



COMMUNITIES AND DEVELOPMENT NEAR PIPELINES

What you need to know about crude oil pipelines

Please review this brochure, keep it in case of emergency, and share the information with workers, developers or others who work may affect, or be affected by, the presence of pipelines.

Want to request this brochure in another language or need additional copies?
Contact us at 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?

This brochure covers important pipeline safety information for public officials involved in municipal development, planning and emergency response, including:

- How to recognize the signs of a pipeline leak
- How to respond to a pipeline leak or incident
- How to contact South Bow in an emergency or for more information
- How to determine the approximate location of pipelines
- Information about pipelines and crude oil
- How South Bow works with municipalities to ensure safe development and expansion of the community

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 the pipeline 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.

WORKING WITH COMMUNITIES AND DEVELOPERS

Safety is our top priority at South Bow. We rely on employees, stakeholders and rightsholders to work responsibly near pipelines to ensure a continued safe and secure crude oil supply to North America's highest demand markets. We regularly communicate important pipeline safety information to stakeholders through our Public Awareness program.

Part of our safety practices include monitoring changes in land use near our pipeline facilities. This can involve meetings with landowners, municipal decision makers, administrative staff and land use planners.

Contact us at public.awareness@southbow.com for more information about coordinating around land use change or development.

Approvals for working around South Bow's Facilities

To make sure our pipelines and facilities operate safely, you may require approval from South Bow before doing any of the following activities:

- Constructing or installing a facility across, on, along or under a South Bow pipeline right-of-way
- Disturbing the ground within 30 metres or 100 feet of the pipeline's centreline
- Driving a vehicle, machinery or other equipment across a South Bow right-of-way, unless it is inside the travelled portion of a highway or public road
- Using any explosives within 300 metres or 1000 feet of South Bow's pipeline right-of-way
- Storing anything within 30 metres or 100 feet of the pipeline's centreline



Do you need a Crossing Agreement?

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.

We're here to help. If your activity or project might require a crossing agreement, please contact us by phone at 1-888-229-6788, by email at crossings@southbow.com, or visit our crossings portal at southbow.com/crossings or scan the QR code.



SCAN TO ACCESS THE
CROSSING PORTAL

THE FOLLOWING ARE EXAMPLES OF GROUND DISTURBANCES THAT MAY REQUIRE A CROSSING AGREEMENT:

- Digging
- Trenching
- Boring / drilling / pushing
- Topsoil stripping
- Ploughing to install underground infrastructure
- Cleaning and stump removal
- Blasting / using explosives
- Grinding and milling asphalt / concrete
- Driving fence posts, bar, rods, pins, anchors, or pilings
- Excavating
- Tunneling
- Augering
- Land levelling/grading
- Tree or shrub planting
- Subsoiling
- Quarrying
- Seismic exploration
- In-ground swimming pools

Mobile equipment and vehicle crossings

Operating mobile equipment or vehicles across a South Bow right-of-way requires South Bow's written consent except in the following cases:

- The mobile equipment or vehicle is operating within the travelled portion of a highway or public road across the right-of-way
- The vehicle or mobile equipment is being used to perform an agricultural activity, and the following conditions are being met:
 - 1 The loaded axle weight and tire pressures of the vehicle is being operated within the manufacturer's approved limits and operating guidelines; and
 - 2 The location of the crossing has not been identified by South Bow as a location where a crossing could impair the pipeline's safety or security

Development on or near the right-of-way

It's important for municipal authorities, developers and landowners to consult with South Bow early in the planning stage of a development project on or near a ROW. This helps ensure our pipelines and facilities are included in the plan, and that new developments near our facilities meet both regulatory and South Bow's requirements.

Please contact South Bow early if:

- Planning development within 750 metres (2,500 feet) of pump stations to determine impacts and recommended mitigation to protect development and residents from industrial impacts.
- Your development may increase the population density within 200 metres (600 feet) of a pipeline. Population can impact pipeline operating requirements and failing to consult early may cause major delays and extra costs due to regulatory requirements.

Development tip: Municipalities often use minimum setback distances to restrict development near specific infrastructure as a means to minimize risk of damage to buried infrastructure. Contact your local authority and South Bow to determine if these exist in your area.

