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Dear Neighbor:

Your home or business is located near a crude oil pipeline system operated by Enbridge. As your neighbor, Enbridge is committed to protecting the public and the environment and to maintaining safe, reliable operations of our pipelines. We would like you to know more about who we are, how to recognize and report a pipeline leak, and the importance of contacting the local **One-Call Center**—a free service—before beginning any excavation activities. One-Call notification can now be completed locally in most parts of the country simply by dialing **811**.

Enbridge's Lakehead Pipeline System transports more than half of the crude oil needed by regional refineries, which, in turn, provide you with gasoline for your automobile and fuel for your home. The general location of these pipelines is shown on the back of this letter.

The enclosed brochure provides information on the steps Enbridge takes to maintain and operate our pipelines safely. You also will find guidance on how to recognize and report a leak or activity near a pipeline, as well as steps you should take to promote the safety of your family or employees in the event of a pipeline incident.

Enbridge takes its responsibility for pipeline safety seriously. In addition to building safety into every step of pipeline construction and operations, we also have an emergency response plan in place to work promptly and effectively with local first responders to protect the safety of the public and the environment.

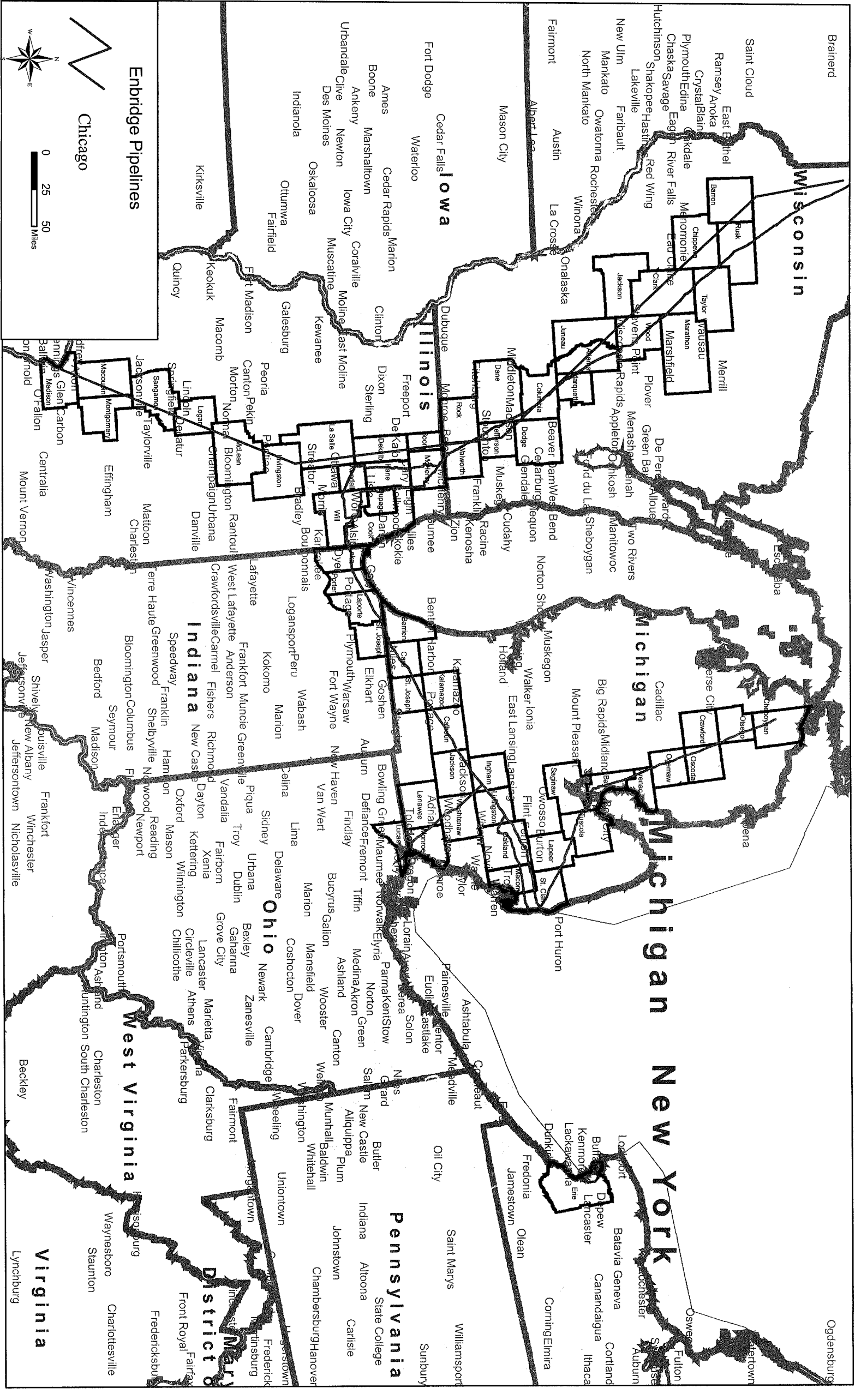
Excavation work—such as digging, grading and deep plowing—is a frequent cause of pipeline damage and failures. Extensive damage can be done to people, land, personal property and the environment if underground facilities—including pipelines, wires, cables and other utilities—are struck during excavation. Please remember to contact the local **One-Call Center**—a free service—for your state before beginning any of these excavation activities.

