



**London Lines Replacement Final
Monitoring Report EB-2020-0192**

May 11, 2023

Prepared for:
Enbridge Gas Inc.

Prepared by:
Stantec Consulting Ltd.

Project Number:
160951270

Limitations and Sign-off

The conclusions in the Report titled London Lines Replacement Final Monitoring Report EB-2020-0192 are Stantec's professional opinion, as of the time of the Report, and concerning the scope described in the Report. The opinions in the document are based on conditions and information existing at the time the scope of work was conducted and do not take into account any subsequent changes. The Report relates solely to the specific project for which Stantec was retained and the stated purpose for which the Report was prepared. The Report is not to be used or relied on for any variation or extension of the project, or for any other project or purpose, and any unauthorized use or reliance is at the recipient's own risk.

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Executive Summary

Enbridge Gas Inc. (Enbridge Gas) filed an application with the Ontario Energy Board (OEB) under section 90 of the *Ontario Energy Board Act*, 1998, S.O. 1998, c. 15, Schedule B for an order granting leave to construct approximately 90.5 kilometres (km) of natural gas pipelines at different nominal pipe sizes (NPS) and pressure systems (NPS 4 and NPS 6). The OEB issued the Leave to Construct (LTC) Decision and Order for the Project along the preferred route under file number EB-2020-0192 on January 28, 2021. The purpose of the Project was to replace aging pipeline assets that serve the City of London (the “Project”).

As part of the LTC conditions, Enbridge Gas was required to complete a *Post Construction Report* to be filed with the OEB within three months of the in-service date and a *Final Monitoring Report* by June 1, 2023. As reported to the OEB, the Project’s in-service date was December 10, 2021, making the filing date for the *Post Construction Report* March 10, 2022. Enbridge Gas will file the *Final Monitoring Report* with the OEB by June 1, 2023, as per condition 9. b) of the *EB-2020-0192 Decision and Order, Attachment B - Conditions of Approval*.

This *Final Monitoring Report* summarizes the following:

- The monitoring programs conducted in support of the construction of the Project.
- Complaints or issues received by Enbridge Gas.
- The success of mitigation measures.
- Outstanding commitments and monitoring.

The ROW is in a stable state with successful germination with limited potential for erosion or off-site sedimentation. Site monitoring was conducted along various locations in the spring/summer of 2022 where the addition of topsoil and seeding occurred in the fall of 2021. All these locations were successfully stabilized with good vegetation growth.

Provided that all outstanding commitments identified in this report are addressed, no significant residual or cumulative effects on environmental and/or socio-economic features are anticipated from the construction of the Project.



Abbreviations

AA	archaeological assessment
CA	conservation authority
CHAR	Cultural Heritage Assessment Report
CISEC	Certified Inspector of Erosion and Sediment Control
ECB	erosion control blanket
ESC	erosion and sediment control
EI	Environmental Inspector
Enbridge Gas	Enbridge Gas Inc.
EPP	Environmental Protection Plan
ER	Environmental Report
HDD	horizontal directional drilling
IR	inadvertent release of drilling fluid
km	kilometers
LRA	Land Relations Agent
LTC	Leave to Construct
LTVCA	Lower Thames Valley Conservation Authority
MECP	Ministry of the Environment, Conservation and Parks
MHSTCI	Ministry of Heritage, Sport, Tourism and Culture Industries
MTO	Ministry of Transportation
NPS	nominal pipe size
OEB	Ontario Energy Board



Abbreviations

May 11, 2023

PTTW	Permit to Take Water
ROW	right-of-way
SAC	Spills Action Centre
SAR	Species at Risk
SCRCA	St. Clair Region Conservation Authority
Stantec	Stantec Consulting Ltd.
TWS	Temporary Workspace
UTRCA	Upper Thames River Conservation Authority



1 Introduction

Enbridge Gas Inc. (Enbridge Gas) filed an application with the Ontario Energy Board (OEB) under section 90 of the Ontario *Energy Board Act*, 1998, S.O. 1998, c. 15, Schedule B for an order granting leave to construct approximately 90.5 kilometers (km) of natural gas pipelines consisting of approximately 51.5 km of Nominal Pipe Size (NPS) 4-inch natural gas pipeline and 30.6 km of NPS 6-inch natural gas pipeline (the Project). The OEB issued the Leave to Construct (LTC) Order for the Project along the preferred route under file number EB-2020-0192 on January 28, 2021.

The pipelines were installed to replace two existing pipelines (London Dominion Line and South London Line) between the Enbridge Gas Dawn Centre on Bentpath Line (300 m east of Dawn Valley Road) and Middlesex Centre south of Glendon Drive and Komoka Road. 8.4 km of NPS 6-inch additional new pipeline was installed from Strathroy Gate Station to a tie-in at the main NPS 6-inch pipeline. See Figure A.1 (Project Overview – London Lines Replacement Project).

This Final Monitoring Report has been prepared pursuant to condition 9 b) of the *EB-2020-0192 Decision and Order, Attachment B - Conditions of Approval*.

1.1 Scope

This *Final Monitoring Report* has been prepared in support of the *EB-2020-0192 Decision and Order* (OEB 2021), detailing the reporting requirements upon completion of the Project and the actual environmental conditions of the right-of-way (ROW) current to April 21, 2023.

The scope of this *Final Monitoring Report* will include the following *EB-2020-0192 Decision and Order, Attachment B - Conditions of Approval*:

6. *Both during and after construction, Enbridge Gas shall monitor the impacts of construction, and shall file with the OEB one paper copy and one electronic (searchable PDF) version of each of the following reports:*
 - b) a final monitoring report, no later than fifteen months after the in-service date, or, where the deadline falls between December 1 and May 31, the following June 1, which shall:
 - i. provide a certification, by a senior executive of the company, of Enbridge Gas' adherence to Condition 3;
 - ii. describe the condition of any rehabilitated land;
 - iii. describe the effectiveness of any actions taken to prevent or mitigate any identified impacts of construction;
 - iv. include the results of analyses and monitoring programs and any recommendations arising there from;
 - v. and 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.



As per the OEB (2016) *Environmental Guidelines for the Location, Construction and Operation of Hydrocarbon Pipelines and Facilities in Ontario* (7th Edition) this *Final Monitoring Report* will also include the following:

“The Post-construction Report should:

(a) describe the condition of the rehabilitated right-of-way and actions taken subsequent to the interim report;

(b) compare predicted and actual impacts (including cumulative impacts) and mitigation measures, and explain any deviations which occurred;

(c) report the results of any monitoring programs and analyses such as soil and water sampling, and make recommendations as appropriate;

(d) discuss the effectiveness of the mitigation measures as well as the monitoring programs and indicate opportunities for improvement in future pipeline projects; and

(e) provide a breakdown of environmental costs incurred for the project. In particular, items of cost associated with specific measures related to pre-construction, construction or restoration should be described;

(f) provide a log of all complaints received during construction and the actions taken in response; and

(g) include any instances where the provisions of any local by-law have not been complied with and the reasons for such non-compliance.



