

WHAT TO DO IF YOU MAKE CONTACT WITH A PIPELINE?

Whatever work you are doing, please always dig with care. If you do make contact with a Whitecap pipeline (no matter how minor), or encounter any situation that could potentially endanger life, property or the environment, please call Whitecap immediately at our 24-hour number:

1-866-590-5289 (AB)

1-250-787-3700 (BC only)

Information to include when making notification:

- Name & contact information
- LSD of where contact occurred
- Type of contact (i.e. fence post, post-hole auger, backhoe, etc.)
- If there is an injury or imminent threat to life, property or the environment
- If there is any damage to pipe and/or pipe coating (if possible)
- If there is any product leaking (liquid/gas/etc.)

As a REMINDER always CALL or CLICK before you start any work and DIG WITH CARE.



HOW TO IDENTIFY A LEAK?

LOOK:

- Discoloured or dead vegetation can be a sign of a leak
- A pool of liquid
- Continuous bubbling in wet or flooded areas
- A rainbow or a sheen on water or flat surfaces

SMELL:

- Unusual odour or scent of petroleum

LISTEN:

- Unusual noise coming from a pipeline riser (valves on the surface)

TIPS FOR LANDOWNERS

Some agricultural activities can put you in danger of striking a pipeline:

- Sub-soiling, digging or cleaning ditches can damage a pipeline due to the equipment penetrating well below the surface of the land
- Land leveling can reduce the depth at which the pipeline is buried, leaving it vulnerable to future digging or excavation



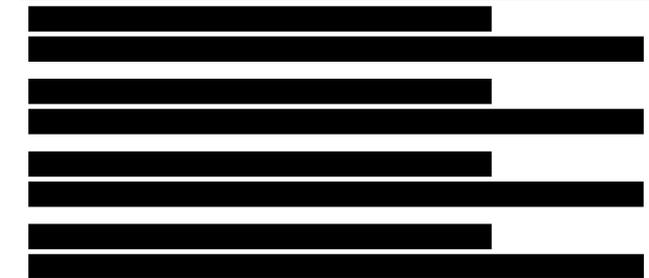
PIPELINE SAFETY

24-HOUR EMERGENCY NUMBER

1-866-590-5289 (AB)

1-250-787-3700 (BC only)

WHITECAP PERSONNEL





PLEASE READ THIS IMPORTANT INFORMATION

Whitecap is committed to the safety of the public, our workforce and the environment. As part of that commitment, we want our neighbours to be aware of the location of all our pipelines, including the pipelines that cross provincial boundaries regulated by the National Energy Board (NEB). This information package provides you with important steps to take when living and working around pipelines. Important emergency contact information is also included.

To ensure the safety of our neighbours and our workers, Whitecap has in place:

- A thorough pipeline integrity management program
- A monitoring system to monitor pipeline operations 24 hours a day
- Regular patrols of our right-of-ways
- Clear right-of-ways and markers along our pipeline routes

The leading causes of pipeline incidents or damage are excavation, digging and grading. Learning how to work safely around pipelines will help:

- Protect you and the public from injury
- Prevent damages to utilities
- Prevent service disruptions
- Avoid fines and repair costs

In order to safely perform farming, construction or ground disturbance activities near a Whitecap pipeline, Whitecap asks that you follow these three steps in order to help you perform your activity safely when working near our pipelines:

STEP 1: LOOK FOR MARKERS

Whitecap has installed markers at regular intervals along our pipelines as well as road and rail crossings. Whitecap pipeline markers indicate the presence and general location of a Whitecap pipeline. However, they do **NOT** indicate the number of pipelines or how deep they are buried. Never assume the location or depth of a pipeline.



STEP 2: CALL OR CLICK

Anyone who intends to construct a facility across, on, along or under a Whitecap pipeline or engage in ground disturbance activities in the area of a Whitecap pipeline are required to make arrangements to have any pipelines that may be affected located and marked. You can do this by contacting your Provincial One-call center (see below), either by phone or online, at least 3 working days prior to the start of the activity.

One-Call is a free service that allows anyone who plans to conduct ground disturbance to notify the area's One-Call membership of their intent and request that potentially affected members identify and mark the locations of their pipelines before the activity takes place.

Whitecap will be notified of the request and determine if the activity is in conflict with our pipelines or facilities. Whitecap will contact you within 2 working days to advise you that there is no conflict or to make arrangements to meet at the location and have all lines in the proposed work area located and marked. Activities must begin within 14 calendar days of date the locates were provided or new locates must be requested.

Alberta:
www.albertaonecall.com
or 1-800-242-3447

British Columbia:
www.bconecall.bc.ca
or 1-800-474-6886

Click Before you Dig:
www.clickbeforeyoudig.com



STEP 3: CONTACT WHITECAP

Whitecap should always be contacted well in advance of any work to be conducted near our pipelines or facilities in order to provide support when planning your activity. Whitecap requires written authorization be obtained by anyone who will be doing any of the following in regards to Whitecap pipelines prior to starting work:

- Conducting construction activities across/on/along or underneath
- Performing ground disturbance activities within 30m
- Operating a vehicle/mobile equipment (other than for agricultural activities) across

For authorization please call your area Whitecap office. Whitecap will respond as soon as possible and will provide direction on any specific instructions that will need to be followed. Should you have any additional questions or concerns you can directly contact the field personnel listed on the front of this pamphlet. Please provide the following information in your request:

- Company/Landowner name, contact & emergency contact information
- Start & completion date of project
- LSD (location) and nature of activity to be conducted
- Sketch of area of encroachment or excavation, point of crossing, etc. (this can be a simple sketch to show approximate relation of activity to Whitecap pipeline)