

# Living and working near pipelines.

## What you need to know - Oil

Please keep this brochure for future reference in case of an emergency.



## Why are you receiving this brochure?

This brochure contains important safety information for those who live and work near pipelines. This includes information about:

- What you can do to ensure safety around pipelines
- How to recognize a pipeline in your area
- Recognizing the signs of a pipeline leak
- What kind of activities are permitted on a pipeline right-of-way
- How TC Energy works to ensure the safety of 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@tcenergy.com](mailto:public_awareness@tcenergy.com) or call 1-855-458-6715.

**In the case of a pipeline emergency, please call 911, and then call TC Energy's emergency number at 1-888-982-7222, which can also be found on the nearest pipeline marker, or on the back of this brochure.**

*TC Energy respects your privacy. To find out more about TC Energy's commitment to privacy and protecting your personal information, please see [www.TCEnergy.com/privacy](http://www.TCEnergy.com/privacy)*

*The majority of TC Energy's pipelines are regulated by the Canada Energy Regulator in Canada, with some pipelines regulated provincially. This brochure is intended to provide safety information in compliance with regulatory requirements. For more information, visit [www.cer-rec.gc.ca](http://www.cer-rec.gc.ca) or [www.tcenergy.com](http://www.tcenergy.com).*

## Purpose of pipelines and pipeline facilities

Pipelines are the safest and most efficient method to transport the energy that we need and use every day. Our pipelines and pipeline facilities are built using industry best practices, which include using the highest quality materials during construction and implementing a rigorous pipeline maintenance program. This includes the facilities required to safely operate the pipeline, like pump stations and tank terminals.

Pump stations are necessary to maintain controlled and appropriate pressure and flow along the length of the pipeline to ensure continuous and safe operation.

Tank terminal is an industry term for a storage facility. They consist of a number of interconnected storage tanks where oil is measured and collected until it is ready to be transported through the pipeline.

# Prevent an incident, before it happens



Click or call before you dig—it's free

The best safety practices stop accidents before they happen. Just like you won't drill into a wall without knowing where the studs are, it makes sense to find out where the underground utilities are located. Unfortunately, digging without a locate is the leading cause of pipeline incidents.

Before conducting any excavation, either by hand or with machinery, contact your local One-Call center at least 3 business days (5 in Ontario) in advance by visiting [www.clickbeforeyoudig.com](http://www.clickbeforeyoudig.com) - Canada's source for provincial One-Call rules, regulations and contact information.

The One-Call Center will notify the facility owners in your area, who will send representatives to mark these facilities with flags, paint or other marks, helping you to avoid damaging them. Even with a locate, any excavation on a TC Energy right-of-way requires a TC Energy representative present.

A notification to the One-Call Center is required by law in some areas, and not making a One-Call could result in fines or penalties. The service is free and could prevent accidents, injuries or deaths.

Learn more about the One-Call requirements in your province by visiting [www.ClickBeforeYouDig.com](http://www.ClickBeforeYouDig.com)

## Know what utility markings mean

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

Proposed excavation
Temporary survey markings
Electric power lines, cables, conduit and lighting cables
Gas, oil, steam, petroleum or gaseous materials
Communication, alarm or signal lines, cables or conduit
Potable water
Reclaimed water, irrigation and slurry lines
Sewers and drain lines

## Recognizing a pipeline in your area

The general location of pipelines can be determined by two characteristics: a pipeline right-of-way (ROW) and pipeline markers.

### Right-of-way

- A ROW can usually be recognized as a cleared strip of land in a linear or fairly straight line, cleared of structures and trees.
- The ROW contains the pipeline and the prescribed area that extends 30 metres on either side of the pipeline where certain activities require written consent from the pipeline operator to ensure the continued safety and integrity of the pipeline.
- The ROW must be kept clear of fences, buildings, trees or any other type of structure. The impact of a fence post, weight of a shed or the roots of a tree can cause either immediate or long-term damage to the pipeline.
- Structures or development could also impede access to the area for any required maintenance or emergency situations, resulting in safety risks and possible costly impacts to structures on the ROW.
- **The existence of the prescribed area does not necessarily mean development of the land cannot occur within the prescribed area, so contact TC Energy early to discuss your plans.**



## Pipeline markers

- Found within line-of-sight on a ROW and at locations where the pipeline crosses streets, highways, waterways and railways.
- Markers only show the approximate location of the pipeline, and the depth of the line may vary. **You CANNOT use pipeline markers as a determination of where or where not to dig.**
- Pipeline markers display the pipeline operator, emergency number and the product transported in the pipeline.
- It is against the law to willfully deface, damage, remove or destroy any pipeline sign.
- Only a TC Energy representative can determine the location and depth of the pipeline. Pipelines may not follow a straight course between marker signs.



