



Important Pipeline Safety Information for Public Officials



Please keep for future reference.

Who is Pembina?

Pembina Pipeline Corporation (“Pembina”) is a leading energy transportation and midstream service provider that has served North America’s energy industry for more than 70 years. Pembina owns an extensive network of strategically located assets, including hydrocarbon liquids and natural gas pipelines, gas gathering and processing facilities, oil and natural gas liquids infrastructure and logistics services, and an export terminals business. Through our integrated value chain, we seek to provide safe and reliable energy solutions that connect producers and consumers across the world, support a more sustainable future and benefit our customers, investors, employees and communities.

Pipeline safety

Pipelines are a safe and efficient means of transporting large quantities of crude oil, natural gas and natural gas liquids that provide the energy our world needs.

We know that maintaining the integrity of our pipelines is essential to the health and safety of the communities

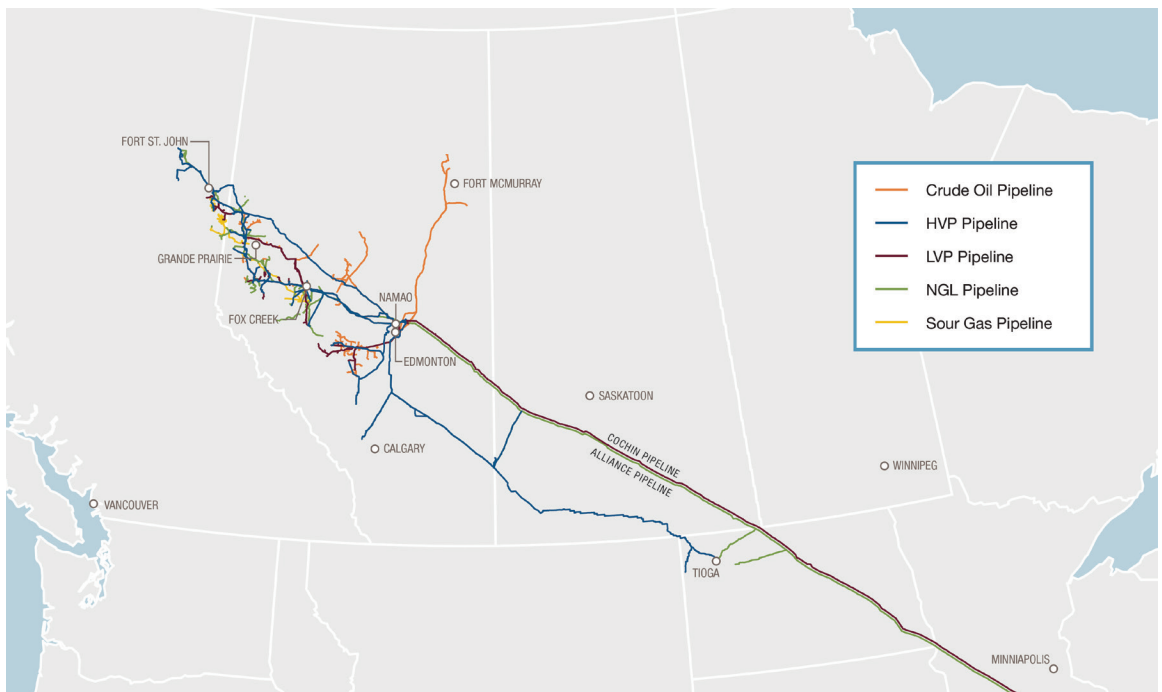
where we operate. All our activities - from pipeline design, construction, testing, inspections, maintenance, operations and safety practices are subject to strict government regulations, which we continue to meet or exceed.

We monitor the operating conditions of our pipelines through sensors 24/7/365 from our state-of-the-art control room. We conduct aerial and ground inspections to ensure our systems are operating safely and to identify unsafe or unauthorized activity which could damage a pipeline or impact safe operations.

We reinforce our commitment to excellence in safety in our daily operations by developing stringent standards and reviewing potential hazards, in addition to conducting regular safety meetings, contractor screenings, and inspections.

Pembina works closely with communities to create a partnership committed to safety, including developing good working relationships with public officials and community leaders to help prevent damage to our pipelines.