2 Monitoring Programs

Enbridge Gas implemented several programs to monitor potential environmental effects during construction of the Project, as outlined in the *Post Construction Report (2022)*. Some of the monitoring programs were required by permit conditions from regulatory authorities, and others were carried out as due diligence measures. The monitoring programs for the Project were implemented successfully and focused on areas where the *ER* identified potential interactions with the environment. The main portion of the pipeline was installed before the submission of the Post Construction Report (2022) which was submitted to the OEB (March 2022). The majority of construction activities that occurred after the submission of the Post Construction Report (2022) consisted of finalizing station work and installing domestic pipeline service hookups. As there were no impacts anticipated to groundwater, heritage resources, etc. during finalization of station work and installing domestic pipeline service hookups, there was no requirements for vibration, well monitoring or other monitoring programs.

Since the preparation of the Post Construction Report (2022), all cleaned up and re-vegetated roadside areas were reviewed for the entire length of the easement. All these areas are well vegetated and showed no signs of erosion. The stream banks of the one open cut water course crossing were observed to be well stabilized with good vegetative growth and no soil erosion of their banks. Rig mats were used to reduce soil impacts, both soil rutting and soil compaction, on agricultural fields. The rig mats were removed after the preparation of the Post Construction Report (2022). There was no evidence of soil rutting or soil compaction. This is evidenced by the good post construction agricultural crop growth. All these restored areas show that the mitigative measures had the predicted results of successful restoration of both natural and agricultural areas. The monitoring programs did not result in further recommendations and there are no outstanding concerns as a result.



3 Mitigation Measures and Compliance

The following section outlines the primary mitigation measures implemented during construction. These measures were implemented to reduce the environmental and socio-economic effects from construction of the Project and to identify and rectify any deviations from the proposed mitigation measures initially identified in the ER. See Appendix B for photos of mitigation measures implemented throughout construction and the current conditions of the ROW.

3.1 Pipeline and Facilities Construction

Appropriate mitigation measures were established during construction for the Project to reduce the potential for impacts. Communication and regularly scheduled meetings (weekly when possible) during construction between Enbridge Gas supervisory and inspection staff, the Contractor and EI(s), was key to review proposed work, understand responsibilities, and discuss opportunities for the reduction of potential adverse environmental effects.

As most of the pipeline work since March 2022 consisted of finalizing station work and domestic pipeline service hookups, there was no impact on wildlife, aquatic species. In addition, there were no wetland crossings and no archaeology concerns noted.

During the station work and domestic pipeline service hookups, all garbage and debris were immediately removed from the construction site. Each contractor's vehicle had a bag or bin to accept and contain rubbish.

3.2 Local By-Law Issues and Non-Compliances

Since March 2022, Enbridge Gas did not record any by-law issues or non-compliances. Frequent contact was maintained with the local municipalities as a best practice. Sensitive and regulated areas were clearly marked in the field and appropriate training (*EPP* and *Environmental Alignment Sheets*) was provided to the Contractor and field inspectors.



4 Current Condition of the Right-of-Way

Restoration has been completed and the ROW was assessed several times during and post-construction, including in spring of 2023. The vegetation on the ROW was well established as of April 21, 2023 and has very good vegetation growth and diversity.

Since construction was completed by both HDD and open trenching techniques, potential areas of settlement are expected to be confined to tie-in pits and areas where trenching occurred. As of April 21, 2023, there were no observations of significant settlement along the ROW which would require additional restoration.

Entry and exit pits were set back a minimum of 30 m from watercourses, wetlands, and other sensitive features where possible. There were no stability concerns or sedimentation risks observed at either wetlands or watercourses along the ROW.

Overall, the ROW is in excellent condition and has been stabilized throughout. Based on the current conditions of the ROW, no potential impacts or liabilities are anticipated. The last monitoring site visit to the ROW occurred in spring (April 21, 2023).



5 Stakeholder Relations and Complaint Management

Agencies and stakeholders that Enbridge Gas continued to work closely with included local municipalities and counties, St. Clair Region Conservation Authority (SCRCA), Lower Thames Valley Conservation Authority (LTVCA), Upper Thames River Conservation Authority (UTRCA) and Ontario Ministry of Transportation (MTO). Enbridge Gas also coordinated closely with utility companies and adjacent landowners on various aspects of the Project.

As a requirement of the LTC for the Project, Enbridge Gas actively tracked and responded to comments and complaints received throughout the duration of the construction period. This section documents the complaints received after the filing of the Post Construction Monitoring Report (2022) and potential unresolved and outstanding comments or complaints identified in the same report.

5.1 Recording and Response Process

When a complaint was received, Enbridge Gas recorded and tracked the activities leading to the resolution of the complaint by maintaining a Complaints and Resolutions Log for the duration of the construction period and after the in-service date. The process involved recording the correspondence between the complainant and Enbridge Gas as efforts were made to reach a resolution. Correspondence included phone calls, on-site visits, emails and in-person meetings. Actions to reach a resolution were tracked and followed up by Enbridge Gas to confirm resolution.

5.2 Summary of Complaints

The Complaints and Resolutions Log was used to track complaints received and the correspondence and actions executed to resolve the complaints. Appendix C provides a copy of the comments and complaints received after the filing of the Post Construction Monitoring Report (2022). To date, there are no outstanding or un-resolved issues.

At the time of filing of the Post Construction Report (2022), twenty-nine (29) questions/complaints were received by Enbridge Gas. Since the filing of the Post Construction Report (2022), an additional five (5) questions/complaints have been received by Enbridge Gas. Since construction started, a total of thirty-three (33) recorded questions/complaints were received by Enbridge Gas. All these questions/complaints are listed in Appendix C appended to this report. These questions and complaints generally related to the following issues:

- Access to natural gas
- Damage to existing utilities
- Stormwater, flooding or damaged drainage tile concerns
- Sink holes and/or settlement on land
- Poor or not completed restoration
- Presence of flags or stakes



May 11, 2023

- Abandonment and removal of old line
- Water well testing

All complaints/questions were addressed as quickly as possible and as of April 28, 2023, there were no unresolved complaints/questions.



