



# PIPELINE **SAFETY** IN YOUR COMMUNITY



At Trans-Northern Pipelines Inc. (TNPI), our highest priority is to operate in a safe and environmentally responsible manner. We are guided by our values: respectful, professional, trustworthy, results-focused and decisive.

## ABOUT TRANS-NORTHERN PIPELINES



Our pipeline safely transports an average of **172,900 barrels** of refined fuel products daily including **gasoline, diesel, aviation and heating fuel** used by businesses and consumers.

Founded in  
**1949**

**850 km**  
of regulated pipeline  
in **Ontario** and  
**Quebec**

QUEBEC

Ottawa

Cornwall

Montreal

ONTARIO

Lake Ontario

Toronto

Hamilton

Nanticoke

National Energy Board



Office national de l'énergie

Canada

Regulated by the **National Energy Board (NEB)**, the government agency responsible for regulating pipelines in the interest of all Canadians.



canadian energy pipeline association  
association canadienne de pipelines d'énergie

We are a member of the **Canadian Energy Pipeline Association (CEPA)**, which means we must demonstrate the highest level of operational excellence, safety and community responsibility.

## WHERE IS OUR PIPELINE?

While our pipeline may look like a straight line on this map, underground it bends and curves to accommodate changes in the landscape and terrain.

## OUR PRIORITY: KEEPING YOUR COMMUNITY SAFE

According to Natural Resources Canada, pipelines are the safest method of transporting large quantities of petroleum products over long distances. Here are some of the ways we ensure the safety of our underground pipelines every day.

**Monitoring the pipeline inside and out:** Trained Line Controllers remotely monitor and operate the pipeline 24 hours a day, seven days a week from our control room. We look for changes that may suggest a leak or other disturbance. If we find something, we investigate immediately.

We use specialized inspection tools to look inside the pipeline. If we find something that needs further review, we conduct an integrity dig, excavating around the pipeline so that we can visually inspect it. If we find a flaw or defect, we repair it and ensure that the area is returned to pre-excavation conditions.

We also check the area around the pipeline - called the right-of-way - using aerial surveillance, vehicle patrols and by walking the pipeline route on a regular schedule.

### Marker signs:

You will know our pipeline is nearby if you see one of these signs.





**Training for emergency situations:** While pipeline incidents are rare, we are prepared. We have an Emergency Response Plan (ERP) to guide our activities in the event of an emergency, which is approved by the NEB. You can review a copy at [tnpi.ca](http://tnpi.ca).

We also conduct regular training to test our protocols with employees, third-party contractors, regulators, local emergency responders and others. And, we share our ERP with emergency responders and municipalities to ensure they know us and our protocols.

**Working with our pipeline communities and landowners:**

To get to know those who live or work near our pipeline, we participate in community events, host seminars and provide materials about pipeline safety.

We abide by the CEPA Code of Conduct for Land Representatives which means we regularly communicate 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 always notify those living and working near our pipeline before we do any work in the area so they know what we are doing and any impact on their daily activities.

Where our pipeline crosses farm land, we work with the farmers to ensure we understand their activities and equipment and we ask them to notify us if they are making significant changes to their equipment, vehicles or if they need to excavate or conduct similar work near the pipeline. Together we can ensure the community, the environment and the pipeline are protected.

**Continuous improvement:** We regularly review and update our practices and processes and invest in our infrastructure. We continue to strengthen our engineering team and regularly consult with third-party subject matter experts so we can better analyze data about how fuel moves through our pipeline. We increased our integrity maintenance program and capital investment budgets and invested in modernizing our information management and reporting systems so we can better access, collect, analyze and review data about our operations.

**Pumps and meters:**

Along the pipeline are 17 pump stations to ensure fuel flows through the pipeline efficiently and five meter stations to continuously analyze the quality and quantity of fuel as it is transported.

# GET PERMISSION BEFORE YOU WORK

Unauthorized construction and digging are leading causes of damage to pipelines. And, our pipeline is not the only underground utility as other pipelines or cables may be in the same area.

It's the law to secure approval before:

- Installing underground utility cabling/piping
- Putting up a fence, poles or posts
- Building above or in-ground swimming pools
- Installing drainage or irrigation systems
- Landscaping activities
- Paving, blasting or digging

You also need permission to drive heavy machinery off a public road or to cross the right-of-way.



Get a FREE locate - 24 hours a day, seven days a week - which will tell you all of the utilities in the area.

## Plan your work

Do you need a crossing request or permit?

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

We will:

- Verify the pipeline location within five business days
- Discuss permit requirements
- Within 10 business days, issue a permit or explain why a permit cannot be issued and visit the site to mark the pipeline and right-of-way limits so everyone knows where the pipeline is located before work begins
- Send an inspector, if needed

# IF YOU SUSPECT A LEAK OR IF YOU STRIKE THE PIPELINE:



Stop all work, shut off all machinery and move to a safe location on foot

# 911

Call 911



Call our 24 hour emergency hotline  
1-800-361-0608



Do not attempt to repair the pipe or operate any valves

## See something out of the ordinary?

Call us at 1-800-361-0608.

Watch for and call if you see:

- 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
- Tall grasses, fallen trees, dirt or debris piles near the pipeline or in the right-of-way



Trans-Northern

Trans-Northern Pipelines Inc.



[tnpi.ca](http://tnpi.ca)



[info@tnpi.ca](mailto:info@tnpi.ca)