

29 December 2016

Happy New Year from Trans-Northern Pipelines,

As we approach a new year, we want to provide some updates on our operations and, most importantly, thank you for your attention to the pipeline that crosses your property.

Our highest priority is always to operate in a safe and environmentally responsible manner, working together with people like you who live and work near our pipeline. Below and enclosed you will find some additional information about our operations, pipeline safety, and new, national pipeline regulations.

Maintaining our Pipeline

An important part of ensuring we operate safely is pipeline maintenance. For example, we use specialized inspection tools to look inside the pipeline to identify areas that may require further investigation. Sometimes that means excavating to visually inspect the pipeline and, if required, conduct repairs. When we have to conduct this type of work on your property, we will always notify you in advance to explain the project. We appreciate your cooperation and are happy to answer any questions you have about our activities.

Our Shared Role in Pipeline Safety

We also take several other precautions to ensure the safety of the pipeline:

- **Monitoring** the pipeline 24 hours a day, seven days a week from our control centre
- **Patrolling** from the air and on the ground to identify hazards or unauthorized activities

We also need your help. Unfortunately, the most common cause of damage to a buried pipeline such as ours is uncontrolled digging. Using heavy equipment on top of the pipeline or digging without knowing the exact location of the pipeline can be very dangerous. You can help:

- **Watch and report** unusual smells, vandalism, broken marker signs or other damage by calling or emailing us at 1-800-361-0608 or info@tnpi.ca
- **Review and keep** the enclosed *Pipeline Safety in your Community and Living and Working near Pipelines* brochures and other materials
- **Visit** www.tnpi.ca for more information

Pipeline Safety Regulations

As you may know, our pipeline is regulated by the National Energy Board (NEB). In 2016, the NEB introduced new regulations to better improve safety around pipelines. These regulations include important new requirements for those living and working on properties where there is a pipeline.

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TORONTO

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TEL (905) 770-3353
FAX (905) 770-8675

CALGARY

109-5305 McCall Way NE
Calgary AB T2E 7N7

TEL (403) 476-1645
FAX (403) 250-1298

What do the new Damage Prevention regulations mean for you? You must contact your local one call for **any work within 30 meters of each side of the pipeline** (known as the prescribed area). That means click before you dig by visiting www.clickbeforeyoudig.com. We have enclosed information to explain the changes as well as the enforcement actions the NEB can take if there are any violations.

In addition, we want to ensure that you are aware of the NEB regulations when a company wants to stop operating part or all of a pipeline. This process is called Pipeline Abandonment. While we have no current plans to abandon any segment of our pipeline, it is important we inform you of the regulations. You will find that information at www.neb-one.gc.ca/bts/nws/fgs/pplnbndnmntfq-eng.html. Be assured that we will abide by all regulatory requirements should our plans change in the future.

Keeping in Touch

We want to continue to ensure we have accurate contact information for those living near the pipeline and that you know what to do if you have questions.

If your contact information has changed or if you have not shared your contact information with us in the past, please let us know by emailing us at info@tnpi.ca to share your:

1. Name
2. Address
3. Telephone number
4. Email address
5. Preferred method of contact (mail or email)
6. A telephone number where we can contact you in case of an emergency if different from your everyday number

Thank you for your time and attention. Best wishes for a safe and happy new year. We hope you enjoy the enclosed calendar.

Yours truly,



Gail Sharko
Manager, Regulatory & External Affairs

Enclosures:

Pipeline Safety in your Community
CEPA Damage Prevention Regulations Highlights
NEB Living and Working near Pipelines
NEB Administrative Monetary Penalties
2017 Calendar