

1 Introduction

This Communications and Engagement Plan (CEP) is an internal strategy document that details the planning and activities needed for an effective Indigenous and public engagement program.

PNG is committed to and recognizes the value of meaningfully engaging customers, Indigenous communities, the public, stakeholders and partners in decision making.

Information contained in this CEP will also be used to draft the relevant engagement sections of the application to the British Columbia Utilities Commission (BCUC) for a Certificate of Public Convenience and Necessity (CPCN) for the RECAP project.

2 Goals

2.1 Business Goal

- Secure sufficient customer, Indigenous, and community support to receive BCUC approval for a Certificate of Public Convenience and Necessity.

2.2 Communications and Engagement Goal

- Ensure an efficient, collaborative engagement process where the focus remains on the PNG system and the economic benefits to PNG’s Northwest customers and doesn’t shift to the industrial customers’ proposed projects or the broader environmental/social issues around natural gas.

3 Objectives and Measurement

Measurement should reflect a variety of outputs (response to tactics) and outcomes (support achieved).

Objectives	Measurement
Activate best practices (IAP2) for communications and engagement to secure customer, Indigenous and community support for the project. <ul style="list-style-type: none"> • Build and maintain positive, mutually beneficial and respectful relationships with Indigenous communities, customers, key stakeholders and the public. 	Outputs <ul style="list-style-type: none"> • Steady traffic (approx. 1,500 visits) to project page and at least 3.5 min average per page • Positive comments, Likes and sharing on PNG’s social media sites • Moderate (approx. 20 per session) attendance at virtual information sessions • Positive stakeholder response to meeting request letters, introducing the project Outcomes <ul style="list-style-type: none"> • Council Support (Prince Rupert, Port Edward, Terrace, Telkwa, Burns Lake, Vanderhoof) • MLA support (<i>contact after election on Oct 24</i>)

Objectives	Measurement
<ul style="list-style-type: none"> Slightly exceed requirements set by regulators 	<ul style="list-style-type: none"> Volume and tone of stakeholder feedback during the engagement (80% neutral to positive; 20% negative) Limited letters to the editor, opposing the project 100% community investment recipients support
<p>Meet customers, Indigenous communities, stakeholder's and the public's need for information and transparency</p> <ul style="list-style-type: none"> Use multiple communication and engagement channels to reach the widest impacted audience possible Provide timely and accurate project information Quickly address and correct misinformation Seek input from Indigenous communities and the public in designing how they participate in the information/consultation process 	<p>Outputs</p> <ul style="list-style-type: none"> Assess feedback/comments in news media, social media and those received through the engagement process and project email Respond to feedback and adjust project plans as appropriate <p>Outcomes</p> <ul style="list-style-type: none"> A healthy level of community consensus is achieved regarding the siting of the new compressor station near the Terrace Airport A healthy level of community consensus is achieved regarding the siting of the new compressor station at Salvus Community consensus is achieved in Summit Lake, Vanderhoof and Burns Lake for the reactivation of compressor stations in the vicinity as well as reactivation pipeline stem sections connecting to loops and in Telkwa for the compressor station reactivation. Community consensus is achieved in Prince Rupert, Port Edward and Terrace for the interconnecting pipelines
<p>Ensure the focus of the engagement remains on PNG's role as a utility and its Capital Plan; environmental management, safety and benefits to customers rather than on the transportation customers projects</p>	<p>Outputs</p> <ul style="list-style-type: none"> Assess volume and feedback/comments in news media, social media and those received through the engagement process and project email <p>Outcomes</p> <ul style="list-style-type: none"> Meaningful participation by a wide-range of community and Indigenous perspectives rather than by out of area activist groups
<p>Differentiate the RECAP and S2G projects to help minimize customer, Indigenous, stakeholder and public and confusion.</p>	<p>Outputs</p> <ul style="list-style-type: none"> Moderate level of media coverage, neutral to positive in tone Moderate level of social media participation, neutral to positive feedback in tone. <p>Outcomes</p>

Objectives	Measurement
	<ul style="list-style-type: none"> Key local opinion leaders speak accurately, positively and publicly about the benefits of both projects - RECAP Project (moderates S2G costs)

4 RECAP Situational Analysis

PNG has designed the RECAP to achieve the following business objectives:

