

July 21, 2017

[Redacted]

s.40(1)

Dear [Redacted] s.40(1)

Re: Your request for access to information under Part II of the *Access to Information and Protection of Privacy Act* [Our File #: SNL-054-2017]

On June 23, 2017, Service NL received your request for access to the following records/information:

"Seeking any directives issues to North Atlantic LP concerning heater 1401 and 1402. Also any communication between the company and service NL regarding the directives and/ or conditions of the heater."

I am pleased to inform you that a decision has been made by Service NL to provide access to the information you requested concerning heater 1401 and 1402 at North Atlantic LP. However, access to information contained within the records that would reveal personal information, has been refused in accordance with the following exceptions to disclosure, as specified in the *Access to Information and Protection of Privacy Act* (the Act):

Section 40(1): "The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy."

In addition, the some of the documents contained extra information that was not responsive to your request for information on heaters 1401 and 1402. This information has been exempted as non-responsive in the enclosed document package, including page 17 of the documents.

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Please be advised that you may appeal this decision and ask the Information and Privacy Commissioner to review the decision to provide partial access to the requested information, as set out in section 42 of the Act (a copy of this section of the Act has been enclosed for your reference). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner. Your appeal should identify your concerns with the request and why you are submitting the appeal.

The appeal may be addressed to the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please contact me by telephone at 709-729-7437 or by email at ellenhaskell@gov.nl.ca.

Sincerely,



ELLEN HASKELL
ATIPP Coordinator

Enclosures

Access or correction complaint (Section 42)

42. (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

- a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or
- b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

- a) a request that is disregarded under section 21;
- b) a decision respecting an extension of time under section 23 ;
- c) a variation of a procedure under section 24; or
- d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct appeal to Trial Division by an applicant (Section 52)

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

- a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or
- b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has

refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45 (2).

SERVICE NL
COMPLAINT REPORT

Complaint Number: 17-008

DATE: March 28, 2017

TIME: 3:26 pm

COMPLAINT MADE BY:

COMPLAINT MADE AGAINST:

NAME: [REDACTED] Section 40(1)

NAME: NARL Refining LP

ADDRESS:

ADDRESS: Come-by-Chance, NL

PHONE:

PHONE: 709-463-8811

Section 40(1)

NATURE OF COMPLAINT

Complaint from USW [REDACTED] that the north side of Heater H1401 has the floor tiles pushing up on the bottom heater tube approximately 2 inches of its support hanger. See attached e-mail.

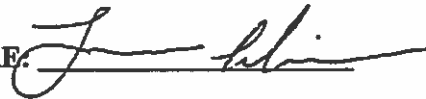
COMPLAINT REFERRED TO: Trevor Wiseman

COMPLAINT TAKEN BY: Trevor Wiseman

ACTION TAKEN

17/4/06 Visually inspected the above noted condition in heater 1401. It was found that the tiles had raised up and touching the tube. It appears that the tile is not hitting the tube. Underneath the heater was inspected, no indication of damage. The above noted condition was considered to be not an immediate concern.
→ ~~Energy Group~~ Energy Group & TME & T. ~~also~~ also investigated the issue and deemed it not to be an immediate concern.
→ NARL shall continue to monitor and repair as soon as possible.

INSPECTOR'S SIGNATURE:



DATE:

17/4/6

**SERVICE NL
COMPLAINT REPORT**

DATE: April 5, 2017	Complaint Number: 17-023
COMPLAINT MADE BY:	TIME: 10:00 am
NAME: United Steelworkers Local	COMPLAINT MADE AGAINST:
ADDRESS:	NAME: NARL Refining LP
PHONE:	ADDRESS: Come-by-Chance, NL
	PHONE: 709-463-8811

NATURE OF COMPLAINT

Complaint from the list of safety concerns from the United Steelworkers Local at NARL as presented to Service NL during a meeting on April 5, 2017. Complaint was regarding Unit 14 and alleged that this unit has had no corrosion inhibitor in a month.

COMPLAINT REFERRED TO: Trevor Wiseman & David Brown **COMPLAINT TAKEN BY:** Greg Tremblett

ACTION TAKEN

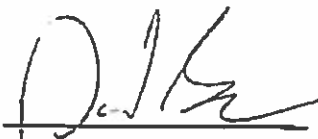
Section 40(1)

Section 40(1)

On May 25, 2017, I meet and discussed fourteen complaint reports received by the Engineering & Inspection Division Branch including the concern with respect to the NHT unit corrosion inhibitor with [redacted] the North Atlantic Refinery. In addition, on May 31, 2017 both [redacted] and I completed a field inspection with respect to the NHT unit corrosion inhibitor noted concern. [redacted] addressed the concern with the operational process team and Nalco representatives and they weren't aware at any time the corrosion inhibitor was out of service based on their records. [redacted] assured the injection rate would be continued to be monitored.

