

COMMENTER WORKSHOP: Trans Mountain Expansion Project July Deadline

[Video link: <http://www.youtube.com/playlist?list=PLpfa2MmTMpWfvaOJ1lZUBr1TU7b5lfwnN>]

PART 1

Slide 1: Getting started

- Welcome to the Commenter Workshop for the Trans Mountain Expansion Project
- This workshop along with the assistance of the Process Advisor will help you to prepare your Letter of Comment and to understand the NEB hearing process

Slide 2: Outline of workshop

- This workshop is intended for those who have been provided the opportunity to submit a letter of comment to the Board for the Trans Mountain Expansion Project Hearing
- The topics that we will cover are:
 - Role of the Commenter
 - The format and tips for preparing a Letter of Comment
 - How to submit your letter, either electronically or by mail and fax so it is placed on the public record
 - How to follow along with the hearing, where to find documents
 - The key dates for this hearing, and
 - Contact information for the NEB and the Process Advisor

Slide 3: Being a Commenter

- You were approved to send a letter of comment to the Board as it has determined that you are directly affected or have relevant information or expertise that it believes will be helpful
- With your letter, you will have an opportunity to influence the Board's recommendation or decision and persuade them to see your point of view
- You will also have the opportunity to contribute to the evidence that is on the public registry and that the Board can rely upon to make their recommendation
- Once you submit your letter of comment, there is nothing more you need to do
- Other participants cannot ask you questions on your letter nor will you be permitted to ask questions of others
- You cannot submit any evidence other than your Letter of Comment and you cannot participate in final argument
- However, as the hearing is a public process, you can follow the hearing by reading the evidence on the public record including the hearing transcripts, listening to the oral portion of the hearing through the Board's website and attending the oral portion of the hearing in person
- You can also sign up to receive email updates on the project from the Board

Slide 4: What is a Letter of Comment?

- A Letter of Comment is simply a letter to the Board. It is considered as evidence in the hearing and will be considered by the Board when making its recommendation. It is posted on the public registry so that everyone can see it
- Your letter can include

- Your views and concerns on the project. Make sure you keep it focused on the project and the list of issues that the Board has stated it will consider in its review. Talking about issues outside the scope of the project or things that the Board will not or cannot consider is not useful
- The Board is particularly interested in knowing how the project will impact you. Be as specific as you can
- Include the information or expertise you have about the project. This can be as technical or general as you wish
- You should state your position on the recommendation the Board will make, such as you believe the Board should recommend to Governor in Council that it approve or reject the project
- You can also include any ideas you have on the conditions that should be imposed on the project, if it is allowed to proceed. Even if you think the project should not proceed, your thoughts on the conditions may be helpful
- If you have any information that supports your views, such as technical reports or photographs, you should include those with your letter
- You cannot include video or an audio recording

Slide 5: Format for Letters of Comment

- There are some things to consider when you are formatting your letter which will make it easier to read
- First, we recommend you use the online form. You access that online form the same way you accessed the online Application to Participate. We'll describe this more a bit later on in the workshop
- Begin with a description of your expertise and your areas of interest. This helps to set the context for the readers
- Separate each issue and point into separate paragraphs
- Headings are also helpful, so consider using them
- Include references for any documents you refer to
- When referring to anything that is on the public record, include the exhibit and page numbers.
- Since websites can change, you must attach a copy of the sections of a webpage you want to refer to. Create a PDF of it and attach it with your Letter of Comment
- If there are only sections of reports or webpages that are relevant to what you want the Board to consider, highlight those sections so the Board can focus on them
- Although there are no page limits on letters of comment, remember to be clear, well organized and keep it focused on points relevant to the List of Issues
- Submitting a form letter doesn't help the Board understand how the proposed project would impact you specifically and therefore may result in the letter being given less weight

Slide 6: Tips for preparing your Letter of Comment

- Spend some time in advance considering the key messages you want to convey to the Board and organizing your thoughts
- Keep your points focused on the List of Issues and the scope of the proposed Project
- Be specific about how you will be impacted or will benefit from the Project
- Be clear on what you want the Board to do. For example, state whether you want the Panel to recommend that the Project be approved or rejected or that certain conditions be put on the project, if it is allowed to proceed
- Include references for the information you include or attach to your letter

- The Board has a longstanding tradition of conducting its hearings in a courteous and respectful manner, so please see that your letter of comment follows this same practice
- Read over your letter to make sure it is clear and accurately conveys the points you want to make to the Board
- Make sure you don't miss the deadline. Your letter must be submitted to the Board on or before **23 July 2015**

