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**Enbridge Gas Inc.**  
3840 Rhodes Drive  
Windsor, ON N9A 6N7  
Canada

May 29, 2025

**VIA EMAIL and RESS**

Nancy Marconi  
Registrar  
Ontario Energy Board  
2300 Yonge Street, Suite 2700  
Toronto, Ontario, M4P 1E4

Dear Nancy Marconi:

**Re: Enbridge Gas Inc. ("Enbridge Gas")  
Ontario Energy Board ("OEB") File No.: EB-2022-0156  
Selwyn Community Expansion Project ("Project")**

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On September 21, 2023, the OEB issued its Decision and Order for the above noted proceeding which included, as Schedule A, several Conditions of Approval.

Per Condition 7(b) of the Conditions of Approval, Enbridge Gas shall file 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. Please find enclosed a copy of the final monitoring report for the Project.

Please contact me if you have any questions.

Yours truly,

*Evan Tomek*

Evan Tomek  
Senior Advisor, Regulatory Applications – Leave to Construct

# **Selwyn Community Expansion Project Final Monitoring Report – EB-2022-0156**

Final Report

May 28, 2025

Prepared for:  
Enbridge Gas Inc.  
101 Honda Blvd.  
Markham, ON L6C 0M6

Prepared by:  
Stantec Consulting Ltd.

Project/File:  
160951299



## Limitations and Sign-off

The conclusions in the Report titled Selwyn Community Expansion Project Final Monitoring Report 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.

Stantec has assumed all information received from Enbridge Gas Inc. (the "Client") and third parties in the preparation of the Report to be correct. While Stantec has exercised a customary level of judgment or due diligence in the use of such information, Stantec assumes no responsibility for the consequences of any error or omission contained therein.

This Report is intended solely for use by the Client in accordance with Stantec's contract with the Client. While the Report may be provided to applicable authorities having jurisdiction and others for whom the Client is responsible, Stantec does not warrant the services to any third party. The report may not be relied upon by any other party without the express written consent of Stantec, which may be withheld at Stantec's discretion.

Prepared by: \_\_\_\_\_

Signature

Chris Revak, B.Sc., Can-CISEC  
Senior Environmental Scientist

\_\_\_\_\_  
Printed Name and Title

Reviewed by \_\_\_\_\_ Approved by: \_\_\_\_\_

Signature

Mark Knight MA, RPP, MCIP  
Principal, Environmental Planner

\_\_\_\_\_  
Printed Name and Title

Signature

David Wesenger  
Senior Principal, Operations Lead  
Environmental Services

\_\_\_\_\_  
Printed Name and Title



## 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 8.4 kilometers of 2- and 4-inch Nominal Pipe Size (NPS) natural gas pipeline to be located primarily in the road allowance of 8<sup>th</sup> Line for the Selwyn Community Expansion Project (the Project). The OEB issued Leave to Construct (LTC) for the Project on September 21, 2023 subject to the *Conditions of Approval* (COA) contained in *Schedule A - Decision and Order* in the *EB-2022-0156* proceeding.

As part of the *LTC COA*, Enbridge Gas is required to complete a *Final Monitoring Report* to be filed to the OEB within fifteen (15) months of the in-service date or, where the deadline falls between December 1 and May 31, the following June 1. As reported to the OEB, the Project's in-service date was December 1, 2023, making the filing date for the *Final Monitoring Report* June 1, 2025, as per condition 7. b) of *Schedule A - Decision and Order - Enbridge Gas Inc. - EB-2022-0156 - COA*.

This *Final Monitoring Report* summarizes the following:

- The monitoring programs conducted in support of the construction of the Project.
- The success of mitigation measures and the conditions of the rehabilitated land.
- Complaints or issues received by Enbridge Gas since the filing of the *Post Construction Report* and/or any outstanding complaints or issues in the *Post Construction Report*.
- Outstanding commitments and monitoring.

Currently the right of way is in a stable state with successful germination resulting in limited potential for erosion or off-site sedimentation. Site monitoring was conducted along various locations in the spring of 2024 and 2025 during and after the restoration of the pipeline right of way was completed in spring 2024.

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.