6 Outstanding Commitments

6.1 Abandonment & Removal

As part of the Project, portions of the abandoned pipelines are planned to be removed between May and November 2023. The projected amount of pipe to be removed is approximately 46.0 km for the London Dominion Line and approximately 14.5 km for the South London Line (NPS 8-inch and NPS 10-inch, respectively). In preparation for abandoned pipeline removal, Enbridge Gas is coordinating permits as required with each conservation authority (i.e., St. Clair Region Conservation Authority (SCRCA), Lower Thames Valley Conservation Authority (LTVCA), and Upper Thames River Conservation Authority (UTRCA)). Enbridge Gas coordinated the execution of field studies to assist with the design, construction, and development of environmental mitigation measures, including assessing archaeological potential, and initiating tree clearing ahead of the migratory bird nesting season (i.e., prior to March 31, 2023) where possible. As the majority of mitigation measures identified during the pipeline installation phase of the project and outlined in the LLRP Environmental Protection Plan (2021) remain applicable, they will continue to be referenced and applied during the pipeline removal phase, with the guidance of an Environmental Inspector.

6.2 Restoration

Restoration was ongoing throughout construction. At the time of the site visit on April 23, 2023, there were no outstanding areas where the pipeline has been installed which require restoration and/or have not been stabilized. Based on the current conditions of the ROW, no additional restoration is recommended.

Some of the areas where the pipe had been installed will require, at the landowner's approval, removal of the adjacent abandoned pipeline. Once the abandoned pipe is removed, final restoration including some minor re-grading and re-seeding may be required. After this work is completed, no additional areas requiring restoration are anticipated. Enbridge Gas will continue to monitor the state of the land and will address any issues should they arise.



7 Summary

As pipeline construction (stations and residential hookups) progressed, cleanup and restoration were completed immediately after work at each location was completed.

All cleaned up and re-vegetated roadside areas were reviewed for the entire length of the easement. These areas are well vegetated and showed no signs of erosion. All stream crossings were observed to be well stabilized with good vegetative growth and no soil erosion of their banks. Rig mats were used to reduce soil impacts, both soil rutting and soil compaction, on agricultural fields. There was no evidence of soil rutting or soil compaction. There is good agricultural crop growth. Restored areas show that the mitigative measures had the predicted results of successful restoration of both natural and agricultural areas.

There were no recorded non-compliance issues with any of the conservation authorities, municipalities, or MTO.

Enbridge Gas will continue to monitor the state of the land and will address any issues should they arise.



8 References

Enbridge Pipelines Inc. 2012. *Environmental Guidelines for Construction*. June 2012.

Enbridge Gas Inc. 2019. *Enbridge Construction and Maintenance Manual*, 2019. EN.037.501.

Ministry of the Environment, Conservation and Parks MECP). 2007. *Spills Reporting - A Guide to Reporting Spills and Discharges* (May 2007).

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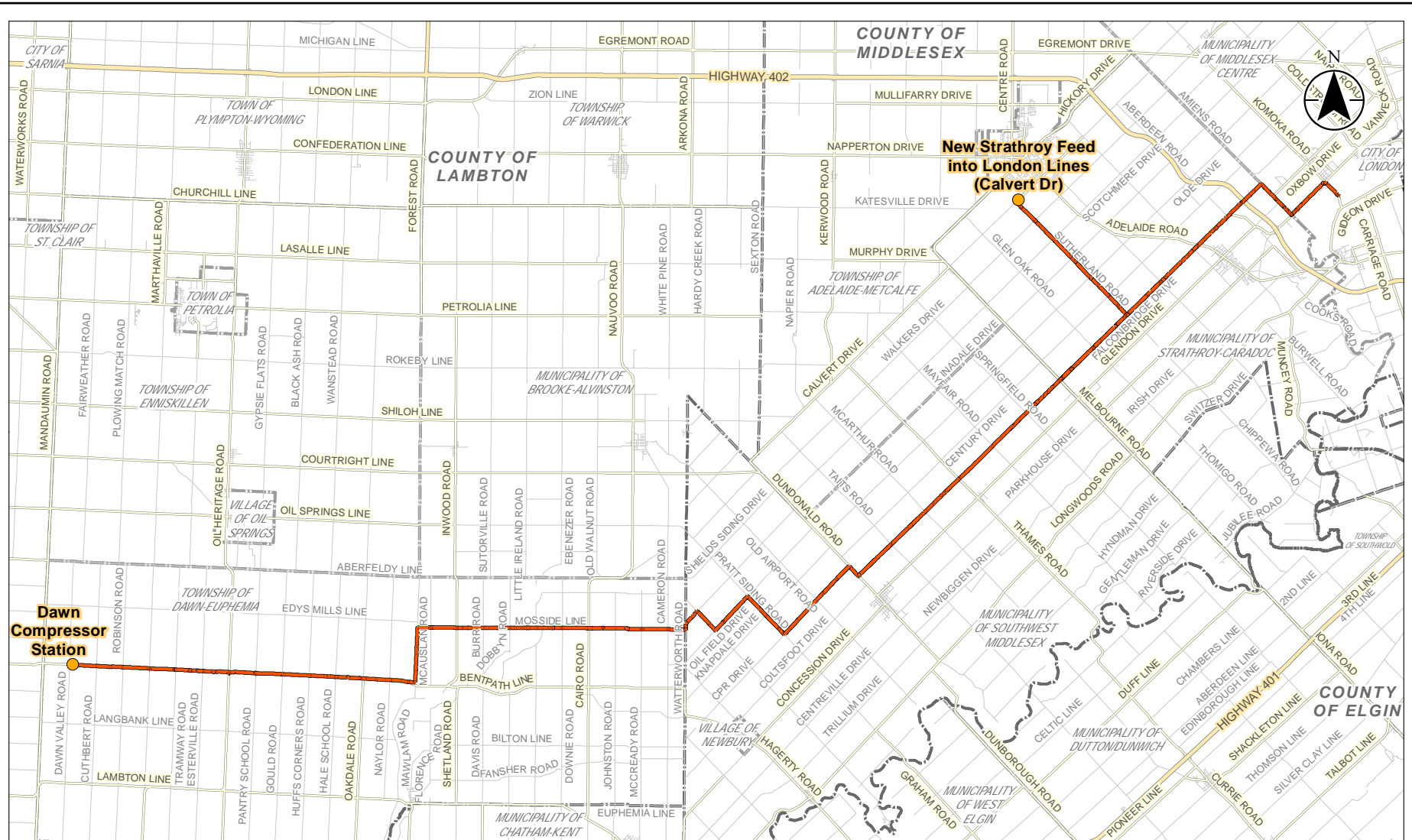
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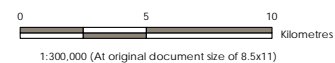


Appendix A Figures

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- Legend**
- Station Location
 - Pipeline Route
 - Municipal Boundary, Upper
 - Municipal Boundary, Lower



Notes
1. Coordinate System: NAD 1983 UTM Zone 17N
2. Base features produced under license with the Ontario Ministry of Natural Resources and Forestry © Queen's Printer for Ontario, 2018.



