



PROPOSED TRANS MOUNTAIN EXPANSION PROJECT

Engagement Summary Report



Stakeholder Engagement Program for September 2012 – January 2013

March 7, 2013

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1.0 EXECUTIVE SUMMARY

In April 2012, after receiving strong commitments from its customers, Kinder Morgan Canada announced a proposed expansion of its Trans Mountain Pipeline system between Strathcona County (near Edmonton, Alberta) and Burnaby, BC. On January 10, 2013, Kinder Morgan Canada released the results of a supplementary open season which increased the project scope from the proposed 750,000 barrels per day (bpd) of nominal capacity to 890,000 bpd. The majority of the engagement activities described in this report happened before the January 10, 2013 announcement, with the exception of two public information sessions that were scheduled before the scope update announcement. As part of its continued engagement, the Trans Mountain project team will continue to meet with stakeholders and communities. Information about the proposed increase in pipeline capacity and related facilities is available on the project website at transmountain.com.

In May 2012, Trans Mountain started an open and extensive stakeholder engagement program that will run throughout the project. This timeframe includes the development of our Facilities Application, the National Energy Board's (NEB) review of the application, and if approved, the pipeline construction.

This report is a summary of the stakeholder engagement program, which ran from September 2012 to January 2013. It includes descriptions of the engagement opportunities provided, a summary of the results, an explanation of how these results will be incorporated into the project and a summary of the next steps in our engagement program. This report does not cover the results of Aboriginal engagement or consultations with landowners since these processes are separate from the stakeholder engagement program.

The information sessions and discussions with stakeholders to date have brought forward many ideas, comments and concerns about potential impacts from Trans Mountain's proposed expansion.

This input will be used to guide the development of studies, plans and design for the proposed expansion project. Highlights of the Trans Mountain stakeholder engagement program include:

- 37 public information sessions in 30 communities along the pipeline route and the marine corridor, with a total attendance of more than 2,200 individuals
- 58 meetings between project team members and stakeholder groups
- 85 interviews with news media outlets
- 489 tweets from the @TransMtn Twitter account
- Project website (transmountain.com) with online engagement opportunities
 - 17,645 visits to our project website
 - 45 questions posted to our Question & Answer (Q&A) board
 - 7 comments posted in our discussion forums
- 250 Feedback Forms submitted either as printed copies or online
- Approximately 2,500 printed copies of our Discussion Guide distributed
- 326 copies of our Discussion Guide downloaded from our website
- 228 emails to the project email address and 64 phone calls to the toll-free info line

The top areas of interest/concern that were identified in discussions and through feedback provided in this phase were:

- Engagement process and activities
- Marine tankers and the impacts of increased tanker traffic
- Oilsands development and global warming
- Pipeline safety
- Routing of the proposed pipeline
- Socio-economic benefits and impacts of the project
- Spills and emergency response, both on land and at sea



2.0 INTRODUCTION

In April 2012, after receiving strong commitments from its customers, Kinder Morgan Canada announced a proposed expansion of its Trans Mountain Pipeline system between Strathcona County (near Edmonton, Alberta) and Burnaby, BC.

In operation since 1953, the 1,150-km Trans Mountain Pipeline system has safely and efficiently provided the only West Coast access for Canadian oil products and has been the primary transporter of gasoline to the interior and south coast of British Columbia. Based on the project scope announced on January 10, 2013, the proposed Trans Mountain Expansion Project, if approved by the National Energy Board (NEB), would add approximately 980 km of new pipeline that would increase the nominal capacity of the system from 300,000 barrels per day (bpd) to up to 890,000 bpd. Where practical, the routing of the proposed expansion will remain within the existing Trans Mountain Pipeline right-of-way (ROW).

Before submitting an application for the expansion to the NEB, the Trans Mountain Expansion Project team is undertaking comprehensive routing, environmental and socio-economic assessments on various aspects of the project, as well as extensive engagement with Aboriginal groups, landowners and stakeholders.

This report is a summary of the stakeholder engagement program, which ran from September 2012 to January 2013 (Table 1). It includes descriptions of the engagement opportunities provided, a summary of the results, an explanation of how these results will be incorporated into the project and a summary of the next steps in our engagement program. This report does not cover the results of Aboriginal engagement or discussions with landowners since these programs are separate from the stakeholder engagement program.

Phases of Engagement

Stakeholder engagement for the proposed expansion of the Trans Mountain Pipeline is laid out as phases of opportunities that correspond to stages in project planning. In addition, we will continue to answer stakeholder inquiries and participate in ongoing discussions with interested individuals and groups throughout the life of the project.

Table 1: Engagement Activities

Ongoing Engagement Activities	Phased Engagement Activities		
<ul style="list-style-type: none"> Response to stakeholder inquiries through our project email address Response to stakeholder inquiries through a toll-free project phone line In-person meetings and presentations with interested groups and individuals Engagement with local and municipal governments ENGO engagement stream focused on national and regional issue-based ENGOs Online engagement forum Twitter account to engage via social media Media relations program and other communications outreach activities Online engagement through the project website 	Stakeholder & Issue Identification	May 2012 – Sept. 2012	<ul style="list-style-type: none"> Released introductory materials about proposed project Held introductory meetings with municipalities and other key stakeholders along the project corridor Launched project website, email address and toll-free line
	Public Information & Input Gathering	Sept. 2012 – Jan. 2013	<ul style="list-style-type: none"> Launched online engagement forum and continued to release updated project information on website Continued to identify and meet with stakeholders Held introductory public information sessions to introduce the proposed project and to gather input on the scope of the terrestrial, marine, socio-economic and routing assessments Gathered input via Feedback Forms Identified topics of interest/concern in each community through information sessions and meetings and determined formats for further local engagement Released public report on results of engagement (this report) in March 2013
	Community Conversations	Jan. 2013 – June 2013	<ul style="list-style-type: none"> Continue outreach to local stakeholder groups through introduction phone calls, sharing information materials and offering project introduction meetings or discussions Conduct discussions in local communities on topics of interest identified through municipal introduction meetings and public information sessions Engage on proposed approach for the Environmental and Socio-Economic Assessment (ESA) Engage on routing in areas where the new line is likely to deviate from the existing right-of-way Release public report on results of consultation anticipated mid-2013
	Sharing Preliminary Results	Summer 2013 – Fall 2013	<ul style="list-style-type: none"> Share results of field studies and preliminary proposed mitigation measures with stakeholders Seek input from stakeholders into proposed mitigation measures to be outlined in ESA Provide further details to public regarding refined project plans prior to NEB filing Release public report on results of consultation in fall 2013
	Continued Engagement	Late 2013 – throughout project	<ul style="list-style-type: none"> Communicate regulatory process and opportunities for the public to provide input into NEB process Continue to make sure that accurate and timely information is available on the Trans Mountain Expansion Project

3.0 STAKEHOLDER ENGAGEMENT APPROACH

Trans Mountain began discussions with communities immediately following the April 2012 announcement of the proposed expansion project that resulted from the Open Season. An open, extensive and thorough engagement process is now underway along both the pipeline corridor and the marine corridor. Our objective is to encourage participation and discussion, as we believe that questions, concerns and comments can help us build a better and more sustainable pipeline. Dialogue with landowners, Aboriginal groups, communities and stakeholders will help the project team identify concerns and seek input to make sure those with interests in the project are heard and feedback has been considered.

Our approach is to focus on what actions Trans Mountain can take to address issues within the scope of our project. Some examples include:

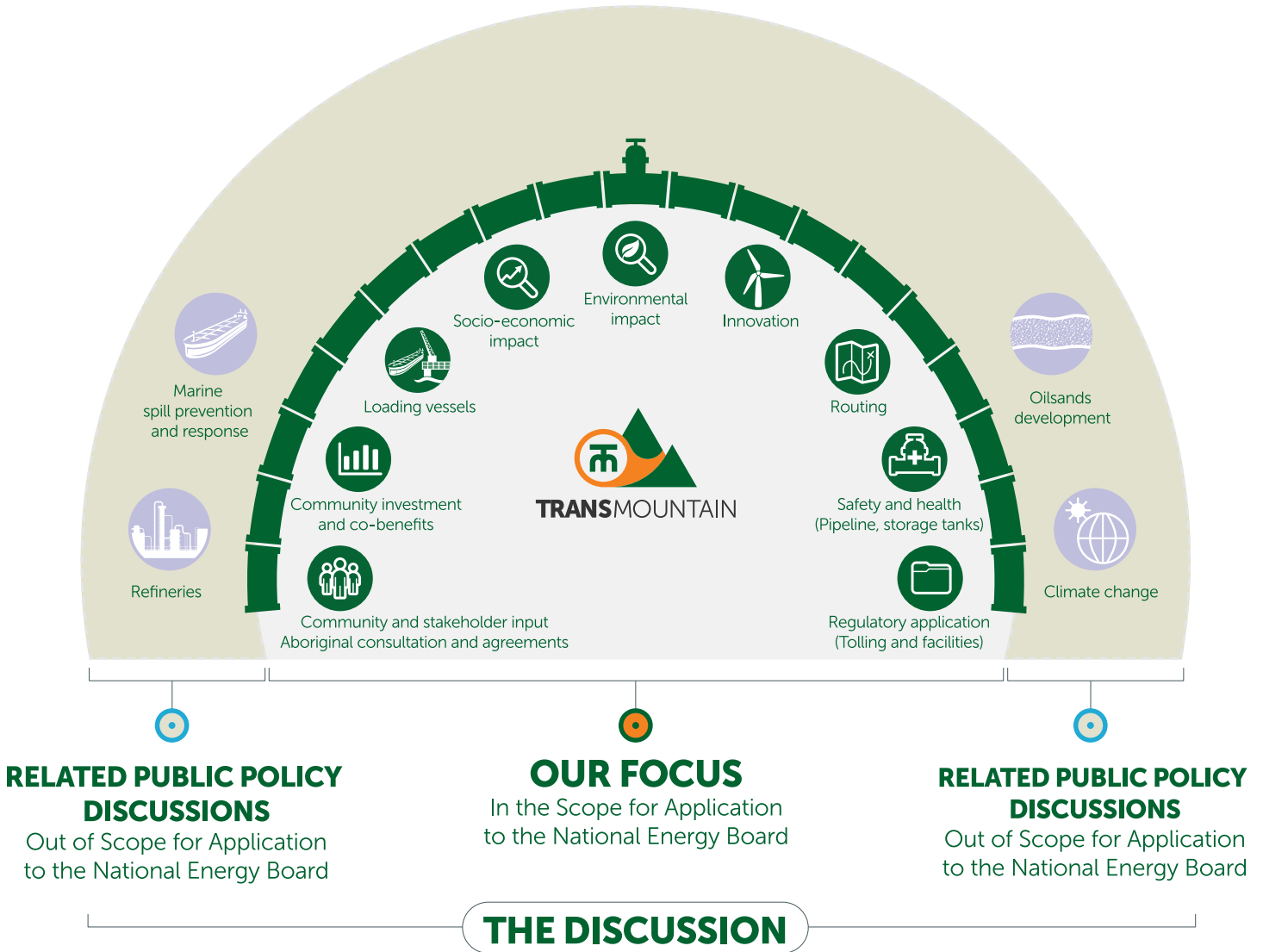
- Routing, design, construction and operation of the expanded pipeline
- Pipeline safety and emergency planning
- Negotiations with landowners
- Regulatory reviews
- Field study program
- Aboriginal engagement in communities along the pipeline and marine corridors
- Procurement
- Employment and training opportunities
- Commercial agreements with our customers

For issues outside of our jurisdiction or control, we will also describe how we are trying to influence our industry to help address significant issues upstream and downstream from our pipeline.

Examples include:

- Climate change
- Oilsands development
- Shipping practices
- Emergency spill response
- Protecting the ecological integrity of BC and Alberta

Figure 1: Project Scope



3.1 Our Stakeholder Engagement Principles

Our engagement process is based on a number of core principles. We are committed to upholding these principles in all our interactions with stakeholders and the public.

Table 2: Engagement Principles

Our Engagement Principles	
Shared Process	<ul style="list-style-type: none"> Design an engagement program based on public input, taking into consideration various stakeholder groups' interests, knowledge levels, time and preferred method of engagement.
Respect	<ul style="list-style-type: none"> Respect individual values, recognize the legitimacy of people's concerns and value the input they can provide.
Timeliness	<ul style="list-style-type: none"> Initiate consultation processes as early as possible to provide adequate time for stakeholders to assess information and provide input.
Relationship Building	<ul style="list-style-type: none"> Instill confidence in the public by remaining committed to being a good neighbour with the goal of establishing and maintaining positive long-term relationships with stakeholders.
Communication	<ul style="list-style-type: none"> Facilitate the involvement of potentially-affected parties, listen, gather input and work collaboratively to resolve concerns. Use multiple channels for communication to meet communication needs of diverse stakeholder groups.
Responsiveness	<ul style="list-style-type: none"> Use input and provide timely feedback to participants on how their input has affected plans and decisions where feasible.
Accountability	<ul style="list-style-type: none"> Address issues as they emerge. Trans Mountain believes that effective problem-solving and mitigation strategies can be identified through consultation with stakeholders.
Transparency	<ul style="list-style-type: none"> Document and follow through on commitments made to stakeholders. Where we are unable to act on input, we will explain why.
Mutual Benefit	<ul style="list-style-type: none"> Seek solutions to challenges that result in shared benefits for all interests.
Local Focus	<ul style="list-style-type: none"> Seek local input and understanding of the region, its people and the environment and reflect local values and attitudes in our communications with stakeholders.
Sustainable	<ul style="list-style-type: none"> Report on a triple bottom line of social, economic and environmental concerns raised and identify how they will be addressed.

