



**CONSTRUCTION
ENVIRONMENTAL
CONTROL
PLAN**

**LSr Project
Enbridge Pipelines (Southern Lights) L.L.C.**

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Enbridge Pipelines (Southern Lights) L.L.C. – LSr Project

ENVIRONMENTAL MANAGEMENT COMPLIANCE PROGRAM

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INTRODUCTION

Enbridge Pipelines (Southern Lights), L.L.C. (Enbridge) is committed to meeting environmental requirements during the planning, construction, and operation of the Light Sour Project (LSr Project). Enbridge has developed this Construction Environmental Control Plan (CECP) to ensure that appropriate systems are in place to achieve compliance with the various permits and plans that have been developed for the project. The CECP includes:

- Definitions of the roles and responsibilities of the personnel involved with implementing the various environmental requirements;
- Describes the reporting structure that will be employed to document compliance during construction; and,
- Presents a series of training events to communicate the environmental requirements to the construction personnel.

The CECP also includes, by reference, additional environmental documents, policies, plans, and protocols developed by Enbridge to minimize and/or mitigate the potential impacts of pipeline construction on the environment. These documents have been developed based on Enbridge's experience implementing best management practices during construction. Volume 1 of the CECP includes the following key environmental compliance documents developed specifically for the LSr Project:

1. Environmental Mitigation Plan
2. Agriculture Mitigation Plan
3. Spill Prevention, Containment, and Countermeasures Plan
4. Drilling Mud Containment Response, and Notification Plan
5. Petroleum-Contaminated Soil Management Plan
6. Pipeline Integrity & Emergency Response Measures
7. Unanticipated Discovery Plan - Minnesota
8. Unanticipated Discovery Plan – North Dakota
9. Protected Species Plans/Protocols <<PENDING>>
10. Invasive Species Plan <<PENDING>>
11. Revegetation and Restoration Monitoring Plan <<PENDING>>
12. On-Site Modification Request Process<<PENDING>>
13. Environmental Clearance Plan for Access Roads

Enbridge has also incorporated the project's environmental permits into the CECP (Volume 2 – Permit Book). These permits are listed in Volume 2 - Table 1. Construction personnel will be issued copies of the CECP (Volumes 1 and 2) for reference throughout construction.

Other key construction documents include the Construction Specifications (detailed construction procedures) and the Landowner Line List (requirements from specific landowners). These documents will be contained under separate cover.

Because of the large quantity of information in the various construction documents, there is a potential for overlap and inconsistency, which could result in ambiguity and confusion. This risk will be minimized by specifying the hierarchy of which documents take precedence. The general order of precedence will be as follows:

1. Project Permits, Licenses, and/or Special Conditions
2. Environmental Mitigation Plans
3. Construction Specifications
4. Landowner Line List

If there is inconsistency between requirements among documents, the more restrictive or more specific requirement will typically apply. Enbridge will consult with appropriate agency representatives and/or the third-party monitors reporting to the Minnesota Department of Agriculture (MDA) and Minnesota Department of Natural Resources (MNDNR) if clarifications are needed during construction. These monitors are referred to herein as Ag Monitors, MNDNR Monitors, or collectively as agency monitors.

ENVIRONMENTAL COMPLIANCE MANAGEMENT TEAM

Enbridge has developed a Compliance Management Team approach for construction of the LSr Project to ensure compliance with environmental permit conditions and company commitments. Figure 1(Pending) illustrates how the Compliance Management Team fits into other aspects of the overall Enbridge construction organization. Under this structure, the Compliance Team coordinates directly to Enbridge's Project Manager (or designee), thereby maintaining separation from the contractor and construction management functions. Dashed lines in the chart show lines of communication among the various individuals and groups. Volume 1 - Table 1 provides contact information for the Compliance Management Team.

The responsibilities of the various members of the environmental compliance management team are described below.