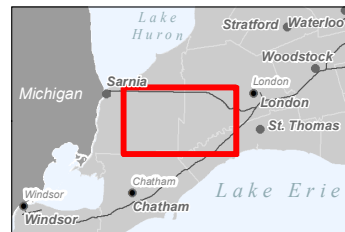
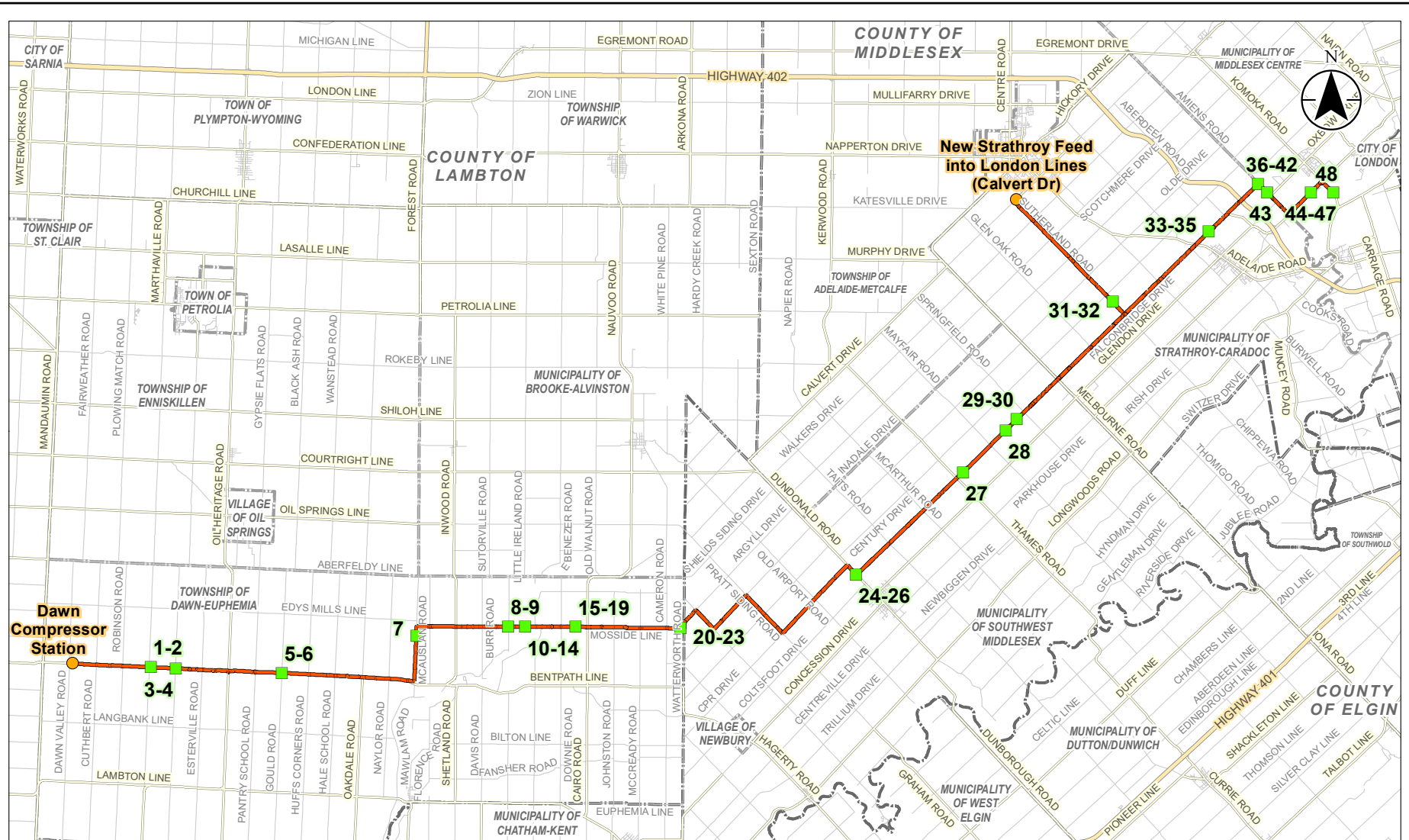
Project Location
Counties of Lambton
and Middlesex, ON
160951270 REVA
Prepared by SPE on 2022-03-02

Client/Project
ENBRIDGE GAS INC.
LONDON LINES REPLACEMENT PROJECT

Figure No.
1
Title
Project Overview

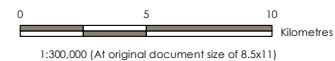
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Legend

- Station Location
- Photo Location
- Pipeline Route
- Municipal Boundary, Upper
- Municipal Boundary, Lower



Notes

1. Coordinate System: NAD 1983 UTM Zone 17N
2. Base features produced under license with the Ontario Ministry of Natural Resources and Forestry © Queen's Printer for Ontario, 2018.



Project Location
Counties of Lambton
and Middlesex, ON

160951270 REVA
Prepared by SPE on 2023-04-28

Client/Project
ENBRIDGE GAS INC.
LONDON LINES REPLACEMENT PROJECT

Figure No.

2

Title
Photo Locations

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Appendix B Photo Logs



Photo 1: Rubber-polymer rig mats installed in farm field along Bentpath Line, west of Marthaville Road. Used to reduce soil compaction while installing new pipe.



Photo 3: Wood rig mats installed in farm field along Bentpath Line, east of Marthaville Road. Used to reduce soil compaction while installing new pipe.



Photo 5: Silt fencing installed around HDD exit hole at Bentpath Line while boring under Gould Road.

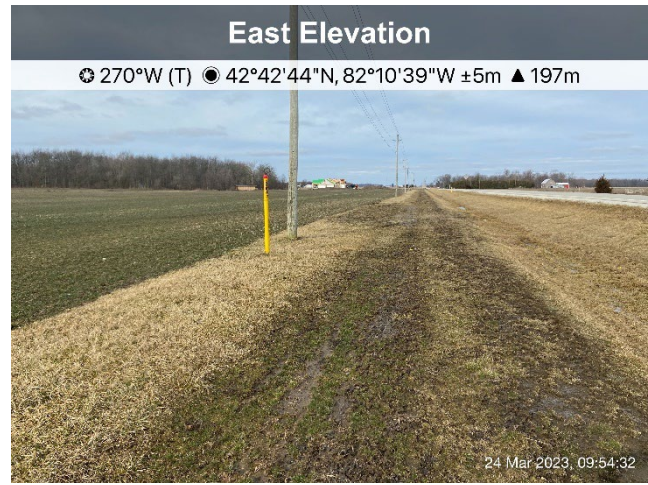


Photo 2: Farm lane where rubber-polymer rig mats were installed in farm field along Bentpath Line, west of Marthaville Road. Vegetation growing well on farm lane.