Warning sign



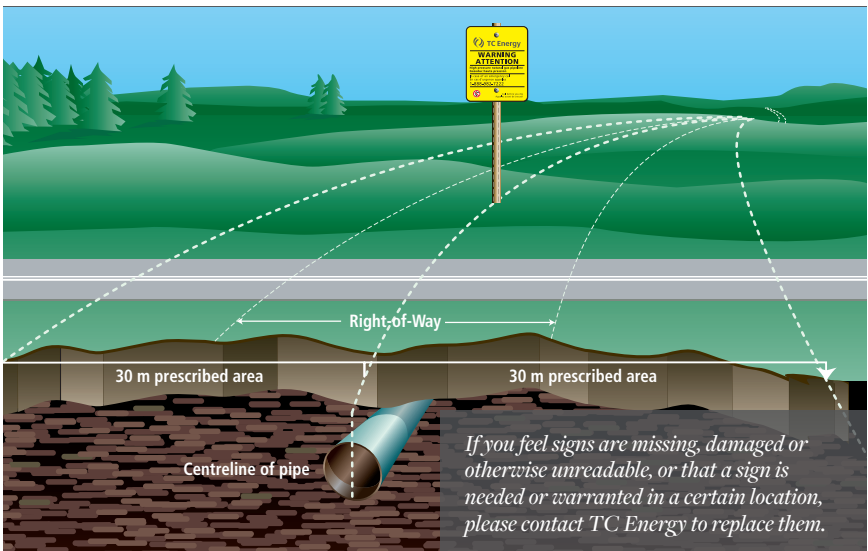
Line marker



Vent marker



Aerial marker



## Recognizing a crude oil pipeline leak

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



### Smell

Crude oil can have a ‘rotten egg’, gasoline, tar or “skunk-like” odour.



### Sight

Crude oil is an amber/black liquid which can display as a black patch or pool on the ground, or a rainbow sheen or black liquid on top of water. A leak can also cause discolored vegetation on or near a pipeline in an area that is usually green, or stained or melted snow/ice over the pipeline area.



### Sound

A leak can result in a hissing noise or a loud roar, depending on the size of the release.

## Possible hazards of a crude oil leak or rupture

- Crude oil may be flammable and explosive under certain conditions
- Dizziness or suffocation can occur if the vapours displace oxygen in an enclosed area or occur in conditions that allow high concentration

## Responding to a leak or pipeline strike

A “strike” is any contact with a pipeline and can include mechanical equipment like a backhoe, or hand tools such as a shovel.

Any contact with a pipeline can affect the pipeline’s integrity or the protective corrosion coating, so it’s important to follow these steps so that a TC Energy representative can inspect the pipeline and its coating for any damage.



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

1. Stop all excavation and construction. Shut off all machinery if safe to do so 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 TC Energy’s emergency number at **1-888-982-7222** and explain the incident. This number is available on all pipeline marker signs.
5. Do not continue your project until authorized by a TC Energy representative.

If you cause or witness even minor damage to a pipeline or it’s coating, please notify TC energy immediately. A gouge, scrape, dent or crease requires an inspection and possible repairs for the long-term safety of all parties and the surrounding area.

Do not cover a pipeline that has been disturbed, as it will make it more difficult to find the damaged area.

## Consequences of unsafe digging

Please familiarize yourself with the potential consequences of unsafe excavation, including the significant financial costs and fines that may apply in your province. In some cases, expenses or fines may be levied even if no damage occurred.



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

Over 11,000 damages to underground utilities were reported in Canada in 2017, for an average of over 31 per day\*. Some utilities are buried as little as 12 inches below the surface, so even a simple shovel can cause serious damage.



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

Canada Energy Regulator 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.cer-rec.gc.ca](http://www.cer-rec.gc.ca) for more information. Provincial bodies also have the ability to fine individuals or companies.



