



You are our partner in safety

Know the warning signs

Although a pipeline leak 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
- discoloured 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 leak

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 9-1-1
- 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

What to do if you strike a pipeline

Whether it appears there is damage or not, follow these steps:

1. Stop all excavation and construction work and move away from the area on foot; let others know to do the same
2. Shut off all equipment and machinery
3. Call 9-1-1 as soon as you are in a safe location

4. Call Pembina's emergency number 1-800-360-4706 and explain the situation
5. Do NOT attempt to operate any valves
6. Do NOT begin work again until a Pembina representative authorized you to do so



24-hour emergency line: **1-800-360-4706**

If you notice any unusual or suspicious activity on or near the ROW, please report it by calling 9-1-1 and Pembina's 24-hour emergency number above.

Click before you dig



British Columbia One Call
1-800-474-6886
www.bconecall.bc.ca



Alberta One Call Corporation
1-800-242-3447
www.albertaonecall.com



Saskatchewan 1st Call
1-866-828-4888
www.sask1stcall.com



Manitoba 1 Call
www.callb4udig.mb.ca



Ontario 1 Call
1-800-400-2255
www.on1call.com

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.

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**

Community Relations:

Phone Toll Free: **1-888-920-1979** (Non-emergency calls only)
Email: **community@pembina.com**

www.pembina.com

Updated August 2019



Pipeline information for landowners and our neighbours

You have received this brochure because you live, work, or own property near a pipeline owned or operated by Pembina Pipeline Corporation or one of its subsidiaries (Pembina).

Read on to find out about Pembina's operations, safety practices, and how you can help prevent damage to underground infrastructure in your area.