- Optimize the overall use of the PNG transmission system by reactivating decommissioned assets
- Optimize the use of PNG’s existing facilities and consider the addition of new facilities
- Benefit existing Customers through more stable and lower rates
- Provide for more system throughput, resilience, reliability, and operational flexibility
- Allow PNG’s shareholder an opportunity to earn a fair and reasonable return on its investment in new system assets;
- Expand and diversify the system shipper/customer base through the long-term contracting of transmission capacity; and
- Benefit the economy of the Northwest through employment and training opportunities

As a first step, PNG received BCUC approval in February 2020, on a process to allocate unutilized system capacity and establish a large volume transportation rate. In May 2020, PNG conducted an Open Season Natural Gas Transportation Auction for “reactivated” capacity on its 587-kilometre Western Transmission gas line. This 10-inch gas line begins at Summit Lake, where it connects to the B.C. pipeline system operated by Enbridge Inc, and extends west. The line is reduced to eight inches from Terrace to its terminus in Prince Rupert/Port Edward.

As the result of the Open Season, PNG secured contracts with two new industrial customers for transportation service agreements for delivery at three locations. These agreements would see PNG transport large volumes of gas beginning at Summit Lake B.C. to Terrace, Port Edward and Prince Rupert. Currently, the Western Transmission gas line delivers approximately 30 MMCFD. The additional volume to support these new customers is anticipated to be 65 MMCFD which represents an over 200% increase to existing volumes.

This unutilized capacity has been available since the loss of large industrial customers: the Skeena Cellulose Mill in Prince Rupert in 2001; Methanex’s methanol and ammonia facility in 2001 and the closure of West Fraser Pulp & Paper Mill in 2005. However, in advance of returning its transmission system to its full design capacity, PNG needs to develop a detailed project plan and undertake Indigenous and public engagement which together with the project plan will be submitted to the BCUC as part of PNG’s Certificate of Public Convenience and Necessity application for approval.

The project will consist of four primary activities, including:

1. Upgrades and reactivations of four existing compressor stations

2. Upgrades and reactivations of pipeline sections downstream of the existing compressor stations
3. Two new compressor stations—one in Terrace on existing PNG owned land within an industrial site south of the airport, and one in immediate proximity to existing PNG assets near the Salvus highway maintenance yard 75 KM East of Port Edward and adjacent to Highway 16
4. Pipeline expansions / interconnects to new industrial customer locations
 - Terrace Airport Industrial Park: a 4-inch extension measuring less than 0.5 km in length
 - Galloway Station Area (Port Edward): a 6-inch extension measuring less than 0.5 km in length
 - Zanardi Rapids area of Kaien Island (Prince Rupert): a 6-inch extension measuring approximately 4 km in length
 - Terrace: an 8-inch expansion will be 5 km and will route the line to a low-density, remote area within an existing PNG right of way and is a replacement of an existing PNG 6-inch system crossover pipeline.

All work will adhere to all federal and provincial safety, environmental and archaeological guidelines and PNG's project-specific and corporate Environmental Management Plans.

The project is expected to cost approximately \$60 million and PNG anticipates that the CPCN application will be filed by the end of 2020, with a BCUC decision in spring 2021. Following approval, construction would begin in the summer of 2021 and continue in phases with the final phase completed for spring 2024. Engaging with Indigenous communities and the public will continue engagement throughout all project phases.

In addition to the \$ 60-million project cost benefiting the economy of the Northwest, PNG believes the full utilization of its transmission system will help lower rates for its approximate 20,400 customers in the Northwest, who have borne an increased economic burden through their delivery rates to compensate for the loss of the industrial customer contribution to PNG's system costs. Currently, PNG has another CPCN application in the BCUC for an \$84-million project to conduct infrastructure upgrades to repair and replace sections along an 80-kilometre segment of the Western Transmission natural gas line between the Salvus maintenance yard and the Galloway pressure regulating station. If RECAP is approved, it is anticipated that the entire costs related to the Salvus to Galloway project cost can be mitigated, benefiting customer rates.

Project related lands and workspaces will consist of existing PNG ROW and surface leases and new surface leases, rights of way, and temporary workspaces for new asset construction. All work will adhere to all federal and provincial environmental guidelines and PNG's project specific and corporate Environmental Management Plans.