Slide 7: Submitting a Letter of Comment

- If you have internet access, you are expected to file your letter electronically
- Use the online form by going to the Hearing Order, Section 4.2 on PDF page 14 and click on the hyperlinked 'NEB account' phrase to connect with the online system
- In Part 2 of this series, we will go through some screen shots of how to write and file your letter electronically
- When you submit your letter electronically, your document will be considered filed at that time
- You can attach documents to your electronic letter. They must be in PDF format and less than 10MB. If they are larger than 10MB, split them into smaller files
- If you cannot submit your letter electronically, you must mail or fax a copy of your letter to the Board and to Trans Mountain
- Make sure your letter includes your name, contact information such as your address, phone number, email address and the name of the hearing: Trans Mountain Pipeline Expansion Hearing

Slide 8: Contact information

- Here is the contact information for the Process Advisor Team
- The Process Advisor Team is always available to answer any of your process questions
- If you are mailing or faxing your letter of comment, use the address listed here and address it to the Secretary of the Board, Sheri Young
- Thanks for your participation, we hope you found this workshop useful

BREAK, NEW SEGMENT

Part 2

Slide 2: Outline of the Workshop

- Welcome to the Commenter Workshop for the Trans Mountain Expansion Project
- This workshop is intended for those who have been provided the opportunity to submit a letter of comment to the Board for the **Trans Mountain Expansion Project** Hearing
- These are the topics we will cover:
 - Filing your letter of comment online using your NEB Account
 - The 2 methods for logging-in: GC Key or Sign-in Partner Log-in
 - Trouble-shooting tips and suggestions
 - Contact information for the NEB and the Process Advisor

Slide 3: Submitting a Letter of Comment

- If you cannot submit your letter electronically, you must mail or fax 1 copy of your letter to the Board and Trans Mountain
- If you have internet access, you are expected to file your letter electronically

- Use the online form by going to the Hearing Order, Section 4.2 on PDF page 14 and click on the hyperlinked 'NEB account' phrase to connect with the online system [For your convenience, here is the link: <http://akppaz3.neb-one.gc.ca/Chsr/Home/Chooser?GAURI=https://akppaz3.neb-one.gc.ca/Participation>]
- We will go through some screen shots of how to write and file your letter electronically in the next part of the workshop
- When you submit your letter electronically, your document will be considered filed at that time
- You can attach documents to your electronic letter. They must be in PDF format and less than 10MB. If they are larger than 10MB, split them into smaller files
- Make sure your letter includes your name, contact information such as your address, phone number, email address and the name of the hearing: Trans Mountain Pipeline Expansion Hearing

Slide 4: Create or Log into My NEB Account

- You will be taken to this log in page. From here you must log in using the same method you used when you filled in your application to participate, either Sign-in Partner or GCKey Log in
- The Partner Log in Method is the one where you use your online banking ID and password you already have
- GCKey Method is the Government of Canada secure system. You will use the User ID and password that you created when you applied to participate
- If you don't remember your sign-in information, the resources listed on the right hand side of the page may help by prompting you with recovery questions. If you still can't remember your user ID and password, please contact Government of Canada staff toll free at **1-855-438-1102**

Slide 5: Create or Log into My NEB Account cont.

- Just as a refresher, we will remind you how to log in using the GCKey method, and show the Sign-In Partners method after
- Click on GCKey Log In

Slide 6: GCKey Log in or Register

- Enter your User ID and Password here

Slide 7: Create or Log into My NEB Account cont.

- Now we will quickly review how to log in if you used the Partner Log in Method when you applied to participate
- You will click on the 'Sign-in Partner Log in' button

Slide 8: Sign in Partner Method - Secure Key Concierge

- Click on the institution where you do your online banking

Slide 9: Secure Log in

- Fill in your User Name and Password as you would for your online banking

Slide 10: Welcome John Doe page - NEB Participation System

- Once you have logged in using either method, you will be taken to this screen
- You will see a button "Write Letter of Comment", and the closing date
- If the "Write a Letter of Comment" button is not there, it may be because:
 - You have not been approved to submit a Letter of Comment

- You have already submitted your letter (you can only submit one Letter of Comment), or
 - The deadline to submit your letter has passed
- Click on the Letter of Comment button

Slide 11: Step 1 - Hearing Information

- You will first see this hearing information slide

Slide 12: Step 2 - Privacy Agreement and Service of Completed form

- Second Step, you must agree to the privacy agreement as you did when you applied to participate

Slide 13: Step 3 - Comments

- This is where you write your Letter of Comment
- Simply start typing your comments in the box
- There is no word limit so the box will expand as you type
- You can create your Letter of Comment in another document using a program like “Word”, and then cut and paste it into this box
- If you want to refer to the issues you identified in your Application to Participate, which were taken from the List of Issues for this Project, click on hyperlink word ‘here’

