

# Pipeline Safety and Emergency Information

## for Emergency and Public Officials

**\$750**

Fill out the response card survey for a chance to win a grant.

You have received this brochure because we have identified you as an Emergency or Public Official with responsibilities in the vicinity of Vector Pipeline's natural gas pipeline or related facilities. This document has been designed to provide basic pipeline safety information including how to identify a leak, how to respond in the unlikely event of a leak or natural gas fire, how to determine where our pipelines are located, and how to contact us in an emergency or to obtain additional information. Please share this important information with other emergency and public officials with whom you work.

**A HELPFUL TIP:** Save the emergency phone number for your area in your list of contacts on your cell phone for quick reference in an emergency.



# 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.

As an Emergency or Public Official, you need to be aware of the Vector Pipeline in your area and how to respond safely and effectively to a pipeline emergency. At your request, we can provide additional information, including the pipeline's location and size, and the contents transported. For additional resources, details on emergency response drills in your area, to talk to a Vector Pipeline representative, or to schedule a Vector Pipeline presentation during your next meeting, please contact us at: **1-877-799-2650** or email us at [USPublicawareness@vector-pipeline.com](mailto:USPublicawareness@vector-pipeline.com).

## 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 pipelines 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 pipelines.

## Contact Vector Pipeline

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

**☎ 1-888-427-7777**

# Emergency information

## Information for 911 dispatchers

After identifying a potential pipeline emergency and dispatching local responders, take the following actions to facilitate a safe, effective response:

- Reassure the caller that emergency response crews and Vector Pipeline will be contacted and will arrive as soon as possible.
- Advise the caller of the following as the situation dictates:
  - Move as far away from the leak as possible (upwind if possible), avoiding contact with escaping liquids and gases.
  - Do not drive into the area or start your car.
  - Do not light a match.
  - Do not turn on or off anything that may create a spark – including cell phones, telephones, light switches, vehicle alarms, vehicle keyless entry systems, and flashlights – until you are in a safe location.
  - Do not operate pipeline valves.
  - Do not remain in a building if the smell is stronger inside than outside.
- If an evacuation center has been designated, advise the caller of the location.
- Call Vector Pipeline's toll-free, 24-hour emergency number for your area.

It is important to contact the pipeline operator as soon as possible so we can stop product flow and make notifications as needed. Emergency numbers are located on the back cover of this brochure.

## The role of the local responder

Besides handling traffic control and evacuating, securing the site, and fighting secondary fires, local responders often assist by:

- Making appropriate contacts if it appears that the pipeline incident impacts other agencies, facilities, or local authorities
- Handling search and rescue
- Providing medical aid
- Coordinating a community emergency response plan, determining whether evacuation is warranted (mandating an evacuation, if required) and designating an evacuation center

## Vector Pipeline supports the Incident Command System (ICS)

We consider the ICS to be paramount to organizing and coordinating the response to emergency events. The pre-established structure, duties, and procedures among the various stakeholders responding to these events are important. Many Vector Pipeline personnel have been trained in ICS and will be made available should they be needed. Additional information on ICS can be obtained on the FEMA webpage at: [training.fema.gov/emiweb/is/icsresource](https://training.fema.gov/emiweb/is/icsresource).

## Planning and zoning departments – please read!

### Land development near pipelines

As rural areas become urbanized, more housing and commercial developments are built near pipelines and related facilities. Public officials involved in planning and zoning can help by verifying that land developers submit plans showing the accurate location of nearby pipelines and other buried utilities at the proposed site. If any pipelines exist, ask the developer:

- Have you consulted with the utility operator?
- Have you, working with the utility operator, considered the need for right-of-way access?
- Have you considered evacuation routes to be used in the unlikely event of an emergency?
- How will you prevent excavation damage to buried utilities during construction?
- Are there alternative uses for the pipeline right-of-way such as green spaces, parks, golf courses, trails, and other recreational spaces?

To access the Department of Transportation's recommended practices for developing land near existing pipelines and facilities, please visit: [phmsa.dot.gov](https://phmsa.dot.gov).

### Contact Vector Pipeline

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

📞 1-888-427-7777

# Types of natural gas

## Hazard awareness and prevention measures

Because natural gas pipelines typically operate under high pressure and can move large volumes of gas, accidents involving them can be hazardous. If an incident occurs on a Vector Pipeline, our representatives will provide the emergency responders with safety data sheets for the product in the pipeline.

The chart below provides general information about products transported through Vector Pipeline. For more information, please see the Pipeline and Hazardous Material Safety Administration's "Emergency Response Guidebook". Request a free copy or download the mobile app at: [phmsa.dot.gov/hazmat/library.org](https://phmsa.dot.gov/hazmat/library.org).

Product	Appearance	Odor	Special behavior	Hazards
Natural gas	Combustible mixture of hydrocarbon gases that is odorless.	No odor will be detected unless an odorant is added for shipping.	Low density and lighter than air.  In an open area, it rises into the atmosphere and dissipates.  In an enclosed area, it collects overhead first.	Extremely flammable and explosive.  Suffocation can occur if vapors displace the oxygen in an enclosed area.

## Responding to a natural gas incident

Should a pipeline emergency occur, contact Vector Pipeline immediately so we can stop the flow of gas, and then allow any fire that may be present to burn out. Keep the surrounding area cool with water spray and prevent any further ignition of combustible material.

For detailed information on product hazards and appropriate responses to a pipeline emergency, we encourage you to take free online pipeline emergency response training at: [mypipelinetraining.com](https://mypipelinetraining.com).

