

## **APPENDIX - Historical timelines of communications from Plains Midstream Canada following the Rainbow pipeline release at MP 188**

### **Day One (Friday, April 29, 2011) – the day of the release**

#### Media

- Website created for this incident, providing information on Rainbow pipeline system, the description of the incident response and two news releases (one from ERCB and one from Plains)
- ERCB working with Plains on facts of initial news release about the incident
- News release issued from Plains about the incident

#### Municipal Government

- Before 9:00 am PMC telephoned and spoke with Acting Chief Administrative Officer at Northern Sunrise County to notify them of the release. Spoke with Bob Miles (Chief Administrative Officer) and David Leblanc around 3:00 pm. The County requested that future updates and communications be conducted via email.

#### Community – Lubicon Lake First Nation (Noskey)

- Notification of release at 10:50 am via telephone to Steve Noskey.
- Lubicon members employed at site

#### Community - Lubicon Lake First Nation (Ominayak)

- Lubicon members employed at site

#### Community – Woodland Cree First Nation

- Notification of release before 10:00 am via telephone to Chief William Whitehead.

### **Day Two (Saturday, April 30, 2011)**

#### Media

- Two website updates regarding volumes on Rainbow pipeline system south of Nipisi and the response personnel on site and equipment mobilized to date.

#### Municipal Government

- PMC sent to Bob Miles of Northern Sunrise County an email update.

### **Day 3 (Sunday, May 1, 2011)**

#### Media

- One website update providing information about the current status of the incident such as the terrain, building of timber roads, oil skimmers and oil collection.

#### Municipal Government

- Email received from Bob Miles of Northern Sunrise County requesting information about the size of spill.

Community - Woodland Cree First Nation

- V.P. Operations provided an adhoc tour on site with Chief William Whitehead.

**Day 3 (Monday, May 2, 2011)**

Media

- One website update providing information about the current oil recovery, and oil collection shipments ahead of schedule.
- Question and answer drafted and placed on the website to update information known to date (based from media questions received). Examples of questions include if Plains was able to excavate and reach the damaged section of pipe, has the release been contained, what is the current focus and what's the expected cost, etc.

Municipal Government

- PMC sent to Bob Miles of Northern Sunrise County an email with detailed information about the spill, site conditions and response efforts; included recent press releases and provided link to the PMC web page with daily updates.

Community - Woodland Cree First Nation

- Meeting with the band office with Tracy Laboucan (consultation contact) and Wayne Eldridge at the Band office; discussed MP-188, contracting, consultation and protocol
- Numerous calls back and forth with various people to have Woodland Cree environmental monitors around site

Community - Lubicon Lake First Nation – Little Buffalo School

- Air monitoring trailer stationed at Little Buffalo School at approximately 11:00 (within an hour of receiving the complaint)
- Meeting with Councillor Jordie at 17:00 at the air monitoring truck to discuss air monitoring results, no hydro-carbon present

Community - Lubicon Lake First Nation (Ominayak)

- Numerous phone calls back and forth to Tom Day, Bernard Ominayak's assistant.
- Offers for aerial and ground tours were declined.

Community - Lubicon Lake First Nation (Noskey)

- Requested meeting for Tuesday morning via Councillor Jordie.
- Numerous calls back and forth.
- Offers for aerial and ground tours were declined.

**Day 4 (Tuesday, May 3, 2011)**

Media

- Two detailed website updates providing details to the response effort as more information became available. Updates included current status, product recovered to date, clean up efforts, personnel and equipment updates, repair efforts.
- Several quotes provided from company spokesperson on the current status.

- Plains working with ERCB on news release issued from ERCB regarding the ongoing clean up, the updated volumes and the air monitoring status.

#### Community - Lubicon Lake First Nation – Little Buffalo School

- 8:15 Meeting with Brian Alexander, Principle of Little Buffalo School to discuss the school closure
- 9:00 Discussed air monitoring data with Brian Alexander and Councillors Jordie and Larry Ominayak; Steve Noskey not available for meeting; agreed to attend meeting later that evening to be lead by ERCB
- 19:00 Attended community meeting at the Little Buffalo school with 30-40 people in attendance from the community.
- 21:00 Meeting with four community representatives, then drove representative to Peace River allowing for one hour of one-on-one discussion.
- 22:00 Lubicon wanted Plains to hire eight workers as eight Woodland Cree were hired.
- 23:00 Plains offered to hire another eight Lubicon workers. Personnel not available until Thursday, May 5<sup>th</sup>.

#### Community - Lubicon Lake First Nation (Noskey)

- Met with community representatives after community meeting at the Little Buffalo school

#### Community - Lubicon Lake First Nation (Ominayak)

- Telephone communication with Tom Day to arrange a meeting with Chief and Council

#### Community - Woodland Cree First Nation

- Numerous calls back and forth with various people to have Woodland Cree environmental monitors around site

### **Day 5 (Wednesday, May 4, 2011)**

#### Media

- Four website updates provided to address the current status, excavation, preliminary results of the oil release, physical repairs, oil recovery, air quality monitoring.
- On the ground close up pictures provided on the website.
- Response and follow up phone call to all media calls received in Calgary. Estimated number to be approximately 25 phone calls.
- Received television interview request at site. Senior executive went to provide media interview but reporters left quickly before they were reached.
- Provided a regulatory site office to assist inter-government communications, stakeholder communications and Plains communications.
- Helicopter made available to all government officials as needed so they could view the site and provide their stakeholders with a visual overview of the extent of impact and the current operational response.

