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VIA Email and RESS

November 23, 2020

Ms. Christine Long
Registrar
Ontario Energy Board
2300 Yonge Street, Suite 2700
Toronto, Ontario, M4P 1E4

Dear Ms. Long:

**Re: Enbridge Gas Inc. (“Enbridge Gas”)
Ontario Energy Board (“Board”) File No.: EB-2019-0006
St. Laurent Pipeline Project (“Project”)**

On September 26, 2019 the Board issued its Decision and Order for the above noted proceeding which included, as Schedule C, several Conditions of Approval.

Per Schedule C, Section 6. (a) in the aforementioned Decision and Order, Enbridge Gas is to provide the Board with a post construction report no later within three months of the in-service date. Please find enclosed a copy of the Post Construction report for the St. Laurent Pipeline project.

Please contact me if you have any questions.

Yours truly,

Alison Evans
Advisor Regulatory Applications
Regulatory Applications & Strategy

St. Laurent Pipeline Project:
Post-Construction Report
EB-2019-0006

Company: Enbridge Gas Inc.



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Introduction

On September 26, 2019 the Ontario Energy Board (“OEB”), in its Decision and Order for EB-2019-0006, granted Enbridge Gas Inc. (“Enbridge Gas”) leave to construct approximately 1.7 kilometers (km) of pipeline along St. Laurent Boulevard, in the City of Ottawa. This project is referred to as the St. Laurent Pipeline Project (“the Project”).

This is the Post-Construction Report (“Interim Report”) for the Project.

As part of the Project, Enbridge conducted the studies listed in **Table 1** to inform the design, planning and permitting process, identify environmental and socio-economic impacts potentially resulting from construction, and minimize and mitigate impacts through the application of documented mitigation measures.

Table 1: Studies Completed for the Project

REPORT TITLE	CONDUCTED BY:	DATE
St. Laurent Pipeline Project – Environmental Report	Dillon Consulting Ltd.	April 2019
Stage 1 Archaeological Assessment - St. Laurent Pipeline Project Enbridge Gas Inc. - Part of Lots 5, 6, 7, and 8, Junction Gore and Part of Lot 26, Concession 1 on Ottawa River Geographic Township of Gloucester Carleton County City of Ottawa, Ontario	Timmins Martelle Heritage Consultants Inc.	March 2019
Stage 2 Archaeological Assessment - St. Laurent Pipeline Project - Enbridge Gas Inc. - Part of Lots 5, 6, 7, and 8, Junction Gore and Part of Lot 26, Concession 1 on Ottawa River Geographic Township of Gloucester Carleton County City of Ottawa, Ontario	Timmins Martelle Heritage Consultants Inc.	August 2019
St. Laurent Pipeline Project: Environmental Protection Plan	Enbridge Gas Inc.	October 2019

Construction on the Project began on October 15, 2019 and the pipeline was energized with an in-service date of September 4, 2020. Enbridge filed, in accordance with the Conditions of Approval for the project, notifications of these Project milestones with the OEB.¹

This Interim Report was prepared to satisfy condition 6. a) of the Conditions of Approval set out in the Decision and Order for EB-2019-0006, as follows:

6. Both during and after construction, Enbridge Gas shall monitor the impact of construction, and shall file with the OEB one paper copy and one electronic (searchable PDF) version of each of the following reports:

¹ Please refer to the letters dated October 1, 2019 and September 16, 2020.

- a) a post construction report, within three months of the in-service date, which shall:
- i) Provide a certification, by a senior executive of the company of Enbridge Gas' adherence to Condition 1:
 - ii) Describe any impacts and outstanding concerns identified during construction;
 - iii) Describe the actions taken or planned to be taken to prevent or mitigate any identified impacts of construction;
 - iv) Include a log of all complaints received by Enbridge Gas, including the date/time the complaint was received, a description of the complaint, any actions taken to address the complaint, the rationale for taking such actions; and
 - v) Provide certification, by a senior executive of the company, that the company has obtained all other approvals, permits, licenses, and certificates required to construct, operate and maintain the proposed project.

The Certifications required pursuant to conditions 6 a) i) and 6 a) v) are attached as **Appendix A** to this Interim Report.

Project Description

The Project included the installation of approximately 1.7 km of NPS 6 Intermediate Pressure (IP) polyethylene natural gas pipeline along St. Laurent Boulevard in the City of Ottawa. The Project was proposed due to the age and condition of the current Extra High Pressure pipeline, and to better service 140 customers by transferring them to the IP system. Refer to **Appendix B - Figure 1** Final Pipeline Location.

Construction Effects and Mitigation Measures

All construction and rehabilitation activities comply with the Conditions of Approval set out in the OEB Decision and Order for EB-2019-0006, including ensuring that the requirements of all approvals, permits, licenses and certificates are fully addressed. Additionally, the Project activities were conducted in accordance with Enbridge's Construction Policies and Procedures and following the mitigation measures, and monitoring and contingency plans recommended in Sections 5.0 and 9.0 of the St. Laurent Pipeline Project Environmental Report ("ER"). The ER evaluated potential environmental impacts and recommended mitigation measures to reduce and/or eliminate them.

Once pipeline design was complete, the potential impacts, mitigation measures and monitoring requirements were further refined and documented in the Environmental Protection Plan ("EPP") for the Project.

Many of the potential environmental impacts identified in the ER were avoided by locating the pipeline within existing road allowance and previously disturbed utility corridors, as well as using Horizontal Directional Drilling (HDD) for pipeline installation. An Environmental Inspector was assigned to the Project to monitor construction activities for potential environmental concerns, and provide guidance on environmental protection, as required. This contributed to successful Project completion.