Our pipelines



Locating pipelines in your community

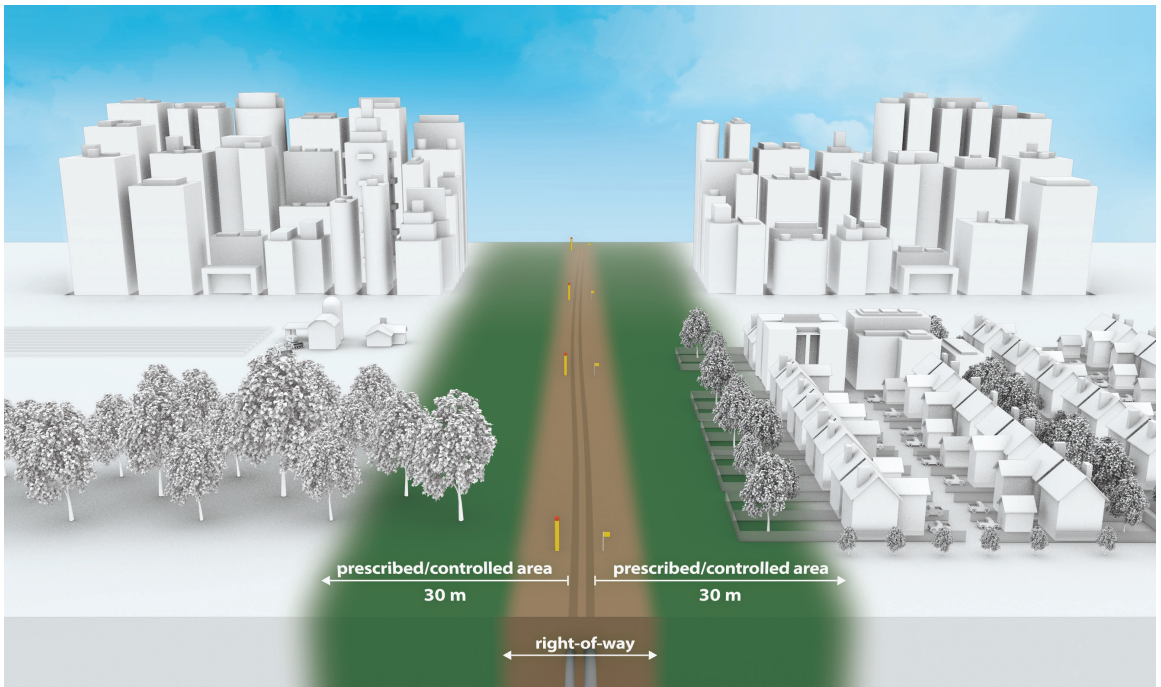
A pipeline right-of-way (ROW) is the strip of land where the pipeline is located. The width of the ROW may vary depending on factors such as pipeline diameter or the number of pipelines in an area. The area extending 30 meters (100 feet) on either side of the pipeline is called the Prescribed Area / Controlled Area.

ROW corridors are sometimes recognizable because they are clear of trees, buildings and other structures. The corridor enables Pembina employees and contractors to access the pipeline for operations,

inspections, maintenance, testing, and in the rare event of an emergency.

Regulations restrict certain activities near the ROW that could pose a threat to public safety and the safe operation of the pipeline.

These activities may need written consent from Pembina. Contact us if you're unsure if your activity requires consent. Details regarding making a request for written consent to Pembina are provided in this brochure.



Pipeline markers

Pipeline markers are located along the pipeline ROW. Note that more than one pipeline can share a ROW. Markers identify the area, but not the exact location or depth of the pipeline. They also specify the product transported, the operator's name and emergency contact number. ONLY a Pembina representative can identify the exact location of the pipeline.



**Click
Before
You Dig**

Before starting any work near the ROW, you or your contractor must notify the local One-Call Centre. A Pembina representative will locate and mark the location of the pipeline and contact you to discuss your planned digging activities.

Working together to protect pipelines & ROWs

As a public official you have an important role to play in notifying Pembina about upcoming changes to roadways, bridges, zoning and other capital projects. Advanced notice allows Pembina to work together with community planning committees and land use personnel to address impact to the pipeline or ROW.

