



What you need to know about

# LIVING AND WORKING NEAR OIL PIPELINES

Please review this brochure, keep it in case of emergency and share the information with any residents, workers, contractors or others who may reside or work on the property.

Want to request this brochure in another language or need additional copies?  
Contact us at [public.awareness@southbow.com](mailto:public.awareness@southbow.com).

Versión en español  
disponible por solicitud

Version française  
disponible sur demande

Deutsche Fassung auf  
Wunsch erhältlich

# WHY ARE YOU RECEIVING THIS BROCHURE?

You may live or work near a South Bow pipeline or pipeline facility. It's vital you are aware of:

- How South Bow works to keep people and communities safe
- How to recognize a pipeline in your area
- How to learn the location of pipelines before digging
- How to work safely near a pipeline
- How to recognize signs of a pipeline leak or report pipeline incidents
- What activities are permitted on a pipeline right-of-way
- How to request a crossing agreement or written consent for non-permitted activities

## For pipeline emergencies or to report suspicious activity on or near the pipeline:

1. Call 911 and law enforcement
2. Contact our emergency number at 1-866-920-0007

## Purpose of pipelines and pipeline facilities

Pipelines are the safest and most efficient way to transport the energy that we use every day. Our pipelines and facilities are held to the highest industry standards, which includes using the highest quality materials during construction and conducting strict maintenance on all our pipelines. This includes the facilities that help safely operate the pipeline, like pump stations and tank terminals.

**Pump stations** control the pressure and flow in pipelines to ensure they operate continuously and safely. The system is monitored remotely 24/7, with multiple safety measures and procedures in place to prevent or mitigate any potential incidents.

**Tank terminals** are interconnected storage tanks where oil is measured and collected until it's ready to be transported through the pipeline.

# WHAT DOES SOUTH BOW DO TO ENSURE PIPELINE SAFETY?

Our rigorous pipeline maintenance program ensures our systems run safely with:

- **24/7 monitoring**
- **Pipeline in-line inspections that identify the smallest issues/defects for repair**
- **Regular patrols of the right-of-way**
- **Shut-down valves in case of potential release**
- **Corrosion prevention technology**
- **Hydrostatic testing**
- **Investigative digs**
- **Ground surveys**

South Bow invests millions every year in research and development to improve and enhance our pipeline safety. Our employees are trained to meet all mandated federal requirements for Pipeline Operator Qualifications in the U.S. and Canada.

In accordance with federal regulations, some segments along South Bow's pipelines have been designated as High Consequence Areas (HCAs) where extra precautions are taken, known as Integrity Management Programs (IMPs).

For information regarding these measures, contact South Bow at [public.awareness@southbow.com](mailto:public.awareness@southbow.com).





## HOW DO I RECOGNIZE A PIPELINE IN THE AREA?

The general location of pipelines can be determined by two things: a **pipeline right-of-way (ROW)** and **pipeline markers**.

### What is a right-of-way

- A pipeline ROW is the land for which a company has obtained the right to construct and operate a pipeline, and can usually be identified as a strip of land cleared of structures or trees and marked by pipeline markers at key points and intervals.
- The ROW must be kept clear of fences, buildings, trees or any other type of structure. These or other obstacles could damage the pipeline, cause long-term risks, or impede critical access, maintenance, repairs, patrols or emergency response.
- A ROW is usually 15 meters (50 feet) wide, however ROW widths may vary at different locations depending on several factors such as terrain features or parallel ROW's.
- In Canada there is a 30 meter prescribed area on each side of the pipeline where activities are restricted. The U.S. also has restrictions on certain activities in the vicinity of the pipeline and the pipeline ROW.

Contact [crossings@southbow.com](mailto:crossings@southbow.com) to learn more about the restrictions in your area, and how to apply for permission to conduct restricted activities.