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**Appendix E Schedule A Decision and Order EB-2022-0156**



## Abbreviations

COA	Conditions of Approval
ECB	erosion control blankets
EI	Environmental Inspector
Enbridge Gas	Enbridge Gas Inc.
EPP	Environmental Protection Plan
HDD	horizontal directional drilling
km	kilometers
LTC	Leave to Construct
m	meters
NPS	nominal pipe size
OEB	Ontario Energy Board
ROW	right-of-way
Stantec	Stantec Consulting Ltd.



# 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 8.4 kilometers (km) of 2- and 4-inch Nominal Pipe Size (NPS) natural gas pipeline to be located primarily in the road allowance of 8th Line (the Project). The OEB issued Leave to Construct (LTC) for the Project on September 21, 2023 subject to the *Conditions of Approval* (COA) contained in *Schedule A - Decision and Order* in the *EB-2022-0156* proceeding. See **Appendix B** for a map of the Project.

As part of the LTC COA, Enbridge Gas is 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* within 15 months of the in-service date or on June 1 if the deadline falls between December 1 and May 31. As reported to the OEB, the Project's in-service date was December 1, 2023, making the filing date for this *Final Monitoring Report* June 1, 2025, as per condition 7. b) of *Schedule A - Decision and Order - Enbridge Gas Inc. - EB-2022-0156 - COA*.

## 1.1 Scope

This *Final Monitoring Report* has been prepared in support of the *EB-2022-0156 Decision and Order* (OEB 2023), detailing the completion of the restoration of the Project and the actual environmental conditions of the right-of-way (ROW) current to May 26, 2025.

The scope of this Final Monitoring Report includes requirements outlined in the *EB-2022-0156 Decision and Order*, specifically:

4. *Enbridge Gas Inc. shall implement all the recommendations of the Environmental Report filed in the proceeding, and all the recommendations and directives identified by the Ontario Pipeline Coordinating Committee review...*
7. *Both during and after construction, Enbridge Gas shall monitor the impacts of construction, and shall file with the OEB 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 taking such actions; and*
    - v. *provide a certification, by a senior executive of the company, that the company has obtained all other approvals, permits, licences, and certificates required to construct, operate and maintain the proposed project.*



**1 Introduction**

May 28, 2025

- 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 4;*
  - 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 therefrom;*
  - 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."*

The full Schedule A Decision and Order EB-2022-0156 can be found in **Appendix E**.





## 2 Executive Certification

To address condition 7(b)(i) within the *EB-2022-0156 Decision and Order - COA*, **Appendix A** provides a certification, by a senior executive of the company, of Enbridge Gas' adherence to Condition 4.



## 3 Construction Monitoring Program

Enbridge Gas implemented several programs to monitor potential effects during construction of the Project. 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 focused on areas where the Environmental Report (Stantec 2022a) identified potential interactions with the environment to assess potential impacts that may result during construction. This section describes the monitoring programs implemented during and after construction of the Project along with a general discussion of the results of each program.

### 3.1.1 Environmental Inspection Program

Enbridge Gas contracted Stantec Consulting Ltd. (Stantec) to provide a qualified Environmental Inspector (EI) that was a Certified Inspector of Sediment and Erosion Control. The EI conducted regularly scheduled inspections during construction as well as additional inspection during and after major weather events or when construction was occurring near sensitive environmental features as required. Regular inspections also occurred during the final restoration of the ROW which occurred in spring 2024.

The EI's main responsibilities were:

- assist Enbridge Gas and the contractor in being compliant with regulatory environmental commitments, undertakings and conditions of environmental permits and approvals
- to observe and document that mitigation and protection measures were being implemented and maintained to be effective
- communicate to workers and inspectors the environmental sensitivities and permit requirements for the site when the EI was not on-site
- to observe and document that work was completed in accordance with applicable environmental regulations and Enbridge Gas policies, procedures, and specifications
- to provide onsite monitoring of horizontal directional drilling (HDD) activities when necessary

As most of the pipeline construction occurred in the road allowance in areas that had little potential for environmental impact, inspection typically occurred on a weekly basis during construction to assist in confirming that construction staff adhered to environmental commitments.



### 3.1.2 Vibration

A *Cultural Heritage Report* (2023a) was prepared by Stantec and included an initial screening of residential and built heritage resources within a 50 meter (m) buffer of the preferred pipeline route. Seven (7) heritage resources were identified by a qualified cultural heritage specialist as being within the 50 m buffer of the preferred route and having the potential to be impacted. No built heritage resources were identified within 10 m of the Project Route. Further refinement of the Project Route determined that five (5) of the sites were unlikely to be potentially impacted based on construction methodologies implemented when crossing near the heritage resource and distance from the Project to the heritage resource. The remaining two (2) heritage resources were monitored for vibration impacts during construction.

