

Appendix E

Updated Consultation Logs



Public Correspondence					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
March 19	[REDACTED]	Resident in the blended area was concerned about the effects of blended gas on appliances.	March 19	Enbridge representative confirmed 2% of hydrogen is not anticipated to have any impact on appliances provided the manufacturer specifications are followed.	N
March 19	[REDACTED]	Resident requested additional information on the Project at an open house.	March 19	Enbridge representative provided link to additional information as requested.	N
April 23	[REDACTED]	Resident asked various follow-up questions on greenhouse gas calculations, hydrogen safety, impact to stakeholders, leaks, and appliance damage.	April 24	Dillon representative responded to Resident with deadline for public input to be incorporated into the Environmental Report and acknowledged receipt of Resident's questions from April 23.	N
			June 17	Resident sent follow-up email asking when the Environmental Report would be completed and how to receive a copy of the report. Resident also asked when responses to his April 23 questions would be provided.	N
			June 17	Enbridge representative responded with a link to the Environmental Report on the project website and indicated that responses to the Resident's questions would be ready soon.	N
July 9	[REDACTED]	Resident asked if the July 9 public information session would include information not already provided in the previous Open Houses conducted in March. Resident indicated he received responses from Enbridge on June 28 to the questions he had asked in April and had additional follow-up questions to send along. Resident also wanted to confirm that public comments were still being accepted until August 9.	June 28	Enbridge representative provided responses to Resident's questions from April 23.	N
			July 10	Enbridge representative apologized for late reply and indicated that the July 9 session included largely the same information as the previous Open Houses. Enbridge representative told Resident to send any additional questions when ready and stated that feedback would be accepted for the next 30 days for inclusion in a supplemental report, noting that any feedback received after that time would be welcome but would not inform the report.	N

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Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
			August 9	Resident sent in additional follow-up questions related to the responses that Enbridge provided on June 28.	N
See above	[REDACTED]	See above	August 12	Enbridge representative responded and acknowledged receipt of the Resident's questions, thanking him for his interest in the project. Enbridge representative informed Resident that a response to the follow-up questions in his August 9 email would be provided in September.	N
			Sept 23	Enbridge representative followed up with responses to the questions posed in Resident's August 9 email.	N
March 15	[REDACTED]	Resident in the blended area inquired if the volatile nature of hydrogen gas was the reason for new gas pipe installation; where the new pipeline would be installed; and if hydrogen would affect older gas appliances.	March 18	Enbridge representative indicated the additional pipeline will be installed below grade and will be required to support the hydrogen blending area and would remain separate from the natural gas network. It was also noted there are no anticipated appliance malfunctions since the combustion characteristics will remain the same.	N
			March 18	Resident raised concerns over the location of the new pipe installation.	N
			March 20	Enbridge representative confirmed they are in the design phase and are currently identifying the preferred location for the pipeline. A link to the open house storyboards was also provided.	N

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March 15	[REDACTED]	Resident was concerned over the amount of water vapour produced when hydrogen combines with oxygen and if this differs significantly from the water vapour produced during the natural gas combustion process. Resident was also concerned about the potential impact of additional water vapour on appliances, specifically a furnace.	March 18	Enbridge representative responded indicating that the amount of water vapour produced will increase but the amount is not significant at up to 2% hydrogen blending. Natural gas appliances are already built with corrosion resistant materials and the introduction of small amounts of hydrogen is not anticipated to have a negative effect on appliances.	N
March 15	[REDACTED]	Resident in the blended area requested information on the hydrogen blending percentage, impact on Volatile Organic Compounds (VOCs), and impacts on appliances.	March 15	Enbridge representative indicated no impact to natural gas appliances is anticipated, since the gas combustion characteristics will remain the same with an up to 2% hydrogen blending rate. Enbridge requested to follow-up with the Resident regarding their VOC question.	N
March 15	[REDACTED]		March 15	Resident responded indicating he was not concerned with VOC emissions since the hydrogen blending rate is only up to 2%.	N
March 19	[REDACTED]	Resident raised questions via telephone regarding the open house format, the open house materials, comment tracking, the purpose of the Project and where to find additional information.	March 18	Enbridge representative indicated that VOCs are carbon-based chemicals and the blending of hydrogen is not anticipated to increase VOC emissions.	N
March 19	[REDACTED]	Resident raised questions via telephone regarding the open house format, the open house materials, comment tracking, the purpose of the Project and where to find additional information.	March 19	Enbridge representative answered Resident questions via telephone regarding the format of the open house, the open house materials, the amount of hydrogen to be blended, how comments will be tracked, the purpose of the Project, and where to find additional information.	N
March 22	[REDACTED]	Resident raised questions via telephone regarding the open house format and the impact of the Project on existing and new appliances.	March 22	Enbridge representative answered Resident questions via telephone regarding the open house format and the anticipated impact on both existing and new natural gas appliances.	N

