

# **CITY OF BURNABY KINDER MORGAN OIL PIPELINE SPILL**

## **Frequently Asked Questions**

**2007 August 14**

The City of Burnaby has prepared this document containing '*frequently asked questions*' together with responses as part of its ongoing effort to communicate with and inform residents of the immediately impacted community, as well as other Burnaby citizens, and interested parties. A companion document (Fact Sheet) provides background and a status report of the recovery situation to date. We sincerely hope that this information is useful to your better understanding of the current situation. In some areas, the information is not yet as complete as it will eventually be so we do plan to provide area residents with further status reports – the first of which will be issued within the next two weeks. For more frequent updates and important links please visit the City website at [www.burnaby.ca](http://www.burnaby.ca) (click on "What's New). If you have a matter that needs attention, please call us at 604-570-3772 and leave a message for City staff.

### **What are the long term health concerns that we should be aware of?**

*According to the Fraser Health Authority, long term health concerns are not expected. If there are any specific long term health related questions please contact Fraser Health Authority, Burnaby Health Protection Office at 604-918-7683.*

### **What air testing has taken place?**

*Outdoor air testing was undertaken by Fraser Health Authority on the day of the incident. Additional air testing was also done by Kinder Morgan Canada as well as the Greater Vancouver Regional District on days following the incident. The City, Fraser Health Authority, BC Centre for Disease Control, Kinder Morgan Canada, and the Greater Vancouver Regional District are continuing their evaluation of the air quality data to ensure that outdoor air quality does not pose any health concerns. For concerns regarding indoor air quality, please contact Fraser Health Authority, Burnaby Health Protection Office at 604-918-7683.*

### **What is the allowable level of oil in the soil and what is the level in our soil?**

*The B.C. Ministry of Environment has set acceptable levels for oil in soil and groundwater within residential properties. Kinder Morgan has engaged an environmental consultant to test the soil throughout the neighbourhood to ensure that it meets the B.C Ministry of Environment levels.*

### **What are the expected long term environmental effects?**

*The City is working toward restoring the affected community and minimizing the long term environmental effects resulting from the release of this oil.*

**What is the process and a realistic schedule to complete the house, yard, and vehicle cleanup?**

*Kinder Morgan Canada and their consultants/contractors are undertaking the actual clean up of private properties. For clean up time-line information for your own property, please call the Kinder Morgan Canada Message Centre at 1-800-965-8675 (toll free) or Doug Barsaloux at 604-268-3062 (Office) or 604-861-1968 (Cellular).*

**When will crude oil in our storm catch basin be cleaned out?**

*The City and Kinder Morgan Canada are working together to clean all of the sewers (including storm sewer catch basins) within impacted areas of the neighbourhood. For clean-up timelines for specific streets, please contact the City's Engineering Department at 604-294-7460.*

**Who can I talk to about concerns I have with impacts to my home including compensation claim processing or other costs that may not be so obvious (e.g. potential home insurance premium increases beyond that of other neighbourhoods, tree replacement, etc.)?**

*For any property related questions please contact Kinder Morgan Canada:*

*Claims mailbox (toll-free) - 1 (800) 965-8675  
Bob Love, Manager, Lands and Rights-of-Way  
Office: (604) 268-3097  
Cellular: (604) 992-1955  
Email: bob love@kindermorgan.com*

**Will home values drop and what is the expected impact on home sales in this area because of this oil spill?**

*Every reasonable effort has been made to clean up all affected properties to acceptable levels and once a thorough clean up has been done homes in this area will have the same qualities that were present prior to the incident.*

**Will I be compensated for costs in getting independent experts to assess impacts from this incident?**

*Kinder Morgan has engaged independent experts to assist with environmental assessments. In addition, Fraser Health Authority and the BC Centre for Disease Control have been involved in responding to public health related issues. Any decision made by individuals to retain their own advisors in addition to those already working on this situation would be their own decision.*

**Will home insurance increase due to impact from this incident?**

*Insurance rates are established by the marketplace and fluctuate for a variety of reasons. Concerned homeowners should review this with their own insurance agents. Kinder Morgan Canada has been responding to most of the physical damage and extra expense losses incurred by the affected homeowners.*

**Does the City have insurance to cover any liability that it might have for this incident?**

*The City of Burnaby is not unlike most other public or private corporations in that it has a properly considered financial response to catastrophic natural events or accidents that might occur. As part of that strategy the City maintains a suitable balance of self insurance and conventional insurance programs that are properly considered in light of such factors as the cost to buy insurance, historic loss information and current trends, cash flow, and financial reserves.*

*Whenever the City contracts for work to be performed, whether design or construction work, the contractor must provide evidence that it is insured in a manner and to the limits required by the contract and with the City named as additional insured where appropriate. Certainly this was a requirement of the contracts between the Design Consultant and the General Contractor for the Sewer upgrade work in progress on Inlet Drive on July 24, 2007.*

**Will we be provided with a report when all the work is done indicating that everything is okay?**

*Kinder Morgan Canada is expected to comply with applicable environmental regulatory requirements for the area impacted by the incident. Results of the assessment, remediation and monitoring work will be made available to the affected property owners. Additionally, there will also be reports from the City and various agencies supporting completion of site restoration.*

**What action will be taken to learn from this event?**

*This incident is still under investigation by various agencies and will be for some time; however, the City will conduct an in-depth post incident review and use all of the lessons learned and experience gained to build appropriately upon its current procedures and emergency response protocols.*

**Will we be told whose fault this was?**

*The Transportation Safety Board has said it will issue a report when their investigation is complete and that it will be a public document that addresses the circumstances surrounding the incident and that makes recommendations regarding safety measures that need to be implemented.*

**How do we get rid of the noise from the helicopters flying over residential areas?**

*Transport Canada has been contacted and has issued a notice to temporarily restrict air traffic within the neighbourhood.*