Stantec monitored the vibration levels at the two (2) heritage resources to determine if vibration levels may potentially impact the heritage resources. Vibration monitoring was not required at the other identified built heritage resources within 50 m of the pipeline alignment since the measured vibration levels from 2 sites were used for the development of attenuation curves for HDD and Open-Cut pipe installation methods. No potential impacts were identified based on the vibration monitoring conducted.

### 3.1.3 Well Monitoring

Enbridge Gas conducted a baseline pre-construction water well monitoring program to collect representative water samples from groundwater sourced water wells along the proposed route and establish well conditions prior to construction activities. Letters were distributed to residents with water wells noted to be within 50 m of the ROW to invite residents to take part in the program. If required, final monitoring locations for the program are selected based on resident interest, their location along the pipeline route and the type of well (dug vs. drilled). Locations were selected strategically to allow for sufficient representation along the pipeline route, with focus on at-risk wells (i.e., dug wells), where appropriate. The monitoring program included:

- a questionnaire for residents
- water quality sample collection for baseline conditions
- measurement of the water level in the residential well, if accessible, under static conditions and during operation of the residential well pump

Upon receiving water quality data, the baseline conditions were provided to landowners for their consideration. One (1) well was sampled prior to construction. Follow-up sampling was proposed for any wells where a potential impact was reported to Enbridge Gas. The well water sample was collected in June 2023 and the letter of results were mailed to the resident on July 6, 2023. To date, no complaints have been received by Enbridge Gas, therefore, no follow-up monitoring was conducted.



## 4 Mitigation Measures and Compliance

To address condition 7(b)(iii) within the *EB-2022-0156 Decision and Order - COA* “describe the effectiveness of any actions taken to prevent or mitigate any identified impacts of construction”; the following section outlines the effectiveness of the mitigation measures implemented during construction. The mitigation measures were implemented to reduce the potential for 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 Environmental Report (Stantec 2022a).

### 4.1 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.

Primary mitigations included installing the pipeline within the previously disturbed road ROW, installing the pipeline via HDD except in a few small, isolated areas, re-routing the pipeline to avoid sensitive areas where possible and scheduling the pipeline work to be completed in fall 2023 to avoiding sensitive breeding/roosting seasons. By avoiding both terrestrial and aquatic restricted activity periods, there was no direct impacts on wildlife or aquatic species. Since most of the installation of the pipeline was completed by HDD methodologies including all wetland and watercourse crossings along the alignment, the potential for surface vegetation and wetland/watercourse disturbances and/or direct project interactions were significantly reduced to isolated locations along the ROW. Mitigation measures within the Environmental Protection Plan (EPP) (Stantec 2023b) were implemented, when required, and were successful to further reduce potential impacts to the environment. Surface disturbances were restored to pre-existing conditions as soon as feasibly possible in 2024.

### 4.2 Local By-Law Issues and Non-Compliances

Since fall, 2023, 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.



## 5 Current Condition of the Right-of-Way

Interim restoration was ongoing throughout construction and final restoration (topsoil amendments and seeding) occurred in spring 2024 to stabilize the ROW where surface disturbance has occurred (see Photos 1 to 8, **Appendix C**). Where applicable, disturbed areas were stabilized with the use of erosion and sediment control measures (i.e., erosion control blankets (ECB)) to limit the potential for erosion and/or off-site sedimentation during heavy precipitation events while vegetation establishes and stabilizes the ROW. In two areas, ECBs were installed to stabilize the road embankment which did not have sufficient vegetation establishment prior to construction commencing (see Photos 9 and 10, **Appendix C**). During the spring 2025, the road embankment appears stable compared to the adjacent undisturbed areas. At the northwest and southwest corners of Buckhorn Road and 8<sup>th</sup> Line, there was some erosion of the ROW where channelized water from the road drainage outlets into the road ditch. Additional rip rap is recommended to be placed on the roadside to limit future erosion from occurring in these two areas (see Photos 11 and 12, **Appendix C**). As of May 26, 2025, there were no observations of significant settlement along the ROW which would require additional restoration including additional fill or topsoil and/or other areas where erosion was actively occurring. There are also no areas where significant pooling was noted due to poor drainage.