Public Correspondence						
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required	
March 26	[REDACTED]	Resident raised issues via telephone including: his concerns regarding limited notification time prior to the open houses, vague information provided in the notification materials regarding hydrogen blending volume, impacts of hydrogen on pipe integrity, the increased volatility of hydrogen, and the impact of hydrogen on appliances.	March 26	Dillon representative spoke with Resident via telephone and followed up with an email noting and responding to his concerns.	N	
April 17	[REDACTED]	Resident inquired about hydrogen safety and risk of explosion/back-feeding into the pipeline.	April 17	Enbridge representative provided details on hydrogen flammability at up to 2% blending and information on back-feeding.	N	
April 3	[REDACTED]	Resident asked various questions regarding hydrogen blending volume, service disruption, impact to local fire services, past hydrogen blending projects, and benefit to homeowners.	April 24	Dillon representative provided responses to questions.	N	
April 3	[REDACTED]	Resident asked various questions regarding the planned hydrogen blending volume, comparative energy consumption, and whether the cost of blended gas will be lower for consumers.	April 8	Enbridge representative informed the Resident that answers to their questions are being developed and will be provided in the near future. Representative provided the Project website link for further information.	N	
Mar 25	[REDACTED]	Resident asked various questions including whether there is a previous example of this kind of project in Ontario, implications to the Resident's gas bill, compatibility with appliances, and pipeline safety and leaks.	April 25	Dillon representative provided responses to the Resident's questions.	N	
			Mar 25	Enbridge representative informed the Resident that answers to their questions are being developed and will be provided in the near future. Representative provided the Project website link for further information.	N	
			April 18	Dillon representative provided responses to the Resident's questions.	N	
			April 23	Resident thanked the Enbridge representative for the responses and requested the engineering assessment for the Project.	N	

Public Correspondence					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
See above	█	See above	April 30	Enbridge representative responded that the engineering assessment is not currently available but will be made available when Enbridge applies to the OEB.	N
			May 1	Resident thanked Enbridge representative for the response.	N
			April 9	Enbridge representative reached out to Resident to acknowledge receipt of his questions from the public meetings and offered to provide more information at his request.	N
			April 10	Resident responded to Enbridge representative stating that he had left a list of questions with a representative at the public meetings and was awaiting a response to those questions.	N
March 19	█	Resident provided a list of questions at the public Open Houses to Enbridge and Dillon representatives. Resident asked various questions including whether the hydrogen blended gas is environmentally friendly, costs for implementing the change and any additional costs that may be borne by customers, project notification methods and community involvement process, examples where this kind of gas blend has been used previously, safety risks, effects on home insurance premiums, and compatibility with existing appliances.	April 11	Enbridge representative responded to Resident that they were working through his questions and requested his patience as they respond to a high volume of inquiries.	N
			May 13	Resident followed up with Enbridge representative stating they have not yet heard back on their list of questions from April and are still awaiting a response. They indicated concern that the OEB application would be filed prior to resolving public concerns.	N
			May 22	Enbridge representative responded that they would have responses to the Resident's questions very soon and apologized for the delay. They indicated that the OEB application had not yet been filed.	N

Public Correspondence					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
See above	[REDACTED]	See above	May 23	Enbridge representative sent an email to the Resident with answers to his questions and provided instructions on how to access the Environmental Report, once it is filed, and stay updated on the OEB application through the OEB website.	N
May 31	[REDACTED]	Local business owner expressed curiosity in the project, asked about the amount of hydrogen to be generated, what would be done with the oxygen, and wanted more information to inform potential synergies with their own business plans.	July 22	Dillon representative emailed Resident regarding a follow-up question he left with an Enbridge representative at the July 9, 2019 information session. Dillon representative invited Resident to get in touch if he had any further questions or comments.	N
			June 3	Enbridge representative responded to the questions and directed the business owner to review information on the project website and provided a link. Enbridge representative informed the business owner that they would be added to the contact list for future updates and forwarded their email to Enbridge's Business Development Team.	N
			May 13	Enbridge representative called the Resident and left a voicemail.	N
March 23	[REDACTED]	Resident left a question at the second Open House asking how customers' bills would be offset to account for increase in consumption due to the blended gas mixture. Resident requested they be contacted by telephone with a response.	May 17	Enbridge representative called and spoke with the Resident and advised that they are looking at ways to acknowledge the slight increase in the annual bills and would communicate back to customers once an approach was determined. Resident indicated satisfaction with Enbridge representative's response.	N

