f: 614-222-1337



October 29, 2020

Ms. Tanowa M. Troupe Ohio Power Siting Board PUCO Docketing Division 180 East Broad Street, 11<sup>th</sup> Floor Columbus, OH 43215-3716

Re: Case No. 16-253-GA-BTX Staff Report Condition No. 4

Dear Ms. Troupe:

Please find the attached the Public Information Program for the Central Corridor Pipeline project.

Duke Energy Ohio sets forth this communication to certify our adherence with Condition No. 4 of the OPSB's Opinion, Order and Certificate pertaining to Case No. 16-253-GA-BTX.

Please contact me if you have any questions.

Sincerely,

Emily A. Olive, CP Paralegal



# Central Corridor Pipeline Public Information Program



### **PREPARED BY:**

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Corporate Communications
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October 2020

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#### 1.0 Background

The Central Corridor Pipeline (CCP) is part of Duke Energy Ohio's long-term plan to improve reliability of its natural gas delivery system in Southwest Ohio and Northern Kentucky. Primary objectives of that plan include:

- Retiring propane air peaking plants
- Increasing supply from the north and decreasing reliance of gas supply from the south which has reached its maximum capacity
- Replacing and modernizing aging infrastructure

The Central Corridor Pipeline will be 20 inches in diameter with a typical operating pressure of approximate of 400 psi.

In November 2019, the Ohio Power Siting Board issued an approval of Duke Energy's Central Corridor Pipeline, indicating the project could proceed using the alternate route otherwise known as the western route.

#### 2.0 Purpose

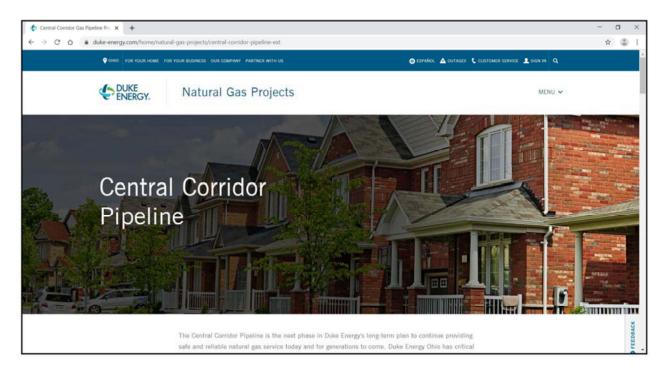
The purpose of this public information program is to be a guidance document, from the start of construction through restoration, on the steps necessary to produce a successful project that is transparent and provides the high level of engagement our customers warrant. This plan serves as the public information playbook that will be followed for communication with impacted stakeholders during the project.

#### 3.0 Outreach Tactics

Duke Energy has prepared this robust public information program to allow updated project information to be available at anytime throughout construction and restoration. This includes everything from the project website and direct mail to ongoing meetings with local community leaders and engagement. Every public information tactic that goes out will include project contact information for the public to use to ask a question or provide a comment, including a designated hotline number, email address and website.

#### Webpage

In 2016, Duke Energy created a designated project website to inform the public about the CCP. The website includes pipeline specifics, construction schedule, detailed route maps by community, safety features, construction process, restoration, easements, announcements, FAQs, news releases, complaint resolution process and more. The webpage address is: <a href="www.duke-energy.com/centralcorridor">www.duke-energy.com/centralcorridor</a>. As construction on the CCP begins, several sections of the webpage will be updated weekly so the public can stay up to date on the construction schedule and progress and road and/or lane closures that could impact traffic. The webpage will stay live through the end of the project. A screen shot of the webpage is provided below.



#### Hotline

In 2016, a designated project hotline was established to efficiently answer customer questions without the customer having to navigate a general 1-800 customer service number. The project hotline, **513-287-2130**, is answered Monday through Friday from 8:30-4:30. A voice mail box is available for after hour calls. All calls are logged into a database. After hours calls are returned on the next business day. The hotline will stay live through the end of the project.

#### **Email Address**

In 2016, a unique project email address was established to route all customer inquiries directly to the project team for response. These emails are answered same day if possible and logged into a database. The project email address is <a href="mailto:CentCorridorPipeline@duke-energy.com">CentCorridorPipeline@duke-energy.com</a>.

#### **Field Office**

A CCP project field office will be opening in early 2021. It will be located at **4762 Cornell Place in Blue Ash, Ohio**. Staffed from 9:00 a.m.-5:00 p.m., it will be open to the public to help customers file complaints about project construction or restoration on their property or meet with members of the project team as needed.

