



File OF-Surv-Fins-E101 2011  
OF-Surv-Gen 07  
10 June 2013

Mr. Stephen Wuori  
President, Liquids Pipelines and Major Projects  
Enbridge Pipeline Inc.  
3000 Fifth Avenue Place  
425 – 1st Street S.W.  
Calgary, AB T2P 3L8  
Facsimile 403-231-5710


Dear Mr. Wuori:

**Enbridge Pipeline Inc. (Enbridge) Control Center Operation Compliance  
Verification**

The Board has completed its inspection of Enbridge's Edmonton Control Room and assessment of Enbridge's implementation of relevant regulatory requirements.

Please find attached the Enbridge Control Centre Operation Compliance Verification Report and related Safety Order.

Yours truly,

  
Sheri Young  
Secretary of the Board

Attachments

c.c. Ms. Bonnie Andriachuk, Sr. Director, Risk, Compliance and Integrated Management,  
facsimile 780-420-8177



**ORDER SO-E101-003-2013**

**IN THE MATTER OF** the *National Energy Board Act* (the Act) and the regulations made thereunder; and

**IN THE MATTER OF** promoting the safety, security and environmental protection of pipeline systems operated by Enbridge Pipelines Incorporated (Enbridge) in Canada, National Energy Board File OF-Surv-Gen-07.

**BEFORE** the Board on 16 May 2013.

**WHEREAS** the Board regulates the operation of the Enbridge pipeline systems in Canada on which incidents have occurred;

**AND WHEREAS** the Board has examined the reported findings of the United States National Transportation Safety Board (NTSB) following its investigation of the Enbridge Line 6B rupture incident at Marshall, Michigan (Marshall);

**AND WHEREAS** the Board has examined Enbridge's operations and initiatives with respect to pipeline integrity, emergency response, and pipeline control management;

**NOW THEREFORE**, pursuant to sections 12 and 48 of the Act, the Board hereby orders the following safety and security measures:

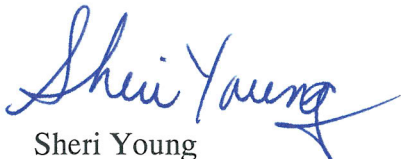
1. Enbridge shall file, within 30 days of the date of this Order, for the Board's review:
  - a. A table that clearly identifies all the integrity management system and program changes undertaken since July 2010. In this table, Enbridge must describe how each change will lead to improvements in safety and integrity, identify the performance metrics, and indicate the stage of completion of these improvements. If the improvements are not yet fully implemented, Enbridge must provide the expected date(s) of full implementation.
  - b. Enbridge's internal management review of its Pipeline Integrity Management Program. This review must demonstrate senior management's leadership and engagement in assessing opportunities for improvement, and assess the need for changes to the Pipeline Integrity Management Program in order to achieve its objectives.

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- c. Pursuant to Section 32 of the *National Energy Board Onshore Pipeline Regulations*, (OPR) any reference material that will be used by Enbridge staff during an emergency response. This includes any guidebooks that may be used that are not otherwise found in Enbridge's Emergency Procedures Manual (Book 7). This also includes any on-call procedures that may be used to initiate an emergency response that are not found in Book 7.
2. Enbridge shall notify the Board at least 60 days prior to conducting an emergency response exercise in 2013-2014. In the notification, Enbridge must describe the exercise scenario, the participants to be invited, and the elements of the company's emergency response program to be tested along with the date, time and location of the exercise. For those exercises that are already scheduled for 2013 that fall within 60 days of the Board Order date, Enbridge shall notify the Board as soon as practicable.
3. Enbridge shall contract an independent third party expert to conduct:
  - a. An audit of its management system(s) to assess the adequacy, implementation and effectiveness in terms of achieving the safety, security and environmental protection of Enbridge pipeline systems and ensure compliance with the OPR, including the identification of any recommendations for improvement. The audit shall include the management system(s) employed to manage the:
    - i. Pipeline Control and Leak Detection System; and
    - ii. Emergency Management and Public Awareness Programs.
  - b. An assessment of its organizational safety culture including the identification of any recommendations for improvement. The assessment shall employ a validated model which comprises a minimum of three data collection methodologies designed to also capture process safety culture.
  - c. A review of human factors that may pose a threat to pipeline control and leak detection operations, including an evaluation of the adequacy, implementation and effectiveness of controls initiated subsequent to the Marshall incident, and any recommendations for further improvement.
- 3.1 Within 30 days of the date of this Order, Enbridge shall file, for Board approval, the name and qualifications of the independent third party expert(s).

- 3.2 Within 60 days of the date of this Order, Enbridge shall file, for Board approval, the scope and plan of the audit, assessment, and review as respectively required in Conditions 3 (a), (b) and (c).
- 3.3 At least 30 days prior to the start of the audit required in Condition 3 (a), Enbridge shall file, for Board approval, the audit protocols to be utilized in the assessment of its management system(s).
- 3.4 The independent third party expert(s) shall submit all draft and partial reports to both Enbridge and the Board simultaneously.
- 3.5 Within 270 days of the date of this Order, the independent third party expert(s) shall submit the final report(s) to both Enbridge and the Board simultaneously.
- 3.6 Within 300 days of the date of this Order, Enbridge shall file a response to the independent third party expert(s) report(s) with the Board. Enbridge's response shall include the rationale for the exclusion or adoption of any recommendations for improvement identified by the third party expert(s). Where adopted, timelines for implementation shall be provided.

NATIONAL ENERGY BOARD



Sheri Young  
Secretary of the Board