



# LIVING AND WORKING NEAR PIPELINES.

## What you need to know - Natural gas

Please keep this brochure for future reference in case of an emergency.  
*To request additional copies for tenants, please contact us. See inside cover for details.*

To ensure everyone's safety, it is important that you share this information with any residents, workers, contractors or other individuals who may conduct work on the worksite or property.



## 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 understand the role you play in contributing to pipeline safety, please review this brochure. To request other languages, more information or additional copies of this brochure, please contact us at [public\\_awareness@tcenergy.com](mailto:public_awareness@tcenergy.com) or call 1-855-458-6715.

Versión en español  
disponible por solicitud

Version française  
disponible sur demande

Deutsche Fassung auf  
Wunsch erhältlich

**In the case of a pipeline emergency or to report suspicious activity along the right-of-way, please call 911 and law enforcement, and then call the TC Energy emergency number on the nearest pipeline marker, or from the map on the back of this brochure. In the case of using the incorrect pipeline emergency number, your information will still be relayed to the appropriate pipeline system.**

## 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 meter stations and compressor stations.

Meter stations measure the volume of natural gas transported through the pipeline, both at entry points (receipt station) and delivery points (sales station).

Compressor stations are necessary to maintain controlled and appropriate pressure levels along the length of the pipeline to ensure continuous and safe gas flow.

## Visit our virtual safe digging site

Learn more about how to excavate safely around pipelines, how to recognize signs of a leak, and more by visiting our virtual site at [tcenergy.com/beforeyoudig](http://tcenergy.com/beforeyoudig), or scan the QR code with your smartphone.



# Prevent an incident, before it happens



**CALL 811—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 before digging. 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 2 days in advance by calling '811' – America's national toll-free number for requesting underground utility location.

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 be present.

A notification to the One-Call Center is required by law in the United States. The service is free and could prevent accidents, injuries or deaths.

**Learn more about the One-Call requirements in your state by visiting [www.call811.com](http://www.call811.com).**

## Know what utility markings mean

When you request a locate, color 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 a buffer area that usually extends 25 feet or more on either side of the pipeline where certain activities are restricted 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.
- These could also impede access to the area for any required maintenance, repair work, aerial or ground patrols, emergency situations or required federal or state inspections, resulting in safety risks and possible costly impacts to structures on the ROW.

## 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

## What if I need to use the right-of-way?

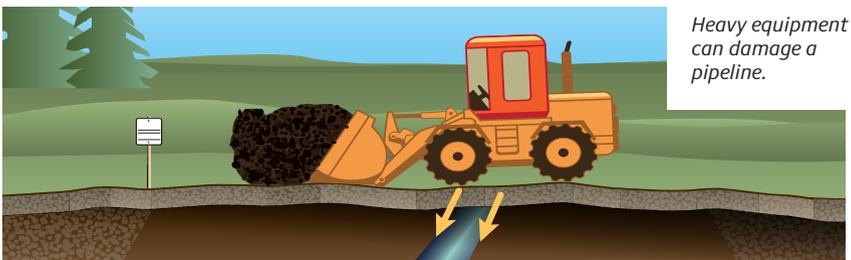
Depending on your plans or activity, it can still be possible for you to work on or use the ROW. Some activities are permitted under normal farming practices, while crossings and encroachments require approval and oversight from TC Energy.

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/sustainability/safety/safe-digging](http://www.tcenergy.com/sustainability/safety/safe-digging).

**We're here to help.** If you think your activity might require a crossing agreement with TC Energy, please contact us by phone at **1-800-562-8931** or by email at **us\_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



# RECOGNIZING A GAS PIPELINE LEAK

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



## You might see:

- Dead or dying vegetation on/near the right-of-way in an area that is usually green.
- Bubbles in a body of water.
- Dirt being blown into the air.
- Ground frosting in summer.
- Possible fire or flames above the ground, if the leak has been ignited.



## You might smell:

- An odor similar to fuel, oil or propane.
- No odor. Natural gas transmission lines are not usually odorized, though smaller gas distribution lines often have an additive to give it a sulfur or “rotten egg” smell.



## You might hear:

- A roaring, hissing or whistling noise.

## Possible hazards of a gas pipeline leak or rupture

- Dizziness or suffocation if a leak occurs in a confined space or high concentration
- Ignition/fire if a spark or other ignition source is present
- Potential explosion if the natural gas is mixed with air
- Projectiles from site of leak or rupture propelled by the force of escaping gas

## Important information about natural gas

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

To review the Safety Data Sheet (SDS) for natural gas, please visit our website at [www.tcenergy.com/pipeline-and-operations](http://www.tcenergy.com/pipeline-and-operations) and review the “SDS Natural Gas” pdf under “Related Information”.

## 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 (see the back of this booklet) 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 its 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.

# What does TC Energy do to ensure pipeline safety?

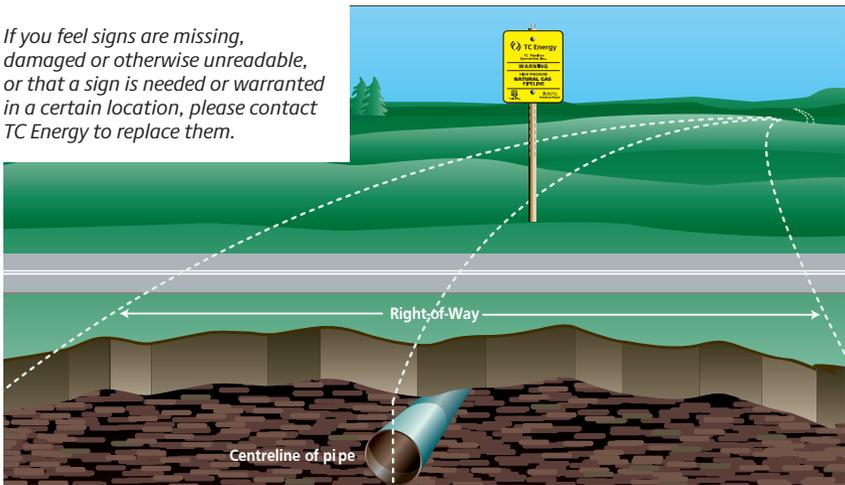
TC Energy conducts a rigorous pipeline maintenance program to ensure the integrity and safety of our systems. This includes but is not limited to:

- 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 research and development to improve and enhance the safety of our pipelines, including smart drone patrolling, fiber optic monitoring, greenhouse gas reduction and environmental sustainability. TC Energy's employees are trained to meet all mandated federal requirements for Pipeline Operator Qualifications in the U.S.

In accordance with federal regulations, 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).

*If you feel signs are missing, damaged or otherwise unreadable, or that a sign is needed or warranted in a certain location, please contact TC Energy to replace them.*



## 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 will work with Emergency Response Officials to ensure everyone is familiar with local operations and related safety issues. 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

TC Energy'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. 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.*

# CONSEQUENCES OF UNSAFE DIGGING AND OTHER UNAUTHORIZED ACTIVITY

Unauthorized excavations or other unsafe activities can have potential consequences for those individuals conducting the work, and negatively impact the greater community. Even crossing a pipeline right-of-way can require written consent from TC Energy.



**Risk of serious injuries and death.**



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



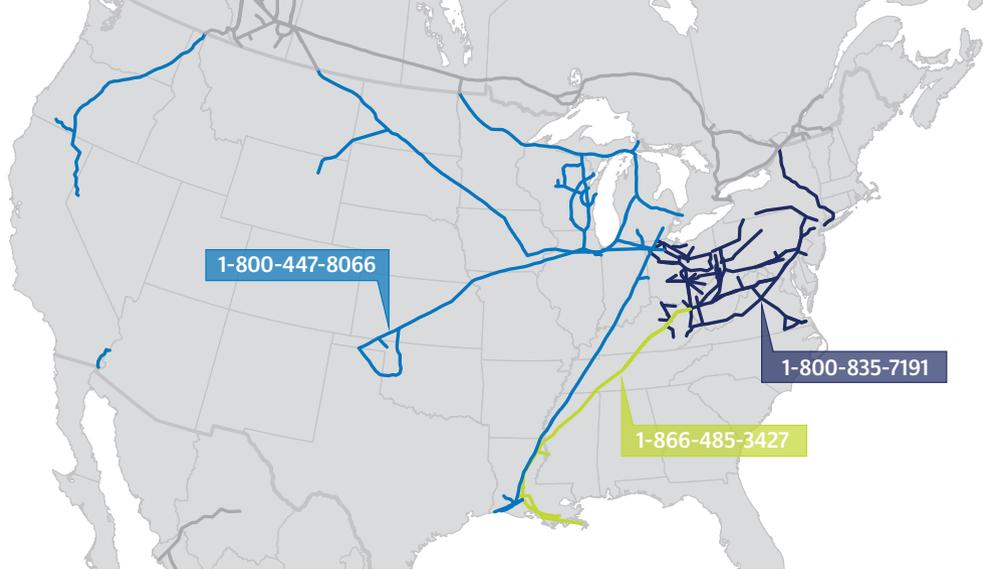
**Fines and repair costs to fix the underground utility line(s).**

Other than to plan any digging or work near a pipeline, these other situations could also warrant contacting the pipeline operator:

- In the event of a pipeline emergency
- If an emergency situation requires you to access or cross a pipeline right-of-way through means other than a road, driveway or similar approved crossing
- If you witness unauthorized activity on a pipeline right-of-way. Examples include any of the following on a right-of-way:
  - digging or excavating
  - operating heavy equipment
  - driving vehicles or equipment
  - an accident or overturned vehicle in the ditch near a pipeline marker
  - dirt piles or construction over top
  - fires or flooding

The pipeline operator should be notified of any of these activities. You can find contact information and written consent application information on the back of this brochure.

You can also use the One-Call contact information on the back of this brochure for emergency utility location requests.



U.S. One-Call Center . . . . . 811  
 Online requests . . . . . [www.call811.com](http://www.call811.com)

**General inquiries**

Public awareness . . . . . 1-855-458-6715  
 Landowner inquiries . . . . . 1-877-287-1782  
 Crossing requests . . . . . 1-800-562-8931  
 Crossing email . . . . . [us\\_crossings@tcenergy.com](mailto:us_crossings@tcenergy.com)

**Emergency numbers**

*Use the map above to find the emergency number for pipelines in your area. If you are unsure of which number to use in your area, calling any one of them will still ensure your call is directed to the appropriate operations center.*

**TC Energy Natural Gas . . . . . 1-800-447-8066**

**Columbia Gas Transmission, Crossroads Pipeline,  
 Hardy Storage Company & Millennium Pipeline . . . . . 1-800-835-7191**

**Columbia Gulf Transmission . . . . . 1-866-485-3427**

*TC Energy is regulated by U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration (PHMSA) in the United States. Further information regarding pipelines located in your community can be accessed through the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).*

*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).*



**IMPORTANT SAFETY  
INFORMATION  
RELATED TO  
NEARBY PIPELINE  
INFRASTRUCTURE**

PLEASE REVIEW FOR  
YOUR SAFETY.

