Taking action on our commitment to Canadians

2016 Pipeline Industry Performance Report
A shared strategy

Message from CEPA’s Board of Directors

In 2015, the 12 member companies of the Canadian Energy Pipeline Association (CEPA) agreed to work together on four strategic priorities and related initiatives:

1. **Improve pipeline safety.** The safety of people and the environment are our top priorities. We’re advancing a safety culture throughout our industry based on a strong foundation of leadership and continuous improvement leading to zero incidents.

2. **Improve regulatory engagement, transparency and sustainability.** CEPA’s member companies are committed to going above and beyond compliance in response to all legislation and regulations, and to engaging and consulting openly and honestly with all stakeholders.

3. **Improve trust and credibility.** The shared vision of CEPA and our member companies is zero pipeline incidents and to demonstrate to Canadians that we’re serious about earning and keeping their trust.

4. **Facilitate the exchange of ideas and best practices.** CEPA and our member companies are drawing upon the global expertise of some of the most recognized and respected minds that are focused on developing innovative technologies to address some of our industry’s critical challenges.

   "The safety of people and the environment are our top priorities.”

We know that tangible action is what counts, and this 2016 Pipeline Industry Performance Report provides an update on the multiple steps we’ve taken over the past year—or are planning to take going forward—to address these four priorities.

Please let us know what you think about how our industry is performing. Your feedback is important to us because it will help us to continue to deliver the energy you need in the safest and most responsible way.

Leon Zupan
CEPA Board Chair,
Chief Operating Officer, Enbridge
In this report, we’re pleased to share with Canadians details on the transmission pipeline industry’s recent performance, as well as the actions we’re taking collectively to continuously improve safety, lessen environmental impacts and achieve operational excellence.
About CEPA

119,000 km in Canada

CEPA represents transmission pipeline companies who operate approximately 119,000 kilometres of pipeline in Canada. That’s enough to circle the earth three times.

97%

Our members transport 97 per cent of Canada’s daily crude oil and natural gas from producing regions to markets throughout North America.

1.2B bbls oil / 5.4 tcf natural gas

Each year, Canada’s transmission pipelines move approximately 1.2 billion barrels of liquid petroleum products and 5.4 trillion cubic feet of natural gas.

$11.5B

Canada’s energy transmission pipelines contributed $11.5 billion to our nation’s gross domestic product (GDP) in 2015.
A collective vision

Letter from CEPA’s President & CEO

When CEPA published its inaugural industry performance report—Committed to Safety, Committed to Canadians—in November 2015, our intentions were straightforward: to demonstrate that the Canadian transmission pipeline industry is transparent about its performance; and to explain what we’re doing to continuously improve pipeline safety and environmental protection.

Given the current intense public discussions about pipelines, the 2015 report was timely because there was—and still is—a need to provide accurate information as part of those conversations.

CEPA’s 12 member companies operate the large crude oil and natural gas transmission lines—energy highways that span 119,000 kilometres across Canada and move approximately 1.2 billion barrels of oil and 5.4 trillion cubic feet of natural gas every year. Despite the fact this system is vital to the daily lives of all Canadians, research has shown that many Canadians have little or no knowledge of the transmission pipeline industry, which can lead to concerns about the safety and risks of new pipelines versus the benefits. This is a key issue for our industry because the lack of knowledge indicates that we need to get better at communicating. The annual performance report is one of the ways we’re addressing that awareness gap. Through the report, our aim is to be clear about the progress we’ve made as an industry, but to also be forthright about the improvements we still need to make.

In this year’s report, you’ll learn how CEPA members are performing in the areas of safety and the environment, and in what ways we are contributing to the economic well-being of Canada. We also present our industry’s latest performance data, as well as share some of our initiatives and commitments into 2016. You’ll also read about how CEPA and its member companies continue to be committed to safety and environmental protection through strong leadership and a collective vision that no incident is acceptable and that we do not compete on these issues. This is evidenced by our members holding each other accountable and collaborating through the CEPA Integrity First® program; our commitment to building strong safety cultures; working to create a common set of metrics around industry performance that the public wants and understands; and through investments in innovation and technology that enable continuous improvement.

As an industry, we are committed to building trust and improving confidence by being accountable and transparent. We set the highest standards for ourselves, and Canadians should expect nothing less from us.

Chris Bloomer
President & CEO, CEPA
Pipelines are an important part of our everyday lives, and Canadians have the right to know what operators are doing to keep pipelines safe and communities protected. That’s why our industry came together and established its own program—CEPA Integrity First®—to ensure pipeline companies take their practices to the highest levels and share their performance and activities with Canadians. Through Integrity First, our industry is working together to define and implement leading practices that improve industry performance in three areas:

**What is CEPA Integrity First®?**

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### Safety
Ensuring safe communities and workplaces

- Enhance emergency management
- Advance the reliability, design and monitoring of pipelines

### Environment
Minimizing the impact on the environment and biodiversity throughout every phase of pipeline operations

- Manage the long- and short-term impacts to land and resources
- Maintain water quality and minimize any impacts to water

### Socio-economic
Creating lasting social and economic benefits to communities, regions and countries where we operate

- Improve land use and access by developing strong landowner relationships
- Build strong relationships with Aboriginal Peoples

**CEPA External Advisory Panel** – To ensure that we’re focusing our efforts on what really matters to Canadians, we need to hear from voices outside our industry. Only by listening to those most impacted by our actions can we understand what Canadians expect of us and where we’re falling short of those expectations. One of the ways we achieve that goal is through CEPA’s External Advisory Panel, which includes representatives from a broad cross-section of Canadian society, including Aboriginal Peoples, academia and landowner groups. Through their diverse and independent expertise, the Panel helps us identify issues of concern to Canadians, shares important insights with CEPA’s Board of Directors, and provides advice and assistance in determining priorities for Integrity First. For more information on the Panel, please visit [aboutpipelines.com](http://aboutpipelines.com)
How does Integrity First work?

Our members understand that in order to reach our goal of zero incidents, there needs to be a true commitment to collaboration. Only by working together can we ensure that our actions lead to measurable improvement.

