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 Houston, TX 77079  
 Public Awareness: 1-888-293-7867  
 Email: uspublicawareness@enbridge.com  
 Website: www.enbridge.com

Life takes energy: to heat our homes, to feed our families, to fuel our vehicles. Enbridge connects people to the energy they need to help fuel their quality of life.

In the United States alone, more than two million miles of pipelines deliver petroleum and natural gas products. Every year, Enbridge invests in the latest technology and training to meet the high environmental and safety standards our neighbors expect, and to keep pipelines the safest, most efficient and most reliable way to move energy resources.

**Call or click before you dig**

**811** and **ClickBeforeYouDig.com** are free services designed to keep you safe when digging. Calling or clicking is always the safest option anytime you are moving dirt. At least two to three business days before your project (depending on state law), simply call 811 or visit **www.ClickBeforeYouDig.com** with important details about your work, including:

- The type of work you'll be doing and a description of the area
- The date and time your project will begin
- Your worksite's address, the road on which it's located and the nearest intersection
- Driving directions or GPS coordinates
- Within two to three business days, professional locators will mark underground utility lines—including pipelines (marked with yellow flags or paint)—so you can work around them, saving yourself from possible injury or property damage.

**Emergency responder education program**

Enbridge offers a free online education program to provide public safety and local public officials with the information needed to safely and effectively respond to a pipeline emergency. This program focuses on information specific to the disciplines of firefighting, law enforcement, 9-1-1 dispatch, emergency medical services, emergency management and local government. Additionally, course completion may count for state-level continuing education (CE) credits. Register for the training at **www.mypipelinetraining.com**.

**Pipeline location and markers**

All pipeline markers provide the name of the pipeline operator, product being transported and a telephone number for reporting pipeline emergencies. These markers should never be used as a reference for a pipeline's exact location. You can also find out where other companies' pipelines are in your area by going to the National Pipeline Mapping System website at **https://www.npms.phmsa.dot.gov**.



**EMERGENCY CONTACT:  
1-800-231-7794**

<b>PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:</b>		
Natural Gas	1971	115

**NEW HAMPSHIRE  
COUNTIES OF OPERATION:**

Rockingham

**MAINE  
COUNTIES OF OPERATION:**

Androscoggin	Penobscot
Cumberland	Sagadahoc
Hancock	Waldo
Kennebec	Washington
Knox	York
Lincoln	

**MASSACHUSETTS  
COUNTIES OF OPERATION:**

Essex	Middlesex
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*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

**What if there is an emergency?**

Enbridge facilities are designed to be quickly isolated with block valves for rapid containment in the event of an emergency. We have pre-arranged plans with local emergency personnel and periodically conduct emergency drills with these groups.

**Incident Command System**

Enbridge utilizes the Incident Command System (ICS) for managing a response to an emergency.

The ICS organizational structure is designed to coordinate with other responding agencies and to include those agencies inside a unified Command Post for a coordinated response.

**In the event of an emergency**

1. Abandon any equipment being used in or near the area, moving upwind of the product release

2. Warn others to stay away

3. **If emergency services have not been notified, call 911 and then call the 24-hour pipeline emergency number for your area**

4. Follow instructions given to you by local emergency responders and Enbridge

**Actions Specific to Emergency Officials**

1. Secure the site and determine a plan to evacuate or shelter in place.
2. Monitor for hazardous atmospheres
3. Control and redirect traffic as needed
4. Provide immediate access to Enbridge Pipeline representatives
5. Implement your local emergency plan