1. Environmental Project Manager

The Environmental Project Manager (EPM) communicates directly with Enbridge's Project Manager and has overall responsibility for successful implementation of the CECP and other compliance documents during construction. Specific responsibilities include:

- hire qualified staff and provide leadership to the inspection/compliance team;
- directly supervise the activities of the Environmental Compliance Manager (Compliance Manager) and the Environmental Inspection Supervisor (EI Supervisor).

- communicate with the Compliance Manager and/or the Field Supervisor on a daily basis to assess the overall success of the CECP;
- work with the Compliance Manager and Field Supervisor to implement changes in the CECP as needed; and
- communicate with various agency representatives to resolve compliance issues that cannot be handled in the field.

2. Environmental Compliance Manager

The Environmental Compliance Manager (Compliance Manager) reports directly to the EPM and will have quality assurance/quality control (QA/QC) responsibilities for the CECP. Specific responsibilities include:

- review compliance reports on a daily basis;
- work with the EI Supervisor and other field staff to achieve compliance with the various environmental requirements;
- serve as the primary resource for field staff in the interpretation of permit requirements;
- communicate with the agency monitors to assess the results of the compliance effort from the agency perspective;
- communicate problems identified by the monitors to other members of the compliance management team;
- collaborate with other members of the compliance team to work towards a solution that is acceptable to Enbridge and the respective agency;
- conduct periodic field audits to assess compliance;
- work with the EI Supervisor to implement any modifications to the field compliance effort that may be indicated; and
- implement a system to track permit modification requests.

3. Environmental Inspection Supervisor

The EI Supervisor reports directly to the EPM and is responsible for coordinating the activities of the environmental inspection team, including the Lead Environmental Inspectors (EIs), EIs, and Agricultural Inspectors. Duties include:

- assigning inspection staff to the appropriate construction areas;

- assessing on a continual basis whether the inspection staffing levels are adequate to provide sufficient coverage;
- implementing an electronic reporting system (described below) to document compliance during construction;
- review compliance reports on a daily basis to ensure that the reports appropriately document the actual level of compliance;
- make regular visits to the construction areas to check on compliance and to interact directly with field staff;
- recommend to the EPM any staffing changes needed to provide adequate coverage in the field; and
- work with the Enbridge Construction Manager, Compliance Manager, and agency monitors to resolve compliance issues.

4. Lead Environmental Inspector

The Lead EI reports directly to the EI Supervisor and is responsible for implementing the various environmental requirements on a given construction area. The Lead EI will supervise the activities of the other EIs and/or the Agricultural Inspector assigned to his/her construction area. Specific duties will include the following:

- assign the EIs and Agricultural Inspector to appropriate construction areas or activities;
- attend daily construction meetings to discuss compliance issues with the contractor and the construction management team;
- serve as point of contact for agency representatives that visit the construction site;
- recommend changes to EI staffing levels to maintain appropriate levels of environmental oversight; and
- report to the EI Supervisor any compliance issues that cannot be resolved in the field.

In addition to the responsibilities listed above, the Lead EI will serve in the role of EI or Agricultural Inspector as described below.

5. Environmental Inspector

The EIs will report to the Lead EI and their responsibilities will include:

- verify compliance with the requirements of Enbridge's Erosion Control Plan, EMP, and AMP, the conditions of environmental regulatory authorizations, the mitigation measures proposed by Enbridge, other environmental permits and approvals, and environmental requirements in landowner easement agreements; identify, document, and oversee corrective actions, if necessary, to ensure compliance;
- stop construction activities that are not in compliance with environmental requirements if necessary to prevent environmental damage;
- verify that the limits of authorized construction work areas and locations of access roads are properly marked before clearing;
- verify the location of signs and highly visible flagging marking the boundaries of sensitive resource areas, waterbodies, wetlands, or areas with special requirements along the construction work area;
- identify erosion/sediment control and soil stabilization needs and the placement of erosion and sediment controls;
- verify that the location of dewatering structures and slope breakers will not direct water into known cultural resources sites or locations of sensitive species;
- verify that trench dewatering activities do not result in the deposition of excessive silt and/or sediment into a wetland or waterbody;
- verify that subsoil and topsoil are tested, as deemed necessary, in agricultural and residential areas to measure compaction and determine the need for corrective action;
- advise the Chief Construction Inspector when conditions (such as wet weather) make it advisable to restrict construction activities to avoid excessive rutting;
- verify the restoration of contours and topsoil;
- verify that the soils imported for agricultural or residential use have been approved by the landowner;
- determine the need for and verify that erosion controls are properly installed, as necessary to prevent sediment flow into wetlands, waterbodies, sensitive areas, and onto roads;
- inspect temporary erosion control measures:
 - on a daily basis in areas of active construction or equipment operation;
 - on a weekly basis in areas with no construction or equipment operation; and

- within 24 hours of each 0.5 inch of rainfall;
- verify the repair of ineffective temporary erosion control measures within 24 hours of identification;
- keep records of compliance with the environmental conditions of environmental regulatory permits and approvals, and the mitigation measures proposed by Enbridge in the permit applications submitted to the federal or state agencies during active construction and restoration;
- identify areas that will be given special attention to ensure stabilization and restoration after the construction phase; and
- serve as liaison with the MNDNR Monitor.

6. Agricultural Inspector

The Agricultural Inspector will be a full-time member of the Enbridge EI Team and will focus on achieving compliance with the AMP that was established in collaboration with the MDA. As described in the AMP, the Agricultural Inspector (AI) will:

- verify compliance with provisions of the AMP during construction;
- work collaboratively with other construction inspectors, right-of-way agents, and the Ag Monitor in achieving compliance with the AMP;
- observe construction activities on Agricultural Land on a regular basis;
- have the authority to stop construction activities that are determined to not be in compliance with provisions of the AMP;
- document instances of noncompliance and work with construction personnel to identify and implement appropriate corrective actions as needed;
- provide construction personnel with training on provisions of the AMP before construction begins;
- provide construction personnel with field training on specific topics such as protocols for topsoil stripping; and
- serve as liaison with the Ag Monitor.

7. EI/AI Staffing

The number and expertise of EIs and AIs assigned to each construction area will be appropriate for the length of the construction area and the type of resources affected.

Initial staffing levels will include one Lead EI, an Assistant Lead EI, one AI and one additional EI, depending on the construction rate the contractors intend to proceed and the distribution of activities along the pipeline route. Additional EI/AIs will be added to the project as needed. Enbridge anticipates that the project will be constructed by one contractor as one construction spread.

8. Contractor's Environmental Representative

Enbridge's contractor will designate an Environmental Representative (and alternate) who will interface with the Compliance Management Team and will be the "point person" for the contractor's responsibilities described in Enbridge's CECP. The Environmental Representative may in turn delegate roles as appropriate within the contractor's organizational structure.

MANAGING ENVIRONMENTAL COMPLIANCE

Enbridge's Environmental Inspection Field Team consists of the Lead EIs, EIs, and the Agricultural Inspectors. The EI Field Team is the front line of Enbridge's compliance program. These individuals will observe construction activities on a continual basis and use a proactive and preventative approach to identify and correct potential instances of noncompliance. EIs will have peer status with other construction inspectors. EIs will have the authority to stop activities that are not in compliance with the requirements of federal, state, and local permits. In the event that an activity has been stopped, the EI will work with the construction management team to identify appropriate corrective actions and the conditions under which the activity can resume.

As illustrated on Figure 1, the EI Team will have regular and ongoing communication with the EI Supervisor, the Compliance Manager, Enbridge's Construction Management Team, and the contractor's superintendent and foremen.