Section 40(1)

INSPECTOR'S SIGNATURE:



DATE:

June 01, 17

Tremblett, Greg

From: Wiseman, Trevor
Sent: Friday, April 07, 2017 9:02 AM
To: Brown, David (SNL); Tremblett, Greg
Subject: FW: H-1401 North Cell Tile Lifting
Attachments: 20170320_114103.jpg; 20170320_113536.jpg; 20170320_113959.jpg; 20170320_114003.jpg; 20170320_114028.jpg; 20170320_114037.jpg; 20170320_114041.jpg; 20170320_114059.jpg

The last picture shows the situation most clearly.

Trevor



Trevor Wiseman
Boiler Pressure Vessel Inspector

Service NL
Engineering and Inspection Services
Government of Newfoundland and Labrador
Motor Registration Building
149 Smallwood Drive
P. O. Box 8700 St. John's, NL A1B 4J6
TrevorWiseman@gov.nl.ca
t: 709.729.2746 | f: 709.729.2071
www.servicentl.gov.nl.ca

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Section 40(1)

From: [REDACTED]@NARefining.ca
Sent: Thursday, April 06, 2017 2:15 PM
To: Wiseman, Trevor
Subject: FW: H-1401 North Cell Tile Lifting

Section 40(1)

[REDACTED]
NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B1N0

Section 40(1)



NARL Refining Limited Partnership

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of \$150 million a year directly into the provincial economy.

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From [Redacted]
Sent: Thursday, April 06, 2017 12:18 PM
To: 'trevorwiseman@govnl.ca'
Subject: H-1401 North Cell Tile Lifting

Section 40(1)

NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B1N0

Section 40(1)



NARL Refining Limited Partnership

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of \$150 million a year directly into the provincial economy.

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Section 40(1)

Wiseman, Trevor

From: [Redacted]@NARefining.ca>
Sent: Thursday, April 13, 2017 3:46 PM
To: Wiseman, Trevor; Brown, David (SNL)
Subject: [Potential Junk/Spam] FW: response to SNL

Categories: Red Category

Non-responsive



- 2. The north side of Heater H1401 has the floor tiles pushing up on the bottom heater tube approximately 2 inches of its support hanger. *This has been investigated by both our energy group and ME&I. There are no immediate concerns and we are continuing to monitor.*

H1401

Has there been any investigation into this? Please respond to this and provide any information you may have available regarding this issue including any survey's that may have been performed.

Section 40(1)

[Redacted]
NARL Refining LP
1 Refinery Rd, Box 40
Come By Chance, NL A0B1N0

Section 40(1)

NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity, produces top quality fuels for local customers and those around the world. As an economic driver for 30 years, a strong NARL means a strong Newfoundland and Labrador with a direct contribution to the provincial economy of over \$300M every year.

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May 24, 2017

Section 40(1)

Attn: [REDACTED]
North Atlantic Refining Limited Partnership (NARL)
P.O. BOX 40 - 1 Refinery Road
Come By Chance NL A0B1N0

PIN # 122648
Located: H-1401
1 Refinery Road
City: Come By Chance NL
Type: COIL TUBE BOILER
Inspected by: Trevor Wiseman
Inspected on: Apr 12, 2017

Dear Sir:

An inspection was carried out under the authority of the *PUBLIC SAFETY ACT*, 1996. As a result of this inspection, the following directives are issued and require immediate attention.

Please sign the declaration at the end of this letter and return within thirty (30) days as confirmation that these directives have been completed.

DIRECTIVES

1. Damaged T.I.'s shall be repaired or replaced.

ACTION TAKEN TO COMPLETE DIRECTIVE:

Work completed by:

2. Damaged floor tiles shall be repaired.

ACTION TAKEN TO COMPLETE DIRECTIVE:

Work completed by:

I _____ certify that the above statements are correct and the
Owner's Representative (Please Print)
directives indicated have been completed as described above.

SIGNATURE

DATE

Tremblett, Greg

From: Brown, David (SNL)
Sent: Thursday, June 29, 2017 8:18 AM Section 40(1)
To: [REDACTED]
Cc: Tremblett, Greg; Wiseman, Trevor
Subject: RE: NARL (Complaint Reports Received)

Section 40(1)

[REDACTED] thank you for the updates with respect to the below complaints received and which we have discuss. In addition, please continue to forward future updates with respect to these noted concerns.

Thanks,

David Brown

Boiler and Pressure Vessel Inspector II, Engineering Services
Government of Newfoundland and Labrador
Clarenville/8 Myers Place
Email: DBrown@gov.nl.ca Section 40(1)

From: [REDACTED]@NAREfining.ca]
Sent: Wednesday, June 28, 2017 12:46 PM
To: Brown, David (SNL)
Cc: [REDACTED] Section 40(1)
Subject: FW: NARL (Complaint Reports Received)

David, I hope this information meets with your approval.

[REDACTED] Section 40(1)

From: Brown, David (SNL) [<mailto:DBrown@gov.nl.ca>]
Sent: June-01-17 4:08 PM Section 40(1)
To: [REDACTED]
Cc: Wiseman, Trevor; Tremblett, Greg
Subject: RE: NARL (Complaint Reports Received)

