



# TRANS-NORTHERN PIPELINES

PART OF YOUR COMMUNITY



## WHO WE ARE

Trans-Northern Pipelines Inc. (TNPI) operates regulated pipelines to safely transport the refined petroleum products (gasoline, diesel, aviation, and heating fuel) used by Canadian businesses and consumers every day. In Ontario and Quebec, these pipelines are regulated by the Canada Energy Regulator (CER) and connect refineries in Nanticoke, Ont., and Montreal to the Greater Toronto Area (GTA), with lateral pipelines to

Ottawa as well as to Pearson International Airport and Pierre-Elliott Trudeau International Airport. In Alberta, we are regulated by the Alberta Energy Regulator (AER) and connect refineries in Edmonton to Calgary, including the Calgary International Airport.

TNPI is committed to operating in a safe and environmentally responsible manner to protect the public, the environment, and the pipelines.

## PIPELINE SAFETY

Pipelines are the safest and most efficient ways to transport the energy Canadians use every day.

At TNPI, our employees live, work, and play in the communities where we operate. Safety of the public, of the environment, and of our assets are our highest priority.

TNPI **monitors the pipeline** both inside and out using the latest in pipeline monitoring technology.

Our highly trained and dedicated line controllers remotely monitor and operate the pipeline from the TNPI control room 24 hours a day, seven days a week, 365 days a year. All facets of our operations are closely monitored for any sign of a potential problem. TNPI's line controllers are able to remotely activate valves and stop the flow of product in the pipeline, and initiate an immediate investigation of the matter should there be any signs of a potential problem, or reports of an issue along the pipeline.

Specialized internal inspection tools that are regularly run inside the pipelines provide TNPI with an internal view of its pipeline system. The data from the tool runs are analyzed and if a possible anomaly is detected, we conduct an integrity dig where excavation around the pipeline is performed to allow TNPI to visually inspect the pipeline and make any necessary repairs. The area is then returned to pre-excitation conditions.

Visual inspection of the pipeline right-of-way (ROW) – the area around the pipeline – is done regularly using aerial surveillance, vehicle patrols, and by walking the pipeline route.

## EMERGENCY PREPAREDNESS

Pipeline incidents are a rare occurrence. TNPI maintains a comprehensive Emergency Management Program to ensure that it is prepared to respond and recover in the unlikely event of an emergency.

As part of the Program, TNPI's Emergency Response Plan (ERP) – available for review at [tnpi.ca](http://tnpi.ca) – is updated annually. We also conduct training on emergency response scenarios, and engage with employees, consultants, emergency management officials, emergency responders, municipalities, Indigenous communities, and federal and provincial agencies. Our ERP is also shared with emergency responders and municipalities to ensure they know us and our response protocols.

## WORKING WITH OUR PIPELINE COMMUNITIES

TNPI is committed to building positive relationships with those who live and work near our pipeline, municipal officials, Indigenous communities, and other personnel in the communities where we operate. We participate in events and provide materials about pipeline safety to our pipeline neighbours and others within our pipeline communities, including regular communication with property owners and tenants about the pipeline, who to contact in case of questions, and what to do if you notice anything out of the ordinary.

We are also diligent about notifying those living and working near our pipeline before completing any work in the area to ensure they are aware of the activities and of the impacts those activities could have on their daily lives.

For our agricultural neighbours, TNPI strives to ensure we understand what activities are taking place and what type of equipment will be used near the pipeline, and we ask them to notify us if they are making significant changes to their equipment, vehicles, or if they need to conduct different activities near the pipeline. More information is contained in the **agriculture fact sheet** found at [tnpi.ca/public-awareness](https://tnpi.ca/public-awareness).

TNPI also **supports the communities where we operate** by working with not-for-profit and charitable organizations to **invest** in projects and programs that focus on:



### ENVIRONMENTAL PROTECTION AND PRESERVATION

- Initiatives promoting environmental stewardship
- Conservation and protection projects aimed at land and water protection



### ENCOURAGING DIVERSITY AND INCLUSION

- Initiatives and projects that foster an appreciation and celebration of Indigenous Peoples
- Supporting youth leadership



### PROMOTION OF HEALTH AND WELLNESS

- Programs and initiatives that promote safety awareness
- Ensure first responders have the resources they need
- Programs that improve food security
- Initiatives and community spaces that encourage wellness/healthy lifestyles

More information on TNPI's community investment strategy, including eligibility criteria and how to request support, can be found at [tnpi.ca](https://tnpi.ca) under the "About" section.

## PIPELINE SAFETY IS A SHARED RESPONSIBILITY

Unauthorized construction and digging are the leading causes of damage to pipelines, and can have serious and deadly consequences. TNPI's pipeline is just one of many underground utilities you may encounter.

### It's the law to secure approval before undertaking activities such as:

- Installing fences, poles, or posts;
- Building above- or in-ground swimming pools;
- Installing drainage or irrigations systems;
- Landscaping activities; and
- Paving, blasting, or digging – to name a few.

Permission is also required to drive vehicles or heavy machinery off a public road or to cross the right-of-way.





## PLAN YOUR WORK

Obtaining the proper locates and written approvals is simple. **CALL OR CLICK BEFORE YOU DIG – IT'S FREE!**



### Do you need a crossing request or permit?

Contact us at [crossingrequestseast@tnpi.ca](mailto:crossingrequestseast@tnpi.ca) and we will:

- Verify the pipeline location (can take up to three business days);
- Discuss permit requirements;
- Visit the site to mark the pipeline and right-of-way limits;
- Issue a permit or explain why a permit cannot be issued (can take up to 10 business days); and
- Send an inspector if needed.

## SEE SOMETHING? SAY SOMETHING

Contact our 24-hour emergency hotline at **1-800-361-0608** to report:

- Vandalism or suspicious behaviour near or at the pipeline or facilities;
- Digging, excavating, tunneling, or tree-planting near the pipeline;
- Any contact with – or damage to – the pipeline;
- Damage to marker signs; and
- Tall grasses, fallen trees, dirt or debris piles near the pipeline or in the right-of-way.

### If you suspect a leak or if you strike the pipeline

- 1** Stop all work, shut off all machinery, and move to a safe location on foot.
- 2** Call 9-1-1
- 3** Call our 24-hour emergency hotline at **1-800-361-0608**
- 4** Do not attempt to repair the pipeline or operate any valves.

**Your safety, and that of the environment, are Trans-Northern's top priority.**