A Project Kick-Off meeting was held on October 4th, 2019 to communicate project specific details, including scope, schedule, key contacts, roles and responsibilities, health and safety requirements and environmental requirements. The overview of the EPP and environmental requirements included key mitigation measures for construction, including dewatering, air and dust, soil handling, spills, and archaeological resource discoveries.

CONSTRUCTION WITHIN SPECIES AT RISK HABITAT

Due to the project construction areas occurring in an urban area, no SAR or SAR habitat was identified as being impacted, and the mitigation measures planned for were not required.

WATER MANAGEMENT

As excavation dewatering did not exceed 50,000 L/day, a Ministry of Environment, Conservation and Parks water taking permit was not required. As no private water wells were located nearby, a well monitoring program was not initiated.

SPILLS

One (1) hydraulic fluid spill was reported to Enbridge during construction activities. The spill occurred at 963 St. Laurent Boulevard, due to a hydrovac unit hose rupturing. Approximately 3 litres of hydraulic fluid spilled onto the road. The spill was cleaned up immediately and did not enter any drains/catch basins. There were no adverse effects to the environment.

TRAFFIC DISRUPTION

The Project was primarily constructed within the municipal road right-of-way. As a result, vehicular traffic flow along the roadway was modified during construction. In addition to communicating with residents and businesses along the construction route, traffic control plans were developed in accordance with Ontario Traffic Manual (OTM) Book 7: Temporary Conditions. Traffic control measures included applying traffic restrictions (timing of lane closures for equipment movement and access and egress to construction zones) and installing appropriate signage along the affected route.

Daily field safety meetings were conducted at the beginning of every shift for all on-site personnel which included vigilance around vehicular safety.

During winter construction the site was reviewed every morning to determine if it was deemed safe to work. If the road and weather conditions were not suitable or potentially unsafe conditions were forecast, the site was shut down for the day.

INDIGENOUS CONSULTATION

As documented in the ER dated April 2019 and prepared by Dillon Consulting, the Ministry of Energy, Northern Development and Mines (“MENDM”) advised that the Project may have the potential to affect First Nation and Metis communities, and indicated that Algonquins of Ontario (AOO) and Mohawk Council of Akwesasne (MCA) should be consulted.

AOO and MCA were engaged and consulted with during planning of the Project, including development of the ER. Enbridge gathered information through outreach (written and verbal) and face to face meetings starting in 2019. Throughout the consultation process, the identified Indigenous groups did not express any project specific concerns regarding the Project.

Prior to, and during construction, AOO and MCA were provided opportunities to access information on Project activities through emails, phone calls, open house and in-person meetings regarding project

updates, environmental technical briefings, and archaeological and environmental field studies. Ongoing communication continues with AOO and MCA through subsequent project planning phases (for example, Phase 3 and Phase 4 of the project, also known as the St. Laurent Ottawa North Project).

Additionally, as part of Enbridge's Operational Lifecycle approach, Enbridge supported key community initiatives and events to help build and continue fostering a long-term relationship between MCA, AOO and Enbridge.

POST CONSTRUCTION SITE CONDITIONS

Impacts to the pipeline corridor were minimized by utilizing hydrovac for the majority of the main installation. This was done to reduce the likelihood of damaging belowground infrastructure. Service installations were primarily completed using HDD to minimize disruption outside of the excavation for the main. Restoration was required for the full length of the main, and in areas where entry and exit pits were located for the services, along with the surrounding work areas. These areas were observed during site inspections to ensure appropriate restoration measures were completed and to monitor the success of restoration. Restoration was conducted on an ongoing basis, where possible, with restoration beginning in areas where construction was complete.

Appendix C documents current conditions along the pipeline route along with any deficiencies identified and recommendations for outstanding issues. Final restoration for all remaining areas will be completed prior to the filing of the Post-Construction Final Monitoring Report in 2021.

Landowner Comments and Complaints

A Complaints Log for the Project can be found in **Appendix D**.

Summary

This Interim Report has been prepared in accordance with the OEB Decision and Order in EB-2019-0006. It documents the post-construction and restoration activities completed as part of the Project construction from October 2019 to September 2020. Mitigation measures implemented during construction and restoration activities have been successful.

A Final Monitoring Report, that will document the remaining site restoration activities, will be filed with the OEB no later than December 4, 2021 pursuant to condition 6b) in the OEB's Conditions of Approval for the Project.

Appendix A

EXECUTIVE CERTIFICATIONS



St. Laurent Pipeline Project

EB-2019-0006

I hereby certify Enbridge Gas Inc. has constructed the facilities and restored the land in accordance with the OEB's Decision and Order in Schedule C, EB-2019-0006, Section 6 (a).

Date

Senior Executive

Condition 6 (a)

6. Both during and after construction, Enbridge Gas shall monitor the impact of construction, and shall file with the OEB one paper copy and one electronic (searchable PDF) version of each of the following reports:

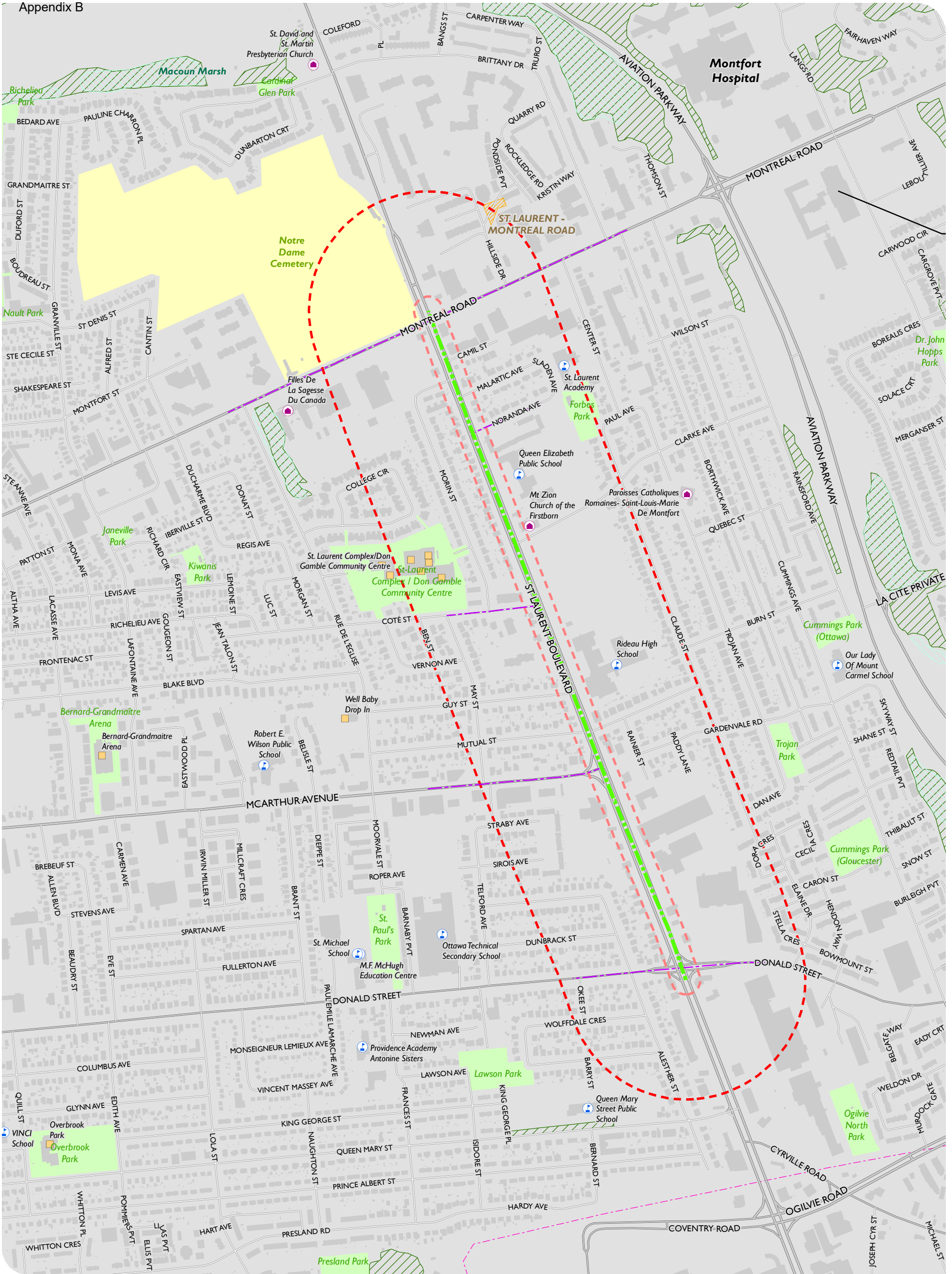
- a) A post construction report, within three months of the in-service date, which shall:
 - i. Provide a certification, by a senior executive of the company, of Enbridge Gas' adherence to Condition 1;
 - ii. Describe any impacts and outstanding concerns identified during construction;
 - iii. Describe the actions taken or planned to be taken to prevent or mitigate any identified impacts of construction;
 - iv. Include a log of all complaints received by Enbridge Gas, including the date/time the complaint was received, a description of the complaint, any actions taken to address the complaint, the rationale for such actions; and
 - v. Provide certification, by a senior executive of the company, that the company has obtained all other approvals, permits, licenses, and certificates required to construct, operate, and maintain the proposed project.

Condition 1

Enbridge Gas Inc. (Enbridge Gas) shall construct the facilities and restore the land in accordance with the OEB's Decision and Order in EB-2019-0006 and these Conditions of Approval.

Appendix B

FIGURE



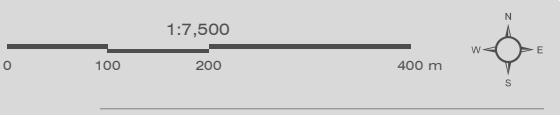
**ENBRIDGE GAS INC.
ST. LAURENT
PIPELINE PROJECT**

**PREFERRED ROUTE,
NATURAL ENVIRONMENT AND
SOCIO-ECONOMIC FEATURES
FIGURE 1**

- Field Work Study Area (30 m radius around Preferred Route)
- Study Area (250 m radius around Preferred Route)
- Place of Worship
- City Facility
- School
- Preferred Route
- Existing Enbridge Distribution Line
- Electrical Transmission Line
- Unevaluated Wetland
- ANSI, Earth Science
- Building Footprint
- Woodland
- Park
- Cemetery



MAP DRAWING INFORMATION:
DATA PROVIDED BY MNRF, CITY OF OTTAWA
MAP CREATED BY: GM
MAP CHECKED BY: WM
MAP PROJECTION: NAD 1983 UTM Zone 18N



PROJECT: 18xxxx STATUS: DRAFT DATE: 2019-04-08



Appendix C



CURRENT CONDITIONS







To: Tanya Turk, Enbridge Gas Inc.
From: Connor Edington, Dillon Consulting Limited
CC: Tristan Lefler, Dillon Consulting Limited
Date: November 2, 2020
Subject: St. Laurent Pipeline Project (Phase 2) - Reclamation Report
Our File: 19-1850



A final inspection of all work areas associated with the St. Laurent Pipeline Project (Phase 2) along St. Laurent Boulevard were performed on September 21, 2020. A summary of the observations made during these inspections has been summarized in a table below. At the time of the assessment Coco Paving Inc. (CPI) was performing construction activities associated with road and sidewalk paving work on St. Laurent Boulevard unrelated to the project. As a result, several areas adjacent to St. Laurent Boulevard in the area are documented as having outstanding reclamation work related to CPI's work. Due to limited access associated with private property, some reclamation areas were inaccessible and were unable to be documented.