Public Correspondence						
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required	
June 25	[REDACTED]	Resident expressed concern about impacts to his gas appliances.	Sep 18	Dillon representative indicated that engineering and feasibility studies were conducted to ensure that the blended gas mixture would not impact the operation of natural gas appliances.	N	
May 1	[REDACTED]	Resident's submitted a mail-in questionnaire requesting information on: how the preferred and alternative routes were determined, the timeframe and budget for the project, how blending hydrogen will effectively lower the carbon footprint, and what previous studies have been done regarding hydrogen blending.	June 28	Enbridge representative responded to Residents' questions.	N	
June 28	[REDACTED]	Resident emailed questions regarding how much hydrogen (%) would be added to the natural gas and effects on cost, as well as effects to appliances due to condensation from burning the new hydrogen mixture.	July 22	Dillon representative responded to Resident's questions indicating that the amount of hydrogen in the blended gas mixture would be up to 2% by volume and that Enbridge is looking at ways to account for the slight increase in consumption. As well, Dillon representative indicated that engineering and feasibility studies were conducted to ensure that the blended gas mixture would not impact the operation of natural gas appliances.	N	
July 3	[REDACTED]	Resident asked if project would affect their neighbourhood on Raintree Drive in Markham and asked about the July 9 public information session.	July 11	Dillon representative responded to Resident stating that Raintree Drive would be included in Phase 2 of the project and provided tentative construction timing, as well as a link to the project website for further information.	N	
July 16	[REDACTED]	Researcher at an ironmaking business in Hamilton expressed interest in Enbridge's work with hydrogen and requested to speak with someone regarding potential opportunities to collaborate.	July 18	Enbridge representative responded that the email was forwarded to Enbridge's Business Development Team and that someone would be in touch. Enbridge representative also provided links to the project website for further information.	N	

Public Correspondence					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
See above	[REDACTED]	See above	July 24	Enbridge representatives from the Business Development Team called and spoke with the researcher and concluded that no action is currently needed but indicated they will keep the researcher updated on developments with hydrogen solutions as the technology evolves.	N
July 10	[REDACTED]	Resident asked if additional information sessions would be held as they missed the session on July 9.	July 24	Dillon representative responded with links to resources on power-to-gas projects in Europe and provided a link to the Environmental Report on the project website.	N
		Resident asked for more information about the pilot tests on hydrogen gas that Enbridge conducted as well as where the technology has been implemented in Europe, for how long, to what extent, and any issues that have arisen. Resident also asked about where to find information on the EA.	July 25	Resident thanked Dillon representative for information.	N

Interest Group Correspondence						
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required	
April 10	Adam McDonald (York District Catholic School Board)	York District Catholic School Board representative called Dillon representative inquiring about various aspects of the Project including the timing of pipeline construction, where the new pipes will be installed, and whether the new pipes are replacing existing natural gas pipes.	April 10 April 11	Dillon representative answered most of the representative's questions via phone. Dillon representative committed to follow-up via email regarding his question about the existing pipeline infrastructure. Dillon representative provided additional detail about the existing pipeline infrastructure via email.	N	
July 30		York District Catholic School Board representative sent an email to Dillon representative asking for an update on EA, OEB approval and construction schedule.	August 2	Dillon representative responded that Enbridge filed the Leave to Construct (LTC) application with the OEB on May 15, 2019 and stated the construction schedule would be refined pending approval from the OEB. Dillon representative provided link to the project application on the OEB website.	N	
March 7	Mashid Zeinali (Telecon) Brian Elbe (Bell)	Dillon representative provided Notice of Project.	April 18 April 18	Bell representative (Telecon) provided a markup drawing for Bell underground utilities. Brian Elbe, Bell underground structures manager, noted that Bell has extensive underground infrastructure in the area and requested attendance at utility coordination meetings.	N	
March 7	Amanda Kailan (Rogers)	Dillon representative provided Notice of Project.	June 27 August 6	Rogers representative requested attachment provided with March Notice of Project email as it had not been forwarded to the correct Rogers office. Dillon representative apologized for late reply and provided the Notice of Project attachment.	N	

