickbeforeyoudig.com)), via a mobile phone app (Alberta, Saskatchewan and Quebec) or via phone.

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

**C**lick or **C**all before you dig

**A**llow required time for marking

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

**R**espect the marks

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

**E**xcavate carefully

A TransCanada representative must be present before any digging is allowed and all digging must take place during the time allotted. Hand dig to determine exact location of pipeline.

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

## Important Contact Information

### Canadian One-Call Centres:

B.C. .... 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 ... [public\\_awareness@transcanada.com](mailto:public_awareness@transcanada.com)  
Landowner Inquiries..... 1.866.372.1601

*TransCanada is regulated by the National Energy Board in Canada. For more information on energy regulations, visit [www.neb-one.gc.ca](http://www.neb-one.gc.ca).*



## Maintaining Pipeline Safety

- TransCanada meets or exceeds all applicable federal and provincial safety standards.
- The pipeline facilities are monitored 24/7 to ensure safety and integrity of the entire system.
- In the unlikely case of a leak, the pipelines are equipped with multiple valves that can be closed manually or automatically, often within minutes, reducing the potential amount of product released.
- TransCanada patrols pipeline rights-of-way by ground and by air to identify any unsafe or unauthorized activity within the right-of-ways which could damage the pipeline.
- TransCanada's employees are trained to meet or exceed all regulated training in Canada.



## Pipeline Incidents

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

In the unlikely event an incident should occur, TransCanada's top priorities are to ensure the safety of the public and emergency responders, and to minimize effects on the environment and surrounding properties. TransCanada will immediately respond by shutting down the pipeline and dispatching emergency personnel to the location of the incident. Valves spaced at intervals along all TransCanada pipelines will be shut off either automatically or manually allowing the natural gas to be quickly and effectively isolated. Do not attempt to operate any of these valves.

Trained crews are dispatched to the site to 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.

---



## 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 various 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 we operate in as emergency response partners. We will work collaboratively with emergency responders, extending invitations to participate in exercises and training.

---





TransCanada uses the Incident Command System structure for emergency response. In the event of an emergency, we hope to work with emergency response officials in a Unified Command approach to ensure everyone is familiar with local operations and related safety issues. TransCanada does not expect volunteer or dedicated emergency services to have the equipment or specific experience needed to respond to a leak or rupture with the exception of protecting the public by conducting evacuations if necessary and keeping them out of the impacted area.

---

---

# Leak Detection

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

- Transmission lines that transport natural gas across Canada are rarely odourized, but may have a slight hydrocarbon smell. Distribution lines that transport natural gas to homes and businesses are odourized and could smell “skunk-like” or similar to rotten eggs.



## What you may hear

- A hissing or roaring sound.

## What you may see

- Dead or dying vegetation on or near a pipeline in a normally green area.
- Water bubbling or blowing into the air at a pond, creek, or river.
- Dirt being blown or appearing thrown into the air.
- Stained or melted snow/ice over pipeline areas.



# 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.
  - 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 and facility gates.
  - 4. Warn** others to stay away.
-

---

# Actions for Emergency Services

## Do

- Protect yourself and the public
- Protect exposures and control secondary fires if safe to do so
- Evacuate all public within 800 metres. A TransCanada representative may revise the evacuation distance upon assessment of the incident
- Provide traffic and crowd control
- Secure the site – ensure public safety. Keep a safe distance away
- Evacuate unnecessary personnel
- Eliminate all ignition sources if safe to do so
- Provide first aid as needed
- Allow TransCanada employees clear access to the emergency site

## Do Not

- Attempt to operate any valves
  - Attempt to put out any ignited natural gas
-

**TransCanada's Emergency Number:**  
**1.888.982.7222**