Photo 4: Location of removed wood rig mats along Bentpath Line east of Marthaville Road. Field has been planted to winter wheat.

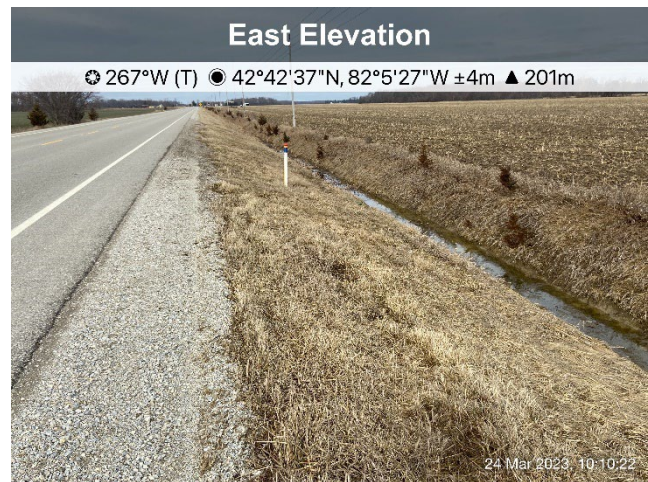


Photo 6: Revegetated HDD exit trench along Bentpath Line under Gould Rd growing well two seasons after construction.



Photo 7: One of the locations of abandoned pipe removal. Area of tree clearing for pipe removal east of Forest Rd.

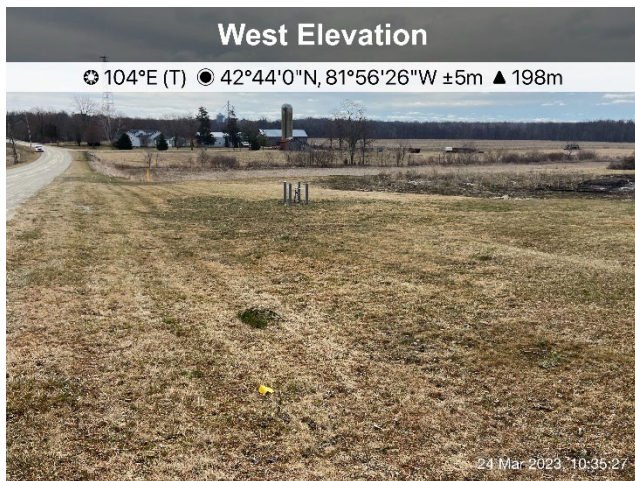


Photo 9: Sydenham River; HDD bore exit location. Grassy vegetation growing well..



Photo 11: Sydenham River; HDD rig has been removed; Area has been graded and ready for seeding.



Photo 8: Sydenham River; HDD bore exit location. Hoe excavating exit pit.



Photo 10: Sydenham River; HDD drill set up; Silt fencing & turtle exclusion fencing has been set in place.

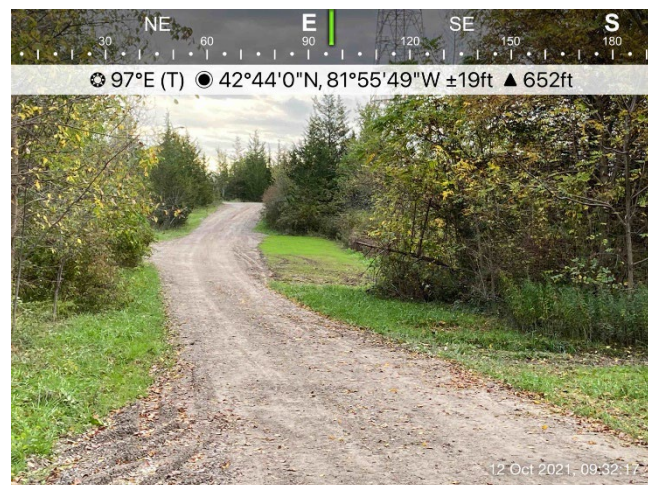


Photo 12: Sydenham River; Graded and seeded HDD rig area is germinating well two months after seeding.



Photo 13: Sydenham River; HDD bore entry area. Vegetation growing well two seasons after cleanup.



Photo 14: Sydenham River; HDD bore entry area. Vegetation growing well two seasons after cleanup.



Photo 15: Safety fencing installed at HDD exit trench along Mossie Line while boring under Downie Road.



Photo 16: Reseeded HDD exit trench along Mossie Line under Downie Rd growing well.



Photo 17: Downie Road Station; Temporary swamp mat bridge is being removed.



Photo 18: Downie Road Station; Location of temporary bridge has been graded, seeded and covered with erosion control blanket.



Photo 19: Downie Road Station; Location of temporary bridge has been graded, seeded. Vegetation growing well two seasons after cleanup...



Photo 20: Installation of pipe with Spider Plough Crawler along Mossie Line west of Watterworth Road.



Photo 21: Mossie Line west of Watterworth Road. Reshaped road shoulder after pipe installation with Spider Plough. Ready for seeding..



Photo 22: Mossie Line west of Watterworth Road. Hydroseeded road shoulder.

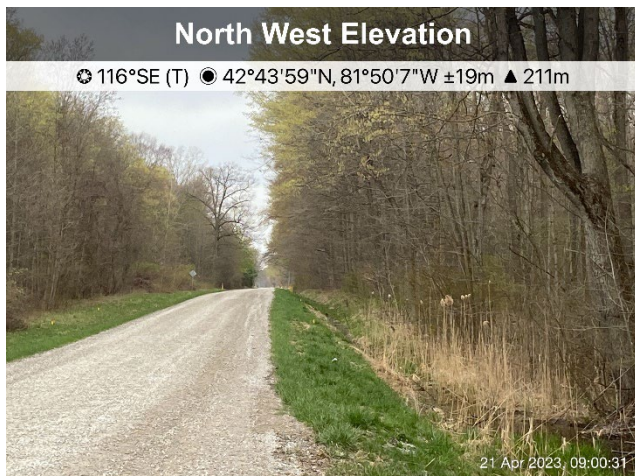


Photo 23: Mossie Line west of Watterworth Road. Hydroseeded road shoulder. Well established growth two seasons after seeding..