4.1 Project Milestones

- Early engagement – Fall 2020
- File BCUC application – Winter 2020
- Technical permitting and design – Summer 2021
- Anticipated BCUC decision – Summer 2021
- Construction is anticipated to begin – Fall 2021
- Project Completion – Spring 2024
- Environmental mediation *indicated along the bottom from Fall 2021 – Spring 2024*
- Ongoing consultation *indicated along the bottom from Fall 2020 to Spring 2024*

5 SWOT Analysis

The following SWOT analysis will be used to inform project message development to ensure every issue and opportunity are addressed and inform the level of public engagement designed for each stakeholder based on the Public Participation Spectrum established by the International Association of Public Participation.

Strength	Weakness
<ul style="list-style-type: none"> • Rate benefit for customers. • The BCUC is aware of the project and benefits having approved the allocation process and transportation rate in February 2020. • Existing utility pipeline and will primarily use existing right of way with the exception of the new R6 compressor • Small nimble, local team able to respond in a timely manner to stakeholders. • B.C. company, 50+-plus year regional history. • The proposed R5 compressor station near in Terrace could be powered by electricity, consistent with the province’s Clean BC strategy. 	<ul style="list-style-type: none"> • New infrastructure (compressor station) needs to be sited which could result in impacted landowners or unforeseen issues. • The timing of the S2G project could create confusion between the two projects for those parties participating in the engagement process. • COVID-19 pandemic will require digital engagement opportunities • Public may perceive consultation as being rushed. • If the new compressor stations are powered by gas, not consistent with the province’s Clean BC strategy. • The proposed R6 compressor station near in Prince Rupert may need to be powered by gas, which

	is not the preferred approach under the province’s Clean BC strategy
<p>Opportunity</p> <ul style="list-style-type: none"> • Highlights PNG working to provide rate relief for customers. • Local temporary employment during the construction and remediation phases of the project. Local economic spin-off benefits. • Additional permanent employment through new PNG jobs – managing the compressor stations. • PNG’s 2,000+ LinkedIn followers • Community investment associated with project could help address community needs. 	<p>Threat</p> <ul style="list-style-type: none"> • Activists may use PNG’s regulatory process to prevent or delay the projects of PNG’s new industrial transportation load customers. Those projects are small scale and do not meet the threshold for their own regulatory processes under the EAO. • Activists may raise fracking or the use of fossil fuels as an issue to apply public pressure on the regulator. • Public perception that the consultation period is rushed, limiting meaningful participation.

6 Communications

6.1 Communications Overview

Customers and those in the vicinity of the Project need to know about it. This section sets out how we will inform Indigenous communities, PNG customers/stakeholders, and the public to ensure they are aware of the Project.

6.2 Communications Focus

Communications and engagement will focus on the overall project benefit in terms of customer rate relief, investment in the local economy and PNG’s commitment to safety and the environment. Our engagement will leverage Influencers and drive out positive proactive stories about safety, reliability, and community benefit – training, jobs and community investment

Communications will also provide information and invite input and feedback on the RECAP project. We will also address the potential impacts to customers (i.e. environmental, social, and economic impacts) and the steps PNG has taken to address or mitigate these impacts.

The project will provide an opportunity to update on the Salvus to Galloway Gas Line Upgrade project but to ensure the focus remains on RECAP.

6.3 Key Audiences

Our communication strategies have been divided into two main audiences. Indigenous communities and customers and key public stakeholders. Separate communications and engagement strategies will be developed for each audience. See section 8.3.

Key public stakeholders have been further divided into three engagement tiers. See section 8.3.

6.4 Issues

PNG identified a number of key issues and potential project impacts for customers, industry and other stakeholders, as well as the general public. Issue identification and potential impact assessment was used to determine the level of communication and participation required for each stakeholder group. The key issues and project impacts PNG identified were:

- Environmental Impacts (fish habitat, water crossings and proximity to water bodies, site clearing and sensitive habitat);
- Construction Impacts (noise disturbances, traffic/road disruptions);
- Customer Service Impacts (such as disruption of natural gas service);
- Impacts related to ongoing operation of compressors (noise, air quality, GHG emissions, potential landowner concerns); and
- Customer Rate Impacts (degree of rate benefit).