4.0 ENGAGEMENT ACTIVITIES

Between September 2012 and January 2013, our primary engagement objectives were:

- To openly and transparently introduce and share information about the proposed project with as many people as possible
- To gather initial feedback from stakeholders regarding topics of interest concern and preferred methods of engaging further

A variety of engagement methods were available to stakeholders and the public, including public information sessions, our Discussion Guide and Feedback Form, digital engagement opportunities, stakeholder meetings and media opportunities.



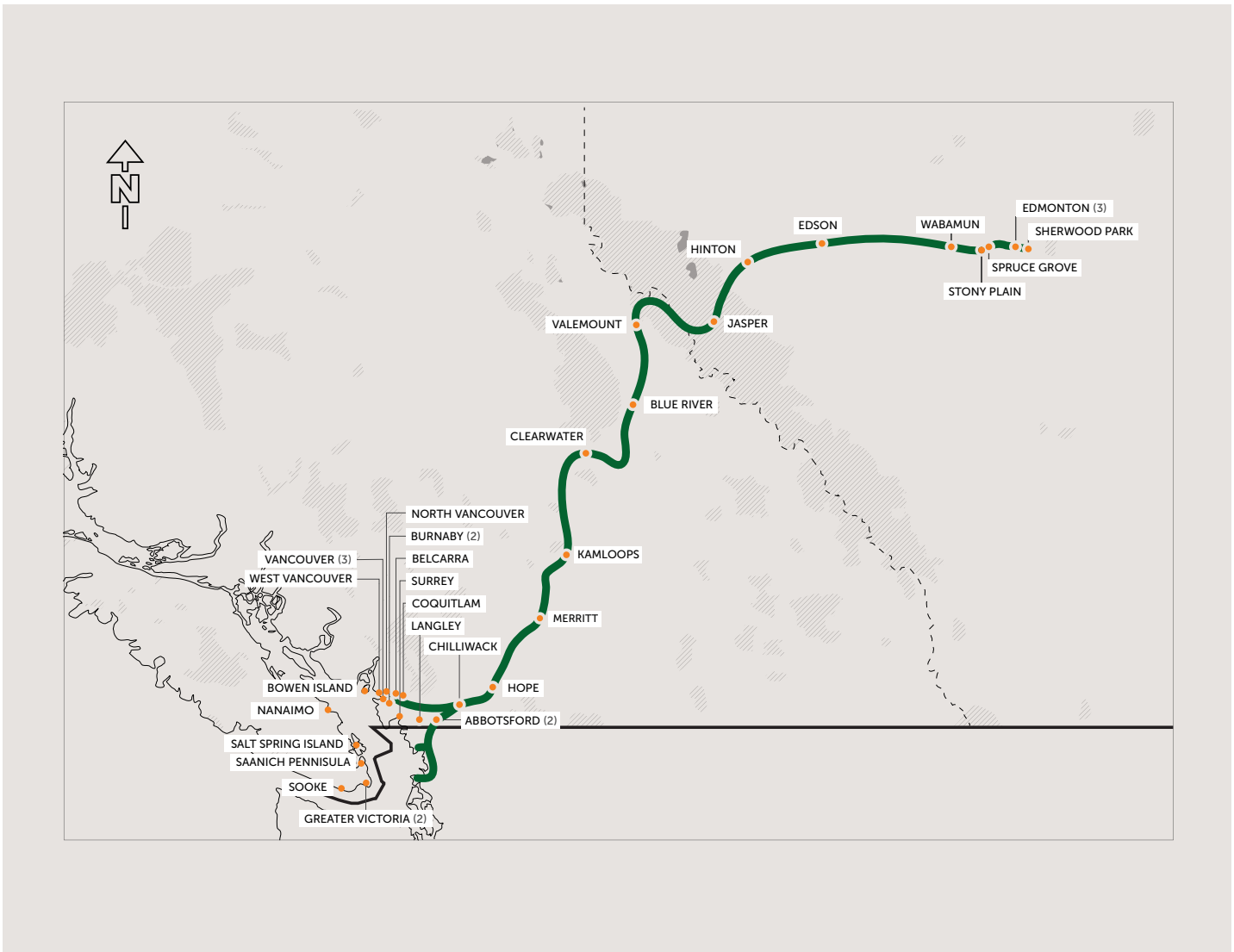


Figure 2: Public information session locations

The dates, times and venues of the information sessions were selected based on the pipeline route and the marine corridor, in conjunction with the recommendations of local municipal officials and community groups. Some dates had to be shifted in order to accommodate local events and other timing considerations.

Table 3: Dates and locations of public information sessions held between October 2012 and January 2013. Green indicates communities located along the existing pipeline and marine corridors. Blue indicates communities located along the project's marine corridor.

Region	Community	Date & Time	
Alberta	Wabamun	October 9, 2012 5:00 – 8:00 pm	
	Stony Plain	October 10, 2012 5:00 – 8:00 pm	
	Spruce Grove	October 11, 2012 5:00 – 8:00 pm	
	Edson	October 16, 2012 5:00 – 8:00 pm	
	Hinton	October 17, 2012 5:00 – 8:00 pm	
	Jasper	October 18, 2012 5:00 – 8:00 pm	
	Edmonton – Central	October 22, 2012 5:00 – 8:00 pm	
	Edmonton – North	October 23, 2012 5:00 – 8:00 pm	
	Sherwood Park	October 24, 2012 5:00 – 8:00 pm	
	Edmonton – South	October 25, 2012 5:00 – 8:00 pm	
	BC Interior	Kamloops	October 29, 2012 5:00 – 8:00 pm
		Merritt	October 30, 2012 5:00 – 8:00 pm
Valemount		November 5, 2012 5:00 – 8:00 pm	
Blue River		November 6, 2012 5:00 – 8:00 pm	
Clearwater		November 7, 2012 5:00 – 8:00 pm	
BC Lower Mainland	North Vancouver	November 3, 2012 4:00 – 7:00 pm	
	West Vancouver	November 7, 2012 4:00 – 7:00 pm	
	Bowen Island	November 10, 2012 2:30 – 4:30 pm	
	East Vancouver	November 13, 2012 5:00 – 8:00 pm	
	Downtown Vancouver	November 15, 2012 5:00 – 8:00 pm	
	West Point Grey	November 17, 2012 5:00 – 8:00 pm	
BC Fraser Valley and Metro Vancouver	Belcarra	November 6, 2012 5:00 – 7:00 pm	
	Abbotsford 1	November 17, 2012 1:00 – 4:00 pm	
	Coquitlam	November 20, 2012 5:00 – 8:00 pm	
	Surrey	November 21, 2012 5:00 – 8:00 pm	
	Langley	November 22, 2012 5:00 – 8:00 pm	
	Burnaby 1	November 24, 2012 1:00 – 4:00 pm	
	Burnaby 2	November 26, 2012 5:00 – 8:00 pm	
	Chilliwack	November 27, 2012 5:00 – 8:00 pm	
	Hope	November 28, 2012 5:00 – 8:00 pm	
	Abbotsford 2	November 29, 2012 5:00 – 8:00 pm	
Coastal BC	Nanaimo	December 4, 2012 5:00 – 8:00 pm	
	Greater Victoria	December 5, 2012 5:00 – 8:00 pm	
	West Shore	December 6, 2012 5:00 – 8:00 pm	
	Saanich Peninsula	December 8, 2012 1:00 – 3:00 pm	
	Sooke	January 11, 2013 5:30 – 7:30 pm	
	Salt Spring Island	January 12, 2013 1:00 – 3:00 pm	

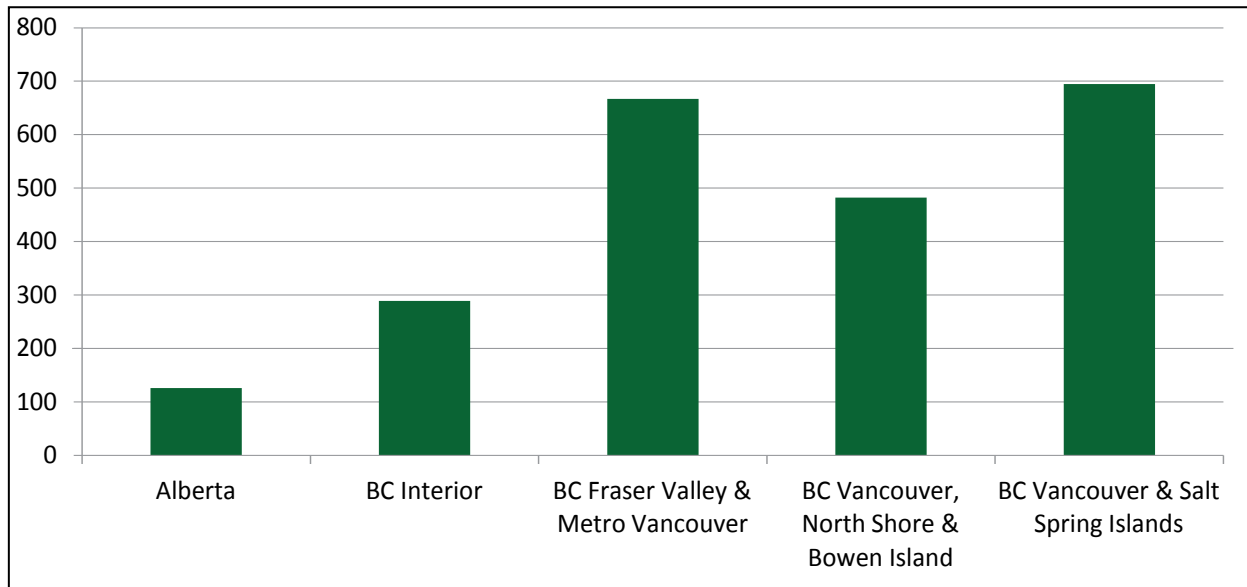


Figure 3: Total number of public information session attendees by region


4.1.1 Notification

Notification for the sessions was provided in a variety of formats, depending on the communities where they were located. Advertisements were placed in local newspapers two weeks¹ before the session date. The date and details of each session were posted on the project website at least two weeks in advance and tweets were issued on Twitter (@TransMtn) leading up to events. In some communities, links to event information were posted on the municipal website and flyers were posted in community spaces (Figure 4).

Local municipal officials, provincial and federal government representatives, community groups and neighbourhood associations were contacted with information about the sessions, and were invited to distribute information to their colleagues, organization members and others in their communities. Community groups contacted included rotary clubs, chambers of commerce, recreation groups, local environmental groups and economic associations. Landowners along the existing route were sent letters inviting them to attend the nearest session.

Local news media outlets, including print, radio and television stations, were contacted in advance of the sessions. The outreach to 110 reporters at media outlets along the pipeline route and marine corridor often resulted in news stories in advance of the information sessions and helped publicize the events to local audiences.

¹In Wabamun, Stony Plain and Spruce Grove, due to scheduling constraints, ads were placed 1-1.5 weeks in advance of the sessions.



TRANS MOUNTAIN EXPANSION PROJECT
Public Information Sessions

We invite you to find out more and join the conversation about the proposed expansion of the Trans Mountain Pipeline.
Talk with project staff and give us your feedback.

Attend in person or join the discussion online:

KAMLOOPS
Monday, October 29, 2012
5:00 pm – 8:00 pm

Salon AB, Coast Kamloops Convention Centre (formerly Foresters Convention Centre)
1250 Rogers Way

transmountain.com
info@transmountain.com
1.866.514.6700
@TransMtn

KINDER MORGAN
CANADA



TRANS MOUNTAIN EXPANSION PROJECT
Public Information Sessions

We invite you to find out more and join the conversation about the proposed expansion of the Trans Mountain Pipeline between Edmonton and Burnaby.

Stop by anytime during a Public Information Session to view information, meet the project team, ask questions and give us your feedback.

Attend in person or join the discussion online:

VANCOUVER EAST
Tues. Nov. 13, 2012
5 pm to 8 pm
Hastings Room at the PNE
2901 East Hastings St.
(Use parking entrance at Gate 2 on Renfrew St. just north of Hastings St.)

VANCOUVER DOWNTOWN
Thurs. Nov. 15, 2012
5 pm to 8 pm
Segal Centre in Harbour Centre
515 West Hastings St.

VANCOUVER POINT GREY
Sat. Nov. 17, 2012
5 pm to 8 pm
Aberthau Mansion
West Point Grey Community Centre
4397 West 2nd Ave.

transmountain.com
info@transmountain.com
1.866.514.6700
@TransMtn

KINDER MORGAN
CANADA

Figure 4: Sample advertisement placed in local newspapers (right) and sample poster emailed to municipalities and community groups and posted in community spaces (left)

4.1.2 Pre-Briefing Sessions

In many communities, pre-briefing sessions were held just before the public information sessions. Municipal government officials, elected provincial and federal government representatives, community groups and neighbourhood associations were invited via phone calls and personal emails to attend these sessions, review the information materials, speak with project representatives and voice their thoughts and concerns. The groups and individuals invited to the pre-briefing sessions varied by community.