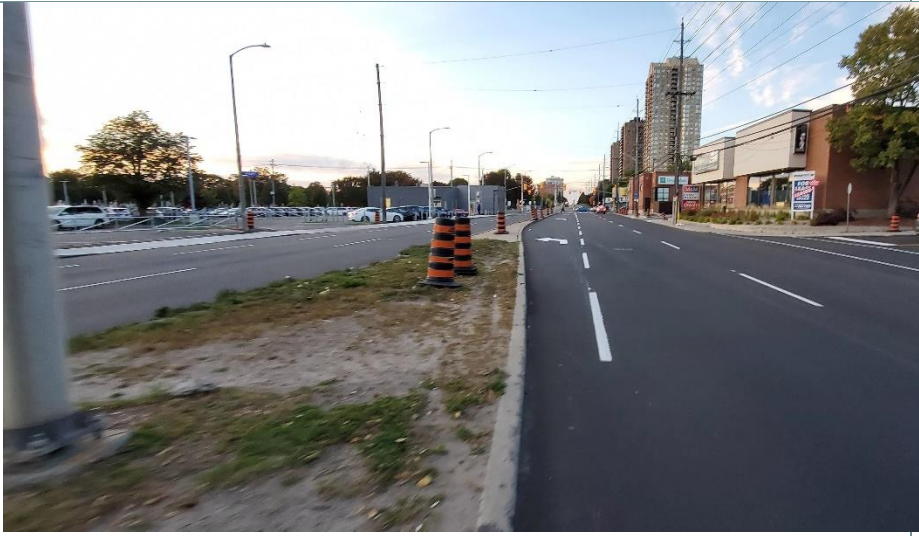
Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk, north of Montreal Road.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing southwest at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk, north of Montreal Road</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>


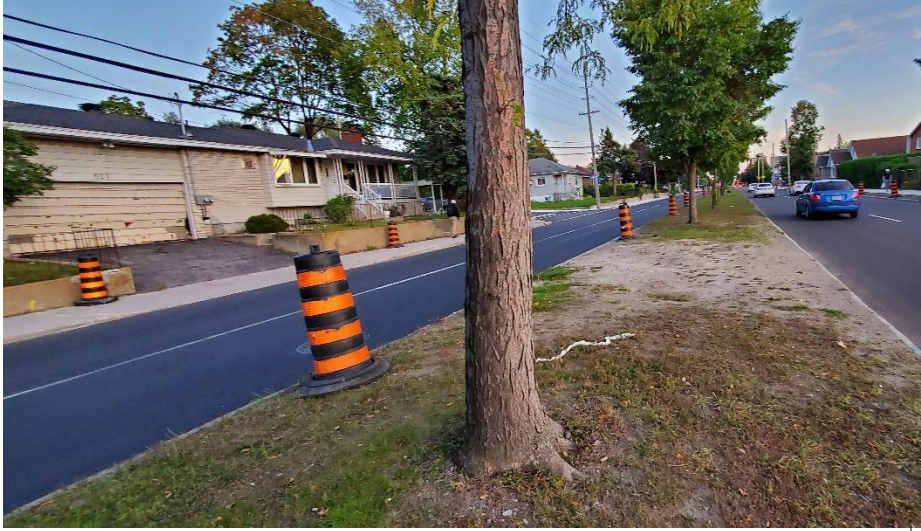
Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northeast at commercial parking lot from the intersection of St. Laurent Boulevard and Montreal Road.</p> <p>Past equipment staging area as well as sand and gravel storage area.</p>	<p>Reclaimed. Previously used as a staging area for equipment and gravel/sand piles.</p>	<p>None required.</p>
	<p>Facing northwest at commercial parking lot from westbound Montreal Road sidewalk, east of the intersection of St. Laurent Boulevard and Montreal Road.</p> <p>Past equipment staging area as well as sand and gravel storage area.</p>	<p>Reclaimed. Previously used as a staging area for equipment and gravel/sand piles.</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northwest at the intersection of St. Laurent Boulevard and Montreal Road from the northbound lane sidewalk of St. Laurent Boulevard.</p> <p>Mainline replacement area.</p>	<p>Reclaimed.</p>	<p>None required</p>
	<p>Facing southwest at the intersection of St. Laurent Boulevard and Montreal Road from the northbound lane sidewalk of St. Laurent Boulevard.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northwest at the intersection of St. Laurent Boulevard and Montreal Road from the southbound lane sidewalk of St. Laurent Boulevard.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required</p>
	<p>Facing south at southbound land of St. Laurent Boulevard.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northwest at completed service connection for Maserati of Ottawa (616 St. Laurent Boulevard) from the sidewalk of the southbound lane of St. Laurent Boulevard.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required</p>
	<p>Facing northwest at St. Laurent Boulevard from the northbound lane sidewalk of St. Laurent Boulevard south of Centre de Services Desjardins Montfort (520 Montreal Road).</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northwest at south wall of Centre de Services Desjardins Montfort (520 Montreal Road) from southern section of shared business/commercial parking lot.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing north at St. Laurent Boulevard from northernmost St. Laurent Boulevard median south of the intersection of Camil Street and St. Laurent Boulevard.</p> <p>Mainline replacement area (St. Laurent Boulevard) and Upgraded service connection area (median).</p>	<p>Partially Reclaimed</p>	<p>The median requires topsoil and reseeded.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at St. Laurent Boulevard from northernmost St. Laurent Boulevard median south of the intersection of Camil Street and St. Laurent Boulevard.</p> <p>Mainline replacement area (St. Laurent Boulevard) and Upgraded service connection area (median).</p>	<p>Partially reclaimed</p>	<p>The median requires topsoil and reseeded.</p>
	<p>Facing south at St. Laurent Boulevard from northernmost St. Laurent Boulevard median south of the intersection of Camil Street and St. Laurent Boulevard.</p> <p>Mainline replacement area (St. Laurent Boulevard) and Upgraded service connection area (median).</p>	<p>Partially reclaimed</p>	<p>The median requires topsoil and reseeded.</p>