Agency Correspondence - Federal					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
February 1	Fisheries and Oceans Canada (DFO)	Dillon representative emailed the Notice of Project.	--	--	N
March 7	Transport Canada	Dillon representative emailed the Notice of Project.	March 14	Automatic reply received from Transport Canada requesting proponent to self-assess the Project to determine the applicability of Transport Canada involvement.	N
July 3		Dillon representative provided notice of the public information session to be held on July 9, 2019.	July 25	Automatic reply received from Transport Canada requesting proponent to self-assess the Project to determine the applicability of Transport Canada involvement.	N
March 7	Ryan Zade (Ministry of Energy, Northern Development and Mines)	Dillon representative emailed the Notice of Project.	March 18	Representative confirmed the Notice of Project was received and that there was no input at this time; however, ongoing information and project updates were requested.	N
March 7	Anjala Puvananathan (Canadian Environmental Assessment [CEA] Agency)	Dillon representative emailed the Notice of Project.	March 20	Dillon representative committed to providing project updates.	N
March 7	Emily Webb (CEA Agency)	Dillon representative provided notice of public information session to be held July 9, 2019.	March 20	CEA Agency acknowledged receipt of the Notice of Project and requested proponents review CEA Act, 2012 to confirm the applicability to the proposed Project.	N
July 3			July 4	CEA Agency representative referred back to previous correspondence on March 20 and requested that CEA Agency be removed from the project distribution list if the project is not subject to a federal environmental assessment.	N

Agency Correspondence - Federal					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
June 25	Christian Bonneau (Measurement Canada; Innovation, Science and Economic Development Canada)	Measurement Canada representative emailed Enbridge representative stating they had been contacted by members of the public with questions about the project, specifically with reference to blending ratio, measurement, and impact on consumers' bills.	July 5	Enbridge representative responded to Measurement Canada representative's questions and provided flyer for the public information session to be held on July 9.	N
			July 5	Measurement Canada representative thanked Enbridge representative for the information and indicated he would reach out if he had any further questions.	N

Agency Correspondence - Provincial					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
February 1	Steve Strong (Ministry of Natural Resources and Forestry)	Dillon representative provided the Notice of Project.	--	--	N
March 7	Marek Wiesek (Ministry of Transportation [MTO])	Dillon representative provided Notice of Project.	March 7	MTO noted based on the location of installation it is outside MTO's control and MTO permits are not required.	N
			February 15	TRCA confirmed receipt of request and confirmed they will submit the request to their GIS team.	N
			February 20	TRCA requested confirmation of information requested.	N
			February 22	Dillon representative confirmed the information request.	N
			March 8	TRCA requested a digital data agreement.	N
			March 8	Dillon representative signed the data agreement.	N
			March 27	TRCA confirmed receipt of the data agreement and attached a response to the information request.	N
February 1	Zack Carlan (Toronto and Region Conservation Authority [TRCA])	Dillon sent a request for information and provided the Notice of Project.	July 12	TRCA representative emailed Dillon representative to indicate he would call that afternoon regarding the project.	N
			July 12	Dillon representative emailed TRCA representative after phone call and thanked him for calling. Dillon representative indicated that TRCA representative's information was passed along to the appropriate Enbridge representative who would be contacting him soon. Dillon representative also provided a link to the Environmental Report (ER).	N
			July 15	Enbridge representative emailed project team internally and indicated they had contacted the TRCA representative on July 9 and left a voicemail and then spoke to the TRCA representative on July 11.	N

Agency Correspondence - Provincial					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
See above		See above	July 18	TRCA representative emailed Enbridge representative thanking him for the voicemail and discussion of the proposed project. TRCA representative reiterated that TRCA was not provided a formal Notice of Commencement, or ER as part of the submission to the OPCC but that it was understood that Enbridge would extend the deadline for comments to 42 days so that TRCA comments could be incorporated prior to the Ontario Energy Board Leave to Construct submission. TRCA representative acknowledged receipt of the link to the final ER that was provided via email on July 12 and stated that TRCA would provide comments back to Enbridge within the agreed 42 day timeline.	N
July 3	Zack Carlan (TRCA)	Dillon representative provided notice of the public information session to be held on July 9, 2019.	July 26	TRCA representative acknowledged receipt of the notice and provided a letter stating they were unable to attend the session but would like 1 copy of the session materials sent to the TRCA office for their files.	N
August 23		TRCA representative emailed comments on the ER.	July 30	Dillon representative thanked TRCA for their email and provided PDF copies of the poster boards and handouts from the information session.	N
November 8		TRCA representative emailed Enbridge regarding further information on disconnect locations in relation to information provided during a phone call held with TRCA and Enbridge the previous week.	October 11	Enbridge representative emailed TRCA representative a copy of the ER Addendum and Proponent Responses addressing TRCA's comments on ER from August 23.	N
			November 12	Enbridge representative responded that the disconnect locations in question were part of Phase 2, which is no longer a part of the current project, as Enbridge is only progressing with Phase 1 at this time.	N
			November 13	TRCA representative requested clarification on Phase 2 – is Phase 2 on hold for future consideration? Or is it removed from the project completely?	N
			November 13	Enbridge representative responded, confirming there are no plans for Phase 2.	N