Photo 24: Glencoe Station; Hydrostatic test water being stored on frac tanks until release.

North East Elevation

220°SW (T) 42°45'34"N, 81°43'34"W ±11m ▲ 222m



Photo 25: Glencoe Station; Hydrostatic test water frac tanks have been removed. Station is fenced in with gate and fresh gravel on access lane.

South West Elevation

59°NE (T) 17 N 446378 4739922 ±12m ▲ 226m



Photo 27: Sandblasting and coating welded pipe along Falconbridge Drive, east of Thames Road. Drop sheet used to collect any dripping epoxy coating.

243°SW (T) 17 N 449233 4742729 ±4m ▲ 229m



Photo 29: HDD setup while boring under WC81. Double silt fencing to capture inadvertent returns. Safety fencing around drill mud sump pit.



Photo 26: Dundonald Road. Hydrostatic test water that was stored at Glencoe Station is being released.

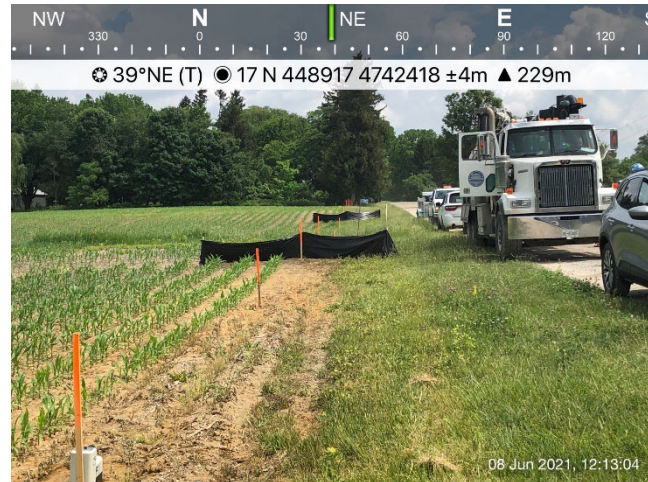


Photo 28: Silt fencing installed adjacent to Falconbridge Drive on both sides of WC80 as a precaution while conducting HDD installation of pipe.

North East Elevation

236°SW (T) 42°50'9"N, 81°37'13"W ±6m ▲ 228m



Photo 30: Location of HDD setup while boring under WC81. Location has been restored well two seasons after construction.



Photo 31: Bobolink habitat exclusion area signage along Sutherland Road. Landowner harvested hay crop



Photo 32: Bobolink habitat exclusion area along Sutherland Road south of RR line. Good restoration with good vegetative growth two seasons after construction.



Photo 33: HDD along Falconbridge Drive under WC98 just east of Adelaide Road. Inadvertent release occurred in cobbly road culvert fill. Silt Soxx™ used to contain spill.

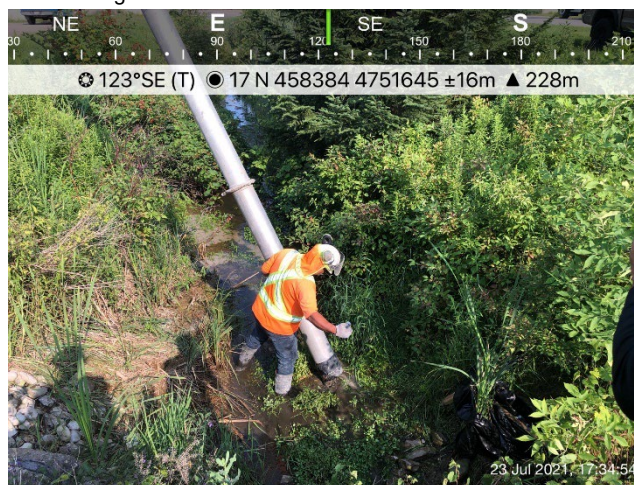


Photo 34: HDD along Falconbridge Drive under WC98. Inadvertent release being removed with hydrovac.



Photo 35: HDD along Falconbridge Drive under WC98 where inadvertent release occurred in 2021. There is no evidence of the release two seasons later.



Photo 36: WC105 open cut/dam and pump at Avro Drive and Amiens Road. Upstream dewatering generator pump with spill tray underneath.



Photo 37: WC105 open cut/dam and pump; Upstream dam and pump hose with fish screen.



Photo 3839: WC105 open cut/dam and pump; Upstream dewatering hose attached to water energy deflector in grassy area.

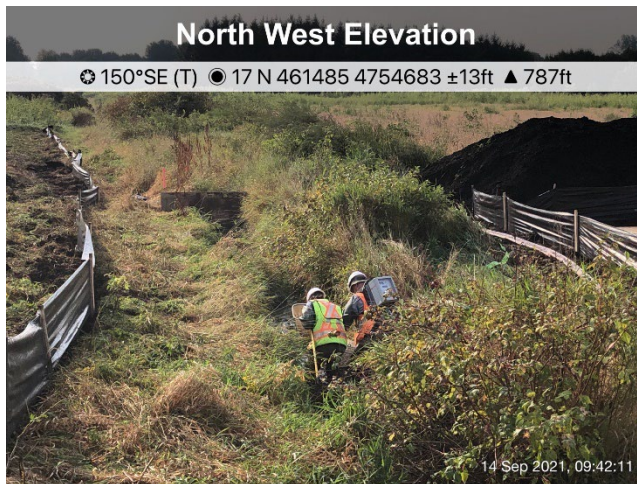


Photo 40: WC105 open cut/dam and pump; Aquatics crew conducting fish rescue near downstream metal dam.



Photo 40: WC105 open cut/dam and pump; Stream channel stabilized; Excavated banks have ECB. Remainder has been seeded. View of Amiens Road



Photo 4141: Location of WC105 open cut/dam and pump; Stream channel stabilized; Vegetation growing well two seasons after construction. View of Amiens Road.



Photo 4242: Location of WC105 open cut/dam and pump; Stream channel stabilized; Vegetation growing well two seasons after construction. View of Avro Drive.



Photo 43: WC105 open cut/dam and pump in background. In foreground, tie in north of WC106; has been graded, topsoil added and seeded. Along Amiens Road,



Photo 44: Crowe Creek; HDD drill set up along Glendon Drive.; Silt Soxx™ has been set in place in foreground. The dark silt fencing and turtle exclusion fencing are installed behind the hoe and drill rig.



Photo 45: Crowe Creek; HDD drill set up along Glendon Drive. Vegetation has established well two seasons after construction.