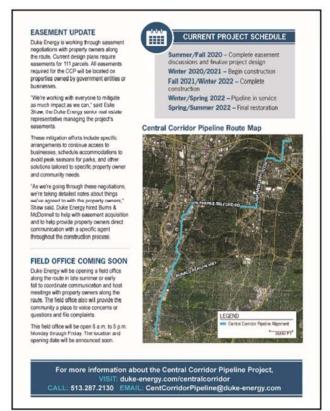
#### **Ongoing Meetings with Local Officials**

Members of the CCP project management and government affairs have been holding regular update meetings with local officials and city governments to keep them informed about the project route, construction schedule, easement acquisition progress and traffic impacts. These meetings, which will continue through restoration, have been invaluable in maintaining an open dialogue with the communities where construction will occur.

#### **Newsletter - Pipeline Progress**

In early 2021, the first issue of the **Pipeline Progress** newsletter will be mailed to customers and property owners along the project route to keep them informed about the construction progress, schedule, milestones, safety reminders and contact information if they have concerns or questions. A sample is shown below.





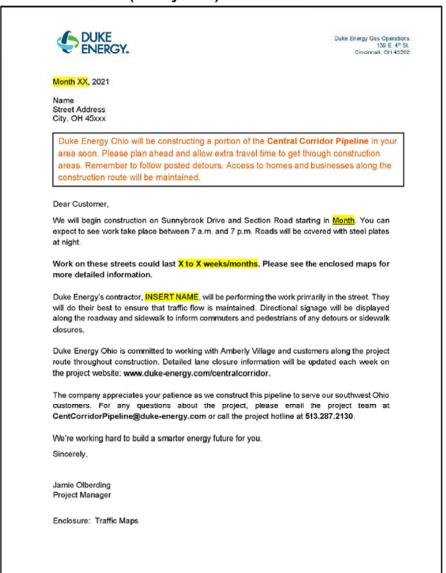
#### **Construction Notices/Door Hangers**

Prior to the start of construction, a notification letter will be sent to all impacted properties (property owners and renters). This should be done 30 days ahead of construction work on their property to allow for any plans or coordination efforts that need to happen to accommodate property owners/renters.

Post cards will be mailed 1-2 weeks before, as a second level of notification about upcoming work on impacted properties.

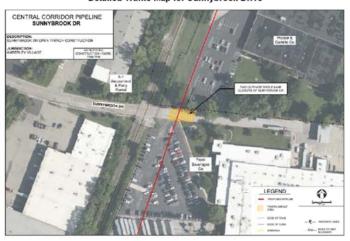
Door hangers will also be used, as needed, as an additional tool to quickly disseminate construction or traffic-related information to a small neighborhood or group of impacted customers. Samples are shown below.

#### Notification Letter (30 days out)





#### **Detailed Traffic Map for Sunnybrook Drive**





# HEAVY TRAFFIC EXPECTED IN SYCAMORE TOWNSHIP

Duke Energy will be constructing a portion of the Central Corridor Pipeline in your area soon. Please plan ahead and allow extra travel time to get through construction areas. Remember to follow posted detours. Access to homes and businesses along the construction route will be maintained.



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Duke Energy 139 E. Fourth Street Oncornati OH 45202







We realize that construction of the Central Corridor Pipeline will be disruptive and challenging for many customers.

Construction will begin on Kemper Road and Conrey Road starting in MONTH. You can expect to see work take place between 7 a.m. and 7 p.m. Roads will be plated at night.

#### Work on these streets could last X to X weeks/months.

Our contractor INSERT NAME will be performing the work primarily in the street. They will do their best to ensure that traffic flow is maintained. Directional signage will be displayed along the roadway and sidewalk to inform commuters and pedestrians of any detours or sidewalk closures.

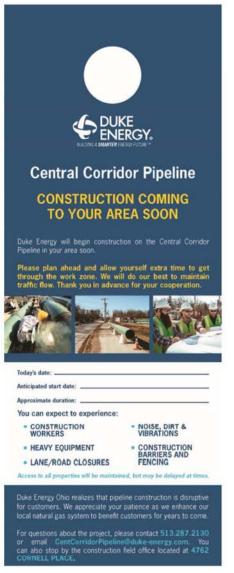
We are committed to working with Sycamore Township and customers along the project route throughout construction. Detailed lane closure information will be updated each week on the project website duke-energy.com/centralcorridor.

