



Complaint Form

Please send completed form to the Canada Energy Regulator (CER) by mail or fax

Complaint Resolution Team
Canada Energy Regulator
Suite 210, 517 Tenth Avenue SW
Calgary, AB T2R 0A8

Facsimile: 403-292-5503
Toll Free Facsimile: 1-877-288-8803

Note: CER staff will contact you within 10 days of receiving this form

Your Contact Information

Name: Lynn Smith		Title: President of the Board of the Peel Standard Condominium Corporation No. 658	
Residential Address: 11-2130 Dickson Road			
City: Mississauga		Province: Ontario,	
Postal Code: L5B1Y6		Facsimile:	
Telephone 1: 1 905 277 2022		Telephone 2:	
Email: lynn_smith rogers.com			
Legal Land Description (if known):			
Mailing or Personal/Courier Service Address (if different from above)			
Address:			
Telephone:			
Preferred Method of Contact: Phone <input type="checkbox"/> Email <input checked="" type="checkbox"/> Mail <input type="checkbox"/>			



Company Information

Please fill in as much of the energy company's information that is known. If unknown, please leave blank.

Company Name: Trans Northern Pipeline Inc. (TNPI)		Company Representative and Title (if known): Jane Keast, President and CEO Michele Laperriere, VP Engineering and Integrity	
Company Address: 310-45 Vogell Road			
City: Richmond Hill		Province: Ontario	
Telephone: 289 475 5369		Postal Code: L4B 3P6	
Facsimile: 905 770 8675		Email: info@tnpi.ca	
Name of Project/Facility (if known): TNPI Credit River -QEW Lynchmere Avenue Pipeline Relocation XO-T217-008-2019			
Have you discussed your complaint with the company? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
If yes, please let us know what response you received: The Condo Corporation residents have not had personal contact with the company.			



Details of Your Complaint

Please summarize the reason(s) for your complaint and any relevant information you may have available (e.g., photos, property sketch, maps). You can attach additional pages to this form.

REASONS FOR COMPLAINT 1) TYPE OF VALVE STATION

- The Above Ground Valve Compound (AGVC) has 2 valves that are exposed to the elements, environment, under a hydro line, with easy access for to vandalism and even domestic terrorism
- Pipes, Valves and the Utility Building, due to height and magnitude block sight views for oncoming traffic whether driving south to turn east from or turning north onto Dickson Road from Premium Way

REASONS FOR COMPLAINT 2) SITE LOCATION

- The AGVC is located immediately at the corner approximately 10 feet from the sidewalk
- Immediately adjacent to the south side of Premium Way a security wall protecting the westbound lanes of the future QEW (making it an eight-lane highway) and creating a constrained/congested intersection

REASONS FOR COMPLAINT 3) HUMAN SAFETY NE CORNER OF PREMIUM WAY & DICKSON ROAD

- Violation records show this intersection is a pre-existing problematic corner from a traffic perspective with multiple violations for both speeding and stop sign violations
- It is the ONLY ENTRANCE and EXIT for 77 homes in case of emergency and catastrophic situations!
- The Multi-use Trailways system will also be the route for pedestrians, joggers, cyclists and wheelers to cross the Credit River over the QEW Credit River Bridge to go east or west across the Credit River as well as to access south Mississauga along Stavebank Trail.
- In case of a "freak accident", and resulting "fire plume" as the pipeline carries JET FUEL could cause an explosion that could project concrete and compound fencing onto Premium Way and rupture the concrete retaining wall protecting the QEW highway

The submission received NEB/CER approval. The site is NOT a viable location for an Above Ground Valve that carries jet fuel to both Toronto International and Montreal Airports. We are perplexed how approval occurred without thorough review and concerned how NEB/CER, TNPI, MTO, and City of Mississauga professional engineers think that is acceptable given the Code of Ethics for Professional Engineers.