1. Compliance Tools

The Compliance Management Team and the agency monitors will have a variety of reference tools to assist in the compliance effort. These tools include the Volume 1 and 2 of the CECP, Landowner Line List, alignment sheets, and site-specific plans. These documents will also be provided to the contractor and members of the construction management team and will provide a basis for communicating environmental requirements. Signage will be used to alert the contractor of sensitive areas such as wetland boundaries and areas where refueling is restricted. The Reporting and Documentation referenced below will provide a quality control system to ensure smooth operation of the environmental compliance program.

2. Environmental Training Program

Enbridge's philosophy is to prevent problems by making sure everyone working on the project has undergone appropriate training. Environmental training will be conducted in a variety of venues and times and use a variety of media to communicate environmental

requirements to construction personnel. The content and level of detail will be tailored according to the work responsibilities of the participants.

In addition to the more formal training described below, Enbridge is implementing informal orientation for contractors during the pre-construction phase to help them in planning for environmental compliance and other construction requirements. Environmental orientation during this phase will consist of informal meetings to discuss with the contractor known or likely environmental requirements and to allow input from the contractors on how best to implement these requirements. In some cases, these meetings may result in follow-up communications with appropriate agencies to revise construction plans or seek clarification on some aspect of mitigation. Enbridge will notify the applicable agency points of contact (POCs) as soon as a decision is reached regarding follow-up communications so that the appropriate agency personnel can be assembled to discuss revisions if necessary.

A variety of training materials or tools will be employed for the various training activities, including the environmental documents, construction drawings, site-specific plans, environmental summary booklets, a DVD illustrating general environmental requirements, live presentations, and small group discussions.

Environmental Inspector Training

Environmental inspector training will be conducted for the EI Team (Lead EI, EIs, and Agricultural Inspectors) prior to construction and/or when new EIs are hired. Instructors will include the Project Safety Manager, EPM, Compliance Manager, EI Supervisor, and various resource specialists. Topics to be covered include but are not limited to:

- Project history and schedule
- Communication protocols
- Safety
- Environmental training DVD
- Permits, plans, and alignment sheets
- Sensitive and unique construction areas
- Wetland and waterbody crossing procedures
- Compliance strategies
- Managing change – permit modification process
- Reporting protocols

Training will consist of presentations, discussions, and document review. Proof of training materials (hard hat sticker, summary booklet) will be issued upon completion.

Agency Monitor Training

Agency monitor training will be conducted for the MNDNR and Ag Monitors, MNDNR and MDA POCs and alternates, and EI Team. Instructors will include the Project Safety

Manager, EPM, Compliance Manager, EI Supervisor, and various resource specialists. Topics to be covered will be similar to EI training, but focused on the role of the agency monitors. Proof of training materials (hard hat sticker, summary booklet) will be issued upon completion.

Kick-off Training

An initial kick-off training session will be conducted prior to construction for Enbridge representatives, the Construction Management Team, Contractor Supervisory Personnel (Superintendents, Assistant Superintendents, Foremen), DNR and MDA Monitors, and the EI Team. In addition to the Ag and MNDNR Monitors, MDA and MNDNR POCs and their Alternates will be invited to attend this training. Instructors will include the Project Safety Manager, EPM, Compliance Manager, EI Supervisor, and various resource specialists. The morning session will involve the groups listed above and will consist primarily of presentations. The afternoon session will consist of break-out groups to allow a more detailed discussion of topics introduced during the morning session.

Proof of training materials (hard hat sticker, summary booklet) will be issued upon completion. Attendees will be recorded on a training roster. Enbridge anticipates that the kick-off training will be conducted during a day-long session.

DNR Pre-construction Conference

The MNDNR will hold a pre-construction conference to review agency licenses, permits and approvals, review operating procedures, and establish schedules and content for meetings and reports. This conference will include MNDNR Monitors, MNDNR POCs and their Alternates, and other MNDNR staff as necessary.

