

Pipeline Safety and Emergency Information

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for your family, neighborhood
and community



Vector Pipeline™

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Pipeline Safety: A shared responsibility



Life takes energy: to heat our homes, to feed our families, to fuel our vehicles. Vector Pipeline connects people to the energy they need to help fuel their quality of life.

Vector Pipeline is a 348-mile natural gas transmission pipeline that is operated by Enbridge. Vector Pipeline transports approximately 1.7 billion cubic feet per day of natural gas from Joliet, Illinois, in the Chicago area, through parts of Indiana and Michigan and into Ontario, Canada. The pipeline is located in or near an area where you live, work, or own property.

Natural gas is a clean-burning, efficient fuel. Colorless, tasteless, and lighter than air, it's also odorless in its natural state.

Pipeline purpose and reliability

The United States has the largest pipeline network in the world. Data collected by the U.S. Department of Transportation reports pipelines are the safest way to move energy resources like the natural gas Vector Pipeline transports. We are committed to the safe and reliable operation of our pipeline in your community. Every year our company invests in the latest technology and training to meet the high environmental and safety standards expected by those who live and work near our pipeline.

Our pipeline is monitored 24/7. If you suspect a pipeline emergency, please find a safe place to call 911, and then call Vector Pipeline's toll-free, 24-hour emergency number:

☎ 1-888-427-7777

Pipeline Safety: A shared responsibility



You have received this brochure because you may live, work, or own property near an area where Vector Pipeline, an interstate natural gas transmission pipeline, exists. The brochure has been designed to provide you with basic information regarding pipelines, how to recognize leaks, and how to respond in the event of a pipeline emergency. Please read and share this important safety information with others in your home, place of business, or organization. If you operate a business or establishment that may be frequented by outside visitors, we encourage you to consider pipelines in your emergency response plans and procedures.

Contact Vector Pipeline

All Enbridge owned and operated pipelines are monitored 24/7. If you suspect a pipeline emergency, please find a safe place to call 911, and then call Vector's toll-free, 24-hour emergency number:

◆ **1-888-427-7777**

If you have a non-emergency question regarding Vector's Damage Prevention Program, Integrity Management Program, or operations in your area, you can call Public Awareness at **1-877-799-2650**.

Land and right-of-way hotline

1-855-869-8261

Email

USPublicawareness@vector-pipeline.com

Mail

Public Awareness Department
5400 Westheimer Court
Houston, TX 77056

Website

Vector-pipeline.com

Facebook

[Facebook.com/Enbridge](https://www.facebook.com/Enbridge)

Know what's below

One-Call requirements

The national “call before you dig” number, **811**, and **ClickBeforeYouDig.com** are free services designed to keep you safe when digging. Calling or clicking is always the safest option every time you dig, and in many cases, it's the law. At least two to three business days before your project—any time you are disturbing the soil—(depending on state law), call **811** or visit: **ClickBeforeYouDig.com**.



**Know what's below.
Call before you dig.**



Within two to three business days, professional locators will come to your location and mark underground utility lines—including pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

If you see someone digging or disturbing the soil and there are no flags or marks on the ground, please stop the activity and ask the person to call **811** before continuing. Do not rely on word-of-mouth, maps, memory, or pipeline markers when planning a digging project.

Damage prevention

Vector Pipeline maintains a Damage Prevention Program in accordance with state and federal guidelines. The purpose of this Program is to prevent damage to our pipeline facilities from excavation activities such as digging, trenching, blasting, boring, tunneling, or backfilling, or other activities such as heavy equipment crossing, storage on the right-of-way, etc. The Damage Prevention Program also monitors the depth of cover over our pipelines and conducts regular patrols of our right-of-way to monitor for unauthorized activities.

Pipeline right-of-way and pipeline location

A pipeline follows a narrow, clear stretch of land, called a right-of-way, which allows our employees and contractors to access the pipeline for inspections, maintenance, testing, and emergencies.

Pipeline rights-of-way must be kept free from structures and other obstructions to allow access to the pipeline. Pipelines are patrolled from the air and the ground, and obstructions prevent proper inspections.

You can find the general location of a Vector pipeline near you by looking for a pipeline marker. The marker will typically provide the pipeline operator's name, the contents of the pipeline, and an emergency phone number. If an emergency is suspected or discovered, call the number on the pipeline marker.

While markers play an important role in identifying pipelines, they are not used to give exact locations and should not be an alternative to dialing 811. Markers should never be removed or relocated by anyone other than a pipeline operator.



Know what's near you

Above ground facilities

While Vector Pipeline is buried underground, our system also includes additional facilities such as natural gas compressors, metering stations, and valve sites. It's important that you know what to expect as a part of normal operations at these facilities.