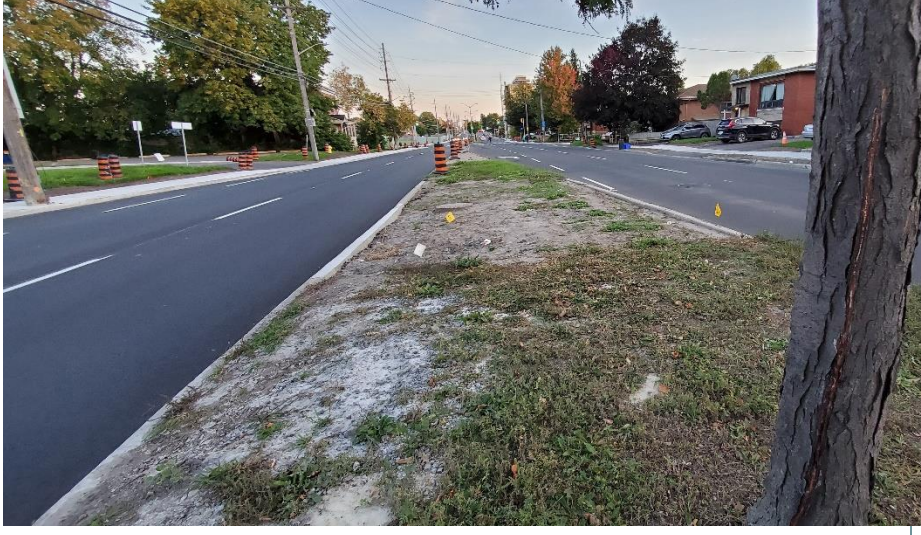
Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk south of the intersection of Camil Street and St. Laurent Boulevard.</p> <p>Mainline replacement area (St. Laurent Boulevard) and Upgraded service connection area (median).</p>	<p>Partially Reclaimed</p>	<p>The median requires topsoil and reseeded.</p>
	<p>Facing east at lawn of 621 St. Laurent Boulevard from northbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk, south of the intersection of Malartic Avenue and St. Laurent Boulevard.</p> <p>Mainline replacement area</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing east at lawn of 629 St. Laurent Boulevard from northbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing east at lawn of 637 St. Laurent Boulevard from northbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing west at front yard of 708 St. Laurent Boulevard from northbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk south of the intersection of Noranda Avenue and St. Laurent Boulevard.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing south at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk south of the intersection of Noranda Avenue and St. Laurent Boulevard.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>


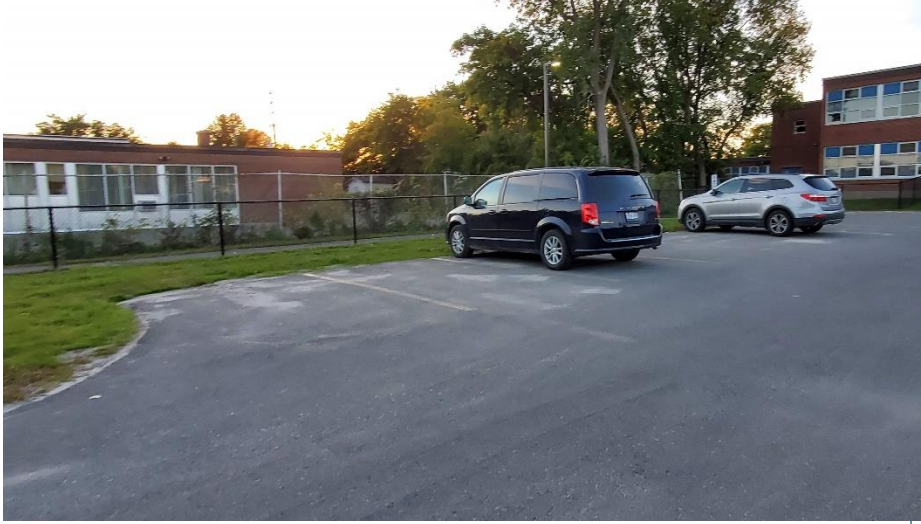
Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northwest at northbound end of St. Laurent Boulevard from the exit of Queen Elizabeth Public School.</p> <p>Past temporary parking and equipment staging area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing southeast at Queen Elizabeth Public School from school exit onto St. Laurent Boulevard.</p> <p>Past temporary parking and equipment staging area.</p>	<p>Reclaimed</p>	<p>None required.</p>


Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at both lanes of St. Laurent Boulevard from the St. Laurent Boulevard median near Queen Elizabeth Public School.</p> <p>Mainline replacement area (St. Laurent Boulevard) and upgraded service connection area (median).</p>	<p>Partially reclaimed</p>	<p>The median requires topsoil and reseeded.</p>
	<p>Facing south at both lanes of St. Laurent Boulevard from the St. Laurent Boulevard median near Queen Elizabeth Public School.</p> <p>Mainline replacement area (St. Laurent Boulevard) and upgraded service connection area (median).</p>	<p>Partially reclaimed</p>	<p>The median requires topsoil and reseeded.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northwest at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk, west of Queen Elizabeth Public School.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing southeast at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk, west of Queen Elizabeth Public School.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing southeast at St. Laurent Boulevard from the northbound St. Laurent Boulevard sidewalk, north of Clarke Avenue.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing east at front yard of Mount Zion Church of the Firstborn (715 St. Laurent Boulevard) from northbound St. Laurent Boulevard sidewalk.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing west at vegetated road shoulder of Clark Avenue, north of Rideau High School recreation fields.</p> <p>Past equipment storage area</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing west at vegetated road shoulder of Clark Avenue, north of Rideau High School recreation fields.</p> <p>Past equipment storage area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing southeast at parking lot of St. Laurent Academy Ottawa Private School from Noranda Avenue.</p> <p>Past equipment staging area as well as sand and gravel storage area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing northwest at parking lot of Queen Elizabeth Public School from westbound Clarke Avenue sidewalk.</p> <p>Past temporary parking area sand and gravel storage area.</p>	<p>Reclaimed</p>	<p>None required.</p>


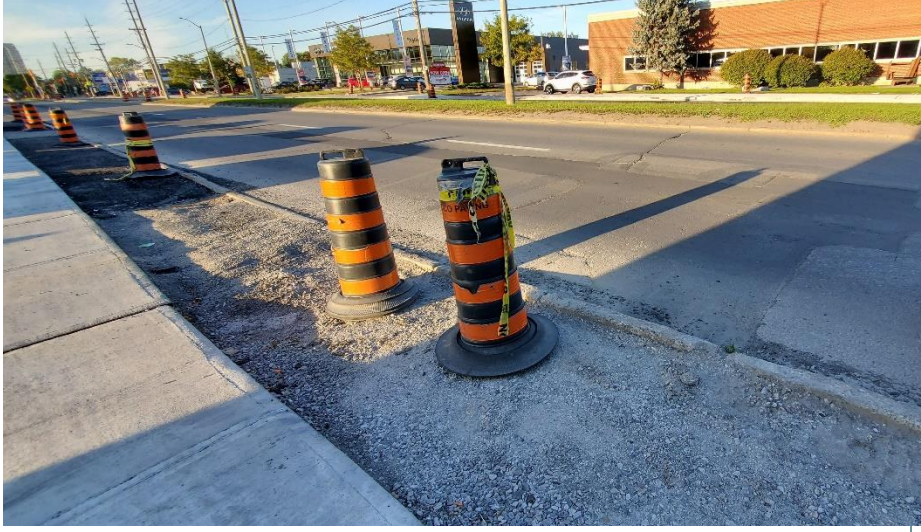
Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing southeast at the intersection of Clarke Avenue and St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing west at front yard of 722 St. Laurent Boulevard from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing south at the intersection of Cote Street and St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing east at the intersection of McArthur Avenue and St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk.</p> <p>Mainline replacement area and upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at manicured lawn of 573 McArthur Avenue from westbound McArthur Avenue sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing east at manicured lawn of Ottawa St. Laurent Jeep and RAM (900 St. Laurent Boulevard) from east bound McArthur Avenue sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing west at front yard of 708 St. Laurent Boulevard from northbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing southeast at manicured lawn of 456 McArthur Avenue Apartments from eastbound McArthur Avenue sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Partially reclaimed – Topsoil has been applied</p>	<p>Concrete sidewalk requires reclamation and reseeding is required for manicured lawn.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing southwest at entrance/manicured lawn of 456 McArthur Avenue Apartments from eastbound McArthur Avenue sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Partially reclaimed – topsoil has been applied.</p>	<p>Concrete sidewalk requires reclamation and reseedling is required for manicured lawn.</p>
	<p>Facing northeast at St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk, north of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing southeast at St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk, north of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing northeast at St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk, north of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing west at entrance to Rite Cut Barber Shop and Hair Salon (908 St. Laurent Boulevard) from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing northeast at St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk, north of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing west at manicured lawn of Kentucky Fried Chicken (732 St. Laurent Boulevard) from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing west at Mr. Lube (738 St. Laurent Boulevard) from southbound St. Laurent Boulevard sidewalk.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>



Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing west at entrance to Mr. Lube (738 St. Laurent Boulevard) from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing southeast at St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk, north of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>