Six steps to ensure steady progress:

1. Through research and feedback that is gathered from the public and industry, we identify key priority areas to focus on. We’re currently working on five priorities: pipeline integrity; emergency management; control room management; damage prevention; and water protection.

2. Subject-matter experts then develop guidance documents for each priority area that detail leading practices and the expectations, actions, processes and steps needed for continuous improvement.

3. The guidance documents are used by our members to evaluate their operations in the priority areas. Through these self-assessments, our members are able to assess how mature and advanced they are in a given priority area.

4. Our members then submit their self-assessment results to CEPA for analysis, which in turn leads to member companies developing their own action plans, as well as collaborating on industry-wide improvements.

5. The self-assessment process and adoption of the Integrity First program is verified by an independent, third party.

6. Members, through Integrity First, regularly report on their performance and activities in each area to increase accountability and transparency.

First three priorities:

**Pipeline integrity**

Ensuring we apply strict standards and systems in the design, construction, inspection and maintenance of our pipelines

Ensuring we identify and manage risks and hazards so that we can support the ongoing integrity of our pipelines and protect our communities and the environment

**Emergency management**

Ensuring we continuously develop and maintain programs that promote an appropriate, timely and effective response to emergency events in order to protect workers, the public and the environment

**Control room management**

Ensuring we apply leading practices to advance control room management and learn from events to improve practices so that controllers have the right information to make timely and informed decisions

Next two priorities:

**Damage prevention**

Ensuring we minimize damage to pipelines by systematically identifying all hazards, risks and exposure to damage throughout their life cycle

Ensuring we inform the public of the presence of pipelines and how to prevent damage to pipelines through actions such as unsafe digging

**Water protection**

Ensuring we protect water resources through the development of industry-leading practices, adoption of technological innovations, and engagement of diverse stakeholder groups to maintain or improve water quality in all phases of the pipeline life cycle

For more information on Integrity First, please visit aboutpipelines.com
In 2015, our members reported 55 natural gas and liquids incidents, compared with 122 in 2014.* Approximately 67 per cent of the 2015 total occurred in pipeline facilities. Typically, incidents that occur within a pipeline facility pose less potential threat to the public or the environment because of their size, and the fact that facilities have both restricted public access and a leak containment system to keep the releases within the facility.

In 2015, CEPA member companies delivered natural gas and liquid petroleum products with a 99.999 per cent safety record. Of the approximately 1.2 billion barrels of liquid product transported in 2015, a total of 16 barrels spilled on our members’ rights-of-way. The companies responsible for the spilled product responded swiftly to ensure a timely and thorough clean-up.

* The significant decline in reported incidents in 2015 over 2014 partly reflects new Transportation Safety Board (TSB) reporting requirements that came into effect on July 1, 2014, when the TSB introduced a liquids volume reporting threshold of 1.5 cubic metres to align with that of the National Energy Board. Prior to this, there was no TSB reporting threshold.

** To differentiate higher risk incidents, CEPA has adopted a set of criteria that defines ‘significant incidents’. A significant incident would include one or more of the following: caused a serious injury or fatality; caused a liquid release of greater than eight cubic metres (50 barrels); produced an unintentional ignition or fire; resulted in a rupture of a pipeline.
Incidents per 1,000 kilometres declined

In 2015, our industry saw a decline in the number of natural gas and liquids pipeline incidents per 1,000 kilometres.

Number of incidents per 1,000 kilometres - CEPA members – 2011-2015

16 barrels of crude oil released

In 2015, there were three liquids pipeline incidents on our members’ rights-of-way, resulting in the release of 16 barrels of liquid product in total, which is equivalent to 50, 50-litre fills at the gas pump or just over nine average-sized bathtubs that are completely filled.

121.3 million cubic feet released from natural gas pipelines

Product released from our members’ natural gas pipelines in 2015 totalled more than 121.3 million cubic feet, which is the equivalent of 859,000, 20-pound propane barbeque tanks. In any natural gas pipeline leak, the greatest potential risk to the public or the environment is the chance of ignition and proximity of that to the public.

Canada vs. United States

Frequency of significant pipeline incidents per 1,000 kilometres – Canada vs. United States – 2011-2015

Over the past five years, our members have transported approximately six billion barrels of crude oil and other liquid products and safely delivered 99.9994 per cent of that volume. The majority of the liquids pipeline incidents between 2011 and 2015 were small in volume (less than 1 cubic metres or 50 barrels). The single largest, which occurred in 2011, accounted for more than 70 per cent of the total volume spilled, and the three largest incidents accounted for more than 80 per cent of the five-year total.


Metal loss, materials, manufacturing or construction defects, and cracking remain the leading causes of pipeline incidents. Collectively, these accounted for almost 82 per cent of the total incidents over the period 2011-2015.

Safety
Prevention

$1.3 billion

In 2015, CEPA members invested $1.3 billion in maintaining and monitoring their Canadian pipeline systems.

3,151 integrity digs

In 2015, our members conducted 3,151 integrity digs to examine pipelines for defects and make any required repairs.

31,196 kilometres of in-line inspection runs

In 2015, our members conducted in-line inspection runs on 31,196 kilometres of pipelines in Canada using highly sophisticated tools called ‘smart pigs’ that examine a pipeline from the inside to identify features such as metal loss, dents and cracks that may require further investigation. More than 20 per cent of our members’ 119,000 kilometres of pipeline in Canada were inspected by one or more in-line inspection tools in 2015.

Employee health and safety

50% decline in total recordable injury rate

The rate of injury to our members’ employees that happened during the operations of their pipelines has declined almost 50 per cent over the past five years—to 0.43 per 100 full-time workers in 2015, from 0.84 in 2011.


<table>
<thead>
<tr>
<th>Year</th>
<th>Total recordable injury rate</th>
<th>Motor vehicle incident rate</th>
<th>Fatalities</th>
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<td>2015</td>
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The rate per 100 full-time equivalent workers is computed by (1) dividing the number of occupational injuries reported by the total number of hours worked by all employees during the calendar year, and (2) multiplying the result by 200,000. The factor 200,000 represents the hours worked in a year by 100 full-time equivalent workers (working 40 hours per week, 50 weeks a year).

