



# Important Pipeline Safety Information for Public Officials

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You are receiving this brochure because we have identified you as a public official or community leader 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, important considerations for land use planning, and how you can help prevent damage to underground infrastructure in your community.



# Who is Pembina?

We are a leading North American transportation and midstream service provider. For 65 years, we have been 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. As the owner and operator of thousands of kilometres of pipelines, our highest priority is operating our assets safely and reliably to protect the people, communities and environment located nearby.

## 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

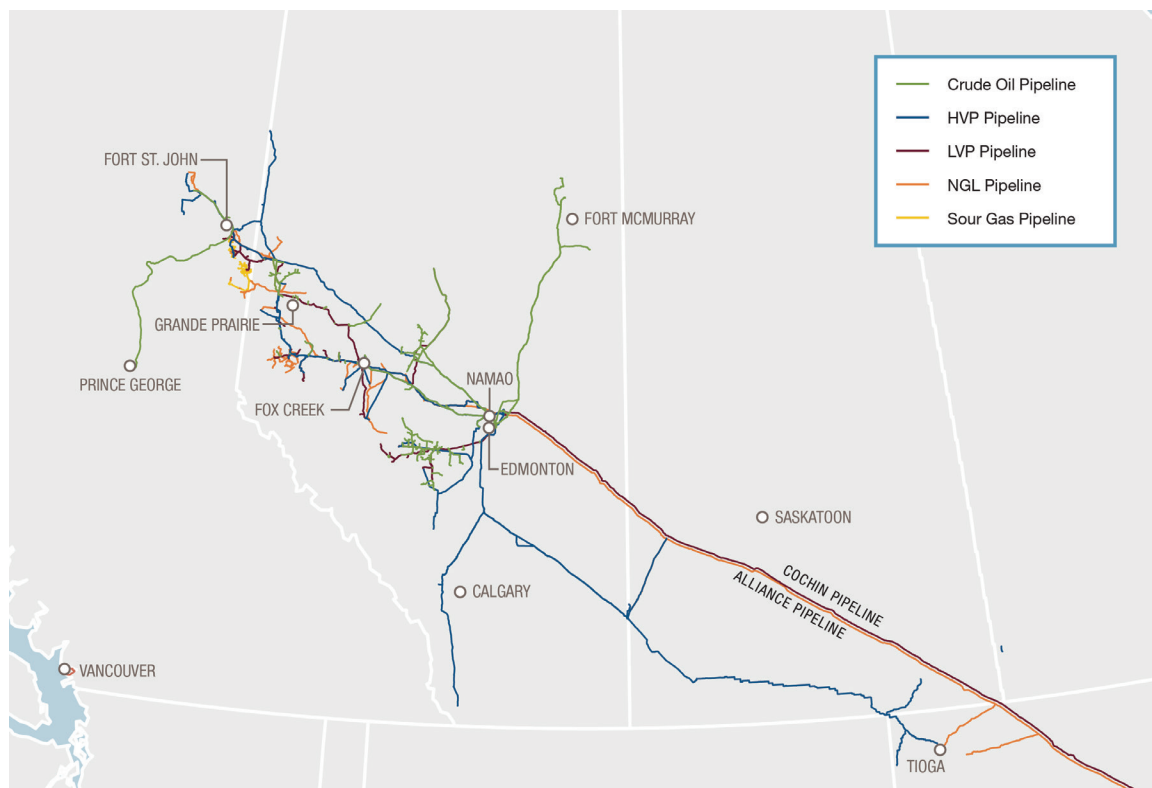
is essential to the health and safety of the communities where we operate. All our activities - from pipeline design, construction, testing, inspections, maintenance, operations and safety practices are subject to strict government regulations, which we continue to meet or exceed.