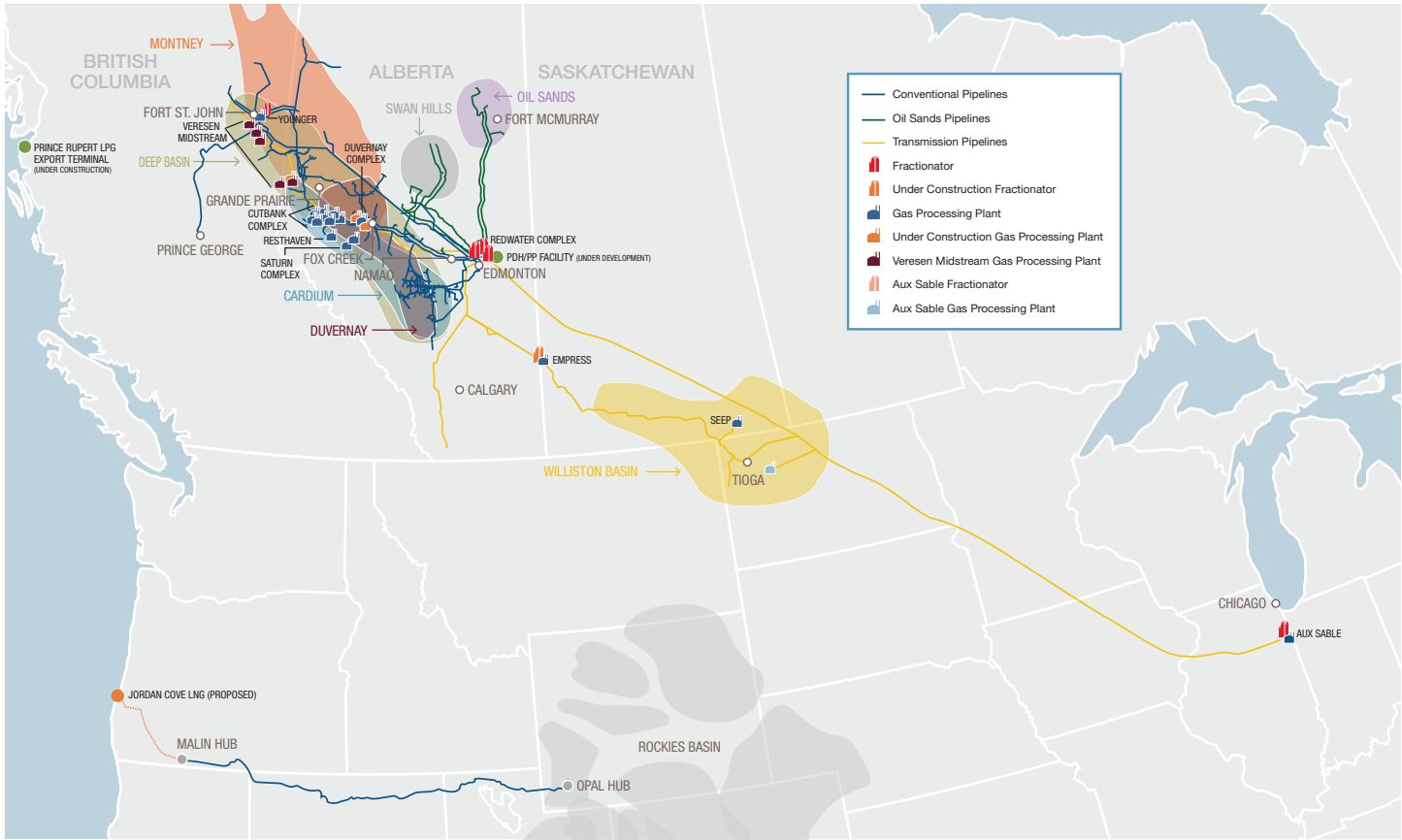


Who is Pembina?

We are a leading North American transportation and midstream service provider. For 65 years, we have been safely and reliably connecting oil, natural gas, and natural gas liquids production to markets that need it. Pembina owns an integrated system of pipelines that transport

various hydrocarbon liquids and natural gas products. We also own gas gathering and processing facilities, and an oil and natural gas liquids infrastructure and logistics business.

Our assets



About pipelines

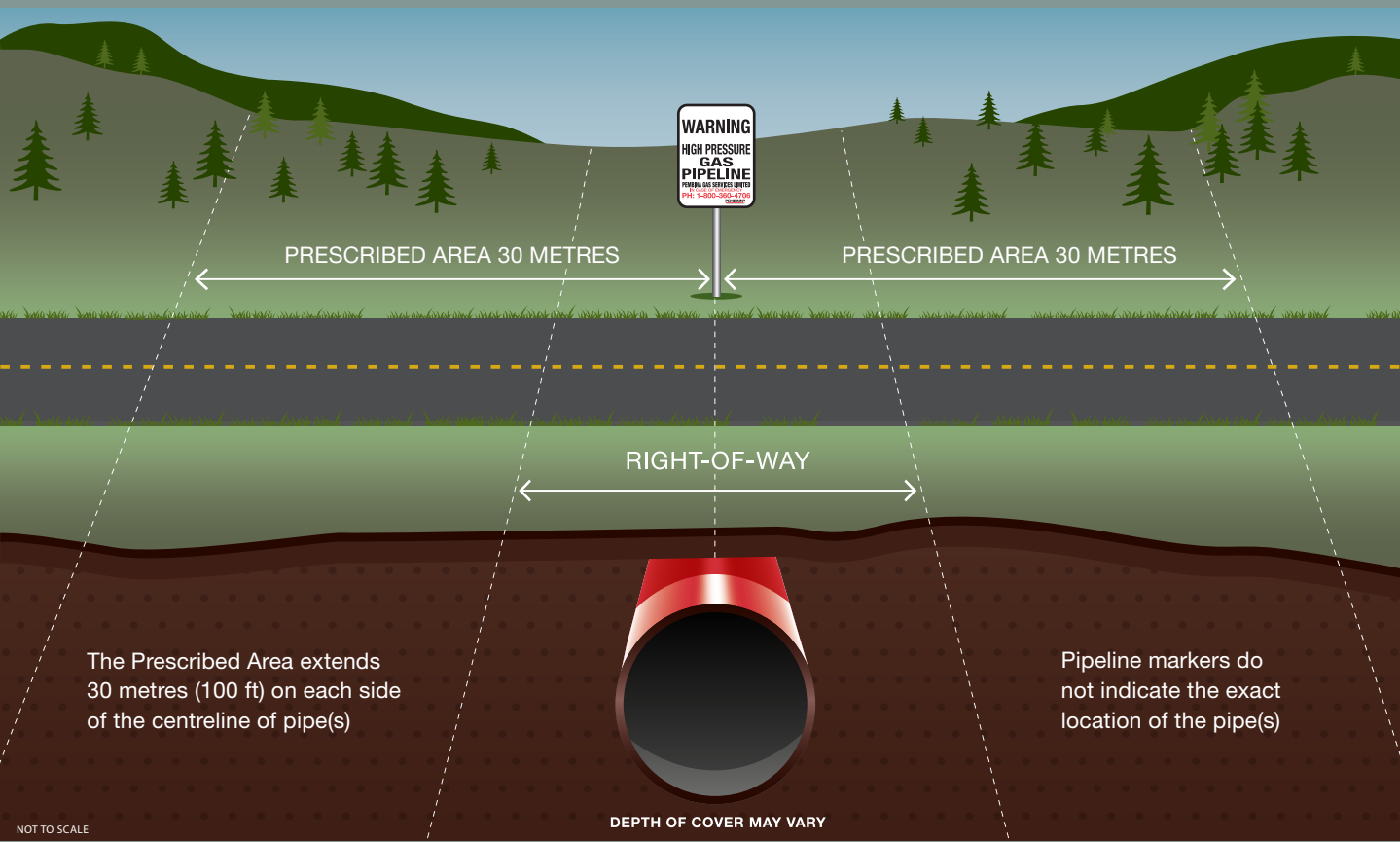
Pipelines are a safe and efficient means of transporting large quantities of crude oil, natural gas and natural gas liquids. Pembina's pipelines and facilities are designed, constructed, and operated in a safe and environmentally responsible manner.

