



# Important Information

## For Excavators, Contractors and Developers

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Please keep for future reference.



This brochure contains information for those carrying out ground disturbance activities near Pembina's pipelines. Excavators, contractors and developers play an important role in reducing the likelihood of damage to underground infrastructure.

Following the best practices outlined in this brochure and digging with CARE will ensure the safety of those conducting work on or near our pipelines, and those who live in the communities where we operate.

## Who is Pembina?

We are a leading North American transportation and midstream service provider. For more than 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.

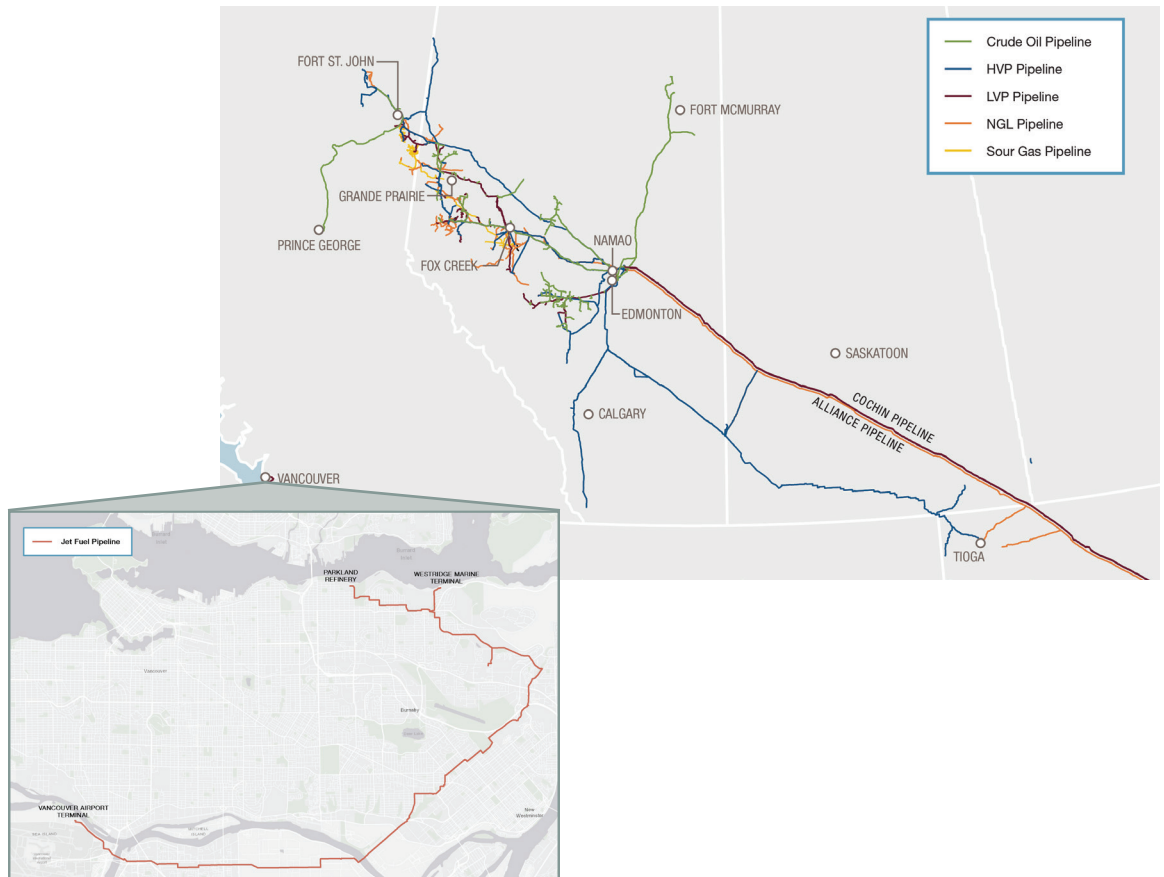
## About pipelines

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.

We know that maintaining the integrity of our pipelines is essential to the health and safety of the communities in which we operate. A commitment to safety is a shared responsibility between us and all our stakeholders, including the digging community.