REASONS FOR COMPLAINT 4) TRANSPARENCY OF PROCESS

- Stakeholders were NOT given a site relocation diagrams or shown visual presentations of an AGVC.
- Residents REQUESTED and ATTENDED a site visit to look at plans of the corridor with: Ms. Miao Zhou PEng, Senior Project Engineer MTO and Mr. Srdjan Brasic PEng Project Manager Morrison-Hershfield to understand why there was massive tree clearcutting. Neither revealed that there was any intention to relocate the valve station at the NE site.

REASONS FOR COMPLAINT 5) DEFICIENCIES-NOTIFICATION, PLANNING, DESIGN, & CONSTRUCTION

- At the community workshop held September 19, 2018, and November 13th 2018 no presentations mentioned an AGVC.
- TNPI Credit River Pipelines Relocation Project Update Notification No. 1 (May 9, 2019) which was not distributed to all households within 500m of the Above Ground Valve Site. Only one person in our condo who was out of country received this notice which was the first time and only time when details regarding a valve relocation were made public. The notice "removal of an existing UNDERGROUND NPS10 valve vault known as the Credit River East (CRE) Valve Site and installation of two (2) new valves (NPS10 block valve and NPS 20 check valve in a fenced compound located on the NW corner of the Premium Way-Dickson Road. Condo residents did not know that this was going on the NE corner until it was being constructed! We do NOT understand is how one flawed notification is sufficient for public consultation or Due diligence by the NEB. We request information that the NEB conducted a fullsome review of the ABOVE GROUND VALVE COMPOUND component of the application and the detailed background documents, regarding site, and safety or whether they just accepted the application as submitted?

PLEASE SEE ATTACHMENT 1 & 2 FOR DETAILS AND BASIS OF OUR COMPLAINT

Do you provide consent for the CER to forward your complaint to the Company?

Yes No

Attachment 1. Relevant Information

Background Residents of the Peel Standard Condominium Corporation No. 658 are making a formal complaint to the Canadian Energy Board regarding the **Above Ground Valve Compound (AGVC)** being constructed by **Trans-Northern Pipelines Inc (TNPI)** situated at a three way stop immediately at the NE corner of Dickson Road and Premium Way.

The AGVC is part of the QEW Credit River Bridge Project being conducted by the Infrastructure Ontario/Ministry of Transportation Ontario. It is our understanding that MTO requested TNPI to relocate the pipelines that were crossing the Credit River on the north side of the QEW highway due to the required construction of a new bridge to accommodate QEW west bound traffic.

Our court of 13 single dwelling freehold homes located on Dickson Road, in Ward 7 of Mississauga, Ontario is in a R1 residential area. Our homes are within 500m from the corner of Premium Way and Dickson Road but are the furthest point away from the **only access and exit** route from our properties. We are part of the Gordon Woods neighbourhood of 77 homes. One side of our property abuts a Lithuanian cemetery and on the other side abuts a small creek running through a conservation area of Indigenous land that was transferred to the municipality in 1936.

Our concerns and this complaint are specific to the AGVC component of this complex and expensive project that have will a “shelf life” for at least the next 100 years.

Basis for Complaint:

1) Type of Valve Station, Site Location and Safety for Residents of Dickson Park Crescent and Dickson Road

Type of Valve Station

- The AGVC has valves that are exposed to the elements, environment, under a hydro line, with easy access for to vandalism and even domestic terrorism.
- The AGVC is NOT a “state of the art” underground vault equipped with leak detection and fire suppression facilities or a SCADA System
- Pipes, Valves and the utility building due to height and magnitude block sight view for oncoming traffic whether driving south to turn east from or turning north onto Dickson Road from Premium Way

- At a minimum it is an ugly structure to showcase an important “Signature Project “for the City of Mississauga, and is disrespectful to our native forefathers who acceded these lands to the predecessor municipality of the City of Mississauga in 1936

Site Location

- Dickson Road is the only entrance and exit for 77 homes for emergency and service vehicles
- The steep decline on Dickson Road in icy hazardous winter conditions often prevents stopping a reasonable distance from the stop sign
- Dickson Road is narrow, has no sidewalks and pedestrians need to walk on the road to access Premium Way
- The AGVC is located immediately at the corner approximately 10 feet from the sidewalk
- Immediately adjacent to the south side of Premium way will be a security wall protecting the future westbound lanes of the QEW (making it an eight-lane highway) and creating a very constrained and congested intersection at Dickson Road

