

# EMERGENCY DIAL 911

## Signs of a Natural Gas Pipeline Leak

Any 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 when 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 by calling the toll-free number listed in this brochure.
- Do not attempt to extinguish a natural gas fire.
- Do not attempt to operate any pipeline valves.

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



In case of an emergency, call toll-free 24 hours a day.

**1-888-444-6677**



## Damage Prevention Program

Maritimes & Northeast maintains a Damage Prevention Program in accordance with NEB regulations. The purpose of this program is to prevent damage to the Maritimes & Northeast 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**.

## 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](http://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](http://www.mnpp.com)

## Pipeline Safety



## You have received this brochure

because we have identified you as a supporting government agency official with responsibilities in the vicinity of Maritimes & Northeast Pipeline's natural gas pipelines or related facilities. This document provides important pipeline safety information, such as determining pipeline locations, planning developments, contacting the call center before excavating, and defining our encroachment requirements. Please share this information with others in your organization and post this brochure to your bulletin board.



# 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.

*Many people who perform excavation are unaware of the need to contact the call center or are unwilling to do so. If you're involved in development planning, permitting, worksite inspections or other areas that could result in excavation near pipelines, we request that you help to educate people on the need to contact the call center. It will help to keep the excavators and your community safe from a pipeline accident.*

## 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. For the location(s) and diameter(s) of Maritimes & Northeast pipelines located in your area, visit our website at: [www.locator.mnpp.com](http://www.locator.mnpp.com) or contact a Maritimes & Northeast 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.

## Acceptable Uses of the Pipeline Right-of-Way

Generally, no buildings or trees are allowed within the right-of-way, but roads and sidewalks are usually allowed to cross it. Shrubs and bushes less than 4 feet in height are allowed within the pipeline right-of-way, but Maritimes & Northeast does not normally pay for damages to such landscaping if it is incurred during maintenance or construction activities. Seasonal crops may be planted over the company's pipelines.

## Planning Development in the Vicinity of Transmission Pipelines

Planning for land development decisions in the vicinity of natural gas transmission pipelines should be based on risk-informed decisions. Please contact us directly to discuss your project details (**1-888-444-6677**).

## Maritimes & Northeast Pipeline and Encroachments

Maritimes & Northeast investigates encroachment by non-company individuals in the pipeline right-of-way. These include activities that have been reported by the encroaching party to the call center, and those activities that are discovered by the company through aerial and/or ground patrol that have not been reported to the call center.

Right-of-way encroachments include installation of such things as:

- Buildings/Mobile Homes
- Fences
- Utility Lines
- Pipelines
- Roads
- Trees

## What Maritimes & Northeast Does If an Emergency Occurs

Maritimes & Northeast facilities are designed to isolate pipeline segments in the unlikely event of an emergency. We have developed Field Emergency Response and Crisis Management plans to assure 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's emergency preparedness program in your area, contact us by calling **1-888-444-6677**.

## Maritimes & Northeast Pipeline Reliability

Maritimes & Northeast 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 routine maintenance inspection. In addition, Maritimes & Northeast 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's integrity management program in your area, contact us by calling **1-888-444-6677**.



## 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.

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