

**From:** Robert Latimer  
**Sent:** Friday, October 05, 2012 1:31 PM  
**To:** BRUCE PANTZKE  
**Subject:** RE: Feedback on TransCanada Keystone Fort Ransom Pump Station Operations - 09/28/12 (Fri. am)  
Bruce, I can share that I've got a general agreement from the staff / management at TransCanada to further develop the tree planting plan as we have talked and corresponded about.

A conference call with internal staff from our; operations, environment, engineering and oil control center management was held this am to make clear the recent issues you have raised, current operating conditions, regulatory requirements and reasonable solutions to same. We have totally clarity on the specific feedback you have provided over the past months.

I still need to formalize with D. Anderson as it will impact her land. I will be developing formal communication to send out to all parties involved (wide distribution list of folks in the area like we have used before) to share plan and next steps with tree planting for spring 2013.

To this point I've had some general feedback (phone conversation in September) from Myron Hammer, who is noted concern about his new rental property to the southwest and noise levels.

I'll be in touch with the formal plans for tree planting once I have visit with D. Anderson again on specifics as it impacts her property.

Regards,

**Rob Latimer** SR/WA  
Community Relations Specialist  
TransCanada Pipelines  
Omaha, NE  
**Voice: 402.492.7454**  
**Cell: 402.332.8122**

---

**From:** BRUCE PANTZKE [mailto:bruce\_pantzke@yahoo.com]  
**Sent:** Monday, October 01, 2012 9:36 AM  
**To:** Robert Latimer  
**Subject:** Re: Feedback on TransCanada Keystone Fort Ransom Pump Station Operations - 09/28/12 (Fri. am)

This is the standard noise we all here!!! it it inconsistant..but there are times it sounds like a runway over there. Neighbors..Hansons where over Saturday night.. sat outside like we always do..by the fire...it was quiet..we were all so thankful we had a night like we used to ALWAYS have!!! They also feel there was no change to the decibel level when station is loud... it is as loud or louder then it was..but we are all outside this time of year..I do a fair amount of hunting outfitting to bow hunters...all ask about the noise..when applicable...Loud.. I have been too busy working on the rebuild of our fish pond to visit with the other neighbors...they are busy harvesting also. What can be done next..enclosure over variable valve?.The whine that sounds like aircraft jet engines is not coming from electric motors??

Rob I hope and trust that you will get this under control soon....you can see how long this has been going on and how patient we have all been....Dont you think it is time to do the right thing.

**Bruce N Pantzke**  
701-235-8719 office  
701-238-1431 cell

---

**From:** Robert Latimer <Rob\_Latimer@transcanada.com>  
**To:** BRUCE PANTZKE <bruce\_pantzke@yahoo.com>  
**Sent:** Saturday, September 29, 2012 12:20 PM  
**Subject:** Feedback on TransCanada Keystone Fort Ransom Pump Station Operations - 09/28/12 (Fri. am)

**Re: Report of Unusual Noise Events – 0500 am (CST) – 09/28/12 – Fort Ransom Pump Station**

Bruce, I had an opportunity to share your feedback with our Operations Control Center (OCC) team and Manager who operate and monitor our oil pipeline system on a 24x7 basis. (Your feedback was also shared with our Regional Operations staff in ND).

Your specific feedback was helpful in understanding what state of operations we were in at the time.

During the period 09/27 (5 pm CST) to 09/28 (3 pm CST) we noted the following operations:

- Steady state of flow across the station
- No unusual pressure control valve throttling (100% open)
- No pumping unit starts
- No pumping unit stops
- No slowing down or speeding up of units operating

Our Control Center Manager was confident that during this time (and specifically 0500 am CST on 09/28) there were no unusual operational issues that might have translated to the noise you described as “jet engines”.

We are unsure what could have caused this noise at the time you referenced.

I'll try and review wind and temp. at the time as well from nearby weather reporting stations and have that info recorded as well. Do you know if there was any unusually wind or weather conditions that perhaps contributed in some way to what you heard (ie. sound from normal station operations somehow made significantly louder at this time period)?

Regards,

**Rob Latimer** SR/WA  
Community Relations Specialist  
TransCanada Pipelines  
[rob\\_latimer@transcanada.com](mailto:rob_latimer@transcanada.com)

Office: 402.492.7454  
Cell: 402.332.8122  
Fax: 402.492.7488  
13710 FNB Parkway, Suite 300  
Omaha, NE 68154-5200  
[www.transcanada.com](http://www.transcanada.com)

This electronic message and any attached documents are intended only for the named addressee(s). This communication from TransCanada may contain information that is privileged, confidential or otherwise protected from disclosure and it must not be disclosed, copied, forwarded or distributed without authorization. If you have received this message in error, please notify the sender immediately and delete the original message. Thank you.