4.1.3 Public Information Session Format

The public information sessions were two- or three-hour events, held either on a week night or on a Saturday afternoon. Members of the public were invited to drop in at any time during the session and to stay for as long as they chose. At each information session, more than 30 display boards were available with information about petroleum pipelines, the proposed expansion and the components of the environmental and socio-economic assessments. These boards were supplemented by paper maps of the entire existing route, as well as computers showing a Google Earth overlay that allowed attendees to zoom in on any portion of the existing route. In some communities, a computer played Trans Mountain's Pipelines and Parks video and/or Journey of a Tanker video.

At every public information session, attendees were provided with a Discussion Guide (Section 4.2) and a Feedback Form (Section 4.3). There were also additional handouts from Trans Mountain and from other industry and regulatory organizations regarding:

- Diluted bitumen
- Emergency response
- Kinder Morgan's operations in Canada
- Pipeline corrosion
- Project updates
- Safe pipeline operation
- Trans Mountain's environmental and socio-economic studies

Digital copies of these materials were also available on transmountain.com and participants were invited to fill out a Feedback Form onsite or online at their convenience.

A range of project staff members were present to help guide attendees through the material and to answer questions. Generally, there were representatives from the following disciplines:

- Aboriginal engagement
- Environmental and socio-economic assessments
- Geotechnical engineering
- Landowner relations
- Marine environmental assessment
- Marine facilities
- Media relations
- Pipeline operations
- Pipeline protection
- Project management
- Routing
- Stakeholder engagement

At sessions in coastal areas (communities in Burrard Inlet, Gulf Islands and Vancouver Island), representatives from marine organizations were often present to provide information and to answer questions about their operations.

Representatives set up booths and displays at the public information sessions, but were visually distinct from the Trans Mountain project team and information materials. The role of the marine organizations was neither to support nor to endorse the project, but to provide information regarding vessel movements through the Salish Sea and Burrard Inlet, including emergency response and regulations. Organizations present included:

- Port Metro Vancouver
- Western Canada Marine Response Corporation (WCMRC)
- Pacific Pilotage Authority
- BC Coast Pilots Ltd.
- Seaspan and SMIT Marine Canada Inc.

4.1.4 Sign-In Sheets

At each information session, there were optional sign-in sheets available for attendees to record their name, address and/or email address, and to indicate whether they wanted to receive project updates by email. The purpose of the sign-in sheets was to give the project team a sense of how many people attended the sessions, where they resided and add those who were interested to the project update mailing list. This information allows us to gauge community interests and determine where we may need to increase our engagement activities. It also helps us to identify how we can improve on publicizing these types of events.

Since signing in was optional, in order to get accurate figures of attendees project staff at the front desk kept a tally of attendees who chose not to sign in. It should be noted that there was information being circulated outside some of the information sessions encouraging people not to sign in.

Participants who chose to sign up for updates from the Trans Mountain project team will receive project update newsletters every few months, notification when new reports are released and notification of further engagement opportunities. We will not send out mail or email to participants who did not specifically ask to receive these notifications.

To join our email list, fill out the information under the *Have Your Say* tab at transmountain.com.

4.2 Discussion Guide

The Discussion Guide contains the information provided on the public information session display boards. The purpose of the guide was to allow information session attendees to take home the key information presented at the sessions and to provide online access to the same information for those who were unable to attend the sessions. The guide was updated during the information sessions. Versions dated October 3 and 15, 2012 were distributed during initial sessions and a version dated November 15, 2012, with updated project cost information and page number corrections was distributed at later sessions.

A printed copy of the guide was offered to everyone who attended a public information session. Over the course of the 37 public information sessions, approximately 2,500 Discussion Guides were distributed. An additional 326 digital copies of the Discussion Guide were downloaded from the project website. The Discussion Guide (in English, French and Chinese) that was available at the public information sessions is still available for download on transmountain.com. An updated version of the Discussion Guide (now called Information Guide) is also posted on the website. It includes the proposed scope changes as a result of the January 10, 2013 announcement (see page 6). While the project scope changed, a large majority of the content in the Information Guide is applicable to both the smaller and larger project configurations.

4.3 Feedback Forms

The Feedback Form was designed to collect participants' feedback on the following:

- Quality and completeness of information provided during this engagement period
- Topics where more information is necessary
- Topics of particular interest/concern
- Important topics for the environmental assessment
- Important topics for the socio-economic assessment
- Preferred communication methods for project information

Printed copies of the Feedback Form were available at every public information session. Attendees who filled out the form had the option to submit it to project staff at the session or to mail, scan or fax it in at a later date. A digital version was available on the project website between October 19, 2012 and January 14, 2013. Translated versions were available in French, Chinese and Punjabi for download from the project website. People were asked to submit their feedback by January 14, 2013. Over the course of the 37 public information sessions, 250 completed Feedback Forms were submitted: 197 submitted as hard copies and 53 submitted digitally (Figure 5).

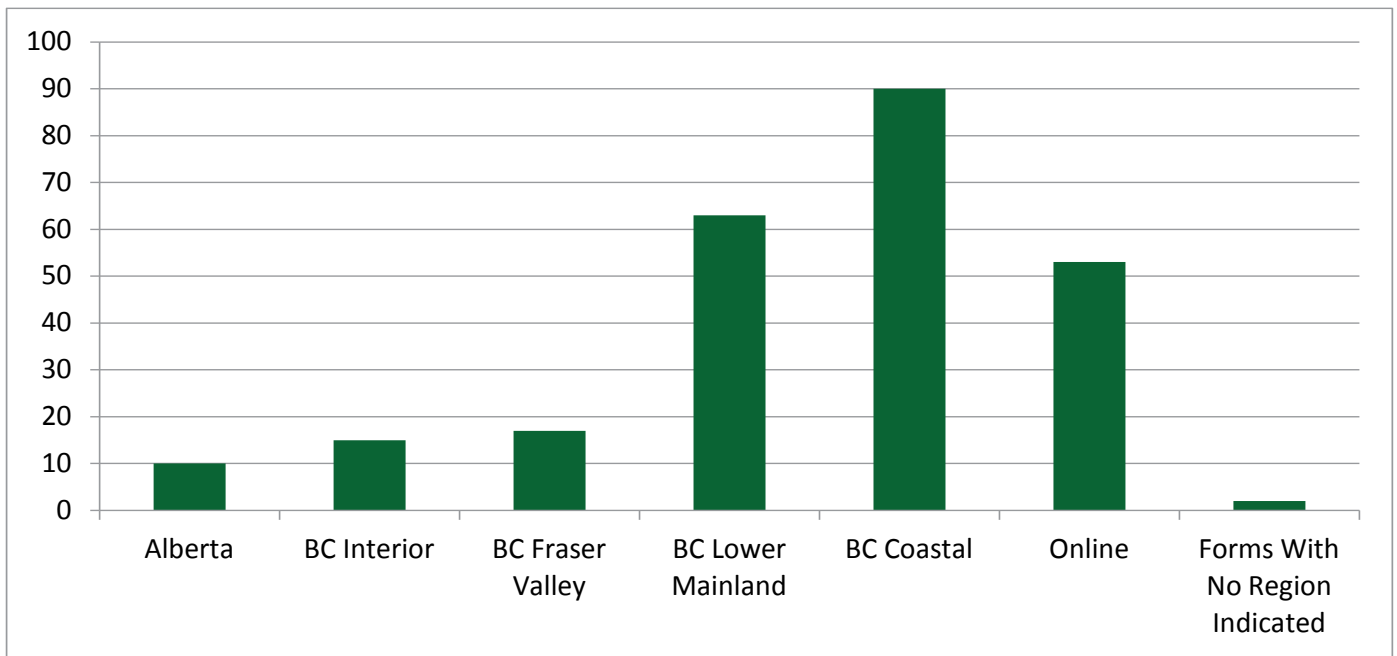


Figure 5: Total number of Feedback Forms received by region and online

Information collected from the forms will be used to guide the content and format of future engagement opportunities, as well as the studies being undertaken in support of the NEB Facilities Application. All results from submitted forms will be reported to the NEB as part of the project's regulatory filing. See Section 5 for a summary of these results.

4.4 Digital Engagement

Digital engagement opportunities during this period of our engagement process included an expanded project website and online engagement portal, a Twitter feed and a project email address. These were all promoted through a variety of channels.

4.4.1 Website

The project website (transmountain.com) was launched in May 2012. The project website contains information about the pipeline industry, safety precautions, spill response, details about environmental studies, proposed project details and project benefits. New content continues to be added on a regular basis.

Traffic to the website has increased steadily following the initial launch. A particularly dramatic increase in the number of visits to the website, as well as in the length of time visitors spent on the site, occurred when the expanded site was launched in October. Between October 1, 2012 and January 14, 2013, the project website received 17,645 visits, increasing the total number of visits the website has received to almost 22,500 visits. The volume of visits tended to mirror media activity (both paid and unpaid), with greater mentions resulting in greater traffic.

The top five most popular pages of content on the project website were:

- Homepage
- Events & Discussion (previously called Talk Trans Mountain)
- Pipeline & Facility Safety
- Route
- Project Details

A sample of upcoming information session dates and questions submitted by the public were displayed on the homepage. A larger list of these was streamed onto the Events & Discussion landing page. This page was the second most popular destination, after the homepage, attracting more than 2,900 visits during the reporting period.

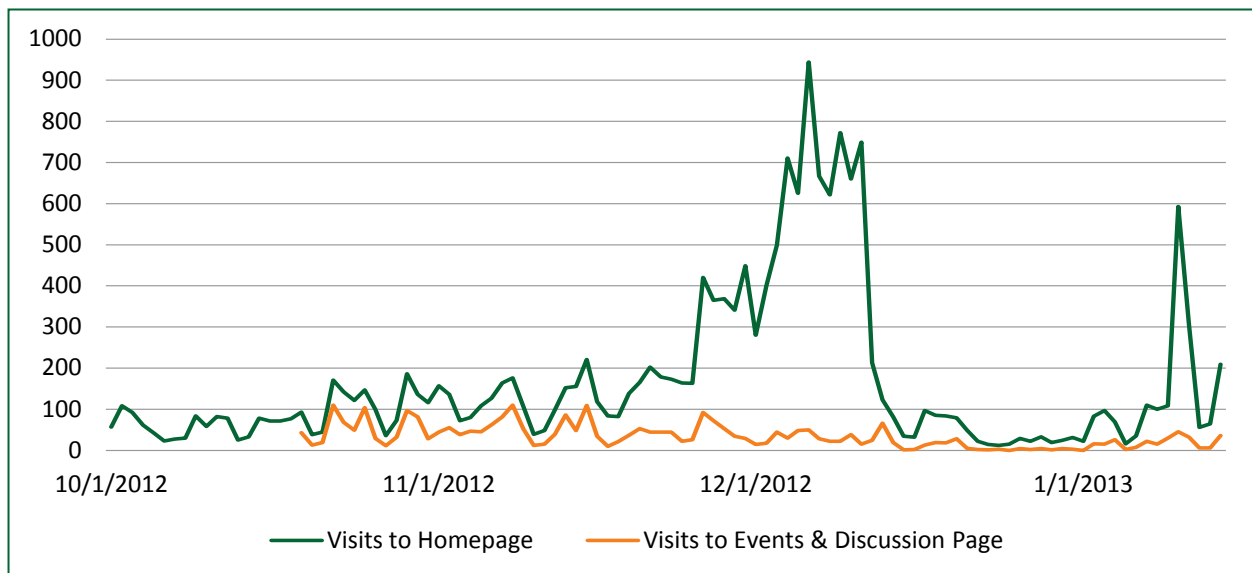


Figure 6: Number of visits to project website between October 1, 2012 and January 14, 2013

The project website also holds links to a number of documents available for download. Reports and fact sheets are available for supplemental reading, as well as digital versions (including translations) of the Discussion Guide and Feedback Forms. During this period, nearly 1,300 documents were downloaded from the website, enabling visitors to gather further information on their topics of interest. The most popular documents during this period were the Canadian Energy Pipeline Association's fact sheets on diluted bitumen, Trans Mountain's Project Updates and the Discussion Guide.

4.4.2 Talk Trans Mountain

In October 2012, a digital engagement portal, accessed via the Events & Discussion page, was launched. It was designed to give those who were unable to attend the public information sessions the chance to provide input. The digital engagement portal included:

- Online Question & Answer (Q&A) with project team members
- Discussion forums
- A digital Feedback Form

The online Q&A, which is still available, allows members of the public to ask project-related questions to the Trans Mountain Expansion Project team. When a question is received from the website, it is directed to the appropriate project team member for response. The questions and answers from project team members are posted on the website for public viewing.

The online discussion forums provided opportunities for the public to make or respond to comments regarding various aspects of the proposed expansion project. Comments posted in the forums are available for anyone to view and respond to. In order to allow different levels of discussion to occur on a variety of topics, the online discussion forums were available at a global level, as well as at a regional level for those interested in more local-scale topics. In addition to the global discussion page, the Trans Mountain website hosted the following five regional discussion pages:

- Alberta Central West
- BC Interior
- BC Fraser Valley
- BC Lower Mainland
- BC Coastal Region

Table 4 summarizes when these topics opened on the website. The regional discussions closed on December 14, 2012, while the global discussion page was open until January 14, 2013.