Ongoing Training (Throughout project)

Enbridge will conduct ongoing training throughout the construction of the LSr Project for crews and newly assigned supervisory and inspection staff. Other participants in the ongoing training will include individuals visiting the construction right-of-way and/or any contractor yard or facility associated with construction of the project. Ongoing training will typically be presented by the Lead EI or other EI for a given construction area. Topics to be covered include but are not limited to:

- Project history and schedule
- Communication protocols
- Safety
- Environmental training DVD
- Project permits, plans
- Information specific to the role of the group or individuals

Proof of training materials (hard hat sticker, summary booklet) will be issued upon completion.

Tailgate Training (Throughout Project)

Tailgate training (on site field meetings) will be conducted on periodic basis for contractor crews and foremen to discuss environmental and safety issues that arise. Topics to be covered include but are not limited to:

- Safety
- Remedial training resulting from compliance issues
- Methodology changes
- Discussion of site-specific plans
- Preparation for construction in sensitive or unique areas

3. Reporting and Documentation

The EI Team will be responsible for preparing reports to document compliance with the various permits and mitigation plans. Enbridge will use a database to compile inspection reports and allow for trend analyses and summaries. Reports will consist of “snapshot” inspection events supplemented by digital photographs as needed. This approach provides documentation of construction activities and an assessment of the level of compliance. For example, the EI arrives at a location where construction is underway. The EI compares the observed activities compared to requirements and notes any deviations. The EI then completes an inspection report for the site. A key component of each inspection report is the EI’s assessment of how well the observed activity achieves the required compliance. Digital documentation photographs will be taken and electronically attached to the report. Selection of locations for inspection reports will generally be at the discretion of the EI, but the goal will be to obtain a representative sample of activities that are underway. At the end of each work day, daily compliance reports will be submitted electronically to the EI Supervisor for review and analysis. In some cases, the MNDNR or MDA may request that reports (or portions thereof) be prepared for certain locations or topics.

The daily inspection reports will be reviewed for consistency and completeness. Once reviewed and approved, the reports will be distributed to the Compliance Manager and other project team members as appropriate, to provide almost real-time feedback on compliance. Timely communication will allow adjustments to be made to maintain the highest possible level of compliance. Once reports are compiled in the database, the results can be summarized as measurable outcomes and analyzed to identify trends and possible modifications to the compliance system. The Compliance Manager will share information among the construction areas to maximize consistency.

AGENCY MONITORING AND INSPECTION PROGRAMS

1. MNDNR and Ag Monitors

Third-party monitors will work with the MNDNR and Enbridge during construction of the LSr Project. The MNDNR Monitors and Ag Monitors will supplement agency field presence and will work in an auditing function to verify that environmental compliance is being achieved. The monitors will be funded by Enbridge, but will report to Steve Colvin of the MNDNR Environmental Review Unit and to Bob Patton or designate of MDA for overall reporting requirements. In addition to the MDA and MNDNR Monitors, counties crossed by the pipeline route will have county inspectors monitoring compliance with county requirements.

The MNDNR will indicate a POC and Alternate for each construction area. These individuals will familiarize themselves with construction by attending initial training/pre-construction conferences and construction sites when construction initially begins. The POCs and Alternates will work to facilitate agency decisions, and work with other MNDNR staff as necessary to communicate agency positions to the MNDNR Monitors. The MNDNR Monitors will report to their respective POC for day-to-day work. Given the workload of the POC and Alternate, the MNDNR Monitors can expect to work closely with both individuals.

Enbridge will identify qualified candidates based on desired qualifications provided by MNDNR and MDA. Ideally, the monitors will have experience both with pipeline construction and the resources of interest to the MNDNR or MDA. Enbridge will provide training to the monitors as described previously. Enbridge will provide one full-time monitor and will identify a plan for alternate if the monitor on a given construction area is unable to perform his/her duties due to illness, etc. DNR and MDA will have the right to request the removal of a monitor whose job performance does not meet agency expectations. In that event, Enbridge will work with the agency to identify a replacement monitor and to establish a smooth transition. Construction activities will continue during the transition period.