Overall, the ROW is in excellent condition and vegetation has been well established and stabilized throughout. Areas which do not have full vegetation establishment are expected to re-seed naturally and/or is the result of washout of granular material (see Photos 4 and 5, **Appendix C**) from the road which occurred at various locations independent of the work conducted by Enbridge Gas. Based on the current conditions of the ROW, no potential impacts or liabilities are anticipated. However, Enbridge Gas is committed to reclaiming areas of landowner concern and will address any complaints should they arise.



## 6 Stakeholder Relations and Complaint Management

Agencies and stakeholders that Enbridge Gas continued to work closely with following construction included Peterborough County, Selwyn Township, and the Otonabee Region Conservation Authority. Enbridge Gas also coordinated closely with utility companies and adjacent landowners on various aspects of the Project as required.

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 Report* (Stantec 2024). Please note that at the time of filing the *Post Construction Report* there were no unresolved or outstanding comments or complaints identified.

### 6.1 Recording and Response Process

When a complaint was received, Enbridge Gas recorded and tracked the activities leading to the resolution of the complaint. 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.

### 6.2 Summary of Complaints

Enbridge Gas maintained a Complaints and Resolutions Log for the duration of the construction period for the Project. The log was used to track complaints received and the correspondence and actions executed to resolve the complaints. **Appendix D** provides a copy of the log. This log is a living document in which content is added as complaints, actions, and resolutions are managed.

Since the filing of the *Post Construction Report* (Stantec 2024) fourteen (14) recorded questions / complaints were received by Enbridge Gas. These questions and complaints generally related to the following issues:

- Disputed charges
- Property damage
- Poor or not completed restoration

Complaints/questions were addressed as quickly as possible. As of May 26, 2025, there is only one complaint which is currently under review.



## 7 Outstanding Commitments

There are currently no outstanding commitments for Enbridge Gas except for the complaint which is currently under review and the restoration of the surface drainage outlets at the corner of 8th Line and Buckhorn Road. 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 completion of the Project.



## 8 References

OEB. 2023. *Decision and Order EB-2022-0156 Enbridge Gas Inc. Application for leave to construct natural gas pipeline and associated facilities in the Township of Selwyn*. September 21, 2023.

Stantec Consulting Ltd. (Stantec) 2022a. *Selwyn Community Expansion Project: Environmental Report* (April 1, 2022). Prepared for Enbridge Gas Inc.

Stantec. 2023a. *Cultural Heritage Report: Selwyn Community Expansion Project* (January 16, 2023). Prepared for Enbridge Gas Inc.

Stantec. 2023b. *Selwyn Community Expansion Project - Environmental Protection Plan* (September 27, 2023). Prepared for Enbridge Gas Inc.

Stantec. 2024. *Post Construction Report (March 1, 2024)*. Prepared for Enbridge Gas Inc.





# Appendices



## **Appendix A      Executive Certification**





**Leave to Construct Application under Section 90 of the OEB Act**

**Enbridge Gas Inc.**

**EB-2022-0156**

**Conditions of Approval**

**September 21, 2023**

I hereby certify that Enbridge Gas Inc. has implemented all the recommendations of the Environmental Report filed in the proceeding, and all the recommendations and directives identified by the Ontario Pipeline Coordinating Committee review in accordance with the OEB's Decision and Order in **EB-2022-0156** and the Conditions of Approval, as per Condition 7 (b)(i).

2025-05-23

Date

A handwritten signature in black ink, appearing to read 'Bob Wellington', written over a horizontal line.

Bob Wellington,

Director, Capital Projects Planning

Enbridge Gas Inc.

Condition 7 (b)(i).