### **Risk of serious injuries and death.**

Between 2008 and 2016, there were 30 injuries and 6 fatalities in Canada due to damages done to underground infrastructure\*\*.

\*2017, Common Ground Alliance, DIRT Report

\*\* 2019, CIRANO, Identifying OH&S Risks Related to Damages to Underground



## What if I need to use the Right-of-Way?

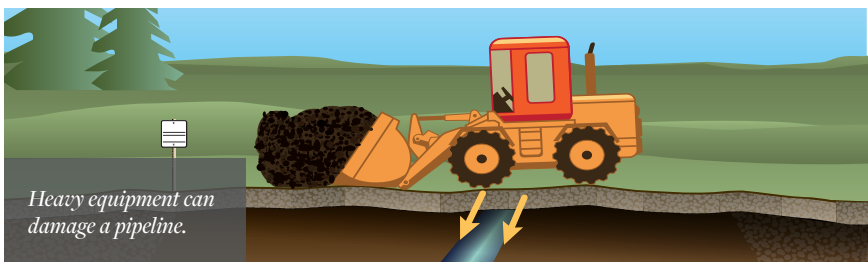
Depending on your plans or activity, it can still be possible for you to work on or use the ROW. Some activities are permitted under normal farming practices, while crossings and encroachments require approval and oversight from TC Energy.

A crossing or encroachment is a temporary or permanent structure across, on, along or under a facility or pipeline right-of-way. A crossing can also mean equipment or machinery crossing over the pipeline right-of-way or facility site. Both need an agreement so that the pipeline operator can understand the scope of work, the risk, and what measures need to be taken to mitigate those risks.

You can learn more about permitted activities and crossing agreements at [www.tcenergy.com/safe-digging](http://www.tcenergy.com/safe-digging). Often written consent for minor activities can be obtained directly from a regional TC Energy representative through a locate request.

**We're here to help.** If you think your activity might require a crossing agreement with TC Energy, you can use our online application form at [www.writtenconsent.tcenergy.com](http://www.writtenconsent.tcenergy.com) or contact us by phone at 1-877-872-5177 or email at [crossings@tcenergy.com](mailto:crossings@tcenergy.com). To better serve you and speed up your request, please provide the following information:

- Proposed activity – what are you planning to do?
- Location of proposed work (GPS coordinates are preferred)
- Make and model of any equipment that will cross/encroach the pipeline facilities.
- Proposed activity date
- Axle load (weight)
- Your name and phone number
- Email address



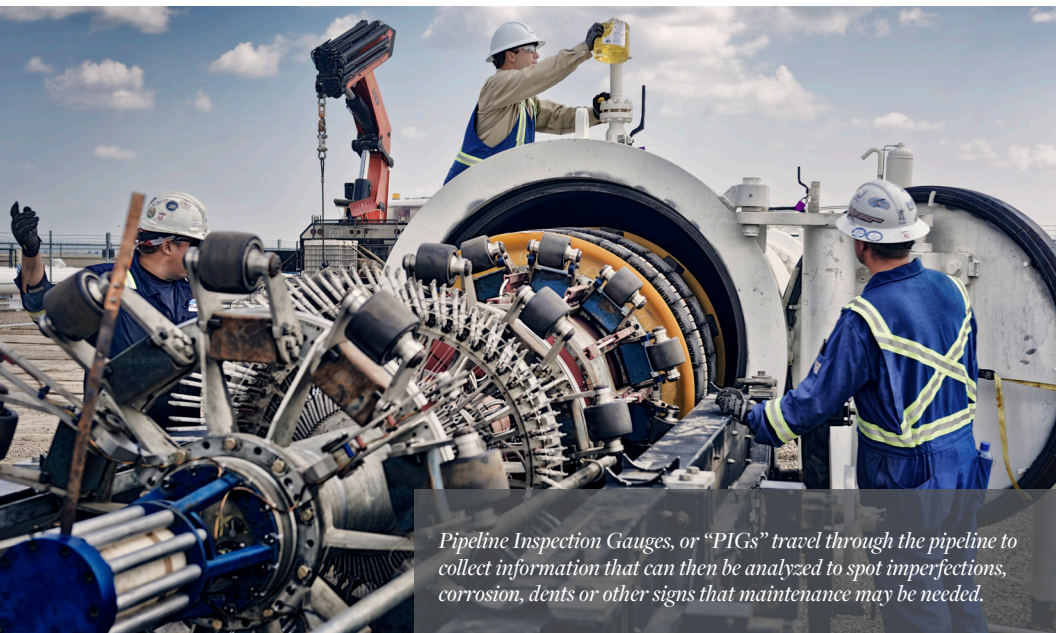
## What does TC Energy do to ensure pipeline safety?