The online Feedback Form comprised the same questions as the paper versions handed out at the public information sessions. It was available on the project website from October 19, 2012 to January 14, 2013. As with the paper version, participants could choose to answer as many or as few of the questions as they wished. For more information on the Feedback Form, see Section 4.3.

During the reporting period we received:

- 45 questions
- 7 comments in the discussion forums
- 53 digital Feedback Forms

Even though discussion forum activity was low, the discussion forums were viewed more than 1,000 times. It is unclear why only a few visitors chose to participate.



Figure 7: Website screen shot of Trans Mountain discussion forum page

Table 4: Discussion topics available on transmountain.com between October 2012 and January 2013

	Global Page	Alberta Central West	BC Interior	BC Fraser Valley	BC Lower Mainland	BC Coastal Region
As part of the application, we will be assessing marine impact of the project for both increased tanker traffic and the new marine facilities. What do you think are the most important aspects to study and why? (e.g. impacts to marine life, fate and effect)						Nov. 6
How could Trans Mountain create a positive environmental legacy in BC and Alberta?	Nov. 15					
Tanker traffic will increase with the proposed project. Are you comfortable with the safety precautions and regulations that are in place for the current tanker traffic in Port Metro Vancouver? Why or why not?						Nov. 6
What are some of the considerations we should understand when developing the route through your community?		Sept. 21	Oct. 22	Nov. 15		
What are some of the considerations we should understand when developing the detailed route from Edmonton (Strathcona County) to Burnaby?	Nov. 15				Nov. 6	
What are your ideas for ways that Trans Mountain could leave a positive legacy in your community?		Sept. 21	Oct. 22	Nov. 15		
What are your ideas for ways that Trans Mountain could leave a positive legacy as a result of this project?					Nov. 6	
What do you see as the role for clean technology in Trans Mountain operations or those of the Port?						Nov. 6
What do you think are the necessary safety precautions needed for the proposed expansion project?	Nov. 15					
What local benefits would be most valuable to you?	Nov. 15					
When you consider the Environmental and Socio-Economic Assessment (ESA), what are the areas that you feel should be given the highest priority in your community and why?		Sept. 21	Oct. 22	Nov. 15		
When you consider the Environmental and Socio-Economic Assessment (ESA), what are the areas that you feel should be given the highest priority and why?					Nov. 6	
Do you have any additional comments or suggestions?	Nov. 15	Sept. 21	Oct. 22	Nov. 15	Nov. 6	Nov. 6

4.4.3 Twitter

In September 2012, the @TransMtn Twitter channel was launched. The Twitter channel is used to distribute messaging about the project, drive traffic to the website and promote the information sessions and online engagement tools. As new materials are posted to the website, this content is added to the tweet rotation to make sure our followers are aware of the new material. @TransMtn is also used to retweet relevant materials and to distribute media coverage about the project.

Between September 2012 and January 2013, 489 tweets were sent by @TransMtn, while 350 retweets sent our messages to new audiences. As of January 14, 2013, the @TransMtn Twitter channel had 299 followers.

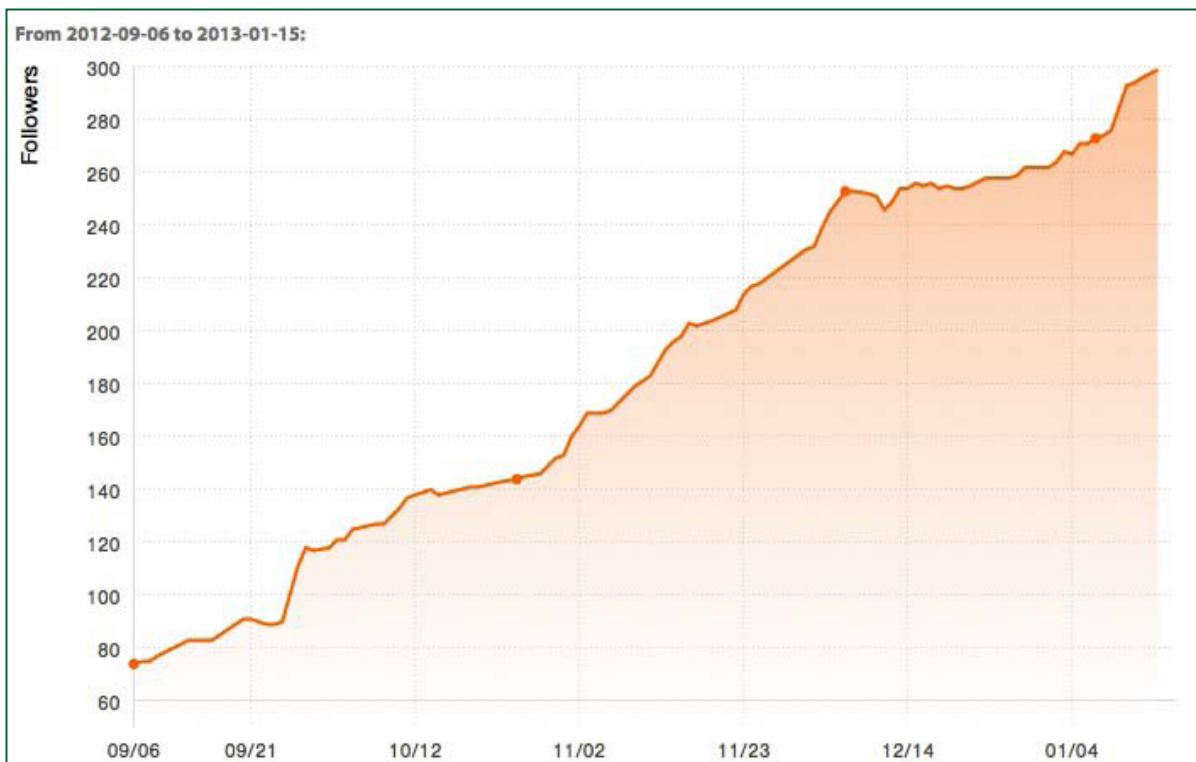


Figure 8: @TransMtn Twitter followers

4.4.4 Project Email Address and Phone Line

Stakeholders and those interested in the project were able to send email to info@transmountain.com through the website or their own email service. They could also reach the Trans Mountain project team by phone through a toll-free line. Between October 1, 2012 and January 14, 2013, we received 228 emails to the Trans Mountain project email address and 64 phone calls to the toll-free project line (1-866-514-6700).

4.4.5 Digital Media Awareness

As an important tool for disseminating and receiving information about the proposed project, the transmountain.com website and the Twitter handle [@TransMtn](https://twitter.com/TransMtn) were promoted through the following channels:

- On kindermorgan.com
- In discussion at project meetings
- In presentation materials
- On business cards
- In email signatures
- In information session advertisements (Sept. 28, 2012 – Jan. 9, 2013)
- On information session posters distributed by mail drop to 850 Belcarra and Anmore residents (for the Nov. 6, 2012 session)
- On information posters posted in communities
- In online advertising (Nov. 19 – Dec. 14, 2012)
- Through a postcard sent (Nov. 22, 2012) to 170,211 households:
 - Along the existing right-of-way between Burnaby and Hope
 - Along the Edmonton Transportation Utility Corridor
 - In Burnaby's Westridge neighbourhood north of the Lougheed Highway between Sperling Avenue and North Road
- In thank-you newspaper advertisements (Nov. 11, 2012 – Jan. 16, 2013)
- Through retweets
- Through organic search results in Google and other search engines

4.5 Stakeholder Meetings

Throughout fall 2012, we continued to set up meetings with municipal and regional governments, communities and stakeholders. Project staff participated in 58 stakeholder meetings, bringing the total number of stakeholder meetings as of January 13, 2013 to more than 250. The purpose of these meetings has been to introduce the proposed project to interested parties, as well as to gain an understanding of their particular interests and concerns relating to the project. These meetings will continue throughout the life of the project as more stakeholder groups are identified, and as the project team works with each group to answer their questions and address their concerns.

4.6 Media Relations

Before this period of engagement, a dedicated project media email (media@transmountain.com) and phone number were established in order to respond to incoming news media inquiries in a timely and efficient manner. By responding to incoming media inquiries, reaching out proactively to local news organizations in communities along the pipeline route and marine corridor, and offering information and interviews with project spokespeople, we hoped to raise awareness about opportunities for people to engage with the project at information sessions or online.

Some 110 reporters and members of the news media were contacted by phone or email during the engagement period. They were invited to attend the information sessions or pre-briefing events to learn more and conduct interviews with project spokespeople. 85 interviews were carried out with newspapers, magazines, radio stations and TV broadcasters. In addition, two full media briefings were held, one in Vancouver and the other in Victoria, to provide an opportunity for reporters in these larger media markets to ask questions during a question and answer period with subject-area experts. While many media members attended the sessions, others ran stories prior to or as follow up to the sessions, helping to inform communities about opportunities to participate.

At the public information sessions, all media attending were given a media package containing the following:

- Discussion Guide
- Media Backgrounder
- Feedback Form
- The most recent Project Update

Our primary Trans Mountain Expansion Project spokespeople, Greg Toth (Senior Director) and Michael Davies (Senior Director, Marine Development) were available for on-site interviews for print, radio and television stories at the information sessions and conducted many more interviews by telephone. Other subject-area expert spokespeople also handled interviews covering topics including stakeholder engagement, routing, Aboriginal engagement and regulatory matters.

Throughout the duration of the project, we will continue to make ourselves available to the media by responding to incoming inquiries and seek out ways we can be proactive in getting information to the public. We can be reached on our media line at 1-855-908-9734 and by email at media@transmountain.com.



5.0 SUMMARY OF INPUT RECEIVED FROM ENGAGEMENT ACTIVITIES

5.1 Overall

Between September 2012 and January 2013, the engagement program encompassed a variety of activities designed to make the project accessible to a variety of stakeholders with a wide range of preferences and interests. The summaries presented in this section include feedback received from the following sources:

- 37 public information sessions attended by approximately 2,200 people
- 52 comments and questions posted on the project website's online engagement portal
- 58 stakeholder meetings
- 85 interviews carried out with newspapers, magazines, radio stations and TV broadcasters
- 250 feedback forms
- 292 inquiries to the project phone line and email address

Based on feedback from all of these sources, the top areas of interest or concern amongst stakeholders are:

- Engagement process and activities
- Marine tankers
- Routing
- Socio-economic benefits and impacts – particularly employment and procurement
- Spills and emergency response
- Pipeline safety

The following sections provide more detail about the responses and input received online and in each of the different geographic regions of the Trans Mountain engagement program. See Section 6 for a breakdown of the ways this input is being incorporated into the project planning and design.

5.2 Online Engagement Results

Feedback collected through the project website includes:

- 3 digital Feedback Forms
- 7 comments in the discussion forums
- 45 questions

The topics most commonly discussed through the online Feedback Form, Q&A and Discussion Forum tools were:

- Employment opportunities
- Product details and destination
- Project benefits – particularly at the community level
- Routing and facility specifics
- Spill risk, prevention and response

5.3 Project Email Address and Phone Line Results

Between October 1, 2012 and January 14, 2013, we received 228 emails to the Trans Mountain project email address and 64 phone calls to the toll-free project line.

The topics most commonly mentioned were:

- Environmental impact: potential construction impacts to the environment and wildlife
- Pipeline safety and emergency response: pipeline integrity, safety checks
- Procurement: inquires and offers regarding pipeline components, contracting bids, web optimization, etc.
- Project support: positive feedback regarding Trans Mountain's history and current expansion proposal
- Public information sessions: format of the open houses, locations, dates, where to find the Discussion Guide and Feedback Form on the project website
- Routing: proposed expansion route, potential impacts to landowners' property, potential impacts of construction on communities and neighbourhoods