### What is a pipeline marker?



WARNING SIGN



LINE MARKER



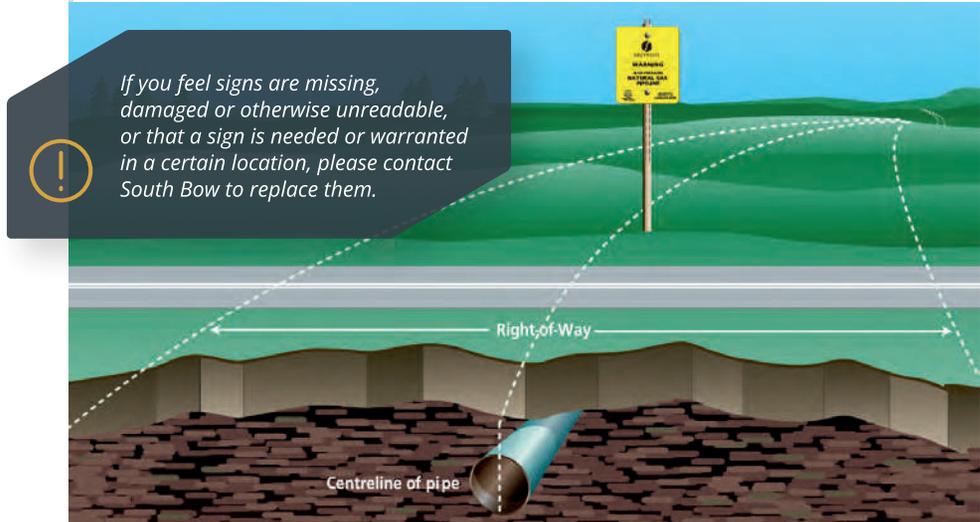
VENT MARKER



AERIAL MARKER

- Visible on a ROW and at highway, waterway and railway crossings.
- Contain the pipeline operator's emergency number and information on pipeline contents.
- Show only approximate location of the pipeline, and does not indicate depth. Pipelines may travel in a curved path.
- Do not determine where it is safe to dig. Only a South Bow representative can provide accurate location information.

**IT IS AGAINST THE LAW TO WILLFULLY DEFACE, DAMAGE, REMOVE OR DESTROY A PIPELINE SIGN**



## PREVENT AN INCIDENT, BEFORE IT HAPPENS

### Make a One-Call—it's free

#### 1. Plan your dig

- Identify where and when you plan to dig.
- Most states require at least 2 business days notice, and usually 3 days in Canadian provinces.

#### 2. Contact your local One-Call Service

- **In the U.S.:** Dial **811** or visit [call811.com](http://call811.com).
- **In Canada:** Visit [clickbeforeyoudig.com](http://clickbeforeyoudig.com) to find your provincial service, or use the contact information on the next page.

#### 3. Provide necessary information

- Location (check your local One-Call for preferred location format, ie. GPS coordinates).
- Type of work (e.g., fencing, landscaping, construction).
- Planned start date and time.

#### 4. Wait for utility markings

- The One-Call centre will notify facility owners in your area, who will send representatives to mark their facilities with flags, paint or other marks.

*Even if utilities have been marked, a South Bow representative must be present anytime you are excavating on a South Bow right-of-way.*



#### 5. Dig with caution

- Follow any special instructions from utility providers.
- Use hand tools when digging near marked lines.

#### 6. Report any damage immediately

- If you hit a pipeline, stop work and call the utility provider to ensure the pipe integrity hasn't been compromised. **Do not cover or fill in the excavation.**
- If you suspect a leak, evacuate and call **911**.
- See page 10 for more information on responding to a leak.

**Notifying the One-Call service before you dig is required by law in both the U.S. and Canada. It's free and can prevent costly accidents, injuries or even death.**

## What do the utility marking colours mean?

When you request a locate, coloured flags and/or paint are used to 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 MATERIALS

ORANGE | COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT

BLUE | POTABLE WATER

PURPLE | RECLAIMED WATER, IRRIGATION AND SLURRY LINES

GREEN | SEWERS AND DRAIN LINES

## TO MAKE A LOCATE REQUEST:

### Canada

Visit [ClickBeforeYouDig.com](http://ClickBeforeYouDig.com) or contact:

#### Alberta

☎ .....1-800-242-3447

🌐 .....[utilityssafety.ca](http://utilityssafety.ca)

#### Saskatchewan

☎ .....1-800-828-4888

🌐 .....[sask1stcall.com](http://sask1stcall.com)

#### Manitoba

☎ .....1-800-940-3447

🌐 .....[clickbeforeyoudigmb.com](http://clickbeforeyoudigmb.com)

### United States

Call 811

Visit [Call811.com](http://Call811.com)