Take the following into consideration when planning a development project:

Subdivisions - Contact South Bow early in the design process so that we can comment on the proposed subdivision plans. We require that our right-of-way be used as a passive green space or as part of a linear park system. Permanent structures on the right-of-way are not allowed.

Roads and Utilities - Contact South Bow when designing roads and utilities. Roads may be allowed to cross and/or run parallel to the right-of-way, but no portion of a road allowance can be located on the right-of-way (apart from approved road crossings). South Bow will also review the location of utilities, which are often proposed to be installed within road allowances.

Blasting - Contact South Bow before conducting any blasting activities within 300 metres (1000 ft) of the pipeline right-of-way so we can review your plans for potential impacts to our facilities.

Landscaping - Contact South Bow for written consent before landscaping. Projects like pedestrian pathways and planting trees and shrubs may be allowed as long as they do not block South Bow's access along the right-of-way for operational or maintenance activities. Our written consent will specify the allowed landscaping requirements.

For detailed guidelines about applying for written consent from South Bow, email crossings@southbow.com or call 1-888-229-6788. We can also provide a copy of the guidelines upon request.

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.
- **In Canada:** Visit 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.

Know what utility markings mean

When you request a locate, colored 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 or contact:

Alberta

☎1-800-242-3447

🌐utilitiesafety.ca

Saskatchewan

☎1-800-828-4888

🌐sask1stcall.com

Manitoba

☎1-800-940-3447

🌐clickbeforeyoudigmb.com

United States

Call 811

Visit Call811.com

**ClickBefore
YouDig.com**

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



RECOGNIZING A PIPELINE IN YOUR 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 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



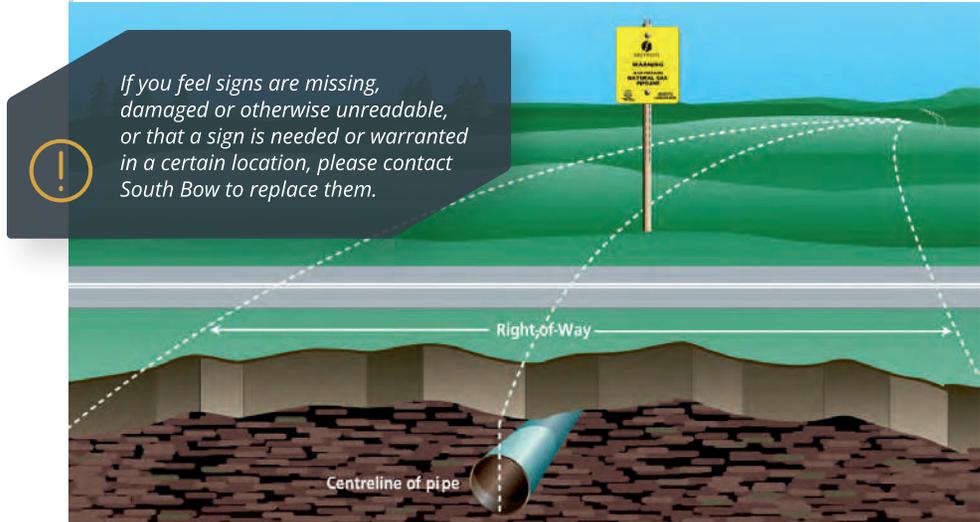
VENT MARKER



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



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 (H₂S), which is a toxic gas that can irritate your eyes, skin and lungs, and can be deadly

Important information about crude oil

Crude oil is a liquid mixture of naturally occurring petroleum hydrocarbons. It is amber to black in colour depending on the source and can have a rotten egg, gasoline, tar or skunk-like odor.

Crude oil vapors are dangerous because they can catch fire or even explode. These vapors are heavier than air, so they tend to stay close to the ground and can spread out in low areas. They can be sparked by things like cell phones, radios or vehicles and might have hydrogen sulfide (H₂S) in it, which is an extremely toxic gas. Breathing it in or coming into contact with H₂S 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.

South Bow's response to a pipeline incident

A pipeline incident could involve an uncontrolled or unplanned release of oil from the pipeline system. South Bow's state-of-the-art leak detection systems, elevated safety features and specially trained staff ensure that leaks will be quickly caught and addressed.

