

# Engaging with our stakeholders.

With more than 65 years' experience, TC Energy is a leader in the responsible development and reliable operation of North American energy infrastructure including natural gas and liquids pipelines, power generation and gas storage facilities. We safely deliver the energy that millions of North Americans rely on every day to power their lives and fuel industry.

## Responsible stakeholder and rightsholder engagement

Guided by our values of safety, responsibility, collaboration and integrity, we are proud of the positive relationships we have built with our neighbours for the last 65 years. We recognize that ensuring Indigenous groups, as rightsholders, and our stakeholders are engaged and respected is critical to TC Energy's success.

We are committed to sharing information and seeking public input which results in better plans – for us, stakeholders, rightsholders and communities as a whole. We document the entire stakeholder engagement process including the issues raised by stakeholders and rightsholders, along with the ways we address these issues.

## Commitment to engagement and addressing concerns

Our approach to consultation and engagement with stakeholders, landowners, and Indigenous groups is focused on understanding concerns and addressing issues related to our projects and operations. We engage and consult early and often, invite feedback, provide updates and address concerns throughout the regulatory process and throughout operations.

Our preference for addressing concerns is through direct and respectful discussion. Issues received or identified during these discussions are systematically tracked and followed to promote mutual resolution. If mutual resolution is not achievable, parties may consider use of the Canada Energy Regulator's (CER) collaborative Alternative Dispute Resolution (ADR) process.



## Engaging Indigenous groups

Building and maintaining relationships with Indigenous groups near our proposed projects and existing facilities has long been an integral part of our business. We recognize Indigenous groups as rightsholders who have a distinct relationship with the land. We know that our activities have the potential to affect the lives of Indigenous groups in a tangible way.

We work closely with Indigenous groups to understand the potential effects of the project on the exercise of Indigenous rights and any other interests of Indigenous peoples in the project area. The information we work with Indigenous groups to collect is considered in the project planning process and evaluated by provincial and federal authorities, including the CER, as part of their regulatory review.

We aim to conduct our activities in a way that fosters mutual understanding and benefit – this includes working with communities to identify and manage potential effects of our activities and provide enduring economic opportunities. TC Energy also provides business, employment, training opportunities, and supports community-led initiatives of Indigenous groups that focus on safety, community, environment and education.

## Community benefits

Our projects offer long-term economic benefits and help strengthen the economy on a local, provincial and national level:

- **Employment and business opportunities** – Construction requires the services of equipment operators, welders, mechanics, truck drivers, labourers, and more, as well as creates demand for local goods and services. Vendors interested in working with us can visit [TCEnergy.com](https://www.tcenergy.com) to register as an interested local service provider. We award contracts to qualified pipeline construction contractors and work with them to provide local employment opportunities.
- **Annual revenue to support local services** – Project construction results in tax payments to all levels of government. When the project is operational, annual tax payments help support schools, hospitals, emergency services and other local programs vital to communities.
- **Investment in local communities and Indigenous groups** – Giving back to the communities where we operate has always been part of our culture. Whether it's partnering with community groups, supporting local initiatives or encouraging our employees to be involved in their neighbourhoods, the goal of our Build Strong community investment program is to build strong and vibrant communities across North America. Visit [TCEnergy.com/BuildStrong](https://www.tcenergy.com/BuildStrong) for more information.

## Managing our environmental footprint

Whether it's designing, building, or operating energy infrastructure, we are committed to being responsible environmental stewards on the land we share – and our environmental principles of stewardship, protection and performance help guide our decisions. As part of our commitment, and in support of the regulatory process, we assess potential effects that may be associated with construction and operation of a proposed project. Some examples of possible effects associated with meter station, compressor station or pipeline projects include potential effects to soil, water, fish, and wildlife, air quality, and noise.

The Environmental and Socio-Economic Assessment prepared for a proposed project considers potential effects on communities and groups whose interests may inform our planning process, including the potential for a project to impact diverse groups of people. We propose mitigation and enhancement measures and evaluate the significance of residual effects once these measures are implemented. An Environmental Protection Plan is also developed to identify the necessary measures to be used during construction, and the best practices we use to guide operations of the assets throughout their life cycle to manage effects and maintain equivalent land capability.

## Route selection

TC Energy employs a systematic and thorough route selection process using a variety of considerations, such as:

- desktop studies
- helicopter surveys
- ground verification and on-the-ground field survey
- engineering, geotechnical and environmental field studies
- co-location of the pipeline along existing disturbances and corridors to minimize new footprint

Route selection takes into account the objectives of minimizing the total route length or land requirements, meeting applicable regulatory requirements and reducing the environmental footprint, while carefully assessing overall construction complexity and our ability to meet customer needs.

Feedback received through stakeholder, landowner and Indigenous engagement informs the assessment of proposed routes and sites.



## What to expect during and after construction

The planning that goes into the construction and operation of our pipeline projects reflects commitments we've made and conditions we receive during the regulatory review process. We track and report our progress on regulatory conditions with the CER and follow up on the commitments we've made to honour the relationships we've built with Indigenous groups, communities and landowners.

During pipeline construction there is an increase in traffic in and around the project area as well as heavy equipment onsite for earthworks, material handling/hauling, welding and testing. We adhere to construction plans and the Environmental Protection Plan to ensure that the impacts of construction activities on communities are minimized.

Many of our projects include the use of temporary work space and, if required, workforce accommodations are built to support construction. If our plans include these features, we begin the conversation with potentially affected stakeholders early on to hear and understand community interests.