The MNDNR Monitors will focus on compliance with requirements of permits issued by the MNDNR, primarily related to crossings of state land as well as wetlands and waterbodies designated as Minnesota Public Waters. The Ag Monitors will provide oversight on compliance with provisions of the AMP. During construction, agency monitors may approve permit modifications in situations that have been agreed upon in advance with the respective agencies. The agency monitors will not have the direct authority to stop construction activities, but will work with one of Enbridge's EIs, and/or if there is a non-compliance situation. The agency monitors will have access to the construction area as needed to conduct their work and will be allowed to attend construction meetings where compliance issues are discussed. The agency monitors will provide reports to their respective agencies and to Enbridge on a regular basis.

Because of numerous overlapping regulatory requirements, the MNDNR Monitor will also act as an information source to Environmental Compliance Management Program staff and other agencies with related and/or overlapping authority, such as the Public Utilities Commission (PUC), Minnesota Pollution Control Agency, U.S. Army Corps of Engineers, and local governmental units. Enbridge will provide each MNDNR Monitor with a list of contacts within these agencies. The MNDNR Monitor will initiate contact with these agencies prior to the onset of construction to establish a relationship. Should the MNDNR Monitor see an environmental compliance reason for initiating contact with these other agencies, they will first discuss this with Enbridge Lead EI and allow for any problems to be rectified by the Lead EI. The MNDNR Monitor will keep the Lead EI informed of any contacts initiated to the MNDNR Monitor or POC by these agencies regarding significant matters (such as non-compliance).

Monitor staffing will depend on the type of resources crossed by a given construction area and will be agreed upon with the agencies before construction begins. Consequently, Enbridge envisions assigning one agency monitor to the project, with dual reporting to MDA and MNDNR as appropriate. This arrangement will provide efficient geographical coverage. Prior to the start of construction, Enbridge will meet with MNDNR and MDA staff to identify their proposed monitor role-sharing plans. At that time, MNDNR and MDA will determine if the proposal is workable and will allow effective monitoring of both agricultural land and natural resources.

2. County Inspectors

Minnesota Statute 216G.07 authorizes counties to designate an inspector to monitor compliance with the requirements of local jurisdictions. While the actual roles and responsibilities of county inspectors may vary by location, it is anticipated that they will focus primarily on compliance with county permits related to road and ditch crossings. Other aspects of the statute appear to be within the purview of the state agency monitors described above. Some counties have expressed an interest in having the county inspector providing onsite input on erosion control practices. The statute also specifies that county inspectors have a role in receiving and tracking complaints they may receive from landowners, tenants, or local officials.

The county inspectors will be invited to attend the all-day environmental training session for their respective construction areas. This morning session will provide an opportunity for the county inspectors to become more familiar with pipeline construction. The afternoon breakout sessions will allow the county inspectors the opportunity to meet their counterparts from the Lights Sour team as well as the state agency monitors. The sessions will also provide a forum for the county inspectors to have input on the particular concerns of their respective counties.

3. Agency Field Inspections

Agency and county staff will visit the project when they deem appropriate. All visitors to the site will need to complete safety training before entering the work areas. Enbridge will provide safety training on request. Visitors must also use appropriate safety equipment, including hard hat, safety glasses, high visibility wear (e.g., safety vest) and appropriate footwear. Agency visitors will typically be accompanied by their respective monitor, who will assist the agency staff in navigating the work areas in the safest possible manner.