Safety at the NE Corner of Premium way and Dickson Road

- It is currently the only safe place along Premium Way for children and grandchildren living along Dickson Road and Dickson Park Crescent to access school buses
- Violation records show this intersection as a pre-existing problematic corner from a traffic perspective with multiple violations for both speeding and stop sign violations
- it is the only entry and exit for 77 homes in case of emergency and catastrophic situations
- Moving the QEW security wall to the point of the south curb of adjacent to the south of Premium Way and the QEW creates a very narrow corridor between the AGVC and the QEW of approximately 30 feet
- This Multi-use Trailways system will also be the route for pedestrians, joggers, and cyclists to cross the Credit River under the QEW Credit River Bridge to go east or west across the Credit River as well as to access south Mississauga along Stavebank Trail.
- Premium Way is a walking, cycling and rolling venue along the Multi-Use Trailways to recreational lands along the Credit River valley

- This Multi-trail pathway is being designed to match and align with the Ontario Disabilities Act and so will have cut curbs sidewalk width requirements to meet Ontario code requirements
- In case of a “freak accident”, a resulting “fire plume” could cause an explosion that could project concrete compound fencing onto Premium Way and rupture the concrete retaining wall protecting the QEW highway

In our opinion, although the submission received NEB/CER approval, the site is not a safe or viable location for an AGVC that carries jet fuel to both the Toronto International Airport and the Montreal Airport. In fact, we are astonished how such a NEB approval could occur without thorough review. In addition, we are concerned how the NEB/CER, TNPI, MTO, and City of Mississauga professional engineers would think that this is acceptable given the Code of Ethics for Professional Engineers mandated from their Canadian governing body.

2) Transparency of Process, Consideration for Residential, Environmental and Heritage Requirements of TSER, OEB and NEB and Deficiencies in Notification of Planning, Design and Construction

Transparency of Process

- At early QEW Credit River Bridge meetings with residents and other stakeholders and with inquires being put forward by citizens the presenters, always referred to the pipeline project as site “utilities relocation”. Stakeholders were NOT given any details about site relocation or shown visual presentations of an AGVC.
- Two residents from our condo corporation were selected to attend PIC meetings on the condo’s behalf and to express concerns about massive tree cutting and report back to the condo board. At the first PIC meeting that some of our representatives attended we were told that there was going to be bridge construction, relocation of pipelines and some utility work being done along the corridor. When inquiries were made relative the landscaping between Stavebank, Premium Way and Lynchmere Road the responses were always vague... “they will come with next phase” or “landscaping does not happen until the end of construction.”
- An active group of residents on our street took the opportunity to question the way that the land was being treated along the corridor from an

environmental perspective. We were concerned for multiple reasons as this land along the corridor is native land and was green space, well developed green space.

Consideration for Residential, Environmental and Heritage Requirements of TSER, OEB and REB

- As residents **we requested** and attended a site visit to look at plans of what they were doing along this land on April 23, 2018. We walked the full site of the corridor from Stavebank Road to Lynchmere Road along Premium Way with: Ms. Miao Zhou PEng, Senior Project Engineer Ministry of Transportation Ontario and Mr. Srdjan Brasic PEng Project Manager Morrison-Hershfield. We did a site walk of the full corridor inquiring why there was clearcutting. Both said they were moving the pipelines and needed space for construction. Through a series of email exchanges, we requested that the environment be treated based on the environmental regulations established for both were creeks and waterbeds conservation areas and native lands that was native land as well as there running through that area. We asked if there would be any landscaping to replace the devastation.

We had a series of email exchanges. At no time during this process that went on for close to 2 months did Morrison Hershfield or MTO reveal that there was any intention to relocate the valve station to this area.

There was no disclosure of a site location of an AGVC anywhere along this corridor.