46% decrease in motor vehicle incident rate

The number of driving incidents per million kilometres driven fell 46 per cent to 1.62 in 2015 from 3.0 in 2011. Motor vehicle incidents are the most significant hazard for our industry’s workers, which is why we’ve made driver safety a top priority. In 2015, our members continued to strengthen their efforts in areas such as regular driver training and journey management that ensures workers are not fatigued, have sufficient time to travel the required distances, and have work instructions that include information on rest stops and when it’s appropriate to get off the road altogether.

CEPA’s members are focused on ensuring the 14,000 people directly employed by our industry, and the many thousands of contractors who work on our behalf, return home safely at the end of the day. Just as our members have committed to a goal of zero pipeline incidents, they also have a goal of zero incidents affecting the health and safety of their employees.

The motor vehicle incident rate is the number of motor vehicle incidents per million kilometres driven for business use and is calculated by (1) multiplying the total number of incidents by 1,000,000 and (2) dividing the total business kilometres driven.
We’re aiming for zero safety incidents; there’s no other goal that matters more.

Our members recognize that when it comes to pipeline and worker safety, they don’t compete, they cooperate—with each other, as well as with other industries, governments, regulators, communities and the general public. In the following section, we focus on some of our recent and ongoing initiatives in the areas of pipeline, worker and public safety.
New approaches to land-based spill response

CEPA and our members have been working with the B.C. Ministry of Environment since 2012 to develop a world-leading, land-based spill response regime for the province. As part of this initiative, in 2015, CEPA joined with several other industry associations to propose development of an industry-led provincial response organization (PRO).

Industry’s vision for a PRO would ensure the significant expertise and capabilities that are resident within different industries are leveraged to the fullest extent possible, leading to a safer and more efficient preparedness and response regime across the province. The next steps in the development of a PRO will be to review existing response organizations, capabilities and regulatory requirements in order to determine the areas of focus that would provide the most value for British Columbians. These learnings will then be applied to other jurisdictions.

Improving transparency of emergency management plans

Our members are committed to transparency and have always proactively ensured emergency management information is available to the public and all stakeholders who need to access that information when responding. In March 2015, CEPA announced its commitment to increase transparency even further by developing and finalizing guiding principles for disclosure of emergency management information. Also, in response to requests from the public, CEPA members have started to post emergency management plans on their websites.

Advancing science, technology and innovation

CEPA member companies have a long history of working together to find solutions for common issues, with the broad recognition that our industry must continuously improve in the areas of leak detection, spill response and right-of-way protection. As CEPA members pursue these improvement initiatives, they will tap into and leverage expertise on an international scale through other industries, academia and think tanks.

Enhance emergency management

386 emergency response exercises

In 2015, CEPA members held 386 emergency response exercises. These ranged in complexity—from desk-top exercises and emergency drills; to full-scale exercises with participation from multiple agencies across multiple jurisdictions and mobilization of personnel and equipment as if a real emergency had occurred. These exercises pay off, as evidenced by the fact that no pipeline incident occurred during the catastrophic Fort McMurray wildfire in May 2016.
Safety

Advance the reliability, design and monitoring of pipelines

Developing a national strategy for pipeline leak detection

CEPA member companies are collaborating on a national strategy to develop best-in-class pipeline leak detection technologies. Part of this will be to evaluate existing leak detection practices, procedures and technologies; assess emerging technologies; and then develop new, improved technologies and methodologies.

Addressing root causes of incidents

Every year, CEPA’s Pipeline Integrity Work Group analyzes pipeline performance data to find root causes of incidents with the goal of taking action to continuously improve. Doing this annually helps our members identify any breakdowns in processes and systems that contributed to an incident and how to improve performance.

Advancing pipeline abandonment research

Pipeline abandonment means taking a pipeline out of service permanently. Depending on numerous factors, sections of pipeline may be left in place or removed altogether. Over the past decade, CEPA, the National Energy Board and other stakeholders have collaborated to develop guidelines that operators can follow to abandon oil and gas pipelines in a manner that is safe, economical and environmentally sound.

In 2013, CEPA and the Pipeline Technology Alliance of Canada established a framework for collaboration to guide research about pipeline abandonment that is shared between our members and the oil and gas industry, as well as with regulators, government agencies and other stakeholders. Areas of research include: understanding corrosion; the effects of ground freeze; cleaning methods; detection of residual contamination; and decay of pipe coating material.
Improving pipeline integrity competency

In 2015, CEPA’s Pipeline Integrity Work Group identified a need for technical courses to ensure a standard level of competency for the pipeline-integrity employees of CEPA member companies.

To create these courses, CEPA has embarked on a multi-year initiative to build on a course framework developed by the Australian Pipelines and Gas Association, making the necessary modifications to ensure North American industry standards and practices are met. These course offerings are being designed so that they complement and augment the wide range of training courses already available within our industry. The goal is to provide online courses that can be accessed on an as-needed basis.

Standardizing qualifications for pipeline construction inspectors

Inspectors play a critical role in ensuring pipelines are built to the highest standards of safety and quality.

Members of the CEPA Foundation recognized the significant value in setting standardized baseline qualifications for inspectors. As a result, Canada’s first-ever Pipeline Inspectors Certification (PIC) program is being introduced. The PIC program will raise the bar for pipeline inspectors by setting down universally accepted training requirements and consistent, recognized certification standards.

The CEPA Foundation is managing the guidelines for the PIC program, which is being administered through two certification bodies—the CWB Group in Canada; and the American Petroleum Institute in the U.S. Each individual member company will decide how to implement the new PIC requirements within a three-year implementation schedule. The first certification exams became available in Canada in the spring of 2016.

Promoting international collaboration and sharing

Collaborating with some of the brightest and most dedicated international researchers promotes industry excellence. Every two years, thousands of leading experts from across the globe gather in Calgary, Alberta for the International Pipeline Conference (IPC) to discuss and explore the latest developments in pipeline technologies, products and services. The 11th IPC will be held in September 2016 under the theme ‘Leading and Innovating’. Co-sponsored by CEPA, the IPC is a not-for-profit conference, with proceeds supporting educational initiatives and research in the pipeline industry.