## Our pipelines



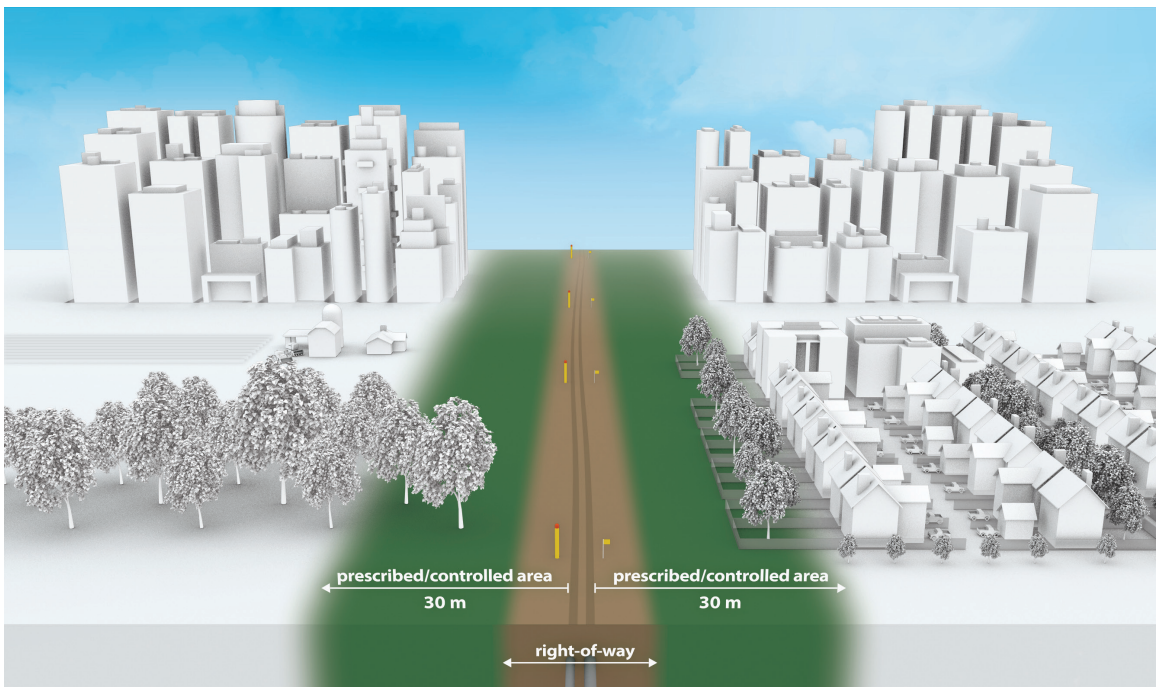


## Safety is our top priority

We conduct regular inspections, maintenance, and testing to confirm that our pipelines are operating safely. We monitor the operating conditions of the pipeline 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 the pipe 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.

## Right-of-Way



A pipeline right-of-way (ROW) is the strip of land where the pipeline is located, often recognizable because they are clear of trees, buildings and other structures. The area extending 30 meters (100 feet) on either side of the centerline of the pipeline is a safety zone (known as the Prescribed Area or Controlled Area).

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

Pipeline markers give important information such as the product shipped, the owner name, and emergency

contact information. Pipeline markers show the approximate location and not the exact location of the pipeline. ONLY a Pembina representative can identify the exact location of the pipeline.



# 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) within the Prescribed Area / Controlled Area or 30 meters (100 ft) on either side of the centerline of the pipeline
- Operation of a vehicle or mobile equipment across a ROW, 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

Always have a copy of your agreement onsite. It informs us of your activity and allows us to provide guidance to prevent incidents or damage to our pipelines.

## What is Ground Disturbance?

Ground Disturbance is any work, operation or activity that results in the disturbance of the earth. These activities include but are not limited to:

Tree planting	Auguring
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

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 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.

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## 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.

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## Dig with CARE

Before starting any work near the ROW, a locate request to your local One-Call Centre is required. The One-Call Center will notify owners of the buried infrastructure in the area who will send out a company representative to locate and mark the facilities using paint, flags or other marks. A Pembina representative may contact you to discuss your planned activities.

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### Click Before You Dig

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

[clickbeforeyoudig.com](http://clickbeforeyoudig.com).

### Allow Required Time for Marking

Three (3) business days across Canada except Ontario which is five (5) business days

### Respect the Marks

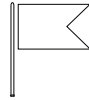
Lines are marked by flags, paint or other markers (normally yellow for pipelines)

### Excavate Carefully

Hand dig to determine exact location of a pipeline. A Pembina representative must be present.

## Know the Colour Code

The coloured flags or paint you will see once the lines have been located mark the location and type of underground utility:



**White** – proposed excavation



**Pink** – temporary survey markings



**Red** – electric power lines, cables, conduit and lighting cables



**Yellow** – gas, oil, steam, petroleum or gaseous material



**Orange** – communication, alarm or signal lines, cables or conduit



**Blue** – potable water



**Purple** – reclaimed water, irrigation, and slurry lines



**Green** – sewers and drain lines

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**Click  
Before  
YouDig**



## 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

## 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 first as soon as you are in a safe location
4. After you call 9-1-1, 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





## 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 9-1-1 first
- after you 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



**If you notice any unusual or suspicious activity on or near the ROW, please report it by calling 9-1-1 first, followed by Pembina's 24-hour emergency number 1-800-360-4706.**





## 24-hour Emergency Response Number: **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 first, followed by Pembina's 24-hour emergency number above.

## Click before you dig



### British Columbia One Call

1-800-474-6886  
bc1c.ca



### Utility Safety Partners (Alberta)

1-800-242-3447  
utilitypartners.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.

### Community Relations:

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

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

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**