Should you suspect a pipeline emergency in your area or note activity on or near our pipeline right-of-way, contact Enbridge immediately toll-free at **(800) 858-5253**.

Thank you for taking a few moments to review this important information. We encourage you to keep this brochure handy as it contains important contact information for Enbridge. Please send us an e-mail at USpublicawareness@enbridge.com or call the nearest Enbridge office (phone numbers are included in the brochure) if you have any questions related to the information in this brochure. Information is also available on our website at enbridgeUS.com.

Sincerely,

Tom Fridel
General Manager, Chicago Region



Chicago

Enbridge Pipelines



0 25 50 Miles

Wisconsin

Iowa

Illinois

Michigan

Indiana

Ohio

Pennsylvania

New York

West Virginia

Virginia

District of Columbia



Know your neighbor. Know your pipeline.

Informing the public for greater safety

This brochure is provided specifically for emergency responders and local public officials because you have unique informational needs regarding our pipelines and related facilities. Similar information is provided to people involved in excavation-related activity, and also to those who live and work along our pipelines.

For additional information on our emergency response plan, emergency drills, training or specifics on pipeline location, please contact the local Enbridge pipeline office listed at the end of this brochure.

Keeping pipelines safe and reliable

Pipelines are the safest, most efficient and most reliable way to transport liquid and natural gas energy resources. In the United States alone, more than 2 million miles of pipelines deliver hundreds of millions of gallons of petroleum products and billions of cubic feet of natural gas. Pipelines have the safest record in the energy transportation industry, and pipeline operators like Enbridge make substantial investments in the design, construction, operation, maintenance and monitoring of our pipeline systems.

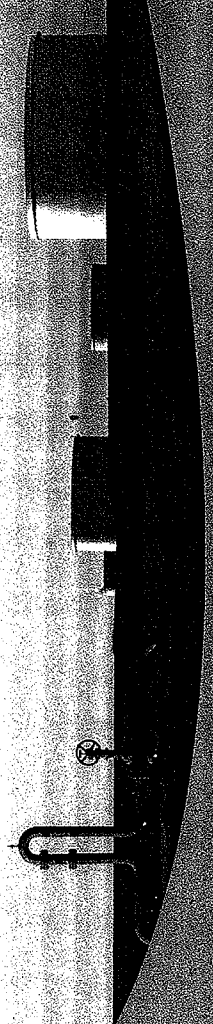
We have an emergency response plan in place to work promptly and effectively with local first responders to protect the safety of the public and the environment. In the unlikely event of a leak from our pipeline, Enbridge will conduct a swift, safe and thorough repair in close cooperation with regulatory authorities and will responsibly mitigate environmental and property impacts.