As Canada’s pipeline industry forum, the CEPA Foundation brings together all participants in the Canadian energy pipeline industry to ensure our industry exceeds Canadians’ expectations concerning safety, quality, environmental stewardship and social responsibility.

In addition to transmission pipeline operators, CEPA Foundation members include engineering, design, construction, manufacturing, pipeline maintenance, legal, land and environmental service companies—key suppliers who play a crucial role in our industry’s work to achieve zero incidents.

For more information on the CEPA Foundation, please visit aboutpipelines.com
Protect workers and the safety of communities by building a culture that is focused on safe operations

Improving health and safety outcomes

In the vein of continuous improvement, CEPA is developing a suite of occupational health and safety (OH&S) leading indicators to help our members’ health and safety professionals prevent unwanted outcomes from occurring.

For many years, CEPA members have tracked lagging indicators, such as the Total Recordable Injury Rate. However, these indicators are by nature ‘reactive’ in that they measure the end result of OH&S processes, policies and procedures. For their part, leading indicators—such as ‘percentage of workers trained’ and ‘number of near misses reported’—focus on future OH&S performance and continuous improvement. There are currently no energy pipeline industry standards or benchmarks for OH&S leading indicators, so CEPA member companies have been left to develop their own.

In 2016, we plan to deliver a ‘leading indicator recommended practice’ designed to improve our member companies’ safety performance and set the foundation for the development of a future industry-wide standard.

Strengthening our industry’s safety culture

As Canada’s National Energy Board (NEB) has pointed out, “culture influences what people see, hear, feel, and say. Perhaps most importantly, it influences the decisions and actions (behaviours) of people in an organization, and these behaviours ultimately drive safety outcomes and performance.” In other words, to truly assure safety, industry-leading practices and proven technology must be complemented by a strong safety culture.

Our industry is committed to advancing safety culture such that it becomes embedded in our ‘DNA’ and positively influences everything we do throughout the entire life of a pipeline. CEPA members have embraced the NEB Safety Culture Framework and in 2015, our members completed a common perception survey with a 92 per cent response rate representing over 11,000 employees.

On the strength of these industry-wide findings, we are now better positioned to complete some key undertakings in 2016. While our member companies work on individual improvement initiatives, at the industry level, CEPA will champion several industry-wide initiatives, including: raising awareness of the NEB’s Safety Culture Framework throughout our member companies; developing Safety Culture Guidance to further enhance collaboration across our members; and sharing information and lessons learned from incidents more broadly and rapidly.

Safety Culture Workshop

On March 1, 2016, CEPA members, jointly with the National Energy Board, hosted a one-day workshop of key stakeholders in the North American oil and gas industry and the regulatory community to identify actions to improve the safety culture of the sector.

Attended by over 40 invited participants, the workshop identified several opportunities for improvement, including greater collaboration and increased knowledge sharing.

The workshop was an important first step in initiating an industry-regulator dialogue about safety culture. Our industry is committed to continuing this dialogue by means of joint work at three levels: a CEO committee, a Leaders Forum and technical working groups.
Prevent damage to pipelines

Developing a new land-use planning standard

When planning development near to or surrounding pipeline rights-of-way, ongoing communication between local authorities, developers and pipeline operators is essential. If initiated early in the land-use planning process, this communication can reduce or minimize the potential for conflicts and unnecessary costs for everyone involved. It also ensures that ready and available access is maintained along pipeline rights-of-way so that the pipelines can be constructed, operated and maintained in a safe and efficient manner.

CEPA and a range of stakeholders, including the National Energy Board and the Canadian Standards Association (CSA), have launched an initiative to develop a new consensus standard that will provide minimum requirements, guidance and best practices for land-use planning and development in the vicinity of transmission pipeline facilities and operations.

The new standard will address: responsibilities of all stakeholders; the desired consultation and communication process; and education and engagement to promote consistent land-use planning near pipelines. Drafting of the standard will begin in 2016 with the goal of publishing it in December 2017.

Protecting Canada’s pipeline infrastructure from malicious damage

Any threat to Canada’s critical pipeline infrastructure—whether from an intentional disruption, inadvertent damage caused by everyday activity, or natural events—could have a significant impact. In late 2015 and early 2016, Enbridge experienced two security breaches when pipeline infrastructure was accessed by members of the public. While not a pipeline incident, it was indeed a security incident that posed significant risk to the operation of the pipeline. As a result, Enbridge enhanced security on all of its eastern-region pipelines in January 2016.

All CEPA members follow the CSA standard Z246.1 – Security Management for Petroleum and Natural Gas Industry Systems. This standard provides a framework to protect energy infrastructure from malicious damage. In addition to addressing physical security concerns, CEPA members also actively engage in cybersecurity risk management practices as part of their ongoing effort to ensure the continued safe and reliable operation of Canada’s pipeline systems.

Canadian Standards Association (CSA)

Internationally recognized and accredited to develop industry standards, the CSA (csagroup.org) works with businesses, organizations and code authorities around the world to develop innovative solutions for their evolving safety, reliability and sustainability needs.
Educate and engage stakeholders on pipeline safety

Evaluating the impact of third-party damages to transmission pipelines

In addition to being a public safety issue, third-party damage is one of the greatest risks to pipelines and can result in serious societal costs such as service downtime, damage to property, intervention by emergency services, lost work time, etc.

In 2015, CEPA commissioned a study to evaluate the societal costs specifically related to damage to transmission pipelines. The goal was to further bolster our members’ damage-prevention initiatives and help reduce the potential for damage to all buried infrastructure. CEPA is also collaborating with the Canadian Common Ground Alliance (canadiancga.com) to develop a socio-economic costs assessment tool that is expected to be available for use by our members by the fall of 2016. And as we always have, we strongly urge companies, employees and contractors to “Click Before You Dig” (ClickBeforeYouDig.com).

Raising first-responder awareness

Firefighters, paramedics and other first responders play a crucial role in the event of a pipeline incident. To inform them about our industry and how we respond to pipeline incidents, CEPA launched the first phase of a new first-responder awareness program in early 2016. We held safety presentations in municipalities across Canada, introducing firefighters and other first responders to our industry and outlining the systems that are in place for emergency response in the event of a rupture, explosion or other incident. Through 2016, CEPA will work with its members and key stakeholders to build out the program to include a range of channels and tools—from online information to face-to-face training sessions—that first responders can use to enhance their understanding of the pipeline industry and effectiveness in responding to a pipeline incident.