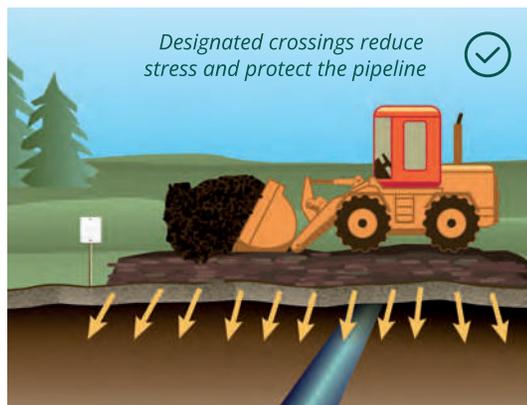
**ClickBefore  
YouDig.com**

**811** Know what's below.  
Call 811 before you dig.

## What if I need to use the right-of-way?

Activities that qualify as standard farming practices may be allowed, as defined on the next page. Any work or activity identified as a "crossing" or "encroachment" may need approval from the pipeline operator first.

A crossing or encroachment is a temporary or permanent structure across, on, along or under a facility or pipeline right-of-way. A crossing can also mean equipment or machinery crossing over the pipeline right-of-way or facility site. These activities need prior notice so that the pipeline operator can understand what work will be done, the risks and what measures need to be taken to ensure the job is completed safely.



If your work does not fall under farming practices listed on the next page, and will be conducted on the ROW, please contact us by phone at 1-888-229-6788, by email at [crossings@southbow.com](mailto:crossings@southbow.com), or visit the crossings portal on our website at [southbow.com/crossings](http://southbow.com/crossings) or scan the QR code below.

### INFORMATION REQUIRED

- Proposed activity
- Location (GPS coordinates)
- Equipment make and model being used
- Proposed date(s) of work
- Axle load (weight)
- Your name, email and phone number



SCAN TO ACCESS THE CROSSING PORTAL

## Agricultural Activities

Any activity that involves the removal of soil from the right-of-way requires written consent. Outlined below are some situations in which your work does not require permission.

- Cultivation to a depth of less than 18" or 45 cm
- An activity to a depth of less than 12" or 30 cm provided that it does not result in the reduction of earth cover over the pipeline
- Farm vehicles and equipment used to grow crops or raise livestock as long as their loaded axle weight and tire pressure are within the manufacturer's approved limits

### Examples of activities that REQUIRE consent:

- Reducing or adding soil cover
- Ground leveling
- Trenching
- Drain tile installation
- Stockpiling / storage / parking
- Fence installation / landscaping
- Clearing / brushing / grubbing
- Ditching / drainage clean out
- Tree planting / stump removal
- Asphalt / driveway work

### Examples of activities that DO NOT require consent\*:

- Plowing
- Disking
- Seeding
- Baling
- Fertilizing
- Cultivating
- Planting
- Harvesting

**\*ACTIVITIES LISTED MUST BE LESS THAN 18" OR 45 CM DEEP, OR ELSE THEY REQUIRE CONSENT**

# WHAT DO I DO IF I STRIKE A PIPELINE OR SUSPECT A LEAK?

A strike is any contact with a pipeline via mechanical equipment (e.g. backhoe) or hand tools (e.g. shovel).

If you strike a pipeline, witness any leak signs or any other unusual sights/sounds/smells near a pipeline, follow these steps:

- 1 Stop all excavation and construction.** Shut off all machinery if safe to do so and move away from the area on foot – warn others to do the same.
- 2 Do not attempt to repair the pipe or operate any valves.**
- 3 Call '911' as soon as you are in a safe location.** Describe the situation and any injuries, leaking product or fire.
- 4 Call South Bow at 1-866-920-0007 and explain the incident.** This number is available on all pipeline marker signs.
- 5 Stop your project until authorized by South Bow.**



If you cause or witness even minor damage to a pipeline or its coating, notify South Bow immediately. A gouge, scrape, dent or crease requires an inspection and possible repairs to keep people and the surrounding area safe.

**NEVER COVER A STRUCK OR DAMAGED PIPELINE**

## Pipeline Incident Response

South Bow's state-of-the-art leak detection systems, elevated safety features and specially trained staff ensure leaks are quickly caught and addressed.

In the rare case of an incident, South Bow will work with emergency response officials and:

- **Shutting down the affected pipeline if necessary**
- **Isolate the impacted section**
- **Dispatch emergency personnel to the incident**

With operations across Canada and U.S., all required employees are trained in pipeline safety and emergency response. South Bow will not restart the pipeline until the issue has been addressed, it is safe to do so and approved by regulators.