5.4 Feedback Form Results

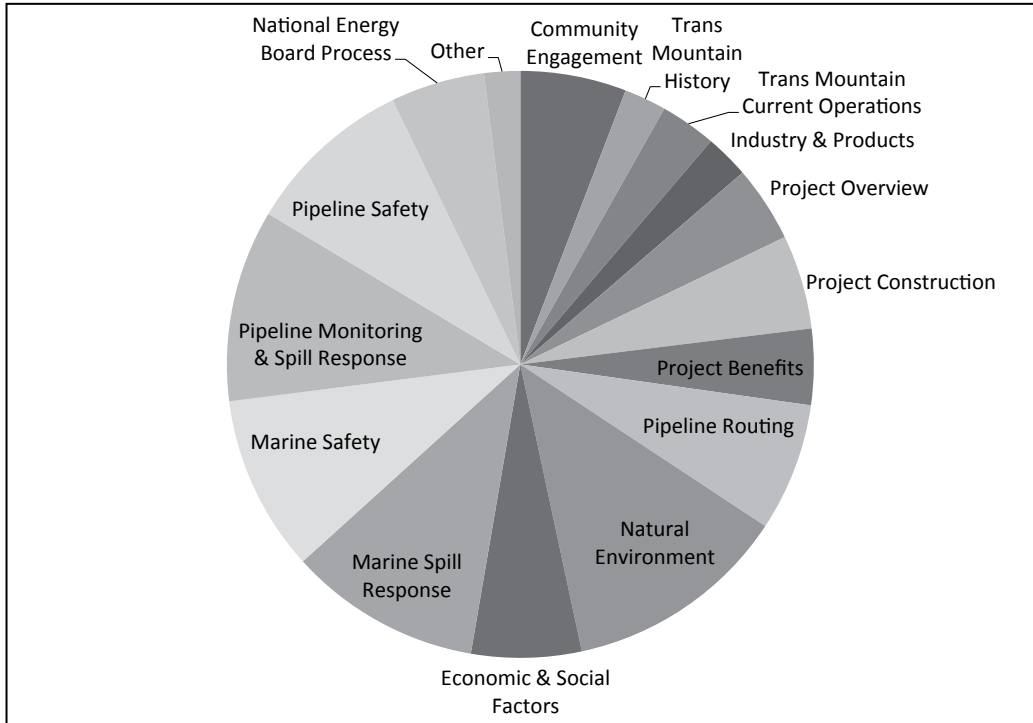


Figure 9: Topics of greatest interest

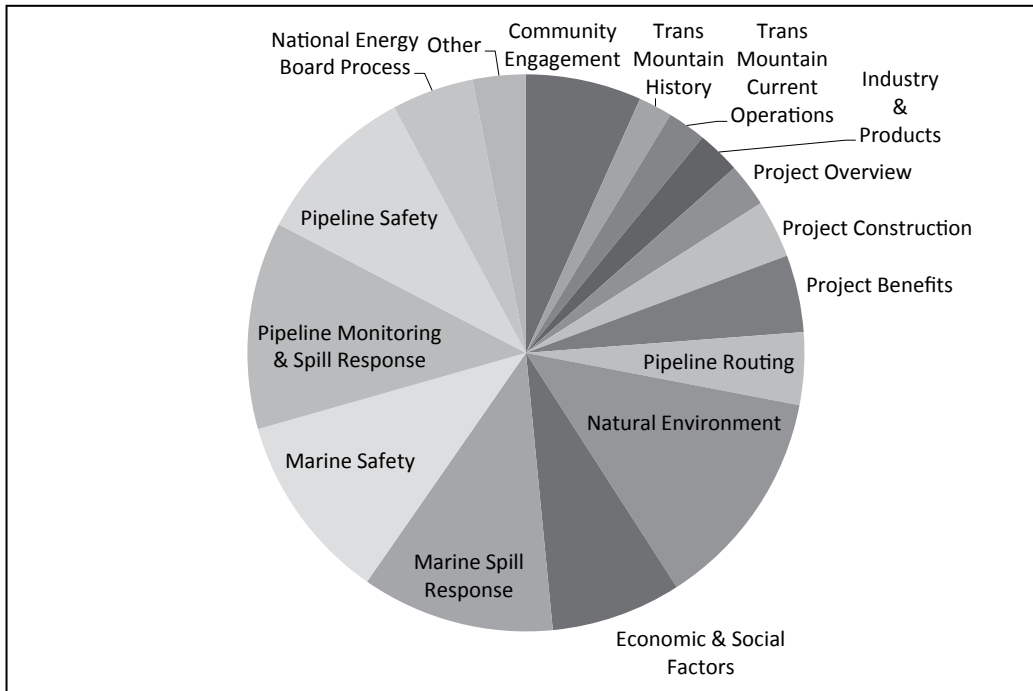


Figure 10: Topics for which Trans Mountain's information materials need to be improved

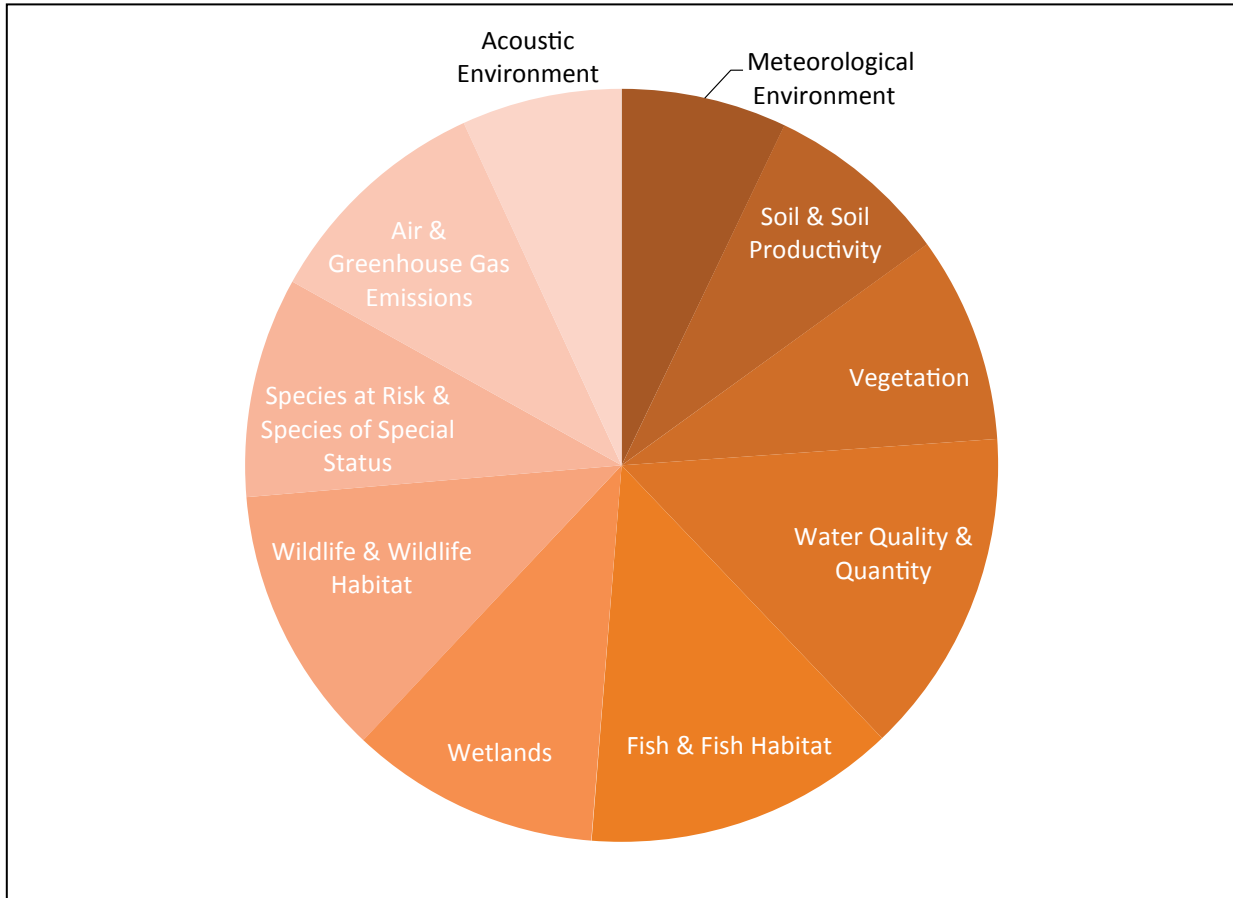


Figure 11: Most important aspects of the Trans Mountain Environmental Assessment



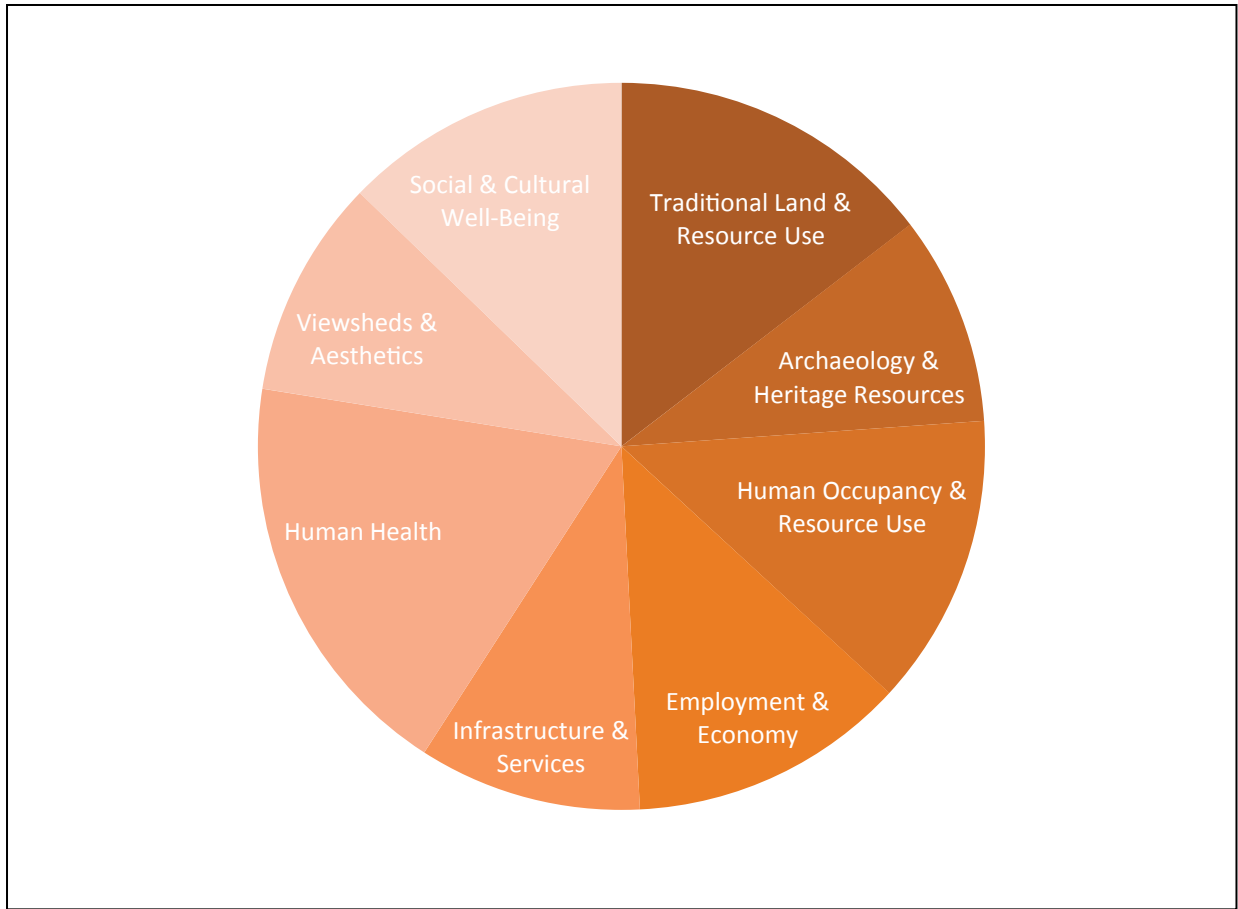


Figure 12: Most important aspects of the Trans Mountain Socio-Economic Assessment



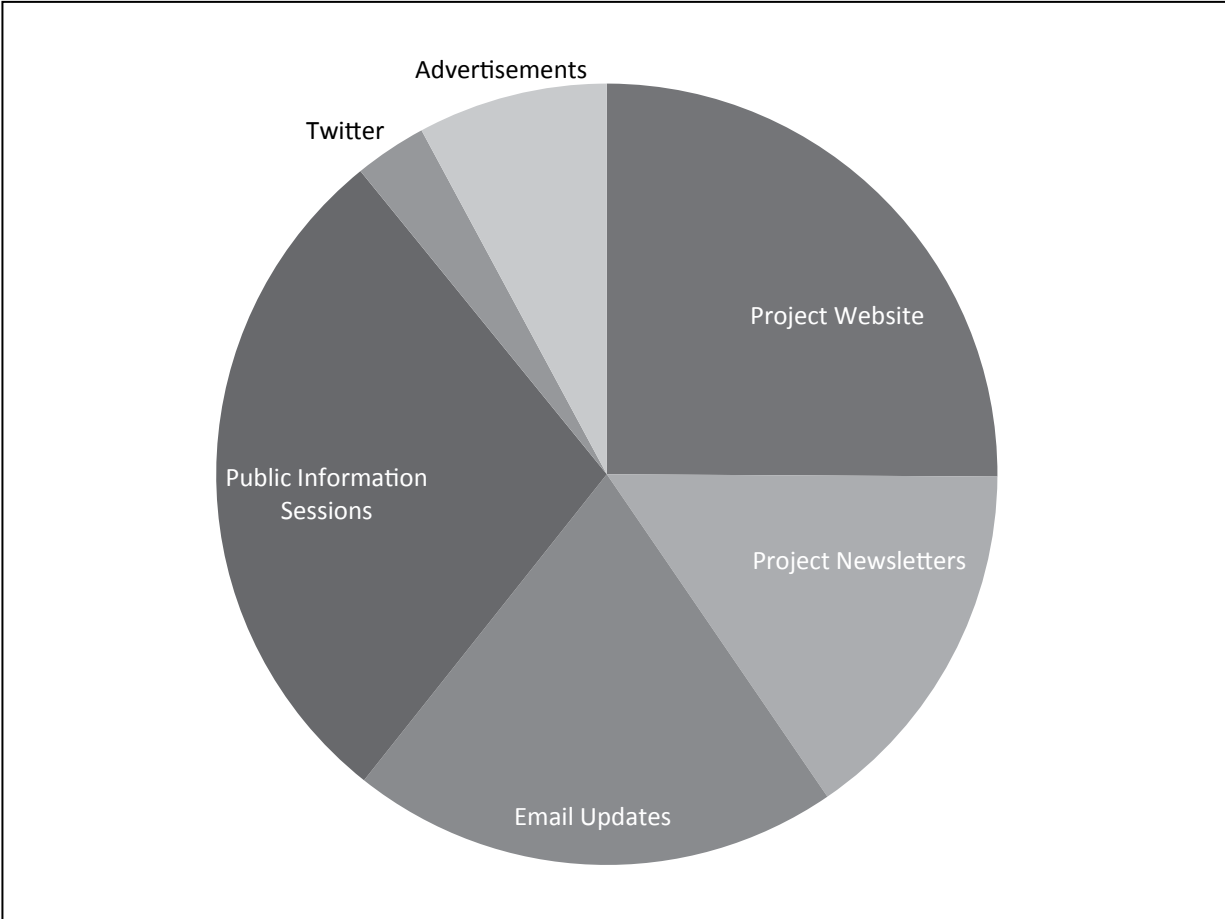


Figure 13: Most helpful methods of communication for Trans Mountain's engagement process

Comment-based results of the feedback form are included among the results for the online engagement portal, as well as for each geographic region.