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

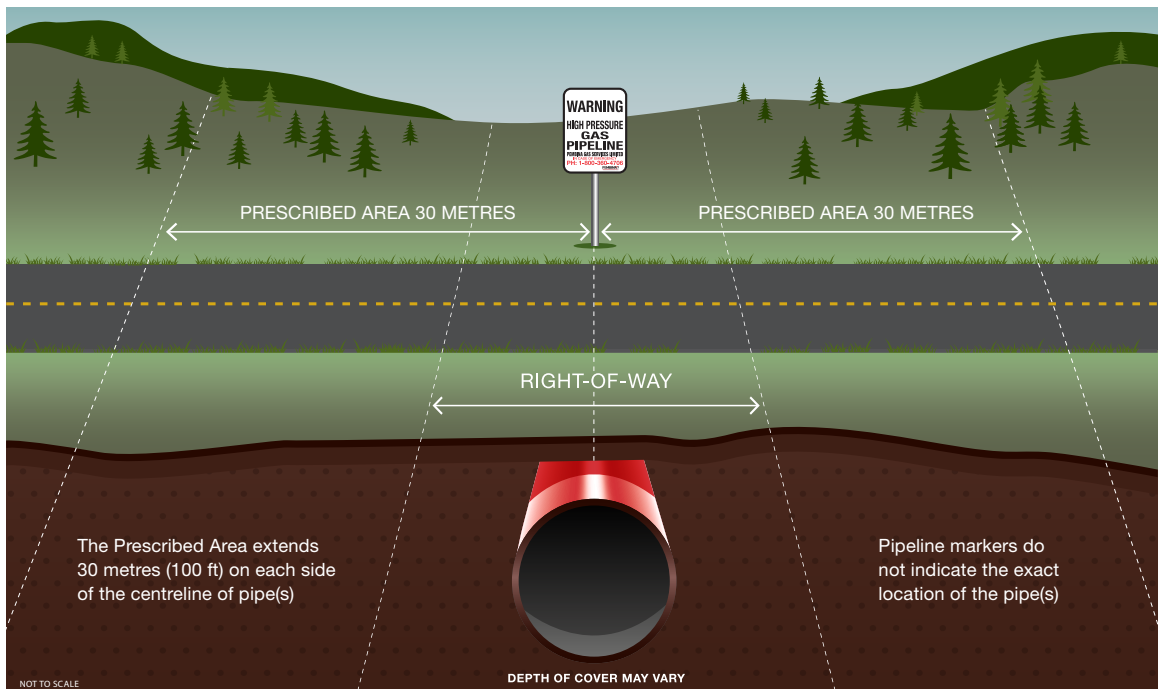
A pipeline right-of-way is the strip of land where the pipeline is located. The width of the right-of-way may vary depending on factors such as pipeline diameter or the number of pipelines in an area. The area extending 30 metres (100 feet) on either side of the pipeline is called the Prescribed Area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

Right-of-way 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 right-of-way 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 right-of-way. Note that more than one pipeline can share a right-of-way. 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 right-of-way, 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 & Right-of-Ways

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 right-of-way.

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 right-of-way 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 right-of-way or if you see individuals digging in those areas.

## Vehicle crossings

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

## 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 right-of-way 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 right-of-way 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 right-of-way)
- 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 right-of-way
- 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](mailto: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 right-of-way.
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.



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

The EMP 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 leak

### 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
- 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 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



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.



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please report it by calling 9-1-1 and Pembina's 24-hour emergency number above.

## Always click before you dig!

Some of the biggest threats to pipeline safety come from damage 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.



### British Columbia One Call

1-800-474-6886  
bc1c.ca



### Alberta One Call Corporation

1-800-242-3447  
albertaonecall.com



### Saskatchewan 1st Call

1-866-828-4888  
sask1stcall.com



### Manitoba 1 Call

mb1call.com



### Ontario 1 Call

1-800-400-2255  
ontarioonecall.ca

## How to contact us

If you have any questions, please connect with 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](mailto:community@pembina.com)

[www.pembina.com](http://www.pembina.com)