Photo 46: HDD along Glendon Dr under Crowe Creek; Silt Soxx™ on east bank of Crowe Creek.



Photo 47: HDD along Glendon Dr under Crowe Creek; Silt Soxx™ on west bank of Crowe Creek.



Photo 48: Fenced in Komoka Station. West side of Komoka Rd.

Appendix C Complaint and Resolutions Log



Complaint and Resolutions Log

ID	Date Entered or Received	Name	Description	Resolution	Status
1	2021.04.07	Resident	Resident complained a screw from a fence a subcontractor removed put a hole in her tire.	The resident was called to discuss.	Resolved
2	2021.04.13	Resident	Resident wanted to know how to connect to gas, he was curious about the decommissioning process and how to get assistance with locates (he has a tiler coming in to do some work)	The resident was called and provided phone number for gas connections, advised resident of the decommissioning process and the process for the tiler to get tickets for locates.	Resolved
3	2021.05.04	Landowner	Landowner called to inquire about the stakes on his property. He is the neighbour to the west of Oakdale Header station. Main concern was the existing fencing perpendicular to Bentpath.	No further action required at this time. Enbridge Gas Land Relations Agent (LRA) met with the landowner on-site (5713 Bentpath Line, Dawn-Euphemia) and reviewed the fencing at the LLRP - Oakdale Station, neighbouring the landowner's property. The Enbridge Gas LRA communicated Enbridge Gas' commitment to not relocate the station fence to the surveyed property line. If new fencing is required upon completion of the station, it will be installed in the same location of the existing fencing. The landowner was appreciative of the on-site meeting.	Resolved
4	2021.05.05	Resident	Resident was wondering if the stakes of his property could be removed.	LRA contacted the resident by phone and confirmed the landowner could remove the stakes in the front yard to cut the grass.	Resolved
5	2021.05.14	Resident	Resident wanted to know how much it would cost to connect to natural gas.	The resident was provided with the "get connected to gas" phone number and website.	Resolved
6	2021.05.21	Resident	Resident called to get her water tested.	Water well sample was collected on May 26, 2021, and the letter of results mailed to the resident on June 21, 2021.	Resolved
7	2021.06.03	Resident	Resident emailed to find out the process to get connected to gas.	The call was returned, and a voice message was left with additional information advising how to get connected. Also, the resident was emailed the same information.	Resolved



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8	2021.06.11	Resident	Resident inquired how to get connected to gas.	The resident was provided with the "get connected to gas" phone number and website.	Resolved
9	2021.06.14	Landowner	Landowner called about a non-easement property apparently there was a dispute from a past project (5-7 years ago). Landowner called to make this issue right.	Landowner was told that there was no interest to revisit this issue and we'll let him know in the future if we have any interest in his property.	Resolved
10	2021.06.16	Resident	The new main gas line is on the south side of the road and the locate flags are on the north side. How long do we leave the locate flags in place before we can remove them?	LRA advised it is okay now to remove locate flags. This was communicated to the resident. The resident communicated that he wanted to cut his lawn where the locate flags were located.	Resolved
11	2021.06.28	Landowner	LRA was contacted by the landowner regarding a drainage issue that appeared shortly after LLRP pipeline installation.	LRA visited the landowner's property and completed photo documentation. Aecon was notified of the drainage issue and was requested to complete an investigation. On July 16, 2021, the municipal drain was located, and Aecon completed a drainage repair. In October 2021 the municipal drain was camera inspected and flushed to improve the drainage functionality. This completely resolved the drainage issue.	Resolved
12	2021.08.12	Resident	Resident wanted to know how to get connected to natural gas.	The resident was provided with the "get connected to gas" phone number and website.	Resolved
13	2021.08.17	Resident	Resident advised Enbridge Gas damaged her culvert.	The LRA and inspector stated that Enbridge Gas was not in the area when the alleged incident happened.	Resolved
14	2021.08.18	Resident	Wanted to know how to get connected to natural gas.	The resident was provided with the "get connected to gas" phone number and website.	Resolved
15	2021.08.23	Resident	Wanted to know how to get connected to natural gas.	Referred to gas connection line.	Resolved
16	2021.08.23	Resident	Wanted to know how to get connected to natural gas.	Referred to gas connection line.	Resolved
17	2021.08.23	Resident	Wanted to know how to get connected to natural gas.	Referred to gas connection line.	Resolved



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18	2021.08.24	Resident	Landowner very upset a station was being built near her property. She wanted to talk with Enbridge Gas about selling her land however she flatly rejected the offer. Enbridge Gas reached out to the landowner in an effort to schedule a face-to-face meeting. Resident called inquiry line and emailed an Enbridge Gas employee directly.	See below	
	2021.08.25		Resident emailed an Enbridge Gas employee directly.	See below	
	2021.08.25		Resident emailed an Enbridge Gas employee directly.	See below	
	2021.08.25		Resident emailed an Enbridge Gas employee directly, confirming appointment	See below	
	2021.08.27		Resident relayed her concerns with the Enbridge Gas in-person meeting.	Resident relayed her concerns. The On-site Enbridge Gas staff discussed why Enbridge Gas made the decisions it did, and she respected the various sensitivities in the area e.g., ancestral burial ground, the plans of the developer as well as the initiatives the municipality is undertaking. To make the station more "pleasant" to look at, Enbridge Gas would put up a secure fence as well as cedar trees. The landowner was happy about the resolution we put forward.	Resolved
19	2021.08.27	Resident	Resident wanted to know how to get connected to natural gas.	The resident was provided with the "get connected to gas" phone number and website.	Resolved
20	2021.09.10	Landowner	Resident wanted to know how to get connected to natural gas. The resident forgot to provide his phone number. The land agent dropped of a letter on my behalf explaining the process. Unfortunately, I couldn't find the residents info online via 411.	LRA visited the landowner at his residence and discussed the London Lines Replacement Project in-person. The LRA delivered a project newsletter containing the information regarding getting connected to natural gas. The landowner appreciated the visit and the information for "Enbridge Gas - Get Connected".	Resolved