Pembina also requests that you, public and government officials, notify us when you observe potential right-of-way restriction violations, unauthorized activity or potential damage to our facilities, which could endanger public safety.

Unauthorized Activity

Unauthorized activity is any infringement of damage prevention or pipeline protection regulations (federal or provincial) or any activity that Pembina considers to be a hazard, trespass or risk to a pipeline.

Unauthorized building or planting in the pipeline ROW is known as encroachment. Pembina regularly conducts maintenance to trim trees and remove shrubs or structures that prohibit the company from clearly viewing the pipeline corridor during aerial or foot patrols and regular maintenance activities.

Please contact us if you know of places where trees, plants or structures are located on the pipeline ROW or if you see individuals digging in those areas.

Vehicle crossings

Crossing a pipeline ROW with a vehicle, recreational vehicle or mobile equipment may require permission from Pembina. Contact us to ensure your activity is permitted on the pipeline ROW.

Land use planning

As municipalities grow, more housing and commercial developments are built near pipelines and related facilities. Industrial, residential and commercial development that encroaches on the pipeline right-of-way can present safety and operational risks to those working and living nearby. This growth may impact the operational requirements of our existing pipelines, such as changes to operating pressure, revisions to our emergency response plans, increased public awareness outreach and other actions. This is why it's crucial to consult early in the planning stage

of a project on or near Pembina assets. Consultation allows affected parties to better incorporate existing pipelines and facilities into the plan, making sure that new development meets both regulatory and Pembina requirements, while also maintaining high standards for public safety.

Planning and Zoning Departments: Land development near pipelines

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 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 contact the local One-Call center before continuing. Do not rely on word-of-mouth, maps, memory, or pipeline markers when planning a digging project.

Pembina will work with zoning departments to determine if the land developer:

- Has considered the need for ROW access and evacuation routes to be used in the unlikely event of an emergency
- Will take steps to prevent excavation damage to buried utilities during construction
- Has considered alternative uses for the pipeline ROW such as public spaces.

**Click
Before
You Dig**



Planning work around Pembina’s pipelines

Some of the biggest threats to pipeline safety come from unauthorized construction, development, encroachment and digging activities. Notifying Pembina and your local One-Call Centre are your first steps to preventing damage to underground infrastructure and working safely around pipelines.

Written consent from Pembina must be received before any of the following activities can occur:

- Construction of a facility across, on, along, or under a pipeline (including the ROW).
- Ground disturbance activities (excavation or digging).
- Operation of a vehicle or mobile equipment across a right-of-way, outside the travelled portion of a highway or public road.
- Using explosives within 300 meters or 1,000 feet of Pembina’s pipeline ROW.
- Any activity that the company deems may negatively impact the safety of the pipeline.

Copy of agreement must always be kept onsite. It informs us of the activity and allows us to provide guidance to prevent incidents or damage to our pipelines.

What is Excavation?

Excavation activities include any work, operation or activity that results in the disturbance of the earth.

These activities include but are not limited to:

Tree planting	Augering
Building a fence or pounding in posts	Topsoil stripping, levelling, grading
Excavating, trenching, digging	Quarrying, seismic exploration, blasting
Plowing or tilling	Installing drain tiles
Tunnelling, boring, drilling	Ditching

How to obtain written consent

Steps to obtain written approval from Pembina for activity near a pipeline

1. Email landrequests@pembina.com with your name, legal land description, and a description of the work you would like to do.
2. Pembina will contact you and walk you through how to submit a request for permission to proceed with your activity in, along or adjacent to the ROW.
3. Pembina will review your request once your information has been received. Pembina may:
 - Grant consent with standard conditions; or
 - Grant consent that requires specific conditions be met to ensure safety; or
 - Work with you to find solutions and resolve issues regarding the consent request; or
 - deny consent in the rare situation that a feasible safety solution cannot be found.
4. Once consent has been granted, you must:
 - Make a locate request to your local One-Call Centre at least three business days before beginning the work. Pembina will arrange for a Company representative to be on site to inspect the area at time of crossing.
 - Always keep the written consent and documentation onsite.
 - Follow all terms and conditions laid out in the consent, and all instructions from Pembina personnel onsite.