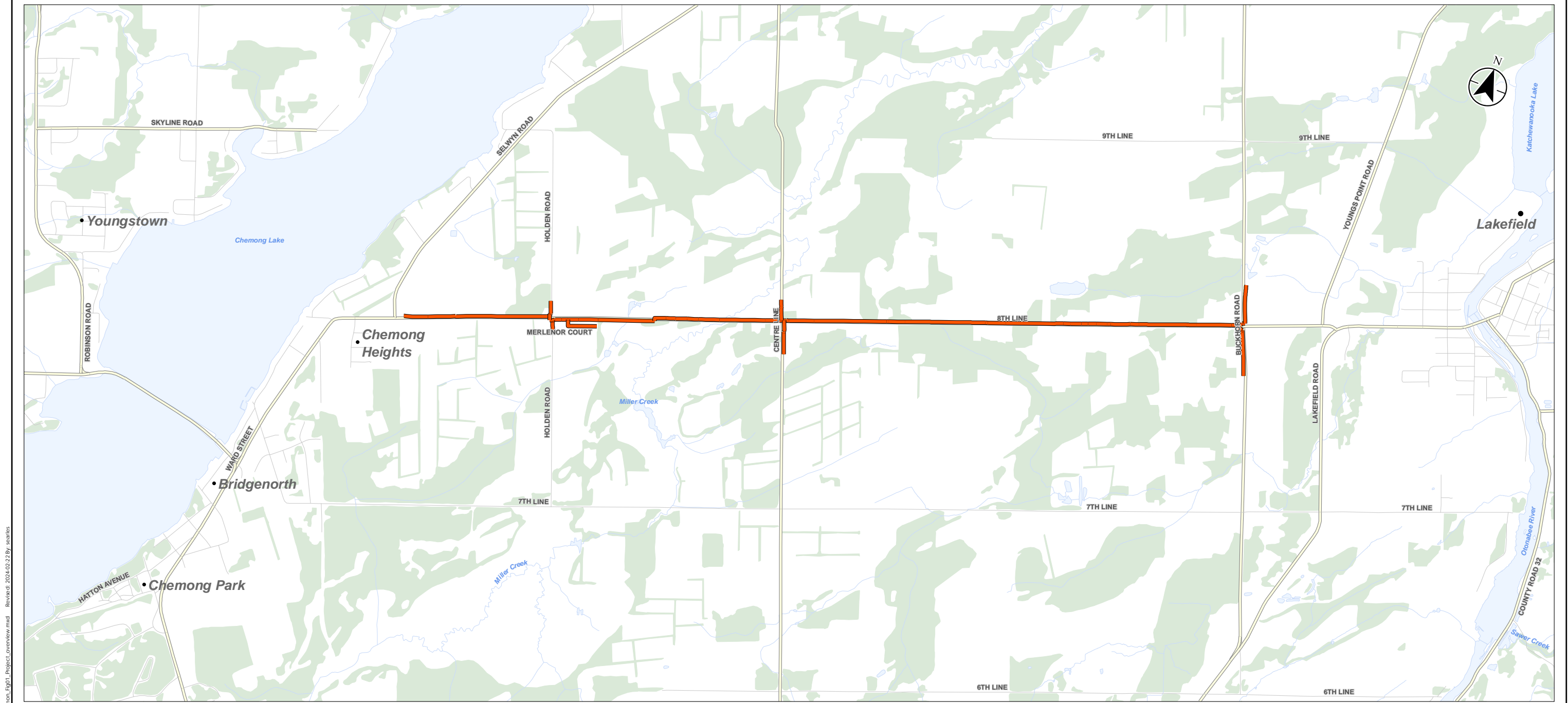
7. Both during and after construction, Enbridge Gas shall monitor the impacts of construction, and shall file with the OEB an electronic copy (searchable PDF) version of each of the following reports:
  - b) A final monitoring report, no later than fifteen months after the in-service date, or, where 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's adherence to Condition 4

Condition 4

Enbridge Gas Inc. shall implement all the recommendations of the Environmental Report filed in the proceeding (**EB-2022-0156**), and all the recommendations and directives identified by the Ontario Pipeline Coordinating Committee review.

## Appendix B      Figure





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Legend

- Project Route
- Major Road
- Minor Road
- Watercourse
- Waterbody

0 500 1,000 metres  
1:30,000 (At original document size of 11x17)



Project Location  
County of Peterborough

160951299  
Prepared by SPE on 2024-02-22  
Technical Review by SE on 2022-02-28

Client/Project  
ENBRIDGE GAS INC.  
SELWYN COMMUNITY EXPANSION PROJECT

Figure No.

1

Title

Project Overview

Notes

- Coordinate System: NAD 1983 UTM Zone 17N
- Base features produced under license with the Ontario Ministry of Natural Resources © Queen's Printer for Ontario, 2022.