5.5 Alberta Results

In Alberta, we held 10 public information sessions in communities along the existing pipeline and marine corridors. A combined total of 126 people attended these sessions (Figure 14). We received 10 Feedback Forms. From October 2012 through January 2013, project team members conducted or participated in 10 stakeholders meetings.

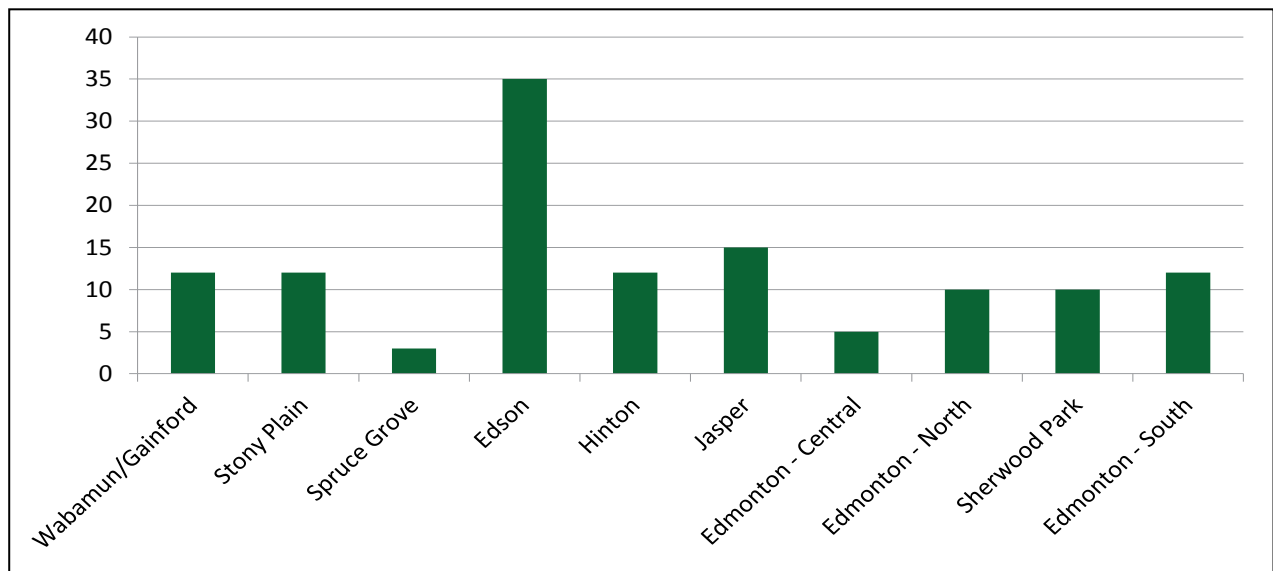


Figure 14: Number of attendees at Alberta Public information sessions



Table 5 summarizes the most common questions and discussion topics raised in Alberta at the public information sessions, at stakeholder meetings and via Feedback Forms.

Table 5: Key Topics of Interest and Concern Raised in Alberta

Key Topics of Interest/Concern	Comment Summary
Routing	<ul style="list-style-type: none"> • Existing routing through residential areas and private property • Potential reroutes • Routing through recreational areas and facilities • Proximity to schools, hospitals • Utility crossings • Routing across nearby wetlands, aquifers, lakes, streams and private wells • Routing across roads and intersections • Property rights, land use and compensation for landowners • Municipal land use and development plans • Tree removal and vegetation management along existing and new rights-of-way • Location of valve sites (existing and new)
Emergency Response	<ul style="list-style-type: none"> • Response times and protocols • Location of response crews and equipment • Grading and drainage of pump station sites • Leak detection • Cleanup equipment and methods • Pipeline valves • Responsibility for spill response costs • Spill response in water bodies and in parks • Modelling of spill dispersion • Spill response scenarios in residential areas
Pipeline Safety	<ul style="list-style-type: none"> • Condition of existing pipeline • Pipeline life expectancy • Pipeline materials and coating • Materials to be used for new pipeline • Origin of materials (i.e. aversion to products from China) • Pipeline monitoring and maintenance program (e.g. smart pigs, digs for repairs/replacements) • Main causes of spills • Potential for spills • Safety measures in place to reduce risk of spills
Local Social-Economic Benefits and Impacts	<ul style="list-style-type: none"> • Trans Mountain grants for communities • Municipal tax increases • Economic benefits resulting from construction activities • Economic impacts in the event of a spill • Overlap with other projects and cumulative effects • Impacts to outdoor recreation and tourism • Training programs and opportunities • Jobs during construction period • Permanent operations jobs • Location of jobs • Location of construction spreads • Timing of construction • Training for Aboriginal groups, co-operation with Aboriginal employment organizations • Use of infrastructure and services by construction crews (e.g. roads, hotels, food services) • Utility crossings • Residential areas • Agricultural and resource extraction land uses • Contracts for construction period • Vendor opportunities • Investment in community culture and recreation initiatives • Awareness/mitigation of potential social issues with influx of workers into communities

Key Topics of Interest/Concern	Comment Summary
Water Quality	<ul style="list-style-type: none"> • Potential effects of spills on freshwater environments • Potential environmental impacts to streams and lakes • Potential impacts to water-based recreation and tourism • Precautions taken to protect streams and lakes (e.g. valves) • Private wells and aquifers • Construction across or along water bodies • Maintenance of water quality in water bodies along pipeline

5.6 BC Interior

In the BC Interior, we held five public information sessions in communities along the existing pipeline corridor. A combined total of 289 people attended these sessions (Figure 15). We received 15 Feedback Forms. From October 2012 through January 2013, project team members conducted or participated in 13 stakeholder meetings.

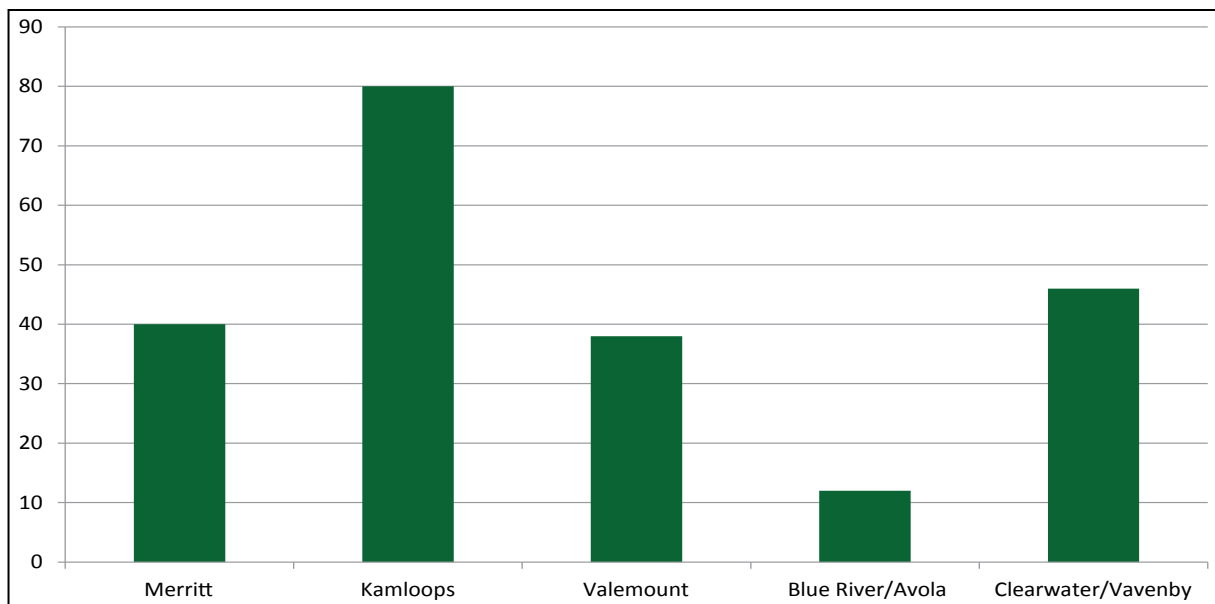


Figure 15: Number of attendees at BC Interior Public information sessions

Table 6 summarizes the most common questions and discussion topics raised in the BC Interior at the public information sessions, at stakeholder meetings and via Feedback Forms.

Table 6: Key Topics of Interest and Concern Raised in the BC Interior

Key Topics of Interest/Concern	Comment Summary
Routing	<ul style="list-style-type: none"> • Specific landowner interests regarding routing on their properties • Routing through the North Thompson Provincial Park and other provincial parks • Routing through Weyerhaeuser subdivision in Clearwater • Raft River crossings • ROW width and tree removal • Proportion of existing line on Crown land • Routing near Jacko Lake and proposed Ajax Mine • Routing and access road locations relative to the grasslands park expansion in Kamloops • Mineral and forestry rights on lands crossed by pipeline
Employment and Training Opportunities	<ul style="list-style-type: none"> • Training opportunities • Employment and procurement during construction • Timing of construction activities • Long-term employment opportunities
Anchor Loop and Trans Mountain History	<ul style="list-style-type: none"> • Positive feedback on Anchor Loop • Landowners feel they have been treated well by Trans Mountain • Positive historical relationships with company and appreciation of how business has been conducted over the years



5.7 BC Fraser Valley & Metro Vancouver

In the BC Fraser Valley and Metro Vancouver, we held 10 public information sessions: nine in communities along the existing pipeline corridor and one in the community of Belcarra. Belcarra is located across Burrard Inlet from Burnaby, along the project’s marine corridor. A combined total of 667 people attended these sessions. We received 17 Feedback Forms. From October 2012 through January 2013, project team members conducted or participated in 10 stakeholders meetings.

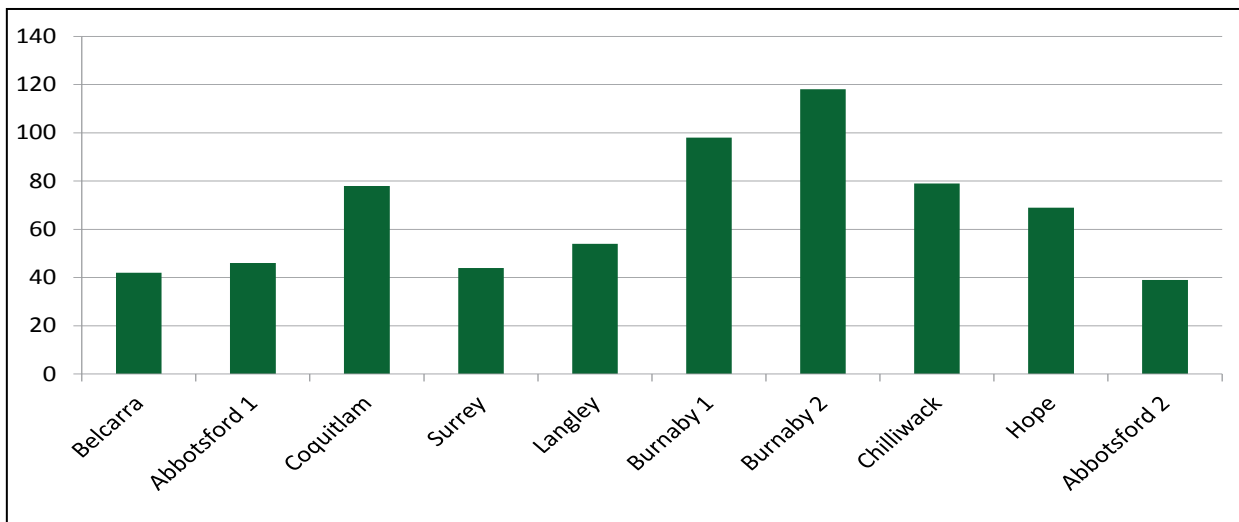


Figure 16: Number of attendees at BC Fraser Valley and Metro Vancouver information sessions



Table 7 summarizes the most common questions and discussion topics raised in the BC Fraser Valley and Metro Vancouver at the public information sessions, at stakeholder meetings and via Feedback Forms.