Also, in May 2016, the Canadian Association of Fire Chiefs (CAFC) and CEPA signed a Memorandum of Understanding (MOU), agreeing to collaborate on programs related to emergency preparedness and response. There is concern that firefighters across Canada are at risk when attending transmission pipeline incidents involving flammable liquids. There is also concern that firefighters and all other parties who respond to an incident do not have a consistent approach to on-site management within a common organizational structure, such as what is offered with the Incident Command System (ICS). The ICS is a standardized on-site management system designed to enable effective and efficient incident management through a common organizational structure. ICS is widely used across North America by military, first-response agencies, and local, provincial/state, and federal governments.

The MOU enables CEPA and its members to strengthen their relationship with the CAFC to ensure that they engage to understand and respond to the information and training needs of firefighters. Over time, this collaboration will help improve public safety by addressing any gaps related to transparency, emergency response, training and participation in emergency preparedness exercises.

Providing Canadians easy access to information about transmission pipelines

CEPA and our members fully support any initiative that improves public confidence in the safety of the transmission pipeline industry and reduces impacts on the environment in case of emergencies.

To further advance the transparency of our industry, in 2015, CEPA launched a new interactive digital pipelines map at aboutpipelinesmap.com. Visitors can enter an address, postal code, city or province to find the exact location of pipelines and facilities in their area. The map also gives users information on the age of pipelines, which company operates them, what oil and gas products they transport, and who regulates them. A second phase of the map, which will be launched in 2016, will include pipeline incidents.
TransCanada launches Safety and Emergency Response Days campaign

Since TransCanada announced its Energy East Pipeline project (Energy East) in April 2013, the company’s Community Relations team has been gathering comments from communities in provinces along the proposed pipeline route.

Among the main concerns raised were pipeline safety and emergency preparedness and response. As a result, TransCanada launched a community-outreach program for the Energy East project focused on those concerns.

Over the course of seven weeks in late 2015, TransCanada hosted 23 “Safety and Emergency Response Days” in five Energy East provinces—Saskatchewan, Manitoba, Ontario, Quebec and New Brunswick—to give residents and officials an opportunity to learn more about the company’s safety and emergency response capabilities. Each day included both a public open-house session and an invitation-only session for municipal and elected officials, first responders and First Nations Chiefs and Councils.

This community outreach will enable TransCanada to develop emergency response plans for Energy East using local knowledge and experience. It’s also an important step for the company in building collaborative relationships with communities and first responders along the Energy East route.

Kinder Morgan Canada’s largest-ever emergency response exercise tests readiness

On October 29, 2015, Kinder Morgan Canada (KMC) conducted the company’s largest-ever emergency response exercise at its Westridge Marine Facility in Burnaby, B.C. as part of the National Energy Board’s (NEB) Emergency Management Program evaluation. The emergency scenario simulated a release of 1,000 barrels of crude oil into the water from a vessel loading arm at the Westridge dock.

The exercise provided an opportunity for KMC response personnel to practice the
Activation of KMC’s Westridge Marine Terminal Emergency Response Plan. The drill also included implementing a coordinated response with more than 300 participants between 20 emergency management agencies and responders.

As a federally regulated company, KMC is required to conduct emergency response exercises and be evaluated. Each year, KMC conducts approximately 20 emergency management training sessions, which include equipment deployments and table-top and communication exercises.

The October 2015 exercise demonstrated that KMC: has the technical capability and trained personnel to respond to an emergency that includes deploying equipment; has the ability to communicate information to emergency agencies and the public during an incident; and complies with NEB regulations.

TransCanada helps develop new, powerful in-line inspection technology

Our members regularly send sophisticated in-line inspection (ILI) tools called smart pigs through their transmission pipelines to inspect them from the inside to detect anomalies such as cracks, dents and corrosion that can threaten the integrity of a pipeline.

Working with multiple vendors, TransCanada has taken in-line inspection a step further by assisting with the development of an ultrasonic technology called EMAT—Electro-Magnetic Acoustic Transducer—that allows its operators to examine many features inside and outside its pipelines that other ILI methods have not been able to see as clearly.

EMAT uses magnetism to generate sound waves directly in the pipe steel and then records the returning sound waves for further analysis. In particular, EMAT is designed to advance the detection of cracking and evaluate the condition of pipeline coatings and pipe welds. This has improved TransCanada’s ability to monitor its pipelines and develop timely maintenance and repair programs.

Development of EMAT began in 2003, but only in recent years has the technology attained the necessary reliability, accuracy and consistency demanded of TransCanada’s rigorous pipe integrity program. To date, TransCanada has sent EMAT smart pigs through more than 14,000 kilometres of its Canadian pipeline network—helping the company ensure it continues to protect the safety of the public and the environment.
Environmental Protection

We’re focused on meeting the highest environmental standards.

CEPA and our members are committed to minimizing our industry’s environmental impacts and protecting the natural environment. In this section, we report on some of our recent and ongoing initiatives in the area of environmental protection.

Manage the long- and short-term impacts to land and resources

Minimize habitat disruption and impacts to wildlife

Maintain water quality and minimize any impacts to water
Manage the long- and short-term impacts to land and resources

Reducing methane emissions from natural gas pipelines

The facts show that climate change is real, and CEPA’s member companies are committed to reducing greenhouse gas (GHG) emissions from their operations. For example, there are two main ways natural gas pipelines emit GHGs: burning fossil fuels at compressor stations; and methane releases during maintenance activities or from small leaks in pipes. Therefore, natural gas pipeline operators are using a variety of techniques to limit the amount of GHGs they release. This includes upgrading compressor-station equipment to be more energy efficient; and adopting technologies that divert or capture the release of methane during maintenance. They’re also using technologies that detect small leaks in pipes, including portable gas detectors and ultrasonic detectors, so the leaks can be pinpointed and repaired.