Disclaimer: Stantec assumes no responsibility for data supplied in electronic format. The recipient accepts full responsibility for verifying the accuracy and completeness of the data. The recipient releases Stantec, its officers, employees, consultants and agents, from any and all claims arising in any way from the content or provision of the data.

## Appendix C      Photo Logs







Photo 1: Restored ROW and grass reestablishment on Buckhorn Road (May 6, 2025).



Photo 2: Restored ROW and resident service on Buckhorn Road (May 6, 2025).



Photo 3: Restored ROW and grass reestablishment on 8<sup>th</sup> Line (May 6, 2025).



Photo 4: Washout of gravel onto ROW from shoulders of 8<sup>th</sup> Line, West of Buckhorn Road (May 6, 2025).



Photo 5: Restored ROW with some minor washout of gravel onto ROW from shoulders of 8<sup>th</sup> Line (May 6, 2025).



Photo 6: General condition of restored ROW east of Centre Line (May 6, 2025).





Photo 7: Restored conditions of the edge of wetland where a small excavation was required to repair tracer wire (May 6, 2025).



Photo 8: Good vegetation establishment on the corner of 8<sup>th</sup> Line and Centre Line (May 6, 2025).



Photo 9: Stabilized rocky and sand road embankment adjacent to natural road embankment (May 6, 2025).



Photo 10: Stabilized gravel slope road embankment (May 6, 2025).



Photo 11: Some minor erosion occurring at swale outlet at the southwest corner of 8<sup>th</sup> Line and Buckhorn Road (May 6, 2025).



Photo 12: Some minor erosion occurring at swale outlet at the northwest corner of 8<sup>th</sup> Line and Buckhorn Road (May 6, 2025).



## **Appendix D       Complaints and Resolutions Log**



**Table D.1 Complaints and Resolutions Log**

ID	Date and Time Received	Description of Complaint	Actions Taken to Address the Complaint, and the Rationale for Taking Such Actions	Status
23	2/22/24	An Enbridge Gas Representative received a phone call from Peterborough County regarding a house on Buckhorn Rd. The resident noticed some pooling or improper drainage and wanted it assessed.	Contractor addressed concern the same day, and fixed drainage issue. Enbridge Gas Representative contacted Peterborough County to provide an update.	Resolved
24	3/6/24	Enbridge Gas Representative received phone call from Peterborough County regarding homeowner complaint that drainage ditch is blocked, and water is backing up.	Contractor touched up the ditch in to allow water to flow better than prior to construction.	Resolved
25	3/7/24	Enbridge Gas Representative received email from a customer asking when someone will be out to fix their front yard as there is an approximately 30 cm high berm running from the house to the road.	Enbridge Representative emailed customer stating Contractor is scheduled to conduct restoration around the end of May in the area. If weather conditions permit, they will be out sooner but they need to wait until the frost is out of the ground and the ground is dry enough to drive on so that they don't create any damage.	Resolved
26	4/2/24	Customer was charged for 40 m for excess length footage but the maximum distance between property line to property is 29.9 m. Change in the distance due to the crew completing a zig zag service install (as per construction job card).	Currently the customer concern is under review and has not yet been resolved.	Under Review



**Selwyn Community Expansion Project Final Monitoring Report – EB-2022-0156**

Appendix D Complaints and Resolutions Log

May 28, 2025

ID	Date and Time Received	Description of Complaint	Actions Taken to Address the Complaint, and the Rationale for Taking Such Actions	Status
27	3/8/24	Enbridge Gas Representative received an email from a resident regarding complaints about the restoration at their address. Claimed there was a spill that needed removal, culvert repair and gravel fill required for their driveway.	Contractor addressed the issues during the week of March 11, 2025.	Resolved
28	4/11/24	Customer indicated that there were sink holes and a lot of stone left on the lawn from trenching. Also, that ditch was starting to erode where heavy equipment was working.	Issue immediately addressed and restored on April 11, 2025.	Resolved
29	4/19/24	Received voicemail from a local company who had elected to do self-restoration, but contractor is sick and unable to do. Would like to be put on restoration list.	Landowner added to the restoration list as requested.	Resolved
30	5/3/24	Received voicemail from customer that Aecon crews have “destroyed driveway and culverts”.	Enbridge Gas and Contractor visited the customer at their home. There was a rock blocking the culvert to the north of the address and restoration was still outstanding which was completed in late May 2024.	Resolved
31	5/9/24	Received voicemail from a local company wondering when restorations can be completed as they have a few events coming up.	Contacted local company to advise when restoration was proposed to be completed.	Resolved
32	5/15/24	Customer requires repairs to a damaged aeration hose as well as repair to the lawn.	Damage to aeration hose and lawn was completed during the spring restoration.	Resolved



