Responding to a Pipeline Emergency
Important Safety Information for Emergency Responders

Kinder Morgan Canada (KMC), operates the Trans Mountain, Trans Mountain Jet Fuel and Puget Sound Pipeline systems. You are receiving this information because you have been identified as an emergency response individual or organization that would respond in the unlikely event of a pipeline emergency. Your safety is important to us. This brochure outlines some basic safety considerations if you are ever called upon to respond to a pipeline emergency. Please take a moment to read this brochure and share it with your colleagues.

Regulations

The Trans Mountain Pipeline is regulated federally by the National Energy Board, the Trans Mountain Jet Fuel Pipeline is regulated provincially by the BC Oil and Gas Commission and the Trans Mountain Puget Sound Pipeline is regulated by the US Department of Transportation Pipeline and Hazardous Materials Safety Administration. Any individual or organization bringing heavy or mobile equipment onto our right-of-way must adhere to all applicable regulations.

You can find more information on the regulator websites:

- National Energy Board: [neb-one.gc.ca](http://neb-one.gc.ca)
- BC Oil and Gas Commission: [bcogc.ca](http://bcogc.ca)
Products Shipped

The Trans Mountain Pipeline ships a variety of petroleum products: heavy crude, light crude, refined petroleum products and synthetic crude from Edmonton, Alberta to Burnaby, British Columbia and into Whatcom and Skagit Counties in Washington State.

The Trans Mountain Jet Fuel Pipeline system transports jet fuel from the Trans Mountain Westridge Marine Terminal, Chevron refinery and Burnaby-area distribution facilities to the Vancouver International Airport.

Commitment to Safety

Our ongoing safety program is designed to ensure maximum pipeline safety and reliability, safety of the public, and protection of the environment. We employ some of the industry’s most rigorous safety standards to maintain and enhance the long-term integrity of the pipeline through regular inspection, maintenance and repair.
Pipeline Markers

One of the ways we indicate the presence of a pipeline in the area is with pipeline markers. Pipeline markers are strategically placed along the right-of-way and provide important safety information such as the type of product carried, the local One Call number, and our 24-Hour Emergency Notification Line.

Although markers identify that a pipeline is in the area, they do not give the exact location or depth – only a qualified KMC representative can do so.

Call or Click Before You Dig

Our pipeline infrastructure and right-of-way must be treated with caution when crossed by heavy vehicles or mobile equipment outside of established roadways. Before bringing any equipment on the right-of-way, please contact your local One Call centre.
Emergency Response Training and ICS

We actively use the Incident Command System (ICS) to manage incidents. ICS outlines clear roles and responsibilities with respect to emergency response. We practice ICS through regular tabletop and deployment exercises and often collaborate with local emergency responders and response agencies. If an incident were to occur, we could act quickly to protect the public, our employees, and mitigate damage to property and the environment.

The Responder Newsletter

Our biannual newsletter, the Responder, is a way for us to keep connected with the emergency response community. It provides pipeline safety information as well as industry news and updates.

To sign up, e-mail emergency_management@kindermorgan.com.

CAER Presentations

If you live or work in any of the communities near our pipeline, we invite you to attend one of our Community Awareness for Emergency Response (CAER) presentations. These educational sessions focus on building strong relationships with first responders and government agencies as well as providing relevant pipeline safety information.
How to Recognize a Pipeline Emergency

In the unlikely event of a pipeline emergency, you may notice the following warning signs:

🔥 You may smell:
  • A strong petroleum odour (like gasoline or diesel fuel)
  • A strong sulphur odour (like rotten eggs)

🔍 You may see:
  • Dead or discoloured vegetation
  • Pools of liquid when the right-of-way is dry
  • An oily or rainbow sheen on water

👂 You may hear:
  • An unusual hissing or roaring sound
Pipeline Incident Response Tactics

When responding to a pipeline emergency:

- Evacuate the area immediately, ensuring that individuals leave on foot and in an upwind direction
- Secure the area and keep traffic away
- Conduct vapour monitoring for H2S, LEL, and Benzene
- Refer to the 2016 Emergency Response Guidebooks:
  - 128 Diesel, Gasoline, Fuel Oil
  - 117 H2S
  - 130 Benzene
- Use only intrinsically safe cell phones and radios to call our 24-Hour Emergency Notification Line: 1.888.876.6711

Do not:

- Touch the product or try to operate any of the pipeline valves
- Try to extinguish any flames before the supply is shut off
- Use any potential sources of ignition: vehicle engines, matches, cell phones, or cameras
Emergency Communication

In the unlikely event of an emergency, we will ensure that all affected stakeholders are notified promptly. If the public is potentially affected by a pipeline emergency, we will work with local first responders to ensure appropriate emergency communications are delivered and public protection measures are undertaken based on the nature of the emergency.

Public notification during an emergency may occur through door to door visits, telephone, electronic notification, social media, broadcast media and community signage. We will work with the local authority of jurisdiction to implement public notification measures as needed.
Public Safety Actions

The most common immediate response actions for pipeline emergencies are shelter-in-place or evacuation. The decision to take either action is based upon multiple factors, including location of the emergency, potential exposure during evacuation, anticipated duration of the emergency and advice from emergency responders and/or KMC representatives.
Shelter-in-Place Guidelines

If exposure to the release is imminent, or if evacuation is likely to expose individuals to harmful substances, then sheltering-in-place would be the most suitable strategy. If shelter in place is advised, individuals affected must:

- **Remain indoors.** If outside when alerted, proceed to nearest safe building
  
  » When considering buildings to shelter in, it is important to consider the building’s proximity to the identified pipeline release and ensure that shelter rooms are located as far from the release site as possible

- **Complete the following actions while indoors:**
  
  » Shut down the building HVAC system
  » Turn off local fans
  » Close doors and windows
  » Seal gaps under doors and windows
  » Seal vents if possible
  » Turn off sources of ignition, such as pilot lights

- **Remain in place until given further instructions or the all clear by local officials**

Evacuation Guidelines

If advised to evacuate, or if it is safe to leave the affected area, the evacuation procedures should be followed. Evacuation procedures vary from community to community; if ordered to evacuate, it is advised that you follow the directions of emergency responders.

- **When directed by first responders to evacuate, follow the designated evacuation route or the directions of first responders**

- **Evacuate to the designated meeting point or reception centre**

- **Check in with appropriate staff at the meeting point or reception centre**

- **Remain in place and do not return until given the all clear from the appropriate officials**
About Kinder Morgan Canada

Kinder Morgan Canada (KMC), operates the Trans Mountain Pipeline system. The Trans Mountain Pipeline transports crude oil and refined petroleum products from Edmonton, Alberta to Burnaby, British Columbia and into Whatcom and Skagit Counties in Washington State. The Trans Mountain Jet Fuel Pipeline transports jet fuel from Burnaby to the Vancouver International Airport. We are committed to safe, reliable and efficient operations of our pipelines.
This brochure contains important pipeline safety information. Please have it translated. If you have questions, email pipelinesafety@kindermorgan.com.
Damage prevention is a shared responsibility.

If you have questions about anything in this brochure, or would like to participate in our upcoming training exercises, please contact our Emergency Management Department:

E-mail: emergency_management@kindermorgan.com
Website: kindermorgan.com/pipelinesafety

Call or Click Before You Dig

BC One Call: 1.800.474.6886
Alberta One-Call: 1.800.242.3447
clickbeforeyoudig.com

Washington State: 811
callbeforeyoudig.org

If you suspect a pipeline emergency, immediately call our 24-Hour Emergency Notification Line: 1.888.876.6711

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