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21	2021.09.16	Landowner	Landowner called to complain about the various road closures throughout the summer. Landowner said that the road closures contributed to a loss of income. The landowner advised his parents would sell \$1000 in vegetables and due to the road closures, they sold \$300 instead.		
	2021.09.20		Landowner called to complain about the various road closures throughout the summer. The landowner says the road closures contributed to a loss of income. The landowner advised his parents would sell \$1000 in vegetables and due to the road closures, they sold \$300 instead.		
	2021.09.26		Received a text message from Landowner on Sunday September 26 advising he wants to seek legal action against Enbridge Gas for lost revenue.		
	2021.09.27		Called Landowner to discuss his grievance.	Landowner was told that Enbridge Gas would like to support the community as well as support his business. Landowner was told that Enbridge Gas would like to purchase \$1,000 worth of produce and donate it to the local food bank. The Landowner said he would discuss with his parents and let me know if this offer is acceptable.	
	2021.09.28		Landowner sent a text message confirming his family is okay with the arrangement.		Resolved
22	2021.09.23	Landowner	LRA was contacted by the landowner regarding gravel settlement at the end of their laneway and mailbox within the road allowance.	LRA travelled to the property to meet in-person with the resident and complete photo documentation. The LRA informed the resident that Aecon could deliver and spread some gravel to repair the settlement issue. The landowner was happy with the proposed resolution. On September 24, 2021, Aecon added some gravel to the end of the laneway and around the mailbox to repair the settlement issues.	Resolved



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23	2021.09.24	Landowner	Landowner contacted the LRA to discuss a drainage issue that might have been caused by the LLRP pipeline installation.	LRA visited the landowner and completed photo documentation of the drainage issue. The landowner explained that a clay drainage tile crosses Falconbridge Dr in the general location of the ponding water. The investigation completed by Aecon using a hydro vac truck discovered that the drainage tile had been damaged and a repair was subsequently completed. The LRA was contacted by the landowner on November 02, 2021, because the landowner believed the field should be draining a lot faster. The landowner requested having the tile inspected again and possibly flushed to release any debris blockage. This resolved the drainage issue, and the landowner was satisfied.	Resolved
24	2021.09.27	Landowner	Landowner called and advised there is flooding on his farm due to a broken tile.	LRA had Aecon investigate. LRA then met in-person with landowner to discuss the drainage issue. The landowner had a large amount of water that has ponded in their front yard. The LLRP area received approximately 5 inches of rain in 2 days last week. Aecon went to the landowner's property and repaired the tile. This resolved the drainage issue.	Resolved



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25	2021.10.15	Landowner	Landowner communicated a drainage issue shortly after the LLRP pipeline installation within the road allowance along Falconbridge.	LRA contacted the landowner by phone to discuss the drainage issue. The landowner stated that a municipal drain was located on their property, and it crosses Falconbridge Dr. Aecon completed an investigation with a hydro vac truck and located the municipal drain. The municipality of Strathroy was involved along with a Drainage Contractor. The municipal drain was damaged and required a repair. Aecon completed the repair and Drainage Contractor investigated the drain on behalf of the municipality. The landowner's drainage issues were fully resolved.	Resolved
26	2021.10.22	Resident	Resident called to get information how to get connected to gas.	The resident was provided with the "get connected to gas" phone number and website.	Resolved
27	2021.10.27	Resident	Resident called to complain about the restoration work on her property.	The resident was called, and a voice mail was left. The resident was called again on October 28 and she hung up. A representative from Aecon went to the property and restored the property.	Resolved
28	2021.11.01	Landowner	Landowner called to advise they will be away on vacation from November 22 to April 25.	Advised landowner that they can go on vacation, and we will contact them when they return re: abandonment.	Resolved
29	2021.11.17	Resident	Resident wanted to know if they would have the possibility to have gas in the near future.	The resident was provided with the "get connected to gas" phone number and website.	Resolved
30	2022.04.19	Resident	Wanted to know how to get connected to natural gas.	Referred to gas connection line.	Resolved



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31	2022.09.12	Landowner	Property restoration from relocation of gas service	<p>September 08, 2022 – Landowner contacted LRA by phone to discuss some issues with the property restoration recently completed after the new installation of the gas service. The LRA suggested scheduling an in-person meeting to review the issues and discuss possible resolutions. A meeting was scheduled for the next day (September 09, 2022) at 9:30am at the landowner's address.</p> <p>September 09, 2022 - LRA met with the Landowner and reviewed reclamation issues.</p> <p>September 12, 2022 - LRA contacted the landowner by phone to inform her that Enbridge Gas's contractor is planning on completing the property restoration improvements today to address the issues.</p> <p>September 12, 2022 - Contractor confirmed by email that all of the property restoration has been completed.</p> <p>September 13, 2022 - LRA visited the site to complete photo documentation. All of the landowner's issues have been addressed by Aecon.</p>	Resolved



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32	2022.10.11	Landowner	Driveway is not level and there appears to be a low spot.	<p>October 11, 2022 - LRA received an internal email regarding a landowner contacting Enbridge to report some outstanding reclamation to driveway area.</p> <p>October 11, 2022 - LRA contacted the landowner by phone at approximately 8:30am. The LRA proposed scheduling an in-person site meeting this afternoon, but the landowner informed the LRA that she was not available and her husband was away hunting. The LRA and Landowner agreed to meet the next morning at 9:00am to review the outstanding reclamation with the contractor present for the meeting as well.</p> <p>October 12, 2022 - LRA and contractor met in-person with the landowner and reviewed the reclamation concerns and the LRA completed some photo documentation. Landowner provided a list of reclamation items that are being requested to be addressed by the contractor</p> <p>October 12, 2022 - Contractor returned in the afternoon to complete some reclamation items on the list. Equipment was available next week to complete regrading of the landowner's driveway. Contractor to return to complete driveway repair.</p> <p>October 17, 2022 - Contractor completed driveway repair and grading work to level gravel driveway.</p>	Resolved



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33	2023.10.19	Landowner	Landowner contacted the London Lines Replacement Project inquiring about the timeline for the abandonment phase	<p>October 19, 2022 - Advisor Community Engagement received a phone call from landowner) inquiring about the timeline for the abandonment phase of construction and specifically the start date on his property. The Advisor Community Engagement referred the landowner to the LRA.</p> <p>October 19, 2022 – LRA contacted the landowner by phone and discussed the project timeline in general. The landowner informed the LRA about some planted spruce trees that might be located within the (Temporary Land Use TLU) area or within the easement. The landowner inquired if these trees needed to be removed and if so the landowner would like to transplant the trees somewhere else on his property to save them. The LRA informed the landowner that he would need to first take a look at the property and consult with the project team. The LRA also informed the landowner that trees should not be planted within the easement or above pipelines. In addition, Ontario One Call needs to be contacted before any ground disturbance.</p> <p>November 10, 2022 - The LRA contacted the landowner by phone and discussed the tree situation in general. The LRA informed the landowner that 2-3 spruce trees are currently located within the TLU area and would need to be removed before construction starts sometime next year for access onto the easement with equipment. The LRA informed the landowner that Ontario One Call locates would need to be obtained before transplanting any of these trees.</p>	Resolved