Importance of Depth of Cover

Depth of cover (DOC) is the vertical distance between the top of the pipeline and the surface of the ground. It is crucial for protecting both the pipeline and the interests of landowners. Adequate depth ensures the pipeline is shielded from surface activities like agricultural activity, construction, or heavy equipment traffic, reducing the risk of accidental damage and potential safety hazards.

Any ground disturbance or non-agricultural activity will affect the DOC over the pipeline and must have a One-Call or Crossing Agreement in place before you can proceed with your activity.

If you are aware of areas where DOC has changed due to erosion, construction activities, or farming practices, please contact us at **DPPA@pembina.com** or **1-800-920-1979**.

If you have additional questions, please contact Pembina at 403-231-7500 or toll free at 1-888-428-3222 and we will work with you to address your needs.

Although rare, emergencies can occur. To prepare for these instances, Pembina participates in an Emergency & Continuity Management Program (ECMP), which includes comprehensive standards and processes to support the safety of the public, our workers and the environment.

The Emergency & Continuity Management Program (ECMP) evaluates potential hazards from our operations as well as other hazards such as security breaches and natural disasters. Our comprehensive evaluation provides the foundation for our approach of prevention, planning, response and recovery. This approach allows for a safe and effective response to an incident.

Emergency response plans (ERPs) are maintained for Pembina's facilities and pipelines. These plans identify the organizational structure, equipment, and resources necessary to ensure that actions are taken for the protection of the public, employees and the environment.

Pembina conducts ongoing responder training, ERP exercises, and public consultation to ensure continuous improvement of our plans and program and that our personnel are ready to respond to emergencies.



How to spot a pipeline release

Know the warning signs

Although a pipeline release is rare, it is important to know the warning signs:



You might see:

- a pool of black liquid or oily sheen on a water surface
- dead or dying vegetation in an otherwise green area
- dirt being blown or appearing to be thrown into the air
- a white vapor stream or mist-like cloud over the pipeline
- unexpected frost or ice on the ground
- discolored snow or vegetation



You might hear:

- an unusual hissing, blowing, or roaring noise



You might smell:

- a petroleum or hydrocarbon smell

If you suspect a release

In the unlikely event of an emergency, Pembina will immediately shut down the pipeline if necessary and activate our Emergency Response plan.

If you recognize any of the warning signs:

- abandon any mechanized equipment and move as far away from the leak as possible, avoiding contact with escaping liquids and gases
- call 911 first
- after you call 911, call Pembina’s emergency line that you see on a pipeline marker
- follow instructions provided to you by Pembina and local emergency responders

What you shouldn’t do

- do not touch or go near any liquid, gas or vapor cloud
- do not start your vehicle or any equipment that could be a potential ignition source
- do not smoke or light a match, and avoid heating sources or making sparks
- do not turn on or off anything that may create a spark, including cell phones, pagers, flashlights, keyless entry remotes, vehicle alarms, and light switches, until you are in a safe location
- do not attempt to operate or turn pipeline valves
- do not attempt to extinguish any flames or fires



24-hour Emergency Response Number:
1-800-360-4706

Emergency number for Alliance (US & Canada): 1-800-884-8811

If you notice any unusual or suspicious activity on or near the ROW, please report it by calling 911 first, followed by Pembina’s 24-hour emergency number above.



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Emergency number for Alliance (US & Canada): **1-800-884-8811**

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Click before you dig



British Columbia One Call

1-800-474-6886

bc1c.ca



Utility Safety Partners (Alberta)

1-800-242-3447

utilitysafety.ca



Saskatchewan 1st Call

1-866-828-4888

sask1stcall.com



Ontario 1 Call

1-800-400-2255

ontarioonecall.ca

How to contact us

Pembina strives to be a trusted member of the community. We're committed to open, two-way communication with our stakeholders. We welcome the opportunity to make a connection with you — please contact us in any of the following ways.



www.pembina.com/safety/dppa/ca

Community Relations:

Phone Toll Free: **1-888-920-1979** (Non-emergency calls only)

Email: community@pembina.com

Pembina's head office:

Pembina Pipeline Corporation

4000, 585 - 8 Avenue S.W.

Calgary, Alberta, Canada T2P 1G1

Phone: **403-231-7500**

Toll Free: **1-888-428-3222**