

TransCanada is committed to the safety of the public and our employees.



To ensure we are prepared for emergencies, we train our employees with necessary assessment and emergency skills. In an emergency situation we are committed to working in conjunction with emergency response agencies. For more information, please contact your local TransCanada office or

e-mail emergency_management@transcanada.com

visit www.transcanada.com

See the Social Responsibility section of our website for an electronic version of this brochure.



Emergency Services Guide



A pipeline emergency is an unlikely event - but would you know what to do?

- 1. Notify TransCanada**
- 2. Establish a Safety Zone**
- 3. Share Information**



In Canada, in case of emergency call:
1.888.982.7222

In the US, in case of emergency call:
1.800.447.8066



Emergency:

Any unforeseen or imminent event that requires prompt co-ordination of resources, special communications and heightened authority for employees to protect the health, safety or welfare of people, or to limit damage to property, the environment or company operations.



1. Notify TransCanada

TransCanada's emergency phone number is answered by a third party answering service.

Please be prepared to tell them your name, phone number and location, as well as the location and description of the emergency and if there are any injuries.

2. Establish a Safety Zone – at least 750 metres/825 yards

If it's too hot or too noisy, you're too close.

Control access and evacuate the immediate area.

Move nearby people upwind of the emergency site.

Control any secondary fires, providing it's safe to do so.

Address any medical needs.

3. Share information

TransCanada's employees have the training to address all types of potential TransCanada pipeline emergencies.

If a TransCanada representative is not on site upon your arrival, establish a command post at a safe distance uphill and upwind from the emergency site.

TransCanada representatives will join you at the command post upon their arrival. Please brief them with as much factual information as you have.

TransCanada first responders will need access to the emergency area to evaluate the impact of the emergency, to determine an appropriate course of action for the company and to confirm or conduct isolation of the affected pipeline.

TransCanada will establish the Safety Zone in the absence of the emergency response agencies.



TransCanada takes the necessary safety measures to ensure our system remains safe. However, external forces such as third party digging and natural disasters may adversely affect the integrity of our system.

Pipeline ruptures and fires

Not all pipeline ruptures ignite. If you are downwind from the emergency site and the rupture has not ignited, do not operate or engage any ignition source (e.g. cell phones, vehicles, heavy equipment, cigarettes) for any reason.

If a pipeline rupture ignites, never attempt to extinguish the natural gas fire. A pipeline fire will extinguish when the fuel source is shut off. If the rupture results in a fire, stand by, assist with crowd control and extinguish any secondary fires.

Block valves on our system will automatically close if a pipeline ruptures, shutting off the flow of the gas. Other valves can be closed from a remote location. Never attempt to close any valves. You may inadvertently open the valves, causing more damage.

Our pipeline

TransCanada's pipeline system is one of the largest in North America.

Our pipelines vary in diameter from 100 mm/4 inches to 1,200 mm/48 inches and transport natural gas at pressures up to 9,653 kPa (1440 psi).

Natural gas facts

Natural gas is lighter than air and will dissipate quickly when released.

Our system carries natural gas that is non-toxic ("sweet") and odourless.

Local gas distribution companies add an odourant called mercaptan prior to delivery to a residential location.

Natural gas can displace air in confined spaces, leading to lack of oxygen.

With an ignition source and the correct mixture of air, natural gas is extremely explosive.