Protecting people and the environment

Enbridge is committed to protecting the public and the environment, and we build safety into every step of pipeline construction and operations. We take many preventive measures to promote safe, reliable operations of our oil pipelines and related facilities, including:

- *High-quality pipeline material and anti-corrosion coatings*
- *Cathodic protection (a low-level electrical charge) to inhibit corrosion of underground pipelines*
- *Pressure testing of new and existing pipelines with water*
- *Sophisticated tools called "smart pigs" to locate abnormalities in the pipeline*
- *Preventive maintenance programs*
- *Around-the-clock surveillance of major transmission pipeline operations*
- *Frequent aerial and periodic ground surveys of the right-of-way*

Enbridge representatives will notify affected landowners along our right-of-way when we are planning to conduct maintenance on our pipeline. Please call us to report any unusual activity in our pipeline rights-of-way or any unauthorized entry into our facilities.



Properties of oil

While you may already be familiar with crude oil and natural gas liquids, we want to make sure you understand how these products behave and how they should be treated in the unlikely event of a pipeline emergency. ***Enbridge pipeline transports natural gas liquids, additional information is included with this brochure.***

Crude oil is highly flammable and gives off vapors that are heavier than air; these vapors can travel to a source of ignition and cause flash fires. Crude oil may contain variable amounts of several elements, including hydrocarbons, benzene, nitrogen compounds, sulfur compounds, and oxygenated compounds. Should a pipeline emergency occur, contact Enbridge immediately so we can stop the flow of oil.

Unprotected personnel should be cleared from the area. Do not enter a confined space without full bunker gear, including an approved self-contained breathing apparatus. Cool fire-exposed containers with water to prevent vapor pressure buildup and rupture. Sulfur oxides and hydrogen sulfide may be released upon combustion. Never attempt to operate pipeline valves or extinguish a pipeline fire—this could prolong or worsen the incident or cause another pipeline leak.

In the event of a pipeline emergency involving natural gas liquids, evacuate all unnecessary personnel and use an approved self-contained breathing apparatus. Keep surrounding surfaces cool with a water fog or spray.

Setbacks

As counties become more urbanized, more and more new housing and commercial developments are being built too close to pipelines. Public officials can help by verifying that land developers submit plans with the accurate location of nearby pipelines and other buried utilities. Developers should work with local public officials and pipeline operators to plan for appropriate setbacks from pipeline right-of-way. More information about our crude oil pipelines in your community is available from our Right-of-Way department at (715) 394-1577.

Potential pipeline hazards

Because pipelines generally operate under high pressure and can transport large volumes of petroleum, accidents involving crude oil pipelines can be dangerous. You should be aware of three specific hazards:

CROSS FIRELINE DO NOT CROSS FIRELINE

Encroachment: If, in the course of your normal activities, you notice excavation-related activity near or in a pipeline right-of-way, ask the contractor if the local One-Call Center and the pipeline operator were notified. Accidental pipeline strikes caused while digging in the right-of-way accounts for a major source of pipeline damage and leaks. Such damage may not immediately result in a pipeline break but can weaken metal or remove the corrosion-preventing coating, which could lead to a pipeline leak months or even years later.

Additionally, it is essential that our employees and contractors be able to access our rights-of-way for inspections, maintenance, testing and emergencies. Therefore, location of permanent buildings and planting of deep-rooted shrubs and trees is prohibited on the right-of-way. For more information about right-of-way standards, please call our Right-of-Way department at (715) 394-1577.