#### Municipal Government

- Email received from Bob Miles of Northern Sunrise County requesting site tour for the County Council and staff.

#### Community - Woodland Cree First Nation

- Numerous telephone calls to Tracey Laboucan and Environmental Monitors to set up meetings
- 11:30 provided a ground tour of the MP-188 site for Woodland Cree Environmental Monitors (Doug Cardinal and Elder)
- Met at entrance with Councilor Isaac Laboucan-Aviron, invited in but declined
- Plains working with Woodland on placing a satellite air monitor at Woodland Reserve # 288

#### Community – Lubicon Lake First Nation (Ominayak)

- Attended meeting with community representatives, Tom Day and Garret Tomlinson at the band office; discussed odors, clean-up, Emergency Response and follow-up efforts and communications

#### **Day 6 (Thursday, May 5, 2011)**

##### Media

- Media advisory sent out through North American distribution.
- On-camera media statement providing updates by Plains Vice President.
- Updates provided to the website on the media statement.
- Video link created for the media statement established on the website.
- Notified media that called Plains to date of media advisory on the live on-camera media statement to be provided. This included approximately 40 contacts.
- Response and follow up phone call to all media calls received in Calgary. Estimated number to be approximately 20 phone calls.
- Provided a media interview to reporters with provincial print media who arrived on site.

##### Municipal Government

- PMC telephoned Bob Miles of Northern Sunrise County to discuss timing for a site tour. PMC indicated that due to the heavy activity at the site, a site tour would not be possible at this time.

#### Community – Lubicon Lake First Nation (Noskey)

- Noskey called to PMC to discuss contracting and hiring of Lubicon Lake First Nations at MP188
- Offered site tour without media which was refused

#### Community – Lubicon Lake First Nation (Ominayak)

- Offer for meeting with V.P. Operations, Stephen Bart was declined.

#### Community – Alberta Assembly of First Nations

- Provided a tour to Alberta Assembly First Nations / National leaders on site.

#### **Day 7 (Friday, May 6, 2011)**

##### Media

- Media advisory sent out through PAA's North American distribution and PMC's Alberta distribution.
- Notified media live media briefing. This included approximately 40 contacts. Received an additional media contact list with approximately 30 contacts.

- Media briefing set up to outline the current status of the incident and clean up efforts. Open questions and answers from reporters provided.

#### Municipal Government

- Bob Miles, Carolyn Kolebaba, Darlene Cardinal and others of Northern Sunrise County toured the site, met with provincial government agencies and PMC representatives.

#### **Day 8 (Saturday, May 7, 2011)**

##### Media

- One website update providing information on current status and oil recovery.
- Tour with First Nation community members from Lubicon Lake First Nations and Woodland Cree First Nations and elected governments officials from Minister of Environment, Minister of Solicitor General, MLA for Lesser Slave Lake and Reeve for Northern Sunrise County.
- Set of up 1-800 number and email address to provide to community members and media outlets.
- Assignment of additional dedicated staff in Calgary to respond to media calls.

#### **Day 9 (Sunday, May 8, 2011)**

##### Media

- Transitioning the website to be hosted on Plains Midstream Canada's website.
- Following up with media on possible site tours.
- Live radio interview scheduled for Monday morning with CBC.
- Interview scheduled for Monday morning with Radio Canada.
- Follow up email to community and elected government official from tour

#### **Day 10 (Monday, May 9, 2011)**

- Plains Midstream Canada has submitted the first draft of the community consultation plan in response to the Rainbow pipeline release at MP 188
- Plains has been carrying out the communication activities as outlined in the first draft of the community consultation plan

#### **Day 11 (Tuesday, May 10, 2011)**

- ERCB provided back comments, directives and recommendations to Plains Midstream Canada on the first draft of the community consultation plan in response to the Rainbow pipeline release at MP 188

#### **Day 13 (Thursday, May 12, 2011)**

- Plains Midstream Canada has submitted the second draft taking into consideration the recommendations from ERCB of the community consultation plan in response to the Rainbow pipeline release at MP 188

- ERCB provided back comments, directives and recommendations to Plains Midstream Canada on the second draft of the community consultation plan in response to the Rainbow pipeline release at MP 188
- Plains Midstream Canada has submitted the third draft taking into consideration the recommendations from ERCB of the community consultation plan in response to the Rainbow pipeline release at MP 188

**Day 14 (Friday, May 13, 2011)**

- Plains has been carrying out the communication activities as outlined in the third draft of the community consultation plan submitted on Thursday, May 12<sup>th</sup>.