MODIFYING CONSTRUCTION ACTIVITIES

Conditions encountered during construction may necessitate revisions to the various environmental plans and permits. Most changes will likely be minor and routine in nature, but some may require more formal analysis by the agencies. In addition to providing “eyes and ears” for the, MNDNR and MDA during construction, the agency monitors may approve certain modifications in the field. MNDNR POCs and MDA and MNDNR Monitors will provide interagency coordination to ensure that each agency is aware of modifications so that potential conflicts with landowner interests and environmental requirements can be worked out. For example, a private landowner may want a change that would increase impacts to fisheries and wildlife habitats; or a change to protect such resources may be contrary to the previous expectations of a private landowner. The MNDNR and MDA Monitors and the EI should typically be able to resolve potential conflicts.

If the MNDNR Monitor feels that modifications may need consultation with other regulatory agencies, they will do this through the pre-established agency contacts while also working with the EI, and inform the MNDNR POC as necessary.

1. Modifications to DNR Permit Requirements

Modifications to MNDNR requirements will be defined at three levels:

Level 1: Minor adjustments that involve interpretation of the requirements of a permit or related plan. The adjustments are of the type that will not affect land outside the previously foreseen temporary workspace except minimally, where no additional impacts to environmental resources are expected to ensue, and typically would not require formal modification or amendment of MNDNR licenses or permits. Examples of Level 1 modifications may include but are not limited to:

- changing type and location of erosion controls shown on site-specific drawings to account for site conditions;
- adjusting the configuration of extra temporary workspace to accommodate spoil storage needs, within the environmental survey corridor;
- extending the duration of waterbody crossings by no more than 24 hours;

- changing the type of stream crossing method if an emergency situation is encountered during construction and immediate modification is necessary to avoid environmental damage;
- adjustments that will decrease environmental impacts at particular locations; and
- other items identified in consultation with MNDNR.

Level 2: Modifications that will require changes or amendments to MNDNR licenses or permits; changes that involve land outside of the environmental survey corridor or that will result in additional incremental impacts to environmental resources. The monitors will explore means to mitigate any additional impacts, including seeking consultation with MNDNR staff with specific expertise through the POC, and consult with and receive approval from their POC within the respective agencies. Agency approvals will then be communicated by the MNDNR Monitor to the EI for the modification or amendment. In some cases, a given modification type may initially be a Level 2, but over time be changed by the agency to a Level 1. Examples of Level 2 modifications may include but are not limited to:

- extending extra temporary workspace into a MNDNR Protected Wetland;
- changing the type of stream crossing method if a site-specific plan for the change was pre-approved;
- changing the type of temporary bridge;
- Previously unknown state-listed species takings issues that may arise during site preparation or construction activities; and
- other modifications identified in consultation with MNDNR.

Level 3: Major changes to requirements of permits or related plans or changes that are project-wide in nature. This type of modification would involve a formal submittal to the agency for consideration. The monitor would provide information to the agency during consideration of the modification or amendment request.

A proposed modification request form is included in Appendix A. For Level 1 and Level 2, the Lead EI will complete the form and submit to the appropriate monitor after discussions within Enbridge's Compliance Management Team. The monitor will conduct any necessary field reviews or consultations with the agency, other monitor, or other regulatory agency(ies) and either approve or deny the request. In some cases, if a request is denied, it may be resubmitted at the next higher level. Copies of requests, whether approved or not will be forwarded to the Compliance Manager and the agency point of contact for tracking purposes. Requests that are of a pattern should be a topic of dialogue with the Environmental Management Team, agency monitors, and POCs.

COMPLAINT RESOLUTION PROCESS

Enbridge will implement the complaint handling procedures that were prepared in accordance with the requirements of the PUC (see Appendix B). Enbridge will document each complaint received on the project and maintain a record to facilitate status tracking and reporting. Enbridge will provide same-day or the following day (for substantial complaints received after working hours) reporting to the PUC for substantial complaints. The documented complaints will be included in bi-monthly reports to the PUC. Complaints received by Enbridge through the PUC or from county inspectors will be handled as if the complaints had been submitted directly to Enbridge. MNDNR and MDA will be provided reports upon request, and Enbridge will make efforts to inform agency monitors of complaints relevant to agency responsibilities.