6.5 Key Messages

Key messages will be built out over the scope of the project. Included are messages for the initial key content areas.

Project Need

- For the past decade, PNG's Western Transmission Gas Line has been transporting gas well below its capacity due to large industrial customers closing their operations including the Skeena Cellulose Mill; Methanex's methanol and ammonia facility; and the West Fraser Pulp & Paper Mill.
- Now, with two new industrial customers recently signing service agreements, PNG is proposing to increase the amount of natural gas transported through its system by reactivating portions of the system currently not in use, upgrading others and building new additions including two compressor stations.

- Increased volumes of natural gas will enter the PNG system at Summit Lake and be transported to customer locations in Terrace, Port Edward and Prince Rupert.
- Natural gas volumes transported through the system will increase by 200 per cent.
 - Current peak volume is 30 MMCFD (million standard cubic feet per day) with 65 MMCFD being added.
- These new industrial customers bid on the new capacity through a B.C. Utility Commission approved process and gas transportation rate.
 - Market-based process referred to as an Open Season which took place in May 2020
- As a regulated utility, PNG is required to provide service to a variety of customer types including homes, businesses and industrial customers.

Project Work

- Given the decreased flow and pressure of the gas line for over a decade, detailed engineering assessments and system enhancements are required in advance of PNG being able to safely and reliably increase the amount of gas in its system.
- In order to safely operate the gas line in the way that it was designed, PNG is planning a project to reactivate a number of key system components that have not been in use over the past decade. This includes the reactivation of four compressor stations and sections of pipe serving the stations. PNG also plans to build two new compressor stations at existing industrial sites and install short pipeline extensions from the main line to the customers' locations.
 - All work is expected to take place in existing industrial areas or within PNG's existing pipeline corridor, referred to as a right-of-way, and nearby permitted temporary workspaces.
 - Specific project components include:
 - Compressor station upgrades and reactivations
 - Compressor stations pressurize the gas to help move it through the system.
 - Pipeline upgrades and reactivations
 - Two new compressor stations
 - Pipeline expansions / interconnects at key locations

Early Planning Stage

- The project is in the early planning stages, as PNG prepares to submit a Certificate of Public Convenience and Necessity application for approval by its regulator, the B.C. Utilities Commission (BCUC).

- The project is expected to cost approximately \$60 million.
- PNG anticipates that the application will be filed by the end of the year, with a BCUC decision in summer 2021. Following approval, construction would begin in the summer of 2021 and continue in phases, with completion slated for late 2023.

Customer Benefit

- PNG cares about value for customers and keeping rates affordable. All of PNG's 20,000 customers in the Northwest will benefit from the increased system use which will work to stabilize delivery rates.
 - Rates can be positively impacted by increasing the amount of gas flowing through the system such as new industrial loads.
 - These new loads would help offset the costs associated with this project as well as the cost of the \$84-million Salvus to Galloway Gas Line upgrade project
 - The project is expected to cost approximately \$60 million and will be paid for by the new industrial customers

Safety and Reliability

- For more than 50 years, the Western Transmission Gas Line has safely and reliably supplied natural gas to thousands of Pacific Northern Gas's (PNG's) residential, commercial and industrial customers throughout its service area.
 - PNG's top priority for projects and day-to-day operations is the safety of employees, contractors and the public.
- All work on the project will be subject to comprehensive management and response plans to protect the health and safety of its workers, Indigenous communities, the public and the environment, and to respond to any project specific emergencies.
 - Specific safety plans, following all codes and regulations, will be developed during the project design phase.

Environmental

- PNG's respect for the environment guides our decisions and is why careful consideration is taken when planning our projects.
- Work will adhere to all federal and provincial environmental guidelines as well as PNG's project specific and corporate Environmental Management Plans, as well as archaeological mitigation plans.

Indigenous and Public Engagement

- PNG values community input, and where feasible will incorporate feedback received into project plans. This is why PNG is engaging with Indigenous communities and community leaders and the public in advance of the BCUC application submission. PNG will continue engagement throughout all project phases.

6.6 Communication and Engagement Tools

The following communication and engagement tools will be used to inform the public and Indigenous communities of the Project. Provided below is a definition of each of the proposed engagement tools.