Deficiencies in Notification of Planning, Design and Construction

- At the community workshop held September 19, 2018, there were no presentations, details or pictures of the QEW Credit River Bridge and Construction Staging and Environmental Mitigation Presentations that mentioned an AGVC.

At the November 13th 2018 discussion at that meeting was about the new design of the Credit River Bridge. The first time that the condo members personally became aware that there was an AGVC was when as one of our condo residents on return to Canada on June 10th found an envelope in the mailbox containing the:

**TNPI Credit River Pipelines Relocation Project Update Notification No.1
(May 9, 2019)**

- On contacting the other members of the condo corporation no other person in our condo corporation had received such. This was the first time there were any details regarding a valve relocation were made public. The notice said “removal of an existing **underground NPS10** valve vault known as the Credit River East (CRE) Valve Site and installation of two (2) new valves (NPS10 block valve and NPS 20 check valve in a **fenced compound** located on the **NW corner** of the Premium Way-Dickson Road intersection”.
- Our understanding was we were getting a **fenced compound** on the **North West** corner of Premium Way and Dickson Road and we presumed that the structure or vault would be underground as it is currently. There were no drawings or artist conceptions of what the area would look like. We did not know any details about the valves and the compound. As soon as construction of the valve began in April 2020 on the **North East** corner we quickly recognized that the valve was not being constructed where it was approved to be according to the May 9th Notification.

Our conclusion was that the MTO was not interested in any aspect of this project except the QEW bridge and without information about what TNPI was doing in the corridor along Premium Way, which we could not get from MTO, Morrison Hershfield and then Jacobs we were being “shut out” of any consultation process. It is our understanding that the NEB now the CER is a regulatory body that is required to maintain standards for review of applications that must be upheld under legislation.

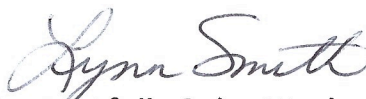
“Section 5.0 Conduct Standards....The CER expects all of its senior officials and staff members to adhere to the highest standards of ethical behaviour for the public sector.”

We do not understand is how this one notification is sufficient for public consultation. We would like to have confirmation that the NEB conducted a review of the valve compound component of the application and the detailed background documents, regarding site, and safety or whether they just accepted the application as submitted?

We now know that the City of Mississauga, who sold the site corner location to TNPI for construction has acknowledged that this was a mistake and passed a resolution that this situation needs to be rectified.

We are officially requesting CER a review the application for the above ground valve compound component of the QEW Credit River Bridge Project from a process, disclosure site location and safety from a due diligence perspective.

The Residents of the Peel Standard Condominium Corporation No. 658 are convinced that this catastrophic mistake should be rectified by requiring that the AGVC be moved and placed underground in a safe, secure site.

 ON BEHALF OF PCC 658
Respectfully Submitted

Residents of the Peel Standard Condominium Corporation No. 658

- Unit 1 Scott Glen & Diana Grech
- Unit 2 Douglas Haslam
- Unit 3 Barbara Schellenberg
- Unit 4 Eric Steen
- Unit 5 Donna Bienkawski & Don Freeman
- Unit 6 Elaine Milne
- Unit 7 Ray & Helen Hurlbut
- Unit 8 Edward & Regina Tos
- Unit 9 David & Margaret Stevens
- Unit 10 Jennifer Barratt
- Unit 11 Peter Lebedewski & Lynn Smith
- Unit 12 Monika Paterson
- Unit 13 Molly Verrier & Hugh Cameron

Cc: Sven Spengemann, MP Mississauga – Lakeshore - SvenSpegemann@parl.gc.ca

Cc: Rudy Cuzzetto, MPP Mississauga – Lakeshore - Rudy.Cuzzetto@pc.ola.org

Cc: Bonnie Crombie, Mayor City of Mississauga - mayor@mississauga.ca

Cc: Dipika Damerla, Councillor Ward 7, City of Mississauga dipika.damerla@mississauga.ca

Attachment 2: Type of Valve System, Site Location and Safety at the NE Corner of Premium Way and Dickson Road are Paramount