**Selwyn Community Expansion Project Final Monitoring Report – EB-2022-0156**

**Appendix D Complaints and Resolutions Log**

May 28, 2025

<b>ID</b>	<b>Date and Time Received</b>	<b>Description of Complaint</b>	<b>Actions Taken to Address the Complaint, and the Rationale for Taking Such Actions</b>	<b>Status</b>
33	5/16/24	Customer requires restoration to front garden.	Restoration completed during spring restoration to address outstanding customer concerns.	<b>Resolved</b>
34	5/27/24	Customer disputed their service charge.	Provided the customer a credit to correct the service charge which resolved the complaint.	<b>Resolved</b>
35	5/27/24	Customer reached out to Enbridge Gas and complained about sidewalk damage during installation.	Contractor restored the sidewalk during final spring restoration.	<b>Resolved</b>
36	6/15/24	Customer emailed saying that everyone on the road has their restoration done except theirs.	Restoration completed during the spring restoration in mid June to address outstanding customer concerns.	<b>Resolved</b>



## **Appendix E                      Schedule A Decision and Order EB-2022-0156**



**SCHEDULE A**  
**DECISION AND ORDER**  
**ENBRIDGE GAS INC.**  
**EB-2022-0156**  
**SEPTEMBER 21, 2023**

**Leave to Construct Application under  
Section 90 of the OEB Act**

**Enbridge Gas Inc.  
EB-2022-0156**

**Conditions of Approval**

1. Enbridge Gas Inc. shall construct the facilities and restore the land in accordance with the OEB's Decision and Order in EB-2022-0156 and these Conditions of Approval.
2. (a) Authorization for leave to construct shall terminate 12 months after the decision is issued unless construction has commenced prior to that date.  
(b) Enbridge Gas Inc. shall give the OEB notice in writing:
  - i. of the commencement of construction, at least 10 days prior to the date construction commences
  - ii. of the planned in-service date, at least 10 days prior to the date the facilities go into service
  - iii. of the date on which construction was completed, no later than 10 days following the completion of construction
  - iv. of the in-service date, no later than 10 days after the facilities go into service
3. Enbridge Gas Inc. shall obtain all necessary approvals, permits, licences, certificates, agreements and rights required to construct, operate and maintain the Project.
4. Enbridge Gas Inc. shall implement all the recommendations of the Environmental Report filed in the proceeding, and all the recommendations and directives identified by the Ontario Pipeline Coordinating Committee review.
5. Enbridge Gas Inc. shall advise the OEB of any proposed change to OEB-approved construction or restoration procedures. Except in an emergency, Enbridge Gas Inc. shall not make any such change without prior notice to and written approval of the OEB. In the event of an emergency, the OEB shall be informed immediately after the fact.

6. Concurrent with the final monitoring report referred to in Condition 8(b), Enbridge Gas Inc. shall file a Post Construction Financial Report, which shall provide a variance analysis of project cost, schedule and scope compared to the estimates filed in this proceeding, including the extent to which the project contingency was utilized. Enbridge Gas Inc. shall also file a copy of the Post Construction Financial Report in the proceeding where the actual capital costs of the project are proposed to be included in rate base or any proceeding where Enbridge Gas Inc. proposes to start collecting revenues associated with the Project, whichever is earlier.
7. Both during and after construction, Enbridge Gas Inc. shall monitor the impacts of construction, and shall file with the OEB 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 Inc.'s 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 Inc., 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;
    - v. provide a 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.
  - (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 Inc.'s adherence to Condition 4
    - 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 therefrom;



- v. include a log of all complaints received by Enbridge Gas Inc., including the date/time the complaint was received; a description of the complaint; any actions taken to address the complaint; and the rationale for taking such actions.
- 8. Enbridge Gas Inc. shall designate one of their employees as project manager who will be the point of contact for these conditions and shall provide the employee's name and contact information to the OEB and to all affected landowners, and shall clearly post the project manager's contact information in a prominent place at the construction site.