Table 7: Key Topics of Interest and Concern Raised in the BC Fraser Valley

Key Topics of Interest/Concern	Comment Summary
Routing	<ul style="list-style-type: none"> • Location of existing line and proposed line • Impacts to landscaping along edge of right-of-way • Impacts to community recreation areas on existing right-of-way • Road crossings (e.g. Barnet Highway, Duthie Avenue) • Potential to route new line along existing utility and infrastructure corridors (e.g. Lougheed Highway, sanitary line along King Road) • Routing through Forest Grove • Routing through Centennial School grounds • Routing through golf course in Abbotsford • Landowner satisfaction process so far • Landowner and resident concerns about routing through private property • Landowner compensation and expropriation • Routing through the Coquihalla Valley and crossings of the Coquihalla River • Crossing of Vedder River • Fraser Valley aquifer
Emergency Response and Disaster Planning	<ul style="list-style-type: none"> • Risk of large spills • Spill response process • Emergency response capacity of WCMRC, Kinder Morgan Canada • Timeframe for leak detection (especially for small leaks below pressure detection) • Spill modelling • Kinder Morgan's spill record (e.g. 2009 and 2012 spills) • Slow spill response after Westridge incident • New improvements to Kinder Morgan's spill response program • Compensation after spills • Planning for earthquakes and seismic events • Seismic assessment of Sumas Mountain facilities • Emergency planning for an explosion at the tank farm • Valve locations • Valve operation process and closure timeframe • Properties of bitumen and dilbit • Cleanup process for bitumen • Potential for a "Kalamazoo" spill • Countering misinformation about the risks of heavy oils • Evacuation plan for Forest Grove (school) • Insurance to cover the cost of an oil spill • Liability for oil spills

Key Topics of Interest/Concern	Comment Summary
Pipeline Safety	<ul style="list-style-type: none"> • Lifespan of a pipe and integrity of the existing pipeline • Adherence of existing pipe to modern specifications • Thickness and strength of pipe walls • Origin of materials (i.e. preference for local products) • Operating and maximum pressure of the pipeline • Pipeline inspection frequency • Cleaning the inside of the pipeline • Use of smart pigs • Risks to pipeline integrity (e.g. landslides, earthquakes, blasting at nearby quarries) • Seismic design criteria for the pipeline and facilities, maximum magnitude they are built to withstand • Containment measures at valve locations • Prevention of incidents • Positive landowner experiences with digs for pipeline repairs • Risks of transporting dilbit
Socio-Economic Benefits and Impacts	<ul style="list-style-type: none"> • Availability of insurance for landowners against an oil spill • Responsibility for cleanup costs in the event of a spill • Landowner compensation • Awareness of positive benefits of the project • Implications of expansion for Chevron refinery • Support for Chevron refinery and for refining oil products in Canada • Need for Chevron to receive enough supply • Potential decreases in property values and marketability of houses near terminal • Increases in municipal taxes • Benefits to Canada as a whole and to communities/municipalities along the route (e.g. Hope) • Trans Mountain investment in community infrastructure and facilities • Enjoyment of existing right-of-way as recreational green space • Use of local materials during construction • Lack of long-term jobs as a result of this project • Effect of proposed expansion on local gas prices
Human and Environmental Health	<ul style="list-style-type: none"> • Risk of carcinogenic effects from products in pipeline • Health impacts of airborne chemicals • Proximity of pipeline to schools • Potential for bitumen to sink in water • Leakage from tankers • Potential negative impacts to lakes, rivers, fish-bearing streams, groundwater and drinking water sources (e.g. Kakawa Lake and the natural spring nearby) • Modelling of spill movement through soil and percolation into groundwater
Marine Tankers	<ul style="list-style-type: none"> • Tanker sizes • Responsibility for cleanup and costs in the event of a spill from a tanker • Increase in number of tankers in Burrard Inlet • Dredging of Second Narrows • Impacts of tanker traffic on pleasure craft use • Tug boat escorts and tanker pilotage
Nuisance	<ul style="list-style-type: none"> • Noise and light from tankers at anchor • Aesthetic impacts around Westridge Terminal • Odours from tank farm • Odours and sickness from Sumas spill in January 2012 • Vibrations caused during pipeline construction

5.8 BC Vancouver, North Shore & Bowen Island

In the BC Lower Mainland, we held six public information sessions in communities along the project’s marine corridor. A combined total of 482 people attended these sessions (Figure 17). We received 63 Feedback Forms. From October 2012 through January 2013, project team members conducted or participated in 23 stakeholders meetings.

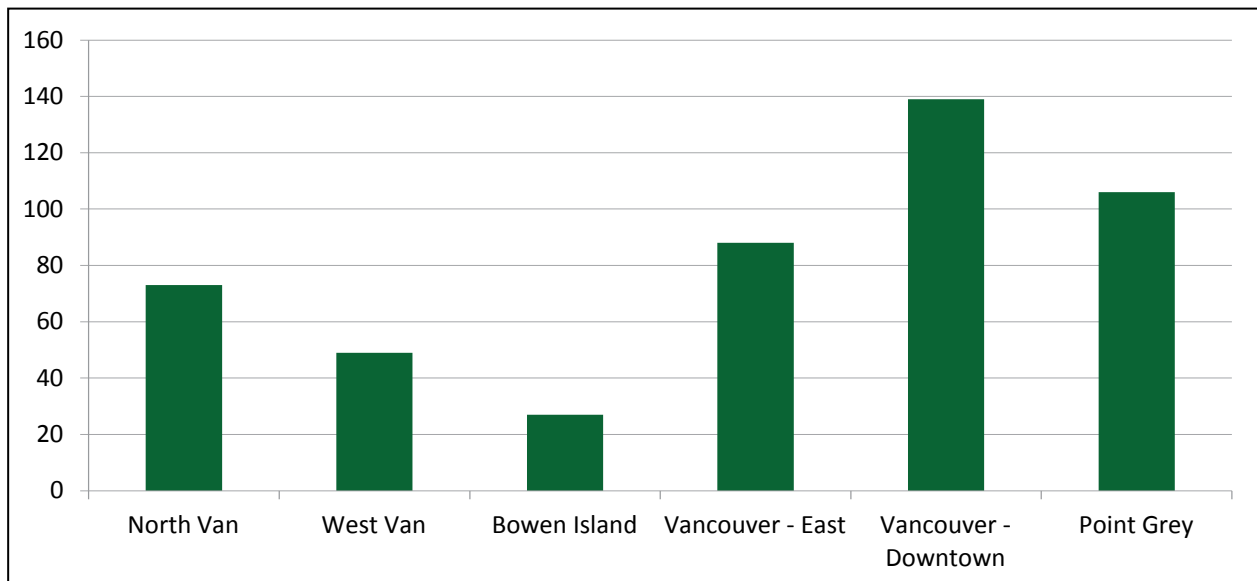


Figure 17: Number of attendees at BC Lower Mainland information sessions



Table 8 summarizes the most common questions and discussion topics raised in the BC Lower Mainland at the public information sessions, at stakeholder meetings and via Feedback Forms.

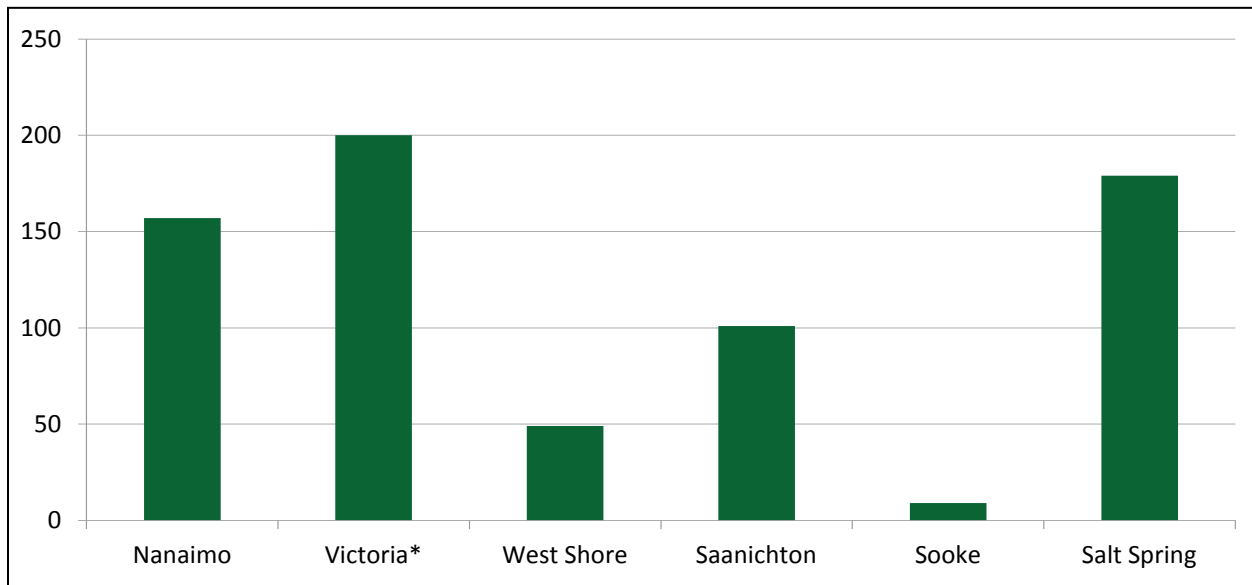
Table 8: Key Topics of Interest and Concern Raised in the BC Lower Mainland

Key Topics of Interest/Concern	Comment Summary
Marine Spills	<ul style="list-style-type: none"> ● Potential impact of spill on biodiversity of Fraser Delta ecosystem and Burrard Inlet ● Increased risk of spill with increased tanker traffic ● Providing perspective through the evaluation of spill risk in context of other risks ● Methods of reducing the risk of a spill ● Implications of the closure of the Kitsilano Coast Guard worst-case spill scenario ● Impacts of a spill of bitumen versus refined products ● Proportion of product that can be cleaned up following a spill ● Environmental impact of a spill in Vancouver Harbour ● Exxon Valdez as an example of the longevity of environmental effects ● Impacts of a spill on human health and quality of life in coastal areas ● Carcinogenic effects of products ● Threat to the regenerated herring fishery and newly returned resident whale populations ● Work with the community to address concerns about oil spill impacts ● Liability for marine spills ● Ability to recover costs from responsible parties ● Cleanup costs that will be paid by taxpayers ● Increase in spill response capacity to cover increase in tanker traffic
Marine Tankers	<ul style="list-style-type: none"> ● Tanker size and volume ● Storage of oil onboard tankers ● Safety features such as double hull ● Tanker navigation in harbour and through narrows ● Tanker navigation in shipping lanes through the Gulf Islands ● BCIT training facility for tanker pilots ● Process for loading tankers and potential for small spills ● Ability of Vancouver Harbour to safely accommodate more tankers ● Increased risk of spill due to increased number of tankers ● Improvements to tanker design, construction and operation ● Investment in clean technology and research and development to improve tankers ● Sonar to detect whales and deter them from coming near vessels ● Inspections of tankers prior to loading ● Records to show each tanker's safety history ● Kinder Morgan Canada's involvement in tanker safety and spill prevention ● Tugboat escorts in Burrard Inlet and at Saturna Island ● Need to alleviate concerns about the impacts of tanker traffic on pleasure craft use ● Comparison of the number of tankers travelling south to Puget Sound and the number going to Burrard Inlet after the proposed expansion ● Comparison of Canadian and US tanker management ● Dredging of Burrard Inlet (i.e. is it necessary and whose decision would it be) ● Possibility for tanker size to increase if dredging occurs in the future, and the ability of Kinder Morgan Canada to influence this ● Impacts of dredging on tides and on West Vancouver's shoreline near Ambleside

Key Topics of Interest/Concern	Comment Summary
Bitumen	<ul style="list-style-type: none"> • Properties of bitumen and dilbit, including corrosiveness • Possibility that bitumen will sink in the event of a marine spill • Ability to clean up spilled bitumen and dilbit • Human health impacts related to spilled bitumen and dilbit • Possibility to refine more products in Alberta so that dilbit and bitumen don't need to be transported by tankers • Possibility for a bitumen research facility at BCIT
Stakeholder and Aboriginal Engagement Processes	<ul style="list-style-type: none"> • Positive reviews of Trans Mountain's process so far, provided that there is more face-to-face consultation to come • Need for meaningful engagement • Preference for different formats such as forums or panel discussions where attendees could ask questions in front of an audience • Communication of risk assessment results to the public • Release of Environmental and Socio-Economic Assessment results for public review • Format for engagement reporting and communication of results to communities • Stakeholder involvement in the Emergency Response Plans for local shorelines • Trans Mountain sponsorship of local events could enhance engagement • Engagement of upstream producers and downstream shippers • Distinction between Trans Mountain's engagement process and that undertaken by the NEB during regulatory review • Regulatory requirements for Trans Mountain's engagement program • Aboriginal engagement program and progress so far
Socio-Economic Benefits and Impacts	<ul style="list-style-type: none"> • Desire for a more detailed breakdown of economic figures and a better explanation of what these numbers mean • Comparing the need for oil export with the risks to the environment and Vancouver's coastal way of life • Local benefits don't seem to outweigh local risks • Benefits for non-pipeline communities • Potential financial impact of a worst-case spill and the adequacy of \$1.3 billion to cover this impact • Risk that taxpayers may have to cover some of the costs associated with a spill • Kinder Morgan Canada collaboration with trade schools and high schools regarding skills development and equipment funding • Opportunities for more collaboration with BCIT (e.g. bitumen research facility) • Employment and training opportunities for First Nations and youth • Benefits for Aboriginal Peoples living along the pipeline • Employment and training for local workforces • Increasing the number of jobs available in BC • Potential for more safety-related jobs in the harbour • Investment in local clean technology companies and local clean energy companies • Trans Mountain investment in local initiatives such as herring and bird population restoration projects • Use of the right-of-way as a recreational trail • Impact of pipeline expansion on local gas prices
NEB Regulatory Process	<ul style="list-style-type: none"> • Timeframe for application to NEB and regulatory review process • NEB requirements for the facilities application • Release of the entire Environmental and Socio-Economic Assessment for stakeholder review • Consideration of upstream and downstream climate impacts in NEB review of application • Influence of public opinion on ultimate decision • Need for public approval of study area, in addition to NEB approval

5.9 Coastal BC

In the BC coastal regions, we held six public information sessions in communities along the project’s marine corridor. A combined total of 695 people attended these sessions (Figure 18). We received 90 Feedback Forms. From October 2012 through January 2013, project team members conducted or participated in two stakeholder meetings.