Access to-and-from site is planned based on a number of factors including finding the safest and most efficient routes to our work site, existing infrastructure, new infrastructure required to support construction and municipal planning. Access planning is refined throughout project development and final plans are communicated to communities prior to starting work.

Once construction is completed, the impacted land area – including our temporary work space and workforce accommodation areas – is reclaimed to an equivalent land capability so that it can support various uses such as wildlife habitat or agricultural purposes, similar to the ability that existed previously. Measures are taken to prevent topsoil/surface material loss from wind and water erosion and to establish a vegetative cover native to the surrounding vegetation and land use. After the facilities are constructed, there will be minimal traffic associated with ongoing operations and maintenance.

On freehold lands, landowners have the right to fully use and enjoy the right of way subject to the terms of the right-of-way agreement, and CER and Damage Prevention Regulations. To provide public safety and to protect property and the environment, written consent from TC Energy is required for certain activities on the pipeline right of way and within the 30-metre prescribed area. These activities include but are not limited to: operating motor vehicles or mobile equipment, reducing or adding soil cover and any excavation or ground disturbance. Stakeholders may contact TC Energy with at least 10 working days' notice to apply for written consent at [writtenconsent.transcanada.com](https://www.transcanada.com/writtenconsent). After written consent has been received, request a locate by visiting [ClickBeforeYouDig.com](https://www.transcanada.com/clickbeforeyoudig) or calling the appropriate provincial One-Call Centre.

At the end of a pipeline's lifecycle, the asset is taken out of service with as much thought and care as when it was proposed and constructed. We follow the Canada Energy Regulator's processes for end-of-life planning. More information about pipeline end-of-life is available on our website at [TCEnergy.com/about/energy-101/lifecycle-of-a-pipeline](https://www.transcanada.com/about/energy-101/lifecycle-of-a-pipeline).

## Ensuring our pipelines are safe

Our safety program starts before construction. We use only high-quality materials, the latest proven technologies and industry-leading practices to ensure the integrity of our pipelines before they go in the ground. We are a leader in North America in the use of automatic welding and ultrasonic testing technologies to construct pipelines. These technologies ensure high quality welds are made and every weld is inspected by qualified independent inspectors during construction. Prior to placing a pipeline in service, it is hydrostatically tested with water at a higher pressure than it will see during operations. In addition, pipeline inspection tools with high resolution sensors are run through the pipeline to check for any other irregularities prior to flowing natural gas.

Once operational, we use state-of-the-art leak detection systems, safety features such as shut-off valves and provide highly specialized training for people working on our assets. Our pipeline systems are monitored 24 hours a day, 365 days a year by trained operators in our Operations Control Centres who manage the most sophisticated pipeline monitoring equipment and technology available. Our industry-leading asset integrity programs manage our pipeline and facilities for their entire life cycle to ensure they provide safe and reliable energy to consumers throughout North America.



## Emergency preparedness and response

Our goal is to ensure that our pipeline and energy facilities operate safely every day and that the public, our employees, and the environment are protected during the unlikely event of incident involving our assets. All TC Energy safety initiatives are designed to advance one goal: Zero is Real. We are proud to have an industry leading safety record and continue to work towards our goal of zero safety incidents. Being prepared for the rare cases when something does go wrong is part of the commitment to ensuring the safety of the communities where we live and operate.

At the first sign of any potential issue on our pipeline systems, our control centre operators can stop the flow of product through the pipeline in minutes and investigate. If an irregular condition is detected, pipeline operators immediately dispatch emergency personnel to the scene to investigate. The pipeline is not restarted until it has been confirmed on site by qualified personnel that it is safe to do so.

In the unlikely event of an incident, all our assets have specific Emergency Response Plans that outlines the steps we'll take to respond. Our Emergency Preparedness and Response team is focused on quickly and effectively responding to emergencies and mitigating any impacts that may have occurred to public safety, property or the environment in a timely manner.

If there is an incident, we work closely with authorities, emergency responders and the media to ensure local residents are safe and aware of the situation.

**In the event of an emergency, please contact TC Energy's 24-hour emergency line at 1-888-982-7222.**

Find out more by visiting [TCEnergy.com](https://www.tcenergy.com).

### Contact us

Contact us with any questions:

Phone 1-855-895-8754

Email [public\\_affairs\\_ca@tcenergy.com](mailto:public_affairs_ca@tcenergy.com)

Web [TCEnergy.com](https://www.tcenergy.com)

Or write to us:

#### TC Energy

450 – 1 Street S.W. Calgary, Alberta  
Canada, T2P 5H1

For further information regarding the CER's processes, please contact us or contact the regulator directly:

#### Canada Energy Regulator

Suite 210, 517 – 10 Avenue S.W. Calgary, Alberta  
Canada, T2R 0A8

Phone 1-800-899-1265

Web [www.cer-rec.gc.ca](https://www.cer-rec.gc.ca)

Email [info@cer-rec.gc.ca](mailto:info@cer-rec.gc.ca)

#### Vendors

Vendors interested in working with us can visit [TCEnergy.com](https://www.tcenergy.com) to register as an interested local service provider.

[TCEnergy.com/operations/vendors/](https://www.tcenergy.com/operations/vendors/)

TC Energy periodically provides information beginning at the early stages of project development including prospecting, continuing throughout the life of assets. The information provided is intended to give people the opportunity for meaningful input and inform stakeholders of our proposed activities. Please be aware that as planning progresses, new information becomes available and details may change from the time of this printing. Please contact TC Energy any questions. TC Energy follows the Official Languages Act and respects your choice to receive relevant information from us in English or in French. Please contact us if you prefer to receive French-language materials and updates.