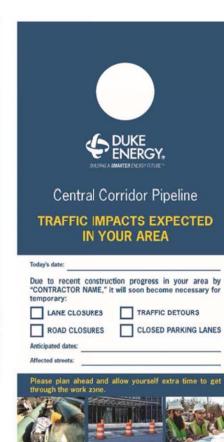
We appreciate your patience as we construct this pipeline to serve our southwest Ohio customers. For any questions about the project, please email the project team at CentCorridorPipeline@duke-energy.com or call the project hotline at 513.287.2130.

We're working hard to build a smarter energy grid for you.

©2020 Duke Energy Corporation 200853 3/20

#### Door Hangers (as needed)







Duke Energy Ohio realizes that pipeline construction is disruptive for customers, but we are working closely with local communities to ensure pedestrian and traffic safety.

We appreciate your patience as we continue to construct the Central Corridor Pipeine, which will provide benefits for our local natural gas customers for years to come.

For more information, please contact construction customer service at 513.287.2130, visit the website at WWW.Duke-Energy.com/CentralCorridor or stop by the WWW.Duke-Energy.com/CentralCorridor or stop by the construction field office located at 4762 Cornell Place.



Today's date: \_ Approximate duration: \_

Over the next 24-48 hours, construction activites will take place near your driveway as we install a new natural gas distribution pipeline to serve our southwest Ohio customers. Please consider on-street parking out of the construction zone, when possible, to allow for timely construction activities.



Duke Energy Ohio realizes that pipeline construction can be disruptive and challenging for customers, but we are committed to working with each and every neighborhood along the pipeline route to make the process as smooth as possible. We will work

We appreciate your patience and cooperation as we continue work on this important project, which will provide benefits for our local natural gas customers now and for years to come.

For more information, please contact construction customer service at 513.287.2130, visit the website at WWW.Duke-Energy.com/CentralCorridor or stop by the construction field office located at 4752 Cornell Place.

#### Public Information & Outreach Regarding Traffic Impacts

The company has developed a multi-faceted outreach program to keep the public informed about traffic impacts as construction progresses. This includes notifying local officials of the traffic plan for their respective community, digital street signage for major lane/road closures, mailed letters with traffic maps to impacted customers along the route, media advisories to local traffic reporters, postcard mailings and information for communities to share on their social media pages and/or community newsletters and webpages. A draft outreach plan is provided in the table below, as well as examples of other direct mail and signage that could be used to inform the public about construction-related traffic impacts.

#### **Traffic Impact Notification Plan**

		Local Official	Digital Street	Mailed Letter with Traffic Map to	Media Advisory	Postcard Mailing with Traffic Map to	Community Newsletter, website,
		Notified of Traffic					
Road Name	Jurisdiction	Plan	Signage	<b>Impacted Properties</b>	(traffic reporters)	Impacted Properties	social post
Kemper Rd.	Sycamore Township	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Conrey Rd.	Sycamore Township	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Grooms Rd.	Blue Ash	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Reed-Hartman Rd.	Blue Ash	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
Cornell Rd.	Blue Ash	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Osborne Blvd.	Blue Ash	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Creek Rd.	Blue Ash	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
ake Forest Dr.	Blue Ash	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Glendale-Milford Rd.	Blue Ash	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Plainfield Rd.	Blue Ash	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Conrey Rd.	Sharonville	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
		1 2222000000000000000000000000000000000					
Glendale-Milford Rd.	Evendale	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
Plainfield Rd.	Evendale	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
Woodliegh Ln.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Sharondale Rd.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Giverny Blvd.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Vyscarver Rd.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Arborhill Ln.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
(ingsport Dr.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Reading Rd.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Evendale Commons Dr.	Evendale	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
West St.	Reading	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
Pleasant St.	Reading	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
Market St.	Reading	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
Mechanic St.	Reading	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
Brd St.	Reading	30 DAYS OUT	2 WEEKS	30 DAYS OUT	DAY BEFORE	1-2 WEEKS OUT	1 MONTH-ONGOING
. Galbraith Ave.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Columbia Ave.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Reading Rd.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
2nd St.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
/ine St.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Benson St.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
/orhees St.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Sunnybrook Dr.	Reading	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Section Rd.	Amberley Village	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
osantiville Rd.	Golf Manor	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
angdon Farm Rd.	Cincinnati	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Carthage Ct.	Cincinnati	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
Seymour Ave.	Cincinnati	30 DAYS OUT	N/A	30 DAYS OUT	N/A	1-2 WEEKS OUT	1 MONTH-ONGOING
	Tier 1 = major road clo	sure, digital signage re	quired				
	Tier 2 – lane closure a		in terminal property and the second	L 4 ttdt			and as all stores

#### **Road Construction Signage**

Project signage along the pipeline construction route will include the following.