* The Victoria session was closed at approximately 6:30 pm due to safety concerns resulting from protestor disruptions. Attendance number is estimated.

Figure 18: Number of attendees at Coastal BC information sessions



Table 9 summarizes the most common questions and discussion topics raised in the BC coastal region at the public information sessions, at stakeholder meetings and via Feedback Forms.

Table 9: Key Topics of Interest and Concern Raised in Coastal BC

Key Topics of Interest/Concern	Comment Summary
Marine Spills	<ul style="list-style-type: none"> • Risk of a spill • Increased risk with increased volumes of oil • Spill response times • WCMRC equipment locations and response capacity • Proportion of product that could be cleaned up in the event of a spill • Liability regime in Canada in the event of a spill • Cross-border responsibilities • Adequacy of \$1.3 billion to cover the costs of a spill • Ability to collect insurance from responsible parties • Impacts to coastline in the event of a spill • Protection of fragile marine environment • Fate and effects of spilled products
Regulatory Process	<ul style="list-style-type: none"> • Components and timeframe of NEB review process • Implications of new legislation for this project • Influence of the Harper Government on the NEB review and on project approval • Environmental assessment
Corporate Policy	<ul style="list-style-type: none"> • Stance on upstream issues, greenhouse gas emissions and climate change • Export of unrefined product • Product destination • Support of Chinese growth • Corporate wealth and capitalist structures • Kinder Morgan's corporate ethics • Investment in sustainable energy • Reduction in oil consumption and fossil fuel dependence
Marine Tankers	<ul style="list-style-type: none"> • Tanker volumes and numbers • Safety of tanker design and operation • Double hull construction • Adequacy of existing shipping lanes to accommodate increase in tanker traffic • Potential for unsafe conditions in harbour as a result of increased tanker traffic • Pilotage of tankers and escort tugboats • Impact of increased tanker traffic on orca populations
Stakeholder Engagement	<ul style="list-style-type: none"> • Lack of advertising for the event • Format of information sessions not conducive to proper dialogue • Preference for a town hall format • Preference for a panel of experts, to whom questions could be posed • Expectation for additional full information sessions further west to Sooke • Involvement of the public in the risk analysis on water • Structure of Feedback Form and desire for weighting system to address value-statement questions

6.0 INCORPORATION OF INPUT INTO PROJECT PLANNING

During this phase of our engagement process, we sought input on a variety of subjects including:

- The scope and design of the environmental and socio-economic studies being conducted along the pipeline corridor and the marine corridor
- Local and provincial economic benefits and impacts
- Important local considerations for planning, constructing and operating the proposed line and facilities
- Routing in areas where it is not practical for the new line to follow the existing pipeline right-of-way
- Format and content of the engagement process

We also sought general input on how the proposed Trans Mountain Expansion project can be improved. We learned which questions still need to be answered, what additional information needs to be provided and which concerns need to be addressed. This type of input will influence the design of the proposed project, the content of our application to the NEB and the commitments we make in it.

The following sections explain how different types of feedback will be incorporated into project planning and design.

6.1 Environmental Feedback

The Trans Mountain team is conducting environmental studies along the proposed pipeline and marine corridors to gather data for the environmental assessment. This assessment will consider the potential environmental impacts of the construction, operation and maintenance of the pipeline; ways in which these impacts can be minimized or avoided altogether; and mitigation and reclamation strategies that will further reduce these impacts. During this period, we provided information about the scope of these studies and asked stakeholders to comment on what they felt were the most important aspects of these studies and how they could be improved.

The environmental team is reviewing the feedback received as it works to understand and address local environmental concerns. In the next phases of engagement, we will address topics of interest in local discussions tailored to each community, and comprehensive mitigation measures will be developed using local knowledge and resources.

6.2 Marine Feedback

Along the project's marine corridor, the Trans Mountain team is conducting additional studies for the environmental assessment. This part of the assessment will consider the potential environmental impacts of the expansion of the Westridge Terminal and of increased marine tanker traffic, as well as ways to reduce or avoid these impacts.

Feedback received is helping to determine the scope of the marine studies, as well as the evaluation of potential impacts to local marine users and communities.

6.3 Socio-Economic Feedback

In addition to environmental studies, the Trans Mountain team is conducting socio-economic studies along both the pipeline corridor and the marine corridor to provide input for a socio-economic assessment of the proposed project. Similarly, this assessment will consider the potential socio-economic impacts of the construction, operation and maintenance of the pipeline; ways these impacts can be minimized or avoided altogether; and mitigation and reclamation strategies to further reduce these impacts. It will also cover potential socio-economic impacts on coastal communities of the Westridge Marine Terminal expansion and of increased marine tanker traffic.

The socio-economic team uses feedback to help determine potential impacts of the project on neighbouring communities and to identify potential local benefits, procurement sources or training opportunities. In the next phases of engagement, we will address topics of interest in local discussions tailored to each community.

In addition, we will provide additional information regarding pipelines and health, and about socio-economic benefits to local communities.

6.4 Facilities and Terminals Feedback

We began our engagement program in the early stage of project planning. As a result, there are a number of areas where final decisions have not yet been made and where the Trans Mountain team is looking for stakeholder input. One of these areas is the design, siting and construction of the proposed expanded pipeline facilities.

Feedback received helps to determine the siting, design and construction processes of the facilities. As these processes move forward, we will address safety topics in local presentations and meetings regarding spill response, operations and pipeline safety; share project description information when available; and continue to provide information to local interested stakeholders about terminal facility details. As more information becomes available, we will also make sure opportunities for input into these processes continue.

6.5 Routing Feedback

The routing of the proposed new line is another area where the Trans Mountain team is looking for feedback before making final decisions. One of the objectives of the proposed Trans Mountain Expansion Project is to design the new line so it follows the existing pipeline right-of-way (ROW), wherever practical. This will allow the project to avoid unnecessary environmental disturbance associated with clearing a new right-of-way and minimize disruptions to communities. However, there are urban and environmentally-sensitive areas where constructing a new line on the existing right-of-way is not practical.

Land use has changed significantly in many urban areas along the existing right-of-way since the completion of the original line in 1953. In these areas, it makes sense for Trans Mountain to identify a new route that would reduce the impact of pipeline construction, operation and maintenance on local residents and other land users.

There are also segments of the existing right-of-way that run through environmentally-sensitive areas such as wetlands and streams. In many of these areas, rerouting would allow Trans Mountain to reduce the environmental impact of the expansion project.

While Trans Mountain’s routing team is aware of many of these areas, one-on-one conversations at meetings and public information sessions allowed the team to confirm these areas, learn about particular routing concerns and gather input on potential routing alternatives. Feedback received helps to identify areas where re-use of the existing right-of-way is not practical and to identify potential routing alternatives.

In communities where routing may deviate from the existing ROW, we will discuss and apply routing considerations and decision-making criteria in discussions with local stakeholders. We will continue to engage and communicate with communities as new information becomes available. We will continue to contact landowners along the existing ROW, and when route alternatives are selected, we will work with landowners to identify mutually agreeable solutions to concerns.

6.6 Engagement Process Feedback

From May 2012 to January 2013, the engagement activities focused on introducing as many people as possible – in the pipeline and marine corridors and beyond – to the proposed project, and were designed to maximize information sharing between the project team, stakeholders and the general public. While Trans Mountain will continue to keep stakeholders and the general public informed, engagement will become a more collaborative process following this initial introduction.

The feedback collected in each community will help to determine the issues and topics that will be discussed in 2013, the audiences these discussions will be designed for, as well as their formats. As a result, 2013 engagement activities will vary between communities along the pipeline and marine corridors, and will allow the project team and stakeholders to discuss specific interests, concerns and potential solutions in greater detail.

Feedback received helps to guide the design of our future engagement programs and activities, along with appropriate topics and information needs in local communities. We will continue to promote upcoming opportunities and explain the input received through engagement activities. As we receive feedback regarding engagement activities, we will make adjustments to better suit the needs and interests of our stakeholders.

6.7 General Feedback

We received a variety of input on topics not directly within our jurisdiction and control, but that are important aspects of the discussion and of a healthy understanding of our economy, resource use and energy industry. Table 10 summarizes the topics and concerns we have heard.

While the upstream and downstream concerns are outside the regulatory realm of this application, there is a desire among the public to have discussions about these in the expansion engagement. We will consider opportunities to participate in discussions on climate change, oilsands development and fossil fuel use in parallel to engagement on specific issues related to the expansion project.

Table 10: Feedback received regarding topics outside of our direct jurisdiction and control

Key Topics of Interest/Concern	Key Interests
Oilsands	<ul style="list-style-type: none"> Oil and gas technology Opposition to oilsands development Importance of oil and energy industry to our economy Pipeline development as an enabler of oilsands expansion
Product Refinement	<ul style="list-style-type: none"> Opposition to exporting crude products instead of refining them in Canada Preference for refining in Alberta, before product is transported
Green Energy	<ul style="list-style-type: none"> Kinder Morgan investment in clean energy technologies
Political	<ul style="list-style-type: none"> Problems with the current political and socio-economic structure
Climate Change	<ul style="list-style-type: none"> Assessment of climate change impact of project, including the impact of products moved through the pipeline Upstream and downstream greenhouse gas contributions Transition away from fossil fuels
Dredging	<ul style="list-style-type: none"> Concern regarding dredging of Second Narrows and of shipping lanes in the Gulf Islands Impacts of dredging on tides and on West Vancouver's shoreline near Ambleside
Product Destination	<ul style="list-style-type: none"> Canada needs to export resources Opposition to exporting oil to China Opposition to supporting China through the supply of oil Opposition to exporting unrefined oil products Exporting oil to Asia could contribute to decreasing its use of coal Economics of oil exports
Marine Tanker Safety	<ul style="list-style-type: none"> Tanker safety Tug boat escorts and tanker pilotage Tanker navigation in harbour and through narrows Tanker navigation in shipping lanes through the Gulf Islands Sonar to detect whales and deter them from coming near vessels Tugboat escorts in Burrard Inlet and at Saturna Island Safety of tanker design and operation Double hull construction Pilotage of tankers and escort tugboats Ability of Vancouver Harbour to safely accommodate more tankers

Key Topics of Interest/Concern	Key Interests
Marine Tanker Safety (cont'd)	<ul style="list-style-type: none"> • Storage of oil onboard tankers • Safety features such as double hull • Improvements to tanker design, construction and operation • Records to show each tanker's safety history • Need for pilots between Victoria and the mouth of the Strait
Marine Spill Response	<ul style="list-style-type: none"> • Emergency response capacity of WCMRC • Responsibility for cleanup and costs in the event of a spill at the docks or from a tanker • Responsibility for co-ordinating marine spill response resources in Vancouver harbour • Roles and responsibilities in emergency response (Kinder Morgan, Port Metro Vancouver, WCMRC) • Emergency response planning in Vancouver Harbour • Oil spill preparedness on West Coast and in Burrard Inlet • Implications of the closure of the Kitsilano Coast Guard Station • WCMRC equipment locations and response capacity • Liability for marine spills and ability to recover costs from responsible parties • Increase in spill response capacity to cover increase in tanker traffic • Cross-border responsibilities in the event of a spill



7.0 NEXT STEPS

Members of the Trans Mountain Expansion Project team will continue to share accurate and timely project information about the project at every step of the way. The engagement with landowners, stakeholders, communities and Aboriginal groups will continue during all stages of the proposed expansion project.

In the first half of 2013, stakeholder engagement activities will focus on seeking input into two key elements of the project: the approach to the project's Environmental and Socio-Economic Assessment (ESA) and input into potential route alternatives where the pipeline route could deviate from the existing right-of-way. Engagement activities will include a mix of online and in-person opportunities targeted at stakeholders with a particular interest in certain aspects of the project. The ongoing engagement goals include:

- Continue to share accurate and timely project information
- Seek input from stakeholders into the proposed approach for undertaking the Environmental and Socio-economic Assessment (ESA)
- Seek input from stakeholders on marine studies
- Seek input from stakeholders on route options in areas where it is likely the route will deviate from the existing Trans Mountain right-of-way

Please continue to visit transmountain.com for information about upcoming engagement opportunities in your community and ongoing opportunities to find out more about the proposed project and provide feedback.

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