Slide 14: Step 4 - Attachments page

- You may add attachments at this stage, if you have any

Slide 15: Step 5 - Review and Submit page

- We encourage you to review your letter before submitting it by pressing the yellow ‘Review’ button
- Up until you submit your Letter Of Comment, you can make any changes to your letter by clicking on ‘#3 Comments’ on the left side or clicking on ‘Previous’ and scroll back

Slide 16: Formatted Letter of Comment page

- Your draft Letter of Comment will open in the format that it will be submitted and will appear in the public registry
- The next slide will show you how to save or print your Letter Of Comment

Slide 17: Formatted Letter of Comment page cont...

- As you can see here you can either save it as PDF to your desktop, or print it
- This will allow you to review it

Slide 18: Step 5 - Review and Submit page cont...

- If you wish to review your letter or finish writing it later, you can sign out by clicking on the sign out link above
- Don’t worry; your work will be saved

Slide 19: Welcome John Doe cont...

- When you come back, click on the ‘Edit’ link on the Main Screen

Slide 20: Step 5 - Review and Submit page cont...

- The system will take you directly to the page you were on when you logged out

Slide 21: Step 5 - Review and Submit page cont...

- When you are ready to submit your letter, click on the green 'submit' button
- You will be asked to confirm that you want to proceed
- Once you confirm that you want to submit your letter, you will not be able to change it

Slide 22: Processing page

- Wait until this message disappears

Slide 23: Thank you page

- You have now finished submitting your letter
- From here you can either sign out, or go back to the Main Page

Slide 24: E-filing receipt page

- You will receive e-mail confirmation that your Letter of Comment was submitted to the National Energy Board
- You will find a link to your letter that will now be on the public registry
- A similar e-mail will be sent to the company so they know your letter has been filed
- The first link on this page is to the filing folder where you can see all the Letters of Comment that have been filed
- The second link is directly to your letter

Slide 25: Welcome John Doe cont...

- If you go back to the Main Page you will see that your Letter of Comment was submitted
- If you Click on Letter of Comment your letter will be opened directly from the public registry
- You will not be able to edit or add to your letter once it is submitted

Slide 26: Contact information

- Here is the contact information for the Process Advisor Team
- The Process Advisor Team is always available to answer any of your process questions
- If you are mailing or faxing your letter of comment, use the address listed here and address it to the Secretary of the Board, Sheri Young
- Thanks for your participation, we hope you found this workshop useful

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- Welcome to the Commenter Workshop for the Trans Mountain Expansion Project
- This workshop is intended for those who have been provided the opportunity to submit a letter of comment to the Board for the **Trans Mountain Expansion Project** Hearing
- These are the topics we will cover:
 - Finding the documents on the Board's website, the Trans Mountain Expansion Project Page and the Public Registry

- Contact information for the NEB and the Process Advisor

Slide 3: Where to find documents

- We will now spend the next few minutes guiding you through the Board's website

Slide 4: Main webpage

- This is the main webpage for the Board
- This is where you will find a lot of information about what the Board does, including information about this Hearing
- Encircled in red is the link to information about the Trans Mountain Expansion hearing

Slide 5: Trans Mountain Expansion Project page

- This webpage is where you will find direct links to Project's Hearing Order and Hearing Documents, along with other useful information such as the Project Map, Frequently Asked Questions, Training and Presentations materials etc.
- You may want to bookmark this page so you can easily find content relating to this Hearing
- Click on the Hearing Documents hyperlink to view where evidence, Board decisions, other Letters of Comment, as well as other relevant documents are located for this Hearing

Slide 6: Trans Mountain Expansion Project page cont. - Link to Public Registry

- Click on the first hyperlink entitled ' You can find these documents here...' to view where all the evidence for this Hearing is listed on the Public Registry

Slide 7: Public Registry

- This is the Project page for the Trans Mountain Expansion on the Public Registry
- 'Folder D' is where all Letters of Comments are filed
- Remember, you must file your comments by 23 July 2015

Slide 8: Trans Mountain Expansion Project page cont. - List of Issues

- Back on the Trans Mountain Expansion Project page, you will see the List of Issues for this Hearing
- Click on this hyperlink to view the complete list

Slide 9: List of Issues

- These are the Issues that the Board has stated it will consider in its review for this Hearing
- Noted at the bottom of this List is what the Board does not intend to consider

Slide 10: Contact information

- Here is the contact information for the Process Advisor Team
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