**LED Message Boards** – The message board is equipped with a touch screen controller to add/change messages. Each sign can have 3 lines of text on a screen and each line can have 8 characters.



**Vinyl Project Signs** – This example is from an electric project, but similar signs will be made to notify commuters and others in the project area that construction is related to the CCP project.



#### Media Inquiries and News Releases

Duke Energy will issue news releases for important project milestones or other announcements that should be shared with a wide audience. Media advisories will be provided to local traffic reporters, as mentioned above, to share information about major lane and/or road closures such as segments of Glendale-Milford Road, Reed Hartman Highway and Reading Road. The company will also continue to respond to media inquiries (TV, print, and radio) as it has since the project was initially proposed in 2016. A sample news release is shown below.



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#### **News Release**

Media Contact: Sally Thelen Office: 513.287.2432 24-Hour: 800.559.3853 Nov. 21, 2019

#### Ohio Power Siting Board gives Duke Energy Ohio's Central Corridor natural gas pipeline a green light

CINCINNATI – The Ohio Power Siting Board (OPSB) today secured a better energy future for residents and businesses in southwest Ohio by approving a route for a new natural gas pipeline that will deliver clean natural gas to the area.

The decision comes after a thorough review of the company's application, and evidentiary and public hearings about the approximately 14-mile natural gas pipeline.

In its ruling, the OPSB concluded the best route for the Central Corridor distribution pipeline is the proposed western or alternate route that runs through Sharonville, Sycamore Township, Blue Ash, Evendale, Reading, Amberley Village and Golf Manor.

"The board... finds that the need for the project has been demonstrated based on the need to retire the aged and outdated propane-air facilities. The record, however, also reflects that the [pipeline] will improve the north/south system supply balance, which we find is further evidence of need," the board said in its <u>order</u>.

The pipeline will serve customers in southwest Ohio and connect an existing Duke Energy Ohio pipeline near the intersection of Butler, Warren and Hamilton counties with an existing company pipeline in the Norwood area.

"The OPSB's certificate to construct this critical infrastructure is an important milestone for the Central Corridor Pipeline, and we thank the board for its thorough review of this project," said Amy Spiller, president, Duke Energy Ohio and Kentucky. "We look forward to working closely with the communities and neighbors along the pipeline route throughout the construction process to keep them informed while advancing public safety," Spiller added.

The Central Corridor Pipeline project will help strengthen the natural gas system and position Duke Energy Ohio to continue its long history of providing safe and reliable natural gas service to Ohio communities for decades to come.

-more-

Duke Energy Corporation | P.O. Box 1009 | Charlotte, NC 28201-1009 | www.duke-energy.com

Duke Energy News Release

The new 20-inch distribution pipeline will help the company balance the natural gas supply, improve the company's natural gas infrastructure and enable retirement of propane peaking facilities that are used to supplement the local natural gas supply on the coldest days of the year.

Pipeline construction is expected to begin at the northern end of the route in late fall of 2020 and be complete by the end of 2021. Construction will likely take three to six weeks on each parcel the pipeline crosses.

For more information on the project, visit: duke-energy.com/CentralCorridor.

#### **About Duke Energy Ohio/Kentucky**

Duke Energy Ohio/Kentucky's operations provide electric service to about 850,000 residential, commercial and industrial customers in a 3,000-square-mile service area and natural gas service to approximately 529,000 customers.

The <u>Duke Energy News Center</u> serves as a multimedia resource for journalists and features news releases, helpful links, photos and videos. Hosted by Duke Energy, <u>illumination</u> is an online destination for stories about people, innovations, and community and environmental topics. It also offers glimpses into the past and insights into the future of energy.

Follow Duke Energy on <u>Twitter</u>, <u>LinkedIn</u>, <u>Instagram</u> and <u>Facebook</u>.

###

This foregoing document was electronically filed with the Public Utilities

**Commission of Ohio Docketing Information System on** 

10/29/2020 10:24:53 AM

in

Case No(s). 16-0253-GA-BTX

Summary: Correspondence Duke Energy Ohio, Inc.'s adherence with Condition No. 4 electronically filed by Carys Cochern on behalf of Duke Energy Ohio, Inc.