Communities put their trust in Pembina and allow us to operate in their backyards.

We know that maintaining the integrity of our pipelines is essential to the health and safety of the communities in which we operate.

We conduct regular inspections, maintenance, and testing to confirm that our pipelines operate safely. We monitor the operating conditions of the pipeline through sensors 24/7/365 from our state-of-the-art control room, as well as conduct aerial and ground inspections to ensure our systems are operating safely.

Right-of-Way



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 often recognizable because they are clear of trees, buildings and other structures. The ROW enables Pembina employees and contractors to access the pipeline for operations, inspections, maintenance, testing, and in the rare event of an emergency.

Pipeline marker signs show the approximate location and not the exact location of the pipeline. Only a Pembina representative can identify the exact location of the pipe.

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.



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.

You can access the nearest One-Call Centre to make a locate request anywhere in Canada at: clickbeforeyoudig.com.

How to obtain a Crossing Agreement

A Crossing Agreement is written consent from Pembina stating you may proceed with your planned activity. This Agreement informs us of your activity and allows us to provide assistance to prevent incidents or damage to our pipelines.

Steps to obtain written approval from Pembina

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.



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.

How to prevent damage to Pembina's pipelines

Some of the biggest threats to pipeline safety come from activities happening in your community, each and every day. Unauthorized construction, development, encroachment and digging activities can cause serious damage to pipelines and put those near them at risk. 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 in the Prescribed Area / Controlled Area, 30 meters (100 feet) on either side of the pipeline
- Operation of a vehicle or mobile equipment across a ROW, outside the travelled portion of a highway or public road
- Any activity that the company deems may negatively impact the safety of the pipeline

What is a ground disturbance activity?

- Any activity that results in a disturbance of the earth to a depth greater than 30 centimetres (12 inches)
- Any activity that reduces the earth cover over any pipeline to less than the cover provided when the pipeline was installed
- Cultivation activity to a depth greater than 45 centimetres (18 inches) below the surface of the ground

Common ground disturbance activities include, but are not limited to:

- Agricultural ploughing or tilling below 30 centimeters (12 inches)
- Ground leveling
- Installing drainage tiles or a drainage system
- Tree planting
- Fence post installation
- Auguring