If you notice any suspicious activity or abnormal odor near one of our above ground facilities, call **911** immediately, then call Vector Pipeline's 24-hour emergency number for your area.

Facility and purpose	Normal operations
Compressor stations move natural gas through the pipeline at a consistent pressure.	Each station has built-in safety features that detect problems and automatically shut down equipment. During normal operations, no significant odors should be detected.
Metering stations measure, and valve sites control, the flow of products through the pipeline.	No significant odors should be detected during normal operations.
Main line valve sites may be used to control the flow of natural gas through the pipeline.	No significant odors should be detected during normal operations.

Keeping pipelines safe

The objective of Vector Pipeline's Integrity Management Program is to improve pipeline safety through a systematic approach involving data gathering, risk assessment, integrity assessments, prevention, and mitigation. The U.S. Department of Transportation has developed specific High Consequence Area (HCA) and Moderate Consequence Area (MCA) regulations for the operations and maintenance of pipelines. These regulations are more rigorous than those for non-HCA or non-MCA locations and focus integrity management activities on populated areas and areas where it would be difficult to evacuate people. In most cases, we apply the more rigorous requirements to the operation of all our pipeline facilities, not just the HCAs or MCAs. To read more about our pipeline safety efforts, please visit vector-pipeline.com/pipeline-safety.

Neighbors like you can help us maintain a safe, secure, and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities, or in the event an emergency occurs, please call us immediately using the toll-free emergency number included in this brochure.

Our safety measures

Safety is, and always will be, our number one priority. Our team devotes hundreds of thousands of hours every year to keeping our systems running smoothly and without incident.

We invest heavily in safety measures, which can include:

- Inspection and preventative maintenance programs
- Around-the-clock monitoring of pipelines and facilities
- Emergency response training and drills for employees and local emergency responders
- Pressure tests on new and existing pipelines
- Aerial and ground patrols along the pipeline right-of-way
- Automatic shut-off and remote-control valves
- High-quality pipeline material and protective coating


Vector Pipeline has enhanced safety measures for pipelines that cross bodies of water and highly populated or environmentally sensitive areas. To read more about our pipeline safety efforts, see our Safety Report to the Community at: enbridge.com/safety.

Emergency information

Recognizing a pipeline leak

In the unlikely event of a pipeline leak, one or any combination of the items listed below can typically help you recognize a leak.

You might see:

-  • Dirt being blown or appearing to be thrown into the air
- A white vapor stream or mist-like cloud over the pipeline
- Dead or dying vegetation in an otherwise green area
- A dry area in a wet field
- Flames coming from the ground or appearing to burn above ground
- Liquid on the ground
- Continuous bubbling in wet or flooded areas
- Disturbance on the surface of streams, rivers, or other waterways

You might hear:

-  • A roaring, blowing, or hissing sound

You might smell:


-  • An unusual sulfur or rotten egg odor

Hazards associated with a natural gas pipeline leak or rupture

- Dizziness or suffocation if a leak occurs in a confined space
- Ignition/fire if an ignition source is present during a leak, which may result in burns
- Potential explosion if the natural gas is mixed with air
- Projectiles ejected by the force of escaping gas

Steps for a safe response

If you are in immediate danger, damage the pipeline, or observe or suspect a leak – even if you are uncertain of the severity – take the following steps:

- Abandon any equipment being used in or near the area, moving upwind of the product release.
- Warn others to stay away.
- **Call 911.**
- Call the toll-free, 24-hour Vector Pipeline emergency number for your area:
 **1-888-427-7777.**
- Follow instructions given to you by local emergency responders and Vector Pipeline.

What NOT to do when a leak occurs

- Do not touch any liquid or vapor that may have come from the pipeline.
- Do not drive into the area.
- Do not turn on or off anything that may create a spark – including cell phones, telephones, two-way radios, light switches, vehicle alarms, vehicle keyless entry systems, and flashlights – until you are in a safe location.
- Do not light a match and avoid open flames.
- Do not attempt to extinguish a natural gas fire.
- Do not remain in a building if the smell is stronger inside than outside.
- Do not open or close any pipeline valves; leave all valve operations to pipeline company personnel.

What happens next?

Public safety will be the top priority as Vector Pipeline, contractors, and local emergency responders work together to evaluate and respond to a pipeline leak. Local public safety officials will determine whether residents should evacuate or shelter-in-place. Residents may be asked to evacuate if it is no longer safe to be in the area or to shelter-in-place if there may be something unsafe in the environment.

Contact Vector Pipeline

If you have an emergency, please contact the 24-hour emergency number in your area:

 **1-888-427-7777**

Alternate language: If you or someone you know would prefer to have the information in the brochure provided in a language other than English, please write us at:

5400 Westheimer Court
Houston, TX 77056