*South Bow's emergency response planning goes above and beyond the standard regulatory requirements for emergency response.*



## CONSEQUENCES OF UNSAFE DIGGING AND OTHER UNAUTHORIZED ACTIVITIES

Unauthorized excavations or other unsafe activities can have consequences for those conducting the work, and can negatively impact the greater community. Even crossing a pipeline right-of-way can require written consent from South Bow.

South Bow is required to inform regulatory bodies of any unauthorized activities, so it's important to always contact us before conducting any work on the right-of-way.



*Risk of serious injuries and death.*



*Interrupted services such as electricity, gas and water.*



*Fines and repair costs to fix the underground utility line(s).*

Aside from planning to dig or conduct work near a pipeline, these other situations could also require contacting the pipeline operator:

- In the event of a pipeline emergency.
- If an emergency situation requires you to access or cross a pipeline right-of-way through means other than a road, driveway or similar approved crossing.
- If you witness unauthorized activity on a pipeline right-of-way. Examples include any of the following on a right-of-way:
  - digging or excavating
  - operating heavy equipment
  - driving vehicles or equipment
  - an accident or overturned vehicle in the ditch near a pipeline marker dirt piles or construction overtop
  - fires or flooding

If you see any of the above situations on a right-of-way, please contact the pipeline operator. You can find contact information and written consent application information at the back of this brochure.

You can also use the One-Call contact information on page 7 of this brochure if you need to make an emergency utility location request on short notice.

## HOW CAN I RECOGNIZE A CRUDE OIL PIPELINE LEAK

Although it's rare, it is important to know the signs:



### YOU MIGHT SEE:

- Amber/black liquid which can display as a black patch or pool on the ground.
- A rainbow sheen or black liquid on top of water.
- Dead or dying vegetation on/near the right-of-way in an area that is usually green.
- Stained or melted snow/ice over the pipeline area.



### YOU MIGHT SMELL:

- A slight smell similar to "rotten egg", gasoline, tar or "skunk-like" odor.



### YOU MIGHT HEAR:

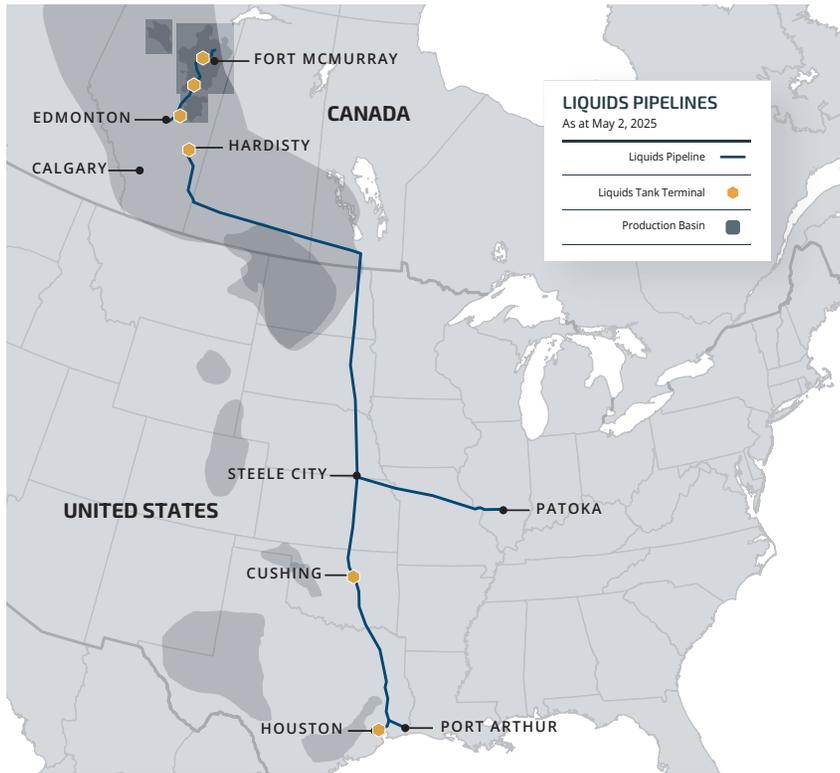
- A roaring, hissing or whistling noise.