**Do not operate pipeline valves.**



## Resources

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### Free training opportunity for emergency responders and 911 dispatchers

Emergency responders and others responsible for public safety in our counties of operation—including 911 dispatchers—can access the National Association of State Fire Marshals' Pipeline Emergencies online training program at: [mypipelinetraining.com](http://mypipelinetraining.com).

The trainings can be completed in one or multiple sessions, and a certificate is provided upon completion. This program may qualify for the following:

- Continuing education credits
- OSHA HAZMAT compliance
- Insurance Service Office Fire Suppression Rating Schedule Program

For more information, please contact us at: **1-877-799-2650** or [ERinfo@enbridge.com](mailto:ERinfo@enbridge.com).

### Safe community grant program

Vector Pipeline offers grants to emergency response agencies in the communities where we operate. These grants can be used for equipment or training that will help organizations respond effectively to pipeline emergencies. If your agency would respond in the unlikely event of a Vector Pipeline emergency, you can visit [enbridge.com/safecommunity](http://enbridge.com/safecommunity) to find more information on the program.

### Emergency response plans

Our Emergency Response Plans are available to emergency response organizations in counties where we operate. These plans provide information on the ways we'll work with emergency responders during the initial stages of a pipeline incident. Visit [emergencyresponderinfo.com](http://emergencyresponderinfo.com) to register and request the plan for your area. Your request for access will be reviewed within 10 business days.

### Additional resources

- [mypipelinetraining.com](http://mypipelinetraining.com)
- [emergencyresponderinfo.com](http://emergencyresponderinfo.com)
- [phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg](http://phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg)
- [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)
- [naturalgas.org](http://naturalgas.org)
- [ingaa.org](http://ingaa.org)
- [pipeline101.org](http://pipeline101.org)
- [call811.com](http://call811.com)
- [clickbeforeyoudig.com](http://clickbeforeyoudig.com)

### 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 Pipeline'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](mailto:USPublicawareness@vector-pipeline.com)

### Mail

Public Awareness Department  
5400 Westheimer Court  
Houston, TX 77056

### Website

[vector-pipeline.com](http://vector-pipeline.com)

### Facebook

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

# Know what's below

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.

## 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.

## Pipeline right-of-way and pipeline location

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

Pipeline rights-of-way must be kept free of structures and other obstructions to allow access to the pipeline for maintenance in the event of an emergency. 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 most Vector Pipeline is buried underground, our system includes many aboveground facilities. It's important that you know what to expect as part of normal operations at these facilities.

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

Facility and purpose	Normal operations
<b>Compressor stations</b> 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.
<b>Metering stations</b> measure, and valve sites control, the flow of products through the pipeline.	No significant odors should be detected during normal operations.
<b>Main line valve sites</b> 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](http://vector-pipeline.com/pipeline-safety).

Emergency and Public Officials 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 if 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](http://enbridge.com/safety).


# Emergency information

## Recognizing a pipeline leak

In an emergency, protecting the public is your top priority – and it's our top priority as well. We value your expertise as public safety officials, and we're committed to providing you with the information and training you need to respond in the unlikely event of an emergency involving our pipelines or facilities.

Although we immediately dispatch our emergency response teams upon notification, local 911 dispatch centers or other public safety officials typically receive the initial report. The following items listed below could indicate a potential pipeline emergency and may be reported by callers or emergency responders.

### They 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
- Continuous bubbling on the surface of bodies of water or flooded areas

### They might hear:

-  A roaring, blowing, or hissing sound

### They might smell:

-  An unusual sulfur or rotten egg odor

## Steps for a safe response

If you suspect an emergency with a Vector Pipeline, immediately call our toll-free, 24-hour emergency number for your area from a safe location. Our monitoring system may have already alerted us to the disruption, but always call to verify. The pipeline operator's name and emergency telephone number can be found on the pipeline marker.

Once onsite, Vector Pipeline representatives will work with you to establish safe procedures for securing the area or other emergency measures. If our representatives have not arrived, there are some important steps you can take:

- Abandon any mechanized equipment and ignition sources in the suspected leak's vicinity.

- Secure the site and determine a plan to evacuate or shelter-in-place.
- Monitor for hazardous atmospheres.
- Control and redirect traffic.
- Provide immediate access to Vector Pipeline Representatives.
- Implement your local emergency plan.

In the event of a pipeline emergency, we will work with emergency responders to resolve the situation safely and effectively. We value the knowledge and skills of emergency responders, and design our guidelines to keep you, our employees, and the public safe.

## What NOT to do during an emergency response

- Do not operate pipeline valves or extinguish any pipeline fires. Doing so may prolong or worsen an incident, or even cause another leak in the pipeline. Our control center personnel can close some valves automatically, while trained employees must manually close others.
- Do not create a spark. Possible ignition sources include smoking materials, open flames, light switches, telephones, cell phones, pagers, flashlights, keyless entry remotes, motor vehicles, and other electronic devices.
- Do not enter a Vector Pipeline facility without our permission unless there is an immediate risk to safety. If a fire occurs at one of our facilities, unless lives are at risk, we ask that fire crews stay outside of the property until Vector Pipeline representatives arrive.

### Contact Vector Pipeline

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

 1-888-427-7777

**Do not operate pipeline valves. Doing so may cause a pipeline leak, prolong a pipeline incident, or cause injury or death to anyone who may be working on the pipeline nearby.**