Tool	Description
Communications and Engagement Plan	Internal strategic plan for communications and engagement
Phone calls/emails	Direct contact with Indigenous communities and key public stakeholders
Virtual Meetings / Video Conferencing	Meeting to take place via video conferencing software
Social Media (Facebook, Twitter, LinkedIn)	Project information, website, and survey notification.
Fact Sheet	Project information fact sheet to be shared with Indigenous communities and stakeholders
PNG Website	To support the communication and awareness of the Project, a project webpage will be developed for PNG’s website. The webpage will provide project information and project maps. Information will be updated as the project processes. The toll-free line and email address will also be posted. Project information will use clear and accessible language.
Virtual Information Sessions	Two live webinars will be hosted to provide the public with an opportunity to learn more about the project and ask questions to the expert panel members. We will do a dry run/media prep prior to the webinar of key messages and Q&A’s.
Toll-free line and email	A dedicated email address and toll-free number will be created for this project to keep track of comments received and PNG’s responses.
Key Messages	Key Project information in a short easy to understand format. To be used internally to help guide conversations.
FAQ	Questions and answers to questions we anticipate hearing from Indigenous communities and the public. To be used internally to help guide conversations.
Bill Insert	A bill message may will be used to communicate the project and direct customers to the webpage for more information.
Newsletter	Ongoing information throughout the life of the project to share project updates with Indigenous communities and key stakeholders.
Print and electronic ads	PNG will place newspaper ads in local and regional newspapers in accordance with BCUC guidelines to inform the public of the

Tool	Description
	Project and CPCN application. Interview with the local paper to leverage paid placement. Ads will also be placed on PNG’s social media feeds (i.e., Facebook, LinkedIn and Twitter) and on the website to provide information to the public.
Press/Media Release	Announcement of Project and CPCN application will be developed and sent to local media outlets.
Project Information “Deck”	A PowerPoint presentation “deck” will be created to provide an overview of the project, timing, impacts, budget, etc. This will be used in in-person and virtual presentations and will be a component of on-line engagement platform information.

7 Indigenous Engagement

7.1 Indigenous Engagement Overview

The field of Indigenous engagement is constantly evolving, and our engagement specialists have developed a strong understanding that expectations for early, meaningful, and collaborative engagement is both expected by First Nations and beneficial to the success of the Project. PNG’s engagement approaches reflect our understanding of this paradigm, and we will recommend steps and activities that ensure that PNG is demonstrating a proactive, collaborative and respectful approach, designed to develop meaningful and lasting relationships with the people whose traditional territory is home to PNG’s operations. This will help to reduce conflict, encourage mutual understanding, and avoid unnecessary and costly delays.

7.2 Indigenous Communities

Based on the information provided, we anticipate that the project will require consultation and engagement with up to 18 Indigenous communities:

- Gitga’at First Nation
- Gitxaala Nation
- Kitselas First Nation
- Kitsumkalum First Nation
- Lax Kw’alaams Band
- Metlakatla First Nation
- Lheidli T’enneh First Nation
- McLeod Lake Indian Band
- Nak’azdli Whut’en First Nation
- Nee-Tahi-Buhn First Nation

- Office of the Wet'suwet'en Hereditary Chiefs
- Wet'suwet'en First Nation
- Saik-uz First Nation
- Stelat'en First Nation
- Ts'il Kaz Koh First Nation (Burns Lake Indian Band)
- West Moberly First Nations
- Yekooche First Nation
- Nadleh Whu'ten

In addition to the BCUC, we will work with the BC OGC to confirm the depth of consultation required for each First Nation (i.e., Notification or Consultation). We anticipate that consultation will be deepest with Kitselas, Kitsumkalum, Lax Kw'alaams and Metlakatla, and that Gitxaala and Gitga'at likely will require only notification of project activities. The level of consultation will also be guided by the level of interest or concerns expressed by each First Nation.