In the rare case of an incident, South Bow will work with emergency response officials to ensure everyone knows how to respond to the incident and the related safety issues. South Bow will immediately respond by:

- **Shutting down the affected pipeline if necessary**
- **Isolating the impacted section of the pipeline through either automatic valve shutoff or manual valve operation**
- **Dispatching emergency personnel to the location of the incident**

South Bow's operations extend across Canada and the US with offices in various communities. Each region has qualified employees trained in pipeline safety and emergency response to ensure that our facilities run safely and efficiently. South Bow will not restart the pipeline until the issue has been addressed and it is safe to do so, with the approval of industry regulators.

South Bow conducts a rigorous pipeline maintenance program to ensure that our systems run safely. This includes but is not limited to:

- 24/7 monitoring of our facilities
- In-line inspections of pipelines that can identify the smallest of issues or defects for repair
- Regular patrols of the right-of-way
- Multiple shut-down valves to isolate and limit potential releases
- Cathodic protection to prevent corrosion
- Hydrostatic testing
- Investigative digs
- Ground surveys

In addition to this, South Bow invests millions every year in research and development to improve and enhance the safety of our pipelines, including smart drone patrolling, fiber optic monitoring, greenhouse gas reduction and environmental sustainability. South Bow's 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.



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

Map of South Bow Assets



Regulatory Information

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 (USA)

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.

CONTACT INFORMATION

General Inquiries:

Public Awareness

☎ 1-866-650-1110

✉ public.awareness@southbow.com

Landowners

☎ 1-877-999-0944

✉ land@southbow.com

Crossing Requests

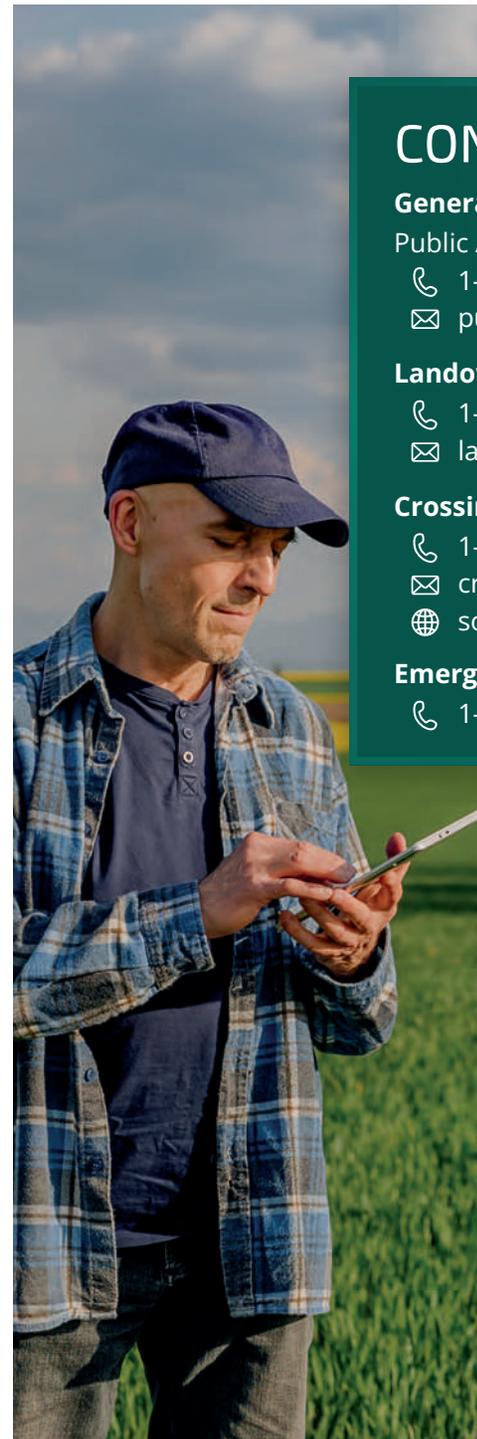
☎ 1-888-229-6788 or

✉ crossings@southbow.com

🌐 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.