Beyond operations, many CEPA members have climate-change and environmental sustainability programs to track, address and manage their GHG emissions. Many also have significant investments in green energy such as wind power. CEPA members will continue to adopt practices, programs and new technologies to limit and reduce their GHG emissions.

Working with the Canadian Energy Partnership for Environmental Innovation (CEPEI), CEPA’s Climate Change Work Group is investigating how to better identify, quantify and reduce sources of fugitive methane emissions along natural gas pipeline systems. Data gathered will be used by CEPA member companies to support an update to CEPEI’s 2010 guidance document on “Management of Fugitive Emissions at Above-Ground Natural Gas Transmission, Storage and Distribution Facilities”. This updated guidance document will illustrate how best to identify and manage leaks using a direct inspection and maintenance program.

Helping develop enhanced regulatory frameworks

Governments in Canada are evolving their regulatory systems and approaches to reflect the increasing complexity of environmental issues, including the changes caused by a combination of past, present and future human actions, which are commonly referred to as ‘cumulative effects’ (CE).

Wishing to be part of the solution, CEPA and our members are actively participating in the development of enhanced regulatory frameworks in B.C. and Alberta, as well as regional initiatives such as B.C.’s Northeast Strategic Advisory Group and Environmental Sustainability Initiative. Since CEPA members’ pipeline projects have already undergone CE assessments, our members have environmental data that can be useful in the creation of new regulatory frameworks.

Managing vegetation on pipeline rights-of-way

Some vegetation that grows on pipeline rights-of-way can compromise the integrity of pipelines and cause problems with public safety, energy supply, security, emergency services access, restoration, right-of-way and facility access, and lines-of-sight.

In 2015, CEPA’s Environment Work Group published a guidance document designed to help our members meet their routine vegetation management objectives along their rights-of-way and at their facilities, while at the same time address environmental considerations.

This guidance document is currently in use by our member companies. In 2016, CEPA is seeking to publish this document externally so that the broader industry can benefit from it.
Maintain water quality and minimize any impacts to water

Studying impacts of crude oil on water

In 2015, CEPA and our industry partners co-sponsored an independent, science-based study by an expert panel convened by the Royal Society of Canada (RSC) to better understand the behaviour of crude oil in water.

In one of the most comprehensive studies of its kind ever undertaken, the panel examined oil spill impacts and responses for the full spectrum of North American crude oil types, including bitumen, diluted bitumen and other unconventional oils. They also surveyed scientific literature, key reports and case studies, including tanker spills, an ocean-rig blowout, pipeline spills and train derailments.

The panel’s report—titled *The Behaviour and Environmental Impacts of Crude Oil Released into Aqueous Environments*—was released publicly in late 2015 and is available on the RSC’s website at: rsc-src.ca/en/publications-resources

The panel concluded that the overall impact of an oil spill, including the effectiveness of an oil spill response, depends mainly on the environment and conditions (weather, waves, etc.) where the spill takes place and the time lost before clean-up begins.

CEPA members will use the panel’s findings to inform their spill preparedness and response capabilities. In phase two of the study in 2016, scientific testing will be conducted on a wide range of crude oils transported in North America to better identify their behaviours and fate in various environments to assess the appropriate emergency response approach and equipment required.

Updating guidelines for watercourse crossings

Installing pipelines across bodies of water presents unique challenges for transmission pipeline companies. Our members take special care throughout the pipeline life cycle to protect ecosystems in these environments.

Working in collaboration with over 100 biologists, engineers, government officials and other experts, CEPA is currently producing the fifth edition of its comprehensive guidelines for constructing transmission pipelines across bodies of water, including species-at-risk provisions. These science-based guidelines analyze the variety of factors that companies must consider for watercourse crossings, and suggest the best possible action.

Our goal is to complete the updated guidelines in 2016 and have them supported by the Department of Fisheries and Oceans Canada. As part of this process, the science underlying the recommended mitigation will be reviewed by the Canadian Science Advisory Secretariat. A group of experts will review the science and, if necessary, recommend amendments.
Protecting watercourse crossings from geohazards

Pipelines carrying gas or oil are exposed to a multitude of risks—both natural and man-made. This includes geohazards, which are potential threats from environmental forces such as floods, landslides, settlement/subsidence, erosion, and seismic activity.

In 2015, CEPA’s Geohazards Management Users Group conducted a field study of an acoustic-monitoring system to determine if the system can detect when underground pipelines have become exposed at watercourse crossings.

Laboratory modelling has shown the technology is effective at determining when a pipeline has been exposed. The ultimate aim of this study is to use remote monitoring so that member companies can continuously monitor known areas of concern along pipelines. By doing this, they can develop new detection and classification methods to help protect watercourse crossings. Spectra Energy is currently testing this acoustic tool for monitoring a pipeline exposure at a Coquihalla River crossing in British Columbia. This is being completed in 2016.

Minimize habitat disruption and impacts to wildlife

Working to protect species-at-risk

Protecting species-at-risk (SAR) is one of the greatest environmental challenges facing Canada today. CEPA members comply with federal and provincial SAR requirements, including the federal Species at Risk Act, which aims to protect flora and fauna and conserve biological diversity.

CEPA has always been an active member of the federal Species-at-Risk Advisory Committee, and we look forward to continuing that spirit of collaboration and cooperation with Environment and Climate Change Canada and conservation and industry partners. We also plan to explore other venues to collaborate, with the goal of protecting and recovering wildlife species.

CEPA recognizes that habitat restoration is an important aspect of conservation that requires research and increased efforts. To take the next step, we’ve formed a sub-work group, under our Environment Work Group, to focus on both species-specific efforts—for example, identifying and communicating key practices for caribou—and broader policy initiatives, such as critical habitat protection.
MEMBER INITIATIVES

Enbridge’s commitments for a lower-carbon future

Our industry recognizes that climate change is real. Our members have committed to reducing greenhouse gas (GHG) emissions from their operations, and they will continue to adopt practices, programs and new technologies to limit and reduce their GHG emissions.

For its part, in early 2016, Enbridge announced an update to its corporate Climate Policy, which provides new guidance on how the company plans to reduce emissions and manage climate-related risks and opportunities. The new policy includes commitments to: develop multi-year plans for emissions reduction and energy efficiency in Enbridge’s business segments; and double its renewable energy generation capacity in five years.