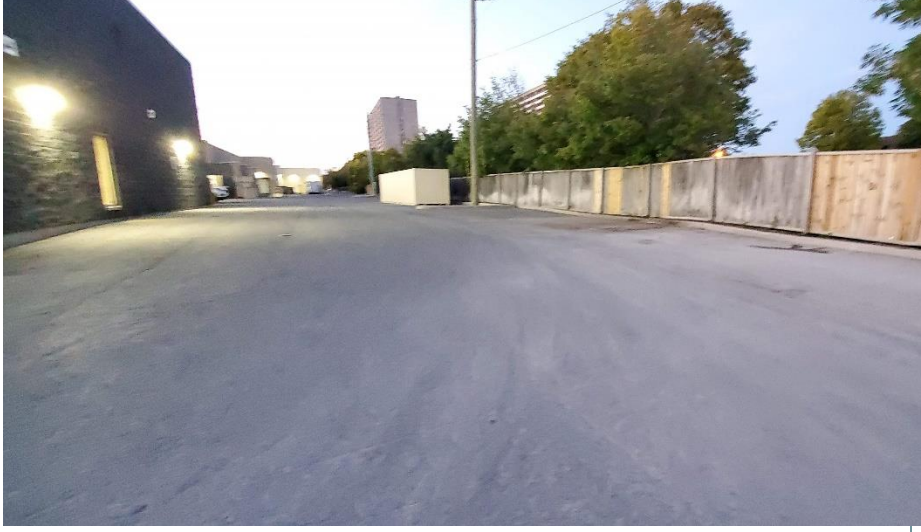
Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing west at entrance to 946 St. Laurent Boulevard from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing west at entrance to 708 St. Laurent Boulevard from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing southeast at St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk, north of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing east at entrance to Speedy Auto Service Ottawa East Branch (963 St. Laurent Boulevard) from northbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing southwest at manicured lawn of East Ottawa Masjid and Community Centre (967 St. Laurent Boulevard) from parking lot.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing west at front yard of 976 St. Laurent Boulevard from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing west at front yard of 980 St. Laurent Boulevard from southbound St. Laurent Boulevard sidewalk.</p> <p>Upgraded service connection area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing southeast at intersection of St. Laurent Boulevard and Donald Street from the southbound St. Laurent Boulevard sidewalk, north of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing north at St. Laurent Boulevard from the southbound St. Laurent Boulevard sidewalk, south of Donald Street.</p> <p>Mainline replacement area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing southeast within shared business/commercial parking lot located adjacent to and north of Carlsbad Auto Service (1057 Cyrville Road).</p> <p>Past equipment staging area as well as sand and gravel storage area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Representative Photo (September 21, 2020)	Location	Current Condition/ Comments	Recommendations /Actions
	<p>Facing northwest within shared business/commercial parking lot located adjacent to and north of Carlsbad Auto Service (1057 Cyrville Road).</p> <p>Past equipment staging area as well as sand and gravel storage area.</p>	<p>Reclaimed</p>	<p>None required.</p>
	<p>Facing north within shared business/commercial parking lot located adjacent to and north of Carlsbad Auto Service (1057 Cyrville Road).</p> <p>Past equipment staging area as well as sand and gravel storage area.</p>	<p>Reclaimed</p>	<p>None required.</p>

Appendix D

COMPLAINT LOG

DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
28-May-20	Commuter	-	E-mail sent to Project Manager	Received flat tire on May 13th due to hitting pot hole while travelling along St. Laurent Blvd adjacent to the main installation construction site. Claim initially submitted to City of Ottawa. City of Ottawa advised commuter that work was being performed by Enbridge Gas Inc. and provided Project Manager's contact information.	Project Manager responded to e-mail and informed commuter that the claim has been forwarded to the constructor (Aecon) to process the claim. Claim was also forwarded to Enbridge Claims Department for informational purposes. Constructor determined that the damage to vehicle occurred outside of the construction site, therefore they were not responsible for the damage.
8-Jun-20	Resident	-	E-Mail sent to Enbridge Public Affairs Office	Customer concerned about disturbance to the garden during construction. Garden occupies both private property and public right of way.	<p>Project team met with resident several times during construction. Contractor minimized disturbance to garden during construction. Contractor temporarily moved plants/flowers where excavation was required, and replanted when construction was completed.</p> <p>Enbridge informed City of Ottawa to contact resident to discuss construction during their project. City of Ottawa curb and sidewalk replacement will likely also impact resident's garden.</p>

DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
16-Jun-20	Stephanie Johnson	Local Councilor's Office	E-Mail sent to Enbridge Public Affairs Office	Looking for information regarding the reinstatement plan for the bike lane at St. Laurent Blvd and McArthur Rd, including details on need for temporary closures.	E-mail response sent stating that the current temporary closure will be short term and the bike lane will re-open at the end of the week. Additional work will need to be completed in another month or so, which will require another 2-3 days of temporary closure.
2-Jul-20	Resident	-	Resident called Enbridge Capital Development Department	Customer has been without gas for a few days and wants to know when gas service will be reinstated.	Gas service was disconnected during relay, resident was not home at the time of disconnect, so relight could not be completed. Call card was left to schedule relight. Project Manager visited address and spoke with resident on day call received. Project Manager called Lakeside to arrange for gas service turn-on on same day as call received.
15-Jul-20	City of Ottawa Representative	City of Ottawa	In Person	City of Ottawa Representative approached day shift crew (service crew) and reported that steel plates placed by night crew (main crew) had shifted. 2" gap has developed and needs to be addressed ASAP.	Day crew (service crew) was immediately dispatched to the road plate location, repositioned road plate, and reapplied cold patch to secure steel plate in place. It appears inadequate cold patch had been applied by night crew (main crew). Incident was reviewed with night crew at the beginning of the following shift and ensured cold patch would be applied around entire perimeter of road plates moving forward.

DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
24-Jul-20	Stephanie Johnson	Local Councilor's Office	E-Mail sent to Enbridge Public Affairs Office	Requested update on the project status.	Provided an overview of the current project status, along with forecasted timelines for the remaining work.
6-Aug-20	Resident	-	Phone Call	Resident called project inspector. Not happy with cold patch reinstatement and wants permanent restoration completed ASAP. Heavy traffic drives over this section and it is compacting under the weight	Enbridge followed-up with contractor to arrange permanent restoration ASAP.
18-Aug-20	AJ Freiman - Property Manager for 456 McArthur Ave	Property Manager	Phone Call	Project Manager called project inspector and requested an update on excavation in front of property. Excavation has been open for approximately 1 month with no work occurring and is upset by the lack of progress.	Project inspector notified project manager and project manager called property manager to discuss. Apologized for the unusual delay in completing the work at this location. Reported that complications were discovered during excavation requiring a re-design, and in the process of the re-design the City of Ottawa asked Enbridge to proceed with work along St. Laurent and to leave work on McArthur until St. Laurent work was complete. Provided forecasted timeline for the completion of the work at this location, which was currently scheduled for the beginning of September.



DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
24-Aug-20	Dante Buda	City of Ottawa	Phone Call	City called project manager to report that steel plates placed by night crew (main crew) had shifted and the lane has been closed. Enbridge needs to rectify ASAP.	<p>Enbridge project manager called contractor to arrange for day crew to address road plate ASAP. Project manager went to site immediately to investigate and ensure lane was closed to prevent further shifting/possible incident. Contractor on-site within 2 hours to reposition road plate. Road plate had not shifted, but asphalt beneath road plate had collapsed, resulting in a corner of the road plate being unsupported. Incident reviewed with main crew and the beginning of the next shift. Excavation was started before a long weekend, did not progress enough to insert a shoring box, and there was a significant rain event during the long weekend. Communicated to crew and project team that an excavation should not have been started before a weekend unless shoring box could have been inserted, to prevent further problems of this nature.</p>

DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
1-Sep-20	AJ Freiman - Property Manager for 456 McArthur Ave	Property Manager	Phone Call	Property manager called Project Manager to complain about a portable toilet placed on his property.	Project manager called contractor and instructed them to remove the toilet from the property and ensure it was placed within the right of way. Project manager met with property manager in person on September 2 to apologize for the impact from the portable toilet and the unusually long duration of the open excavation in front of his property. Project manager offered to re-sod entire front lawn to make up the for impact to his property from the construction activity. Property manager happy with proposed resolution.
1-Sep-20	Guy Lavallee	City of Ottawa	E-Mail	E-Mail sent to Project Manager requesting a road cut at the intersection of St. Laurent Blvd and Donald St be reinstated immediately as the City considers it a hazard.	Enbridge mobilized contractor to intersection the same day to apply additional temporary reinstatement to the road cut. Permanent reinstatement was scheduled and completed the following week.

DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
11-Sep-20	Dante Buda	City of Ottawa	Phone Call	Project Manager called and informed of complaint received from local resident that sidewalks on both sides of McArthur Ave at St. Laurent Blvd are closed.	Project Manager followed-up with on-site construction crew. Work has been occurring on both sides of McArthur Ave, but only one sidewalk has been closed at any given time. City of Ottawa Inspector arrived on-site during phone call to construction crew and verified that only one sidewalk was closed. Both Project Manager and City of Ottawa reiterated to construction crew that at least one sidewalk must be open at all times.
11-Sep-20	Sean Gibson - General Manager of Dealership at 900 St. Laurent Blvd	Property Manager	E-Mail sent to contractor	Concern about the cold patch restoration and wanting to make sure that the cold patch is only temporary	Contractor responded to e-mail confirming that the cold patch is only temporary and will be fully reinstated with hot mix at the end of the project.
15-Sep-20	Sean Gibson - General Manager of Dealership at 900 St. Laurent Blvd	Property Manager	E-Mail sent to contractor	Requested update on their gas service relight as they do not have hot water.	Enbridge responded to e-mail stating that the relight will occur the morning of the following day. It appears the sub-contractor responsible for the relights spoke with the wrong person during relights and the hot water tank was missed during the original visit.

DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
22-Sep-20	AJ Freiman - Property Manager for 456 McArthur Ave	Property Manager	Phone Call	Property manager called Project Manager to complain about reinstatement of interlock walkway.	Project manager directed constructor to return to property and finish reinstatement of interlock pathway. Sub-contractor had also been called by constructor to complete final reinstatement of sod and interlock.
23-Sep-20	Resident	-	Phone Call	Call about private reinstatements	Project Manager answered phone call and ensured resident that reinstatement is still outstanding and will be completed. Enbridge has been waiting for City to complete their paving work before proceeding with reinstatement to ensure our work was not in conflict with their work.
1-Oct-20	Resident	-	Phone Call	Resident called project manager. Asked for update on driveway reinstatement. Needs reinstatement completed prior to winter. Concerned with possibility of water entering basement if permanent reinstatement not completed prior to winter.	Project Manager answered phone call and ensured resident that reinstatement is still outstanding and will be completed. Enbridge has been waiting for City to complete their paving work before proceeding with reinstatement to ensure our work was not in conflict with their work.

DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
1-Oct-20	Dante Buda	City of Ottawa	Phone Call	E-Mail to project manager about private reinstatements. City's contractor is currently on-site and has received comments from residents asking about the status of the private property reinstatements for the work that was performed by Enbridge.	Project Manager called Dante and ensured City that reinstatement is still outstanding and will be completed. Enbridge has been waiting for City to complete their paving work before proceeding with reinstatement to ensure our work was not in conflict with their work. Enbridge asked for status of City paving work. Brief update provided by the City, but actual completion dates were still to be determined at the time of discussion.
30-Oct-20	Jason Ostapchuk	City of Ottawa	E-Mail	City sent e-mail to Enbridge work management requesting reinstatement at McArthur and St. Laurent ASAP.	Work management responded that Project Manager has been coordinating with restoration contractor to complete reinstatement.
9-Nov-20	Resident	-	Phone Call	Resident called project manager. Asked for update on driveway reinstatement.	Project manager reviewed the scope of work with the restoration contractor the week prior and the contractor is making arrangements. Project manager will follow-up with contractor to communicate that this address is a priority and must be completed prior to winter.



DATE RECEIVED	CONTACT NAME	LANDOWNER / CONTACT TYPE	METHOD OF CONTACT	COMMENT	RESOLUTION
10-Nov-20	Jason Ostapchuk	City of Ottawa	E-Mail	City sent e-mail to Enbridge work management requesting update on the reinstatement at McArthur and St. Laurent	Work management followed up with restoration contractor. Contractor planning to complete restoration the following week. Delayed due to needing traffic management and paid duty to complete intersection.
Not Available	Kim Cyr	City of Ottawa	Phone Call	City notified contractor of a couple of noise complaints that were received regarding the project.	No follow-up was required since the appropriate noise bylaw exemption permits had been filed, City just notified contractor as an FYI.