Agency Correspondence - Provincial						
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required	
See above	Zack Carlan (TRCA)	See above	December 9	TRCA representative emailed Enbridge their final response on the ER, indicating that the comments were mainly for Phase 1, since Phase 2 had been removed from the scope.	N	
March 13	Kourosh Manouchehri (Technical Standards and Safety Authority [TSSA])	Enbridge representative provided the Notice of Project and confirmed planned in-person meeting for April 9, 2019.	March 22	TSSA representative confirmed receipt of information and the meeting on April 9, 2019.	N	
March 7	Laura Hatcher (Ministry of Tourism, Culture and Sport [MTCSS])	Dillon representative provided Notice of Project.	April 4	MTCSS provided a letter outlining MTCSS requirements for the Project related to archaeology and cultural heritage.	N	
March 12	MTCSS	Timmins Martelle Heritage Consultants' representative submitted the Stage 1 Archaeological Assessment report for MTCSS review.	--	--	N	

Agency Correspondence - Municipal						
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required	
January 25		Enbridge representative requested a meeting to provide advance information about the Project.	January 25	A meeting was held on February 4, 2019.	N	
March 7	Amanda Collucci (Markham Councillor)	Enbridge representative provided the Notice of commencement and public open house information.	--	--	N	
March 21		Enbridge representative provided an update on the open house results from the March 19, 2019 open house event.	--	--	N	
February 22	Glenn Ambrose (Markham Fire Department)	Enbridge representative met with the Markham Fire Department to discuss the Project. Various questions were addressed during the meeting regarding the project generally and hydrogen combustion specifically.	--	--	N	
March 7	Reid McAlpine (Markham Councillor)	Enbridge representative provided the Notice of commencement and public open house information.	--	--	N	
January 24	Frank Scarpitti (Mayor, City of Markham)	Enbridge representative requested a meeting to provide advance information about the Project.	--	A meeting was held on February 7, 2019.	N	
March 7		Enbridge representative provided the Notice of commencement and public open house information.	--	--	N	
March 7	Andrea Berry (Sr. Manager Corporate Communications – City of Markham)	Enbridge representative provided the Notice of commencement and public open house information.	--	--	N	
March 21		Enbridge representative provided an update on the open house results from the March 19, 2019 open house event.	--	--	N	

Agency Correspondence - Municipal						
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required	
March 7	Graham Seaman (Director Sustainability and Asset Management – City of Markham)	Enbridge representative provided the Notice of commencement and public open house information.	--	--	N	
March 21		Enbridge representative provided an update on the open house results from the March 19, 2019 open house event.	--	--	N	
March 7	Trinella Cane (Commissioner, Corporate Services – City of Markham)	Enbridge representative provided the Notice of commencement and public open house information.	--	--	N	
March 21		Enbridge representative provided an update on the open house results from the March 19, 2019 open house event.	--	--	N	
February 5		Enbridge representative requested a meeting to provide advance information about the Project.	--	A meeting was held on February 7, 2019.	N	
March 7		Enbridge representative provided the Notice of commencement and public open house information.	--	--	N	
March 21	Alan Ho (Markham Councillor)	Enbridge representative provided an update on the open house results from the March 19, 2019 open house event.	--	--	N	
July 3		Dillon representative provided notice of the public information session to be held on July 9, 2019.	July 4	Markham Councillor's executive assistant requested the notice be provided in JPEG format.	N	
July 3	Billy Pang (Markham-Unionville MPP)	Dillon representative provided notice of the public information session to be held on July 9, 2019.	July 19	Dillon representative apologized for late reply and provided a JPEG version of the notice.	N	
July 3			July 5	Office of Billy Pang responded stating that the MPP could not be present at the information session but would look forward to hearing progress on the project.	N	

Agency Correspondence - Municipal					
Date of Contact (2019)	Name	Comment	Date of Response (2019)	Response and Issue Resolution (if applicable)	Follow-Up Required
April 11	City of Markham Public Utilities Coordinating Committee (PUCC)	Enbridge presented the Project at the PUCC meeting on April 11 and answered participant questions.	--	--	N