## Hazards of an oil pipeline rupture

- Crude oil may be flammable and explosive under certain conditions
- Dizziness or suffocation can occur if the vapors, which are heavier than air, displace oxygen in an enclosed area or occur in high concentrations
- Vapors may contain hydrogen sulfide (H<sub>2</sub>S), which is a toxic gas that can irritate your eyes, skin and lungs, and can be deadly

Since the product in the pipeline can vary in makeup, the specific Safety Data Sheet for the product in question will be provided in the event of an emergency.

## Map of South Bow Assets



## Who regulates South Bow pipelines?

Depending on location, South Bow pipelines may be regulated by the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration (PHMSA), the Canada Energy Regulator (CER) or provincial regulatory bodies. The organization regulating the activity may issue fines or penalties for non-compliance. A South Bow representative **MUST** be present for any work conducted on the pipeline right-of-way.



PHMSA (U.S.)

SCAN THE QR CODE TO  
SEE **PHMSA** OR **CER**  
REGULATED PIPELINES  
IN YOUR COUNTRY



CER (CANADA)

*South Bow respects your privacy. To find out more about South Bow's commitment to privacy and protecting your personal information, please see [southbow.com/privacy](https://southbow.com/privacy).*

## CONTACT INFORMATION

### General Inquiries:

Public Awareness

☎ 1-866-650-1110

✉ [public.awareness@southbow.com](mailto:public.awareness@southbow.com)

### Landowners

☎ 1-877-999-0944

✉ [land@southbow.com](mailto:land@southbow.com)

### Crossing Requests

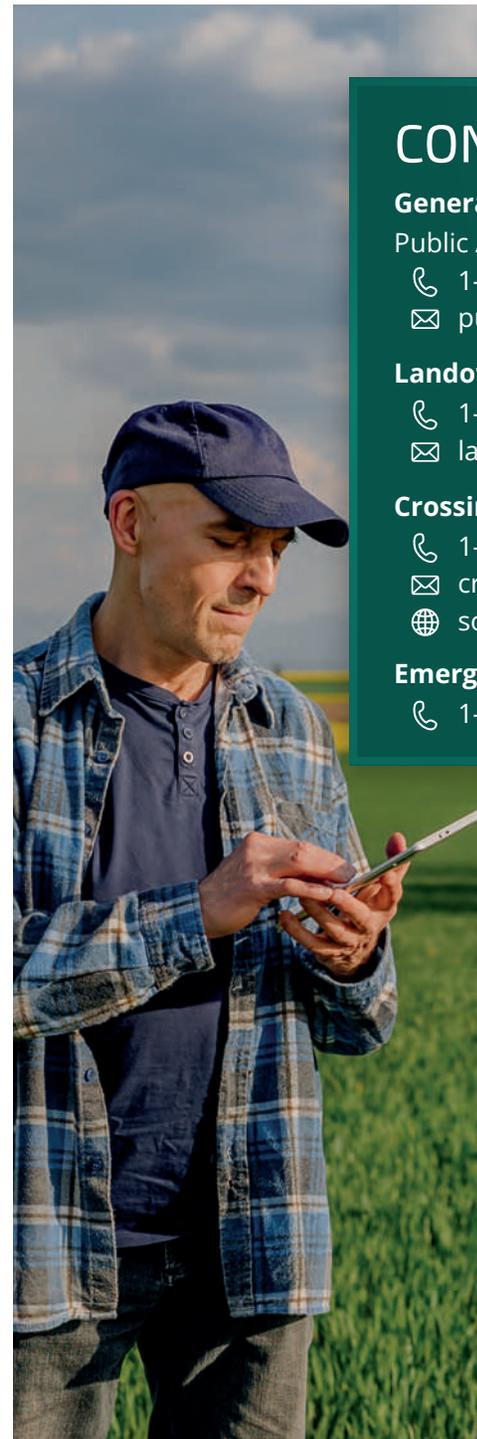
☎ 1-888-229-6788 or

✉ [crossings@southbow.com](mailto:crossings@southbow.com)

🌐 [southbow.com/crossings](https://southbow.com/crossings)

### Emergency number

☎ 1-866-920-0007



SCAN HERE TO VISIT OUR  
SAFE DIGGING WEBSITE



THINK YOU KNOW PIPELINE SAFETY?  
COMPLETE A SHORT SURVEY  
FOR A CHANCE TO WIN A  
PREMIUM YETI OUTDOOR PACK



**IMPORTANT SAFETY INFORMATION  
RELATED TO NEARBY PIPELINE  
INFRASTRUCTURE**

PLEASE REVIEW FOR YOUR SAFETY.