TC Energy conducts a rigorous pipeline maintenance program to ensure the integrity and safety of our systems. This includes but is not limited to:

- 24/7 monitoring of our facilities
- In-line inspections of pipelines that can identify the smallest of issues or defects for repair
- Regular patrols of the right-of-way
- Multiple shut-down valves to isolate and limit potential releases
- Cathodic protection to prevent corrosion
- Hydrostatic testing
- Investigative digs
- Ground surveys

In addition to this, TC Energy invests millions every year in R&D to improve and enhance the safety of our pipelines, from smart drone patrolling, fiber optic monitoring, GHG reduction and environmental sustainability. TC Energy's employees are trained to meet or exceed all regulated training in Canada.

In the interests of public safety, some segments along TC Energy's pipelines have been designated as High Consequence Areas (HCAs) where extra precautions are taken, known as Integrity Management Programs (IMPS). For information regarding these measures, contact TC Energy at [public\\_awareness@tcenergy.com](mailto:public_awareness@tcenergy.com).



*Pipeline Inspection Gauges, or “PIGs” travel through the pipeline to collect information that can then be analyzed to spot imperfections, corrosion, dents or other signs that maintenance may be needed.*

## TC Energy's response to a pipeline incident

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

In the unlikely event an incident should occur, TC Energy's top priorities are to ensure the safety of the public and emergency responders, and to minimize effects on the environment and surrounding properties. TC Energy will immediately respond by:

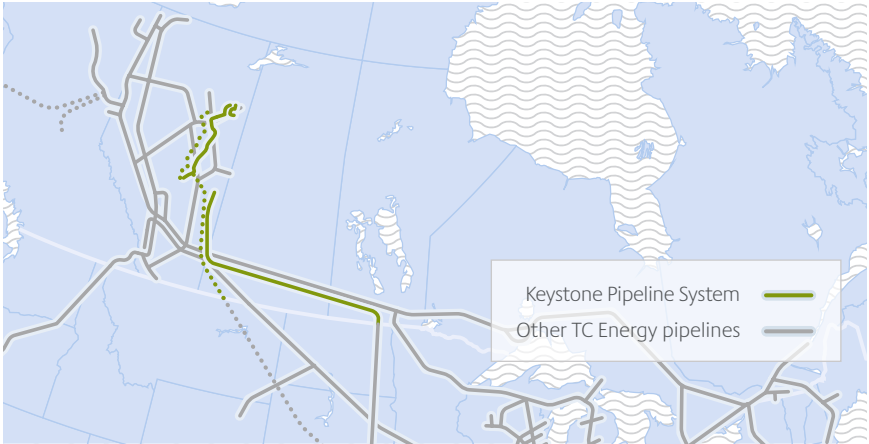
- Shutting down the affected pipeline if necessary
- Isolating the impacted section of the pipeline through either automatic valve shutoff or manual valve operation.
- Dispatching emergency personnel to the location of the incident

Trained crews that are dispatched to the site will coordinate a response with local emergency services. TC Energy will not restart the pipeline until the issue has been addressed and it is safe to do so, with the approval of industry regulators.

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



*Emergency responders and TC Energy staff work together at an emergency exercise to ensure all are prepared in the rare event of an emergency.*



## Important contact information

**Emergency . . . . . 1-888-982-7222**

### 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

Saskatchewan . . . . . Sask1st Call  
 Quebec . . . . . Info-Excavation

### General inquiries

Phone . . . . . 1-855-458-6715  
 Email . . . . . [public\\_awareness@tcenergy.com](mailto:public_awareness@tcenergy.com)

### Applying for written consent

Online . . . . . [writtenconsent.tcenergy.com](http://writtenconsent.tcenergy.com)  
 Phone . . . . . 1-877-872-5177

### Crossings inquiries

Email . . . . . [crossings@tcenergy.com](mailto:crossings@tcenergy.com)  
 Quebec Email . . . . . [quebec\\_crossings@tcenergy.com](mailto:quebec_crossings@tcenergy.com)