Since 2002, Enbridge has invested nearly $5 billion in wind, solar, geothermal, hydropower and waste heat recovery projects. Together these projects, including those in operation, planned or under construction, represent nearly 2,800 megawatts (MW) of green-power capacity (gross). This is enough to meet the electricity needs of more than one million homes.

Enbridge is also investing in technologies that support large-scale energy storage to improve the economic effectiveness of intermittent energy sources such as wind and solar.

Enbridge is partnering with Hydrogenics Corporation (hydrogenics.com), whose water electrolysis technology converts surplus renewable energy into hydrogen gas, which can be stored in vast natural gas pipeline networks, thus increasing the amount of clean energy that can be generated and made available for consumers. Currently, Enbridge and Hydrogenics are jointly developing a power-to-gas storage plant that will deliver 2 MW of storage capacity and will be located in the Greater Toronto Area. The project is expected to begin commercial operation in 2016.

Enbridge has also invested in Temporal Power (temporalpower.com), a manufacturer of electrical energy storage systems. Temporal Power’s technology is based on 4,080-kilogram solid-steel flywheels—essentially, mechanical batteries that store electrical energy as kinetic energy through continuous high-speed rotation. Temporal Power’s technology has been incorporated into a 2-MW flywheel energy storage facility in Harriston, Ontario.
Plains Midstream Canada rolls out enhanced environmental program

In pursuit of its goal of operational excellence, Plains Midstream Canada (Plains) has developed an Operational Management System (OMS) to guide sustainable and disciplined pipeline operations. OMS will guide Plains through the full operational life cycle—from development through abandonment—and govern all facets of safe and reliable operations.

Aligned with the OMS, and to fulfill the company’s commitment to environmental protection and zero releases, in 2015, Plains formalized an updated Environmental Protection Program (EPP). The EPP outlines a structure and framework for environmental protection when planning and executing all of the company’s work activities.

The framework requires Plains’ staff to set environmental goals, objectives and targets; and to review and report on the company’s environmental performance on an annual basis.

The OMS and EPP provide a consistent, measurable structure for all operating assets and corporate departments, and will lead Plains to continuous improvement of its efforts to protect both people and the environment.
We’re delivering substantial economic benefits for Canadians.

Pipelines carry more than just crude oil and natural gas. Our industry delivers economic benefits to all Canadians, and creates value for our employees, our partners and suppliers, and the communities we serve.

**We contribute to GDP**

$11.5B*

Canada’s transmission pipelines contributed $11.5 billion to Canada’s gross domestic product (GDP) in 2015.

$175B* 2046

Based on current operations alone, Canada’s transmission pipelines are expected to add $175 billion to Canada’s GDP over the next 30 years.

**We pay taxes**

$1.5B

CEPA member companies contributed $1.5 billion to government tax revenues in 2015, including income, property, motor-fuel and carbon taxes.

$709M

Of that $1.5 billion, our members paid $709 million in 2015 in property taxes to municipalities across Canada where we operate pipelines.

*Source: The Economic Impacts from Operations of Canada’s Energy Pipelines, Angevine Economic Consulting Ltd., 2015*
We support jobs

34,000*

Our industry is responsible for almost 34,000 full-time equivalent jobs across Canada, supporting many households. Of that total:

- 30% are in Alberta
- 24% are in Ontario
- 21% are in Saskatchewan
- 25% are spread across the rest of Canada

$2.9B*

In 2015, those 34,000 jobs generated a total of $2.9 billion in labour income, which further supports families and local economies across Canada.

We help communities

$4.8B

In 2015, our members spent $4.8 billion purchasing goods and services in local communities along our pipeline routes across Canada.

$33.7M

In 2015, our members invested $33.7 million in community initiatives across Canada, including almost $13 million to support education.

We invest in the future

$16.7M

In 2015, our members invested $16.7 million in innovative technology focused on reducing corrosion and improving pipeline inspection and leak detection.

$7.8B

In 2015, our members invested $7.8 billion in capital projects—helping to ensure Canada continues to have the safe and modern transmission pipeline infrastructure it needs to stay competitive.

Our members are currently proposing to invest a total of $50 billion in Canadian pipeline projects over the next five years.

+$50B

Economic Impacts
Enbridge conducts the most extensive Aboriginal outreach in its history

Enbridge’s $7.5-billion Line 3 Replacement Program (L3RP), which is the largest project in the company’s 65-year history, entails replacing Line 3’s existing pipe from Hardisty, Alberta to Superior, Wisconsin with modern pipe materials utilizing modern construction methods.

L3RP in Canada has involved the most extensive outreach to Aboriginal groups and communities in Enbridge’s history. Over the two years that led up to the National Energy Board’s hearings on L3RP in December 2015, Enbridge representatives met with more than 150 Aboriginal groups and communities, some of which have reserve lands as far as 300 kilometres from the L3RP right-of-way.

Enbridge also worked with all of the First Nations along the L3RP right-of-way to plan a range of training, education and employment opportunities. The result of this work was Enbridge’s L3RP Training-to-Employment program, which is giving participants an opportunity to gain technical knowledge, transferable skills, and ongoing support for career growth and development in the pipeline and construction industries.

Enbridge launched the first two L3RP Training-to-Employment program pilot sessions—Pipeline 101, and Heavy Equipment Operator (HEO)—in November 2015 in Saskatchewan. Forty participants successfully completed Pipeline 101, while 29 successfully completed HEO. As Enbridge evolves the program, the company intends to offer additional training opportunities to participants in Alberta, Saskatchewan and Manitoba.

Also in late 2015, Enbridge issued a guidance document for contractors working on L3RP. The document outlines contractors’ socio-economic responsibilities on the project and encourages them to maximize participation of Aboriginal Peoples in their L3RP work, including through partnerships, joint ventures or other business arrangements with Aboriginal businesses, and through providing training, mentoring and employment opportunities. Going forward, Enbridge intends to apply the guidance in this document to all of its liquids pipelines projects in Canada and the United States.
CEPA builds understanding by listening and engaging

In November 2015, CEPA hosted the first formal ‘Pipeline System Dialogue’ to engage with and listen to leaders from First Nations and key interest groups such as landowners, municipalities, environmentalists, regulators and industry to identify priority areas for action by Canada’s transmission pipeline industry.