7.3 Key Engagement Activities

Proposed Consultation Steps will be:

- 1) Introductory letters sent to each First Nation, providing a detailed description of the proposed works, time frames, regulatory requirements, and invitation to engage with PNG regarding any concerns or issues.
- 2) Follow up phone calls to those First Nations most directly impacted by the works (Kitselas, Kitsumkalum, Lax Kw'alaams and Metlakatla, to be confirmed), or based on expressed concern in response to introductory letters.
- 3) Arrange an introductory *virtual* meeting between representatives of PNG and the impacted First Nations, to discuss the project work and explore concerns and issues. We expect meetings will be conducted through on-line video-conferences through our MS Teams or other appropriate platform. If a First Nation specifically requests an in-person meeting, we will arrange to meet within the community with appropriate physical distancing provided through larger space, hygiene, masks, or other precautions. Establish a communications and consultation protocol with each First Nation to ensure that expectations are clarified and confirmed between all parties.
- 4) Ensure that First Nations receive and understand the contents of the application materials.
- 5) Meet with the First Nations (virtually or by phone) as needed to discuss any concerns or issues related to the application and/or planned work. Provide documentation where appropriate to support the mitigation efforts related to First Nations concerns.
- 6) Prepare a Record of Engagement with each First Nation, to ensure it is comprehensive and accurate, and discuss any discrepancies, issue resolution concerns, etc.

8 Public Engagement

8.1 Public Engagement Overview

PNG anticipates reaching out to known stakeholders, as well as members of the affected non-Indigenous communities of Summit Lake, Vanderhoof, Fort St James, Burns Lake, Telkwa, Smithers, Prince Rupert, Port Edward and Terrace

Summary overviews of each community, identifying location, population information, known concerns or interests, key contacts, and other relevant information will be prepared in advance of outreach with key community contacts as well as people and groups identified on the Stakeholder list to be provided by PNG.

8.2 Stakeholder Tiers

Public participation (P2) ranges from information sharing to delegating decision making directly to the community. Within the community context, different initiatives will require different levels of engagement.

The strategy for structuring and implementing engagement around the Public Awareness Campaign would uphold the principles of the IAP2 spectrum

IAP2 Public Participation Spectrum of Engagement

Inform	Consult	Involve	Collaborate	Empower
				
Information Sharing	Consultation		Active Participation	
Sharing information to build awareness	Testing ideas or concepts to build knowledge	Collaborating to develop solutions	Sharing decision making	Delegating decision making

The level of community impact is the effect that a specific action, decision or project will have on the community or stakeholder. PNG will proactively engage those most impacted by the project and will notify/inform those who may have an interest in the project. In addition, PNG will engage any interested party that requests further information.

Public consultation will be limited to the IAP2 levels of Inform, Consult and Involve. The following table illustrates the anticipated Level of consultation of anticipated stakeholders. Actual levels may be modified based on the level of interest or concern expressed by the stakeholders during the consultation process.

Initial stakeholders, organized by Tier are mapped below. The list may evolve as the project progresses based on the engagement expressed by parties during the engagement process.

Inform Tier 1 Stakeholders High interest potential	Consult Tier 2 Stakeholders Moderate interest potential	Involve Tier 3 Stakeholders Low interest potential
RECAP Shippers	PNG Gas/ Sales customers	Interfor
City of Prince Rupert	BC Ministry of Environment	CN Rail
City of Terrace	BC Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNRD)	Enbridge
BC Oil and Gas Commission	Ministry of Energy and Mines and Petroleum Resources	
BC Utilities Commission	Transport Canada	
BC Archaeology Branch	BC Ministry of Transportation and Infrastructure	
BC Parks	Prince Rupert Industrial Park	
Private Landowners	RIPET (Ridley Island Propane Export Terminals)	
Department of Fisheries and Oceans	Prince Rupert Port Authority	
Mineral tenures	Ridley Terminals	
Guides/Trappers	Pembina	
Water Licences/Watershed	North Coast Regional District	
Local Member(s) of BC Legislature and Member of Parliament	Prince Rupert Port Authority	
Regional Chambers of Commerce	Ridley Terminals	
District of Port Edward	Pembina	
	North Coast Regional District	
	Kitimat-Stikine Regional District	
	BC Hydro	

9 Communications and Engagement Strategy

9.1 Rollout of key activities

Activity	Approach	Timing
Project Team Meeting	Kick off to bring everyone on the same page re: the project and document high-level deliverables	Oct 14
Review potential project names	Shortlist to be discussed at Oct 19 meeting	Oct 23
Draft Project Fact sheet	CPG to draft project fact sheet for PNG to review	Oct 23
Develop key messages	Key messages for the project and updates on S2G and RECAP	Oct 23

