

EMERGENCY DIAL 911

In case of an emergency, call toll-free 24 hours a day.
En cas d'urgence, appeler sans frais 24 heures par jour.

1-888-444-6677



Signs of a Natural Gas Pipeline Leak

Any one of the following could be a sign of a leak:

- Blowing or hissing sound
- Gaseous or "rotten egg" odor
- Flames, if a leak has ignited
- Dead or discolored vegetation in an otherwise green area
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Abnormal turbulence at the surface of streams, rivers or waterways

Hazards Associated with a Natural Gas Pipeline Leak or Rupture

- Dizziness or suffocation if leak occurs in a confined space
- Ignition/fire if ignition source is present during leak which may result in burns
- Potential explosion if the natural gas is mixed with air
- Projectiles ejected from the force of escaping gas

What to Do If You Suspect a Pipeline Leak

Your personal safety should be your first concern:

- Evacuate the area and try to prevent anyone from entering.
- Abandon any equipment being used in or near the area.
- Avoid any open flames.
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers and two-way radios).
- Do not start or turn off motor vehicles or electrical equipment.
- If you suspect natural gas has leaked into your house or office, evacuate immediately. Do not turn lights on or off, use the phone or do anything that could produce a spark.
- Call **911** from a safe location or contact your local fire department or law enforcement personnel.
- Notify Maritimes & Northeast Pipeline by calling the toll-free number (below) or the emergency number listed on the pipeline marker.
- Do not attempt to extinguish a natural gas fire.
- Do not attempt to operate any pipeline valves.

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Administrative Monetary Penalties

The National Energy Board (NEB) may assess Administrative Monetary Penalties (AMP) on companies or individuals when enforcement tools such as letters, orders, or voluntary commitments are not working to prevent unauthorized activity within the defined zone near pipelines. For more information about AMPs, visit NEB's website at www.neb-one.gc.ca or call them at 1-800-899-1265.

How to Contact Us

If you need general information or have a *non-emergency question*, please call us toll-free at **1-888-444-6677**.

- Call Before You Dig inquiries
 - for City of Saint John - **1-866-344-5463**
 - outside of Saint John - **1-888-444-6677**
- **Emergency – 911**
- Operations Centre – **1-888-462-4040**

For more information, visit www.mnpp.com



Pipeline Safety



You have received this brochure

because we have identified that you live or work near one of Maritimes & Northeast Pipeline's natural gas pipelines or related facilities. The brochure has been designed to provide you basic information regarding pipelines and how to recognize leaks and respond in the unlikely event of a pipeline emergency.

*For your safety, call **1-888-444-6677** (or **1-866-344-5463** within the City of Saint John) at least **three business days** before excavation, ground disturbances or any heavy equipment crossings within the pipeline easement or within 30 metres of the pipeline easement to allow us to mark our pipeline.*

1-888-444-6677 *In case of an emergency,
call toll-free 24 hours a day.*



Pipeline Safety – Call Before You Dig!

One of the leading causes of pipeline failure is damage resulting from nearby excavation or other ground disturbance or from crossings by heavy equipment. We watch for unauthorized activities but we're also asking for your help.

National Energy Board (NEB) regulations require that you call **1-888-444-6677** (or **1-866-344-5463** within the City of Saint John) a minimum of three business days before digging. This includes ground disturbances or any heavy equipment crossings within the pipeline easement or within 30 metres of the pipeline easement ("Safety Zone").

The call center will notify Maritimes & Northeast Pipeline so we can mark the underground facilities we operate in the area before your proposed activity takes place. Once these facilities are marked, you'll "know what's below" and can dig or cross safely.

What Maritimes & Northeast Pipeline Does If an Emergency Occurs

Maritimes & Northeast Pipeline facilities are designed to isolate pipeline segments in the unlikely event of an emergency. We have developed comprehensive Field Emergency Response and Crisis Management plans to ensure an effective response to pipeline emergencies. Our personnel are trained to work in cooperation with emergency responders to manage these events. For more information about Maritimes & Northeast Pipeline's emergency preparedness program in your area, contact us by calling **1-888-444-6677** or returning the enclosed card with your comments.

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Properties of Natural Gas

- **Lighter than Air** – 40 percent lighter than air.
- **Composition** – Mostly methane and small amounts of ethane.
- **Hazardous Material** – due to its flammability.
- **Flammable** – Approximately 5 -15 percent gas-to-air mix is the flammable range.
- **Odorless** – Natural gas is odorless in its natural state. The smell of rotten egg often associated with natural gas is normally due to an odorant that is added in some pipelines and distribution systems.
- **Combustion Products** – No significant harmful compounds result from natural gas combustion. However, incomplete combustion may produce carbon monoxide.
- **Ignition Temperature** – The ignition temperature is nearly 1,200° F / 649° C. Static electricity, pilot lights, matches, and sparks from telephones, electric motors and internal combustion engines can easily reach this temperature.
- **Asphixiant** – Natural gas can displace oxygen in an enclosed space, resulting in the potential for suffocation.
- **Non-Toxic**

Pipeline Location and Markers

Pipeline markers like these are used to indicate the approximate location of a natural gas pipeline and to provide contact information.

Patrol aircraft also use the markers to identify the pipeline route. Markers should never be removed or relocated by anyone other than a pipeline operator.

Maritimes & Northeast pipelines range in diameter from 2-inch to 30-inch. To find out where Maritimes & Northeast Pipeline operated pipelines are located in your area and what the diameters are, visit our website at: www.locator.mnpp.com, or contact a Maritimes & Northeast Pipeline representative at **1-888-444 6677**.

Pipeline maps and markers provide the general location of the pipeline, but are **NOT** an alternative to calling before excavating or crossing. If you plan to cross the pipeline or do some digging, always call before you dig or cross.



Maritimes & Northeast Pipeline Reliability

Maritimes & Northeast Pipeline operates more than 800 km of high-pressure natural gas transmission pipelines in eastern Canada.

We monitor our pipelines in many ways, including round-the-clock electronic monitoring, regular air and ground surveillance, and during routine operation and maintenance. In addition, Maritimes & Northeast Pipeline applies rigorous integrity management practices to all its facilities.

We work hard to maintain the integrity of our pipeline systems and keep them safe from security threats. We stay in touch with industry and government organizations to monitor potential threats and study new technologies that will help keep our facilities as safe and secure as possible.

For more information about Maritimes & Northeast Pipeline's integrity management program in your area, contact us by calling **1-888-444-6677** or returning the enclosed card with your comments.

Neighbours like you can help us to maintain a safe, secure and reliable pipeline system. *If you observe any unusual or suspicious activity near our pipeline facilities, or in the unlikely event an emergency occurs, please call us immediately using the toll-free emergency number shown at left.*

Emergency Planning Zone (EPZ)

The EPZ is the radial area from any point on the pipeline where emergency planning activities may have to occur in the event of an emergency. EPZs are dependent upon pipeline diameter and the operating pressure. Maritimes & Northeast Pipeline EPZs range from 100 to 800 m.

Damage Prevention Program

Maritimes & Northeast Pipeline maintains a **Damage Prevention Program** in accordance with NEB regulations. The purpose of this program is to prevent damage to the Maritimes & Northeast Pipeline pipeline facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, or backfilling. This program also covers the use of heavy equipment on the pipeline right of way or in the Safety Zone. This includes forestry equipment such as skidders and harvesters and construction equipment such as excavators.

For more information on what activities require authorization from the pipeline operator and how to obtain that permission, call **1-888-444-6677**.