Leaks: The product transported in Enbridge's nearby pipeline is crude petroleum and, in some cases, natural gas liquids. Like the fuel in your vehicle, the energy products transported in our pipeline can be hazardous if improperly released into the environment. With our thorough maintenance, testing, training, monitoring and safety programs, a pipeline leak is unlikely. But if one did occur, you might see, hear or smell one or more of the following leak indicators:

- Pool of liquid on the ground
- Discolored vegetation or snow
- Oily sheen on water surfaces
- Roaring, blowing or hissing sound
- Unusual petroleum, skunk or rotten egg odor

Ruptures: A pipeline rupture can generate a loud roaring noise and sometimes fire. A rupture will not always lead to a fire; but if it does ignite, it can result in a large flame burning at high temperatures. Potential ignition sources in the event of a pipeline rupture may include motor vehicles, cell phones, pagers, keyless entry remotes, flashlights or any other spark-producing item.

Responding to an oil pipeline leak

- If you are in a motorized vehicle or are operating equipment, you should turn off the ignition and walk away—upwind if possible.
- Leave the area and warn others to stay away.
- Keep traffic away.
- From a safe area, call your local fire and law enforcement departments (911) and the toll-free Enbridge emergency number that you see on a right-of-way sign or in this brochure.
- Avoid contact with pipeline contents and associated vapors. Never attempt to operate pipeline valves. This could actually prolong or worsen an incident—or even cause another leak in the pipeline.

Integrity Management Plans

Enbridge supplements its comprehensive maintenance procedures with Integrity Management Plans. These programs provide for greater protection in High Consequences Areas, where a leak or rupture could do the most harm (e.g., public areas, where people live, work or play, or environmentally sensitive areas).

We manage the integrity of our systems by identifying, assessing and mitigating the risk of a leak. For more information on our integrity management plans, please visit us online at enbridgeUS.com.

Pipeline location

The general location of an Enbridge pipeline can be determined by identifying the pipeline marker signs at nearby road crossings and other points along the route. The pipeline route follows a right-of-way, which enables Enbridge workers to gain access to the pipeline for inspection, maintenance, testing or emergencies.

You can also find the general location of pipelines in your area through the National Pipeline Mapping System (NPMS). This information is available online at nps.phmsa.dot.gov. However, do not rely on this information to determine the exact location of any pipeline. The One-Call procedure must be used to properly locate pipelines and other buried utilities at a proposed excavation site.

Pipeline markers

Pipeline markers are located at varying intervals along the right-of-way and typically on both sides of most road crossings. Our pipeline markers provide a telephone number for reporting pipeline emergencies to the Enbridge control center and will indicate the product being transported in that pipeline.

Remember, the placement of these markers indicates the **general** position of the buried pipeline and should **never** be used as a reference for the **exact** location of the pipeline.



Call 811 before you dig

Most states require that excavators notify a local **One-Call Center** of any proposed digging or soil-disturbing activity at least two (and sometimes three) business days before beginning any excavation. This is a **free** service. The

One-Call Center will notify us or the appropriate utility that someone is proposing to dig near a pipeline or other buried facility such as a power line or water main. If we determine that the proposed work is on or near our right-of-way, an Enbridge representative will mark our pipeline's location.



Know what's below.

Call before you dig.

One-Call notification can now be completed locally in most areas of the country simply by dialing **811**. This new three-digit number should connect callers with the nearest **One-Call Center**. You can also get local One-Call information on line at **call811.com**.

Reporting an emergency to Enbridge

In case of an emergency involving an Enbridge pipeline, please find a safe place to call:

- The number posted on the right-of-way sign.
- (800) 858-5253 (Most liquids systems), or
- (888) 838-4545 (North Dakota system)

How to contact us

We welcome your questions regarding our pipelines. For inquiries during normal business hours, call the nearest Enbridge office. Collect calls are accepted.

- Superior, Wisconsin (715) 394-1400
- Griffith, Indiana (219) 922-3133
- Cushing, Oklahoma (918) 223-2400, ext. 2120
- Minot, North Dakota (701) 857-0800

Our website is **enbridgeUS.com**. You can also email us at **USpublicawareness@enbridge.com**, or write to Enbridge Public Awareness Coordinator, 1100 Louisiana, Suite 3300, Houston, Texas 77002. For more general information on pipelines, please visit **pipeline101.org**.