Activity	Approach	Timing
Confirm stakeholders	Review stakeholder register list and develop consultation approach for each category/tier. PNG to forward list and CPG to map out approach	Oct 26
Review and organize consultation record	CPG to review PNG records to date	Oct 26
Draft FAQs	Draft questions, PNG to review and provide key messaging responses	Oct 27
Draft Project web copy and develop supplier form	Content to be high level containing key messages, map, timeline, virtual information session info, registration and supplier registration. Project email and phone number added.	Oct 27
Set up project email and phonenumber	Set up details and activate. Natasha to record message	Oct 27
Draft stakeholder letter		Oct 29
Draft news release (local Northwest media only. Joyce to email directly)	Draft ready for PNG review. Key message will be benefit to customers, helping gain supporters and protect against those who may protest against the project	Oct 29
Book information sessions	Book Webex Sessions. (Wed, Nov 25 and Mon, Nov. 30)	Oct 29
Initial contact with Indigenous communities	CPG to initiate contact with Indigenous communities through email. Project Fact sheet to be included.	Nov 2
Initial contact with stakeholders	CPG to initiate contact with stakeholders via email. Project fact sheet to be included.	Nov 2
Issues Log	Ongoing issues management list, including mitigation efforts	Nov 2
Identify potential work opportunities	PNG to provide list of potential contract opportunities for Indigenous communities on pre-construction environmental studies as well as construction opportunities	Nov 2
Print ads to run in the Black papers	Call to action is to drive to project site for more info and information session detail. Also a call out to local suppliers	Nov 12, 19 & 26
Project Page go live		Nov 9
Issues News Release	News release given to KJ Millar at the Prince Rupert Northern View	Nov 9
Upload content onto Facebook, Twitter & LinkedIn	PNG to upload content to relevant platforms	Nov 9
Digital ads run Nov 12 - 30	Call to action is to drive to project site for more info and information session detail. Also a call out to local suppliers	Nov 10
Develop presentation for public information sessions	Project overview to be delivered by Project sponsor and Project director	Nov 10

Activity	Approach	Timing
Dry Run of Presentation for Webinar	Test presentation. Further strengthen key messages and information shared	Nov 18
Arrange virtual meetings with Indigenous communities	Connect with Indigenous communities and set up virtual meetings (and possibly in-person). PNG to identify their participants and confirm video platform	Nov 20
Communications and engagement protocol	Establish protocols with each First Nation to ensure expectations are clarified and confirmed between all parties	Nov 20
Arrange virtual meetings with key stakeholders	CPG to connect with key stakeholders and set up virtual meetings. PNG to identify their participants and confirm video platform	Nov 20
Virtual Information Sessions	Host two live webinars with subject matter experts with PowerPoint presentation followed by Q&A	Nov 25 & 30
Ongoing engagement follow-up	As needed follow-up with Indigenous communities and stakeholders, as needed	Ongoing
Updates to online content as needed	Updates to website, Facebook, Twitter as needed. CPG to draft content and PNG to upload	Ongoing
Meeting and engagement summaries	Summaries of all meetings, including action items and next steps to ensure ongoing collaboration, openness and transparency, and to ensure that all parties meet expected activities and outcomes	Ongoing

10 Consultation and Engagement Tracking

10.1 Record of Engagement

All engagement and consultation activities with the public and Indigenous communities will be tracked using our Record of Engagement template. The ROE will track:

- Names of persons involved in each engagement, including roles and positions
- Date and time of engagement activities
- Nature of the engagement, including phone call, meeting, email, mail or other form
- Summary of key issues and discussion points, scope of engagement
- Action items and next steps arising from the engagement
- Issues and/or concerns identified
- Mechanisms for resolution avoidance, mitigation or follow-up required
- Attachments, meeting notes or relevant documentation
- Other information, as relevant

10.2 Issues and Concerns Raised

An Issues Log will also be developed to capture issues raised, mechanisms for avoidance, mitigation, restoration and accommodation, next steps, and outstanding issues throughout the consultation process, through to submission of the BCUC Application.

10.3 Evaluation/Outcomes

Our success will ultimately be measured by community support for the project. Community support will be measured by community interest in the webinar, media coverage and stakeholder interest in connecting with PNG on the project.