Because there are gaps and differences in understanding of the role of pipelines, there’s risk of a significant disconnect between industry actions and regulatory decision-making on the one hand, and public confidence and community willingness to accept pipelines on the other. This situation has already led to a gridlock in pipeline development that impacts the economic prosperity of our country. However, informal discussion with participants and other experts prior to the meeting indicated a willingness to look for ways to get beyond the current divisive, polarized approach to energy and infrastructure development in Canada.

The focus of discussion was on the pipeline system, which for the purposes of the Dialogue was broadly defined as the system in which transmission pipelines are decided upon, designed, built, operated, regulated and more broadly governed in the public interest. Participants developed several high-level objectives, including:

- Increasing public confidence and community trust in the pipeline system across Canada
- Closing gaps between public perception of risks and expert-based risk assessments in order to build public confidence
- Positioning and earning a place for Canada as a leader in sustainable resource development

Participants agreed to consider which of the items they and/or their organizations will act on, and to report at the next Dialogue session in 2016 on what they’ve done to advance those actions.

Alliance Pipeline recognized as Calgary’s Corporate Philanthropist of the Year

Alliance Pipeline (Alliance) has been recognized as Calgary’s Corporate Philanthropist for 2015 as part of the Association of Fundraising Professionals’ Generosity of Spirit Awards. In receiving this prestigious award, Alliance joined the ranks of an impressive list of previous corporate recipients who are seen as philanthropic leaders in the community.

Headquartered in Calgary, Alliance owns and operates a 3,700-kilometre natural gas transmission pipeline system that delivers rich natural gas from the Western Canada Sedimentary Basin and the Williston Basin to the Chicago market hub.

Alliance was co-nominated for the award by Inn from the Cold, which helps homeless children and their families achieve independence, and Brown Bagging for Calgary’s Kids, which provides healthy lunches for students who would otherwise go hungry. Both are past and current beneficiaries of Alliance’s Charity Partners Program, which aims to address a local need in the Calgary community through collaboration between the company, its employees and small- to mid-sized local charities.

Since 2000, Alliance has provided more than $18 million in support to community causes across western Canada and the U.S. Midwest.
Glossary

**Facilities:** All facilities related to the operation of a pipeline, including pump stations, terminals and storage tanks.

**In-line inspection (ILI):** Use of sophisticated in-line inspection tools called smart pigs to inspect transmission pipelines from the inside to identify changes such as dents or wall thinning that could threaten the integrity of the pipeline.

**Integrity:** A state of sound, unimpaired or perfect condition.

**Integrity dig:** Excavating and inspecting a segment of pipe using non-destructive examination methods. If required, repairs are completed and the site is backfilled and restored to the original condition or better.

**Liquids pipelines:** These pipelines transport crude oil or natural gas liquids from producing fields to refineries, where they are turned into gasoline, diesel and other petroleum products. Liquids pipelines are also used to transport these finished products to terminals or distribution centres.

**Natural gas pipelines:** These pipelines transport natural gas from gas wells to processing plants and to distribution systems throughout Canada that deliver natural gas directly to homes and businesses.

**Pipeline and facility integrity:** Continuously operating a transmission pipeline and related facilities safely without disruption to service, the surrounding environment or individuals working or living in the vicinity.

**Pipeline incident:** Any unplanned release of a product due to the failure of a pipe.

**Right-of-way:** An area identified by markers that contains one or more transmission pipeline where certain activities are not allowed in order to protect public safety and pipeline integrity. It provides pipeline workers ease of access for inspection, maintenance, testing or an emergency.

**Transmission pipelines:** Transmission lines are Canada’s energy highways—transporting oil and natural gas within a province and across provincial or international boundaries.

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**Call or Click Before You Dig**

Third-party damage to pipelines is a leading cause of incidents. Preventing pipeline damage is a shared responsibility between operators and the public. That’s why if you are planning to undertake a digging project—large or small—always use extreme caution and always call or click before you dig!

CEPA is committed to supporting one-call centres in all provinces in which our member companies operate. Companies, employees and contractors are urged to “Click Before You Dig” and use web-based/online notifications whenever possible. You can connect to any Canadian one-call contact centre in French or English by visiting ClickBeforeYouDig.com.

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**CEPA work groups**

Collaboration is key to continuous improvement. CEPA facilitates 10 work groups that consist of subject-matter experts from across our member companies. Each group focuses on a key area within our industry:

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<th>Business environment</th>
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CEPA members

External Advisory Panel

We wish to thank the members of our External Advisory Panel for the feedback and guidance they are providing CEPA. This panel of volunteers includes representatives from a variety of community groups, Aboriginal Peoples, academia and landowners, among others. Panel members are bringing diverse perspectives—and constructive and critical voices and viewpoints—to help identify and clarify the topics and issues that matter most to Canadians.

Further reading

CEPA is the hub of information regarding Canadian transmission pipelines. Beyond this report, we produce and maintain a variety of publications, statistics and background information on the topics discussed in the report.

To learn more, please visit aboutpipelines.com

We want to hear from you!

This is CEPA’s second annual Pipeline Industry Performance Report and we’d like to know what you think about it so we can make the next report even better.

We also welcome your comments on our industry’s performance. What can we do better? And how can we effectively demonstrate to you that we’re doing it?

Email CEPA at info@cepa.com to submit your comments about the report and ideas on how our industry can improve. We welcome your feedback.

Disclaimer

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As CEPA and its member companies are committed to reducing their impact on the environment, this report has been printed on FSC® Certified paper. FSC certification ensures that products come from well-managed forests that provide environmental, social and economic benefits, all areas that are important to CEPA and its member companies.

CEPA and its member companies have always been committed to safety and environmental protection through strong leadership and a collective vision that no incident is acceptable. We set the highest standards for ourselves as an industry, and Canadians should expect nothing less from us.”

Chris Bloomer, President & CEO, CEPA

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CEPA loves to have conversations about our industry on any platform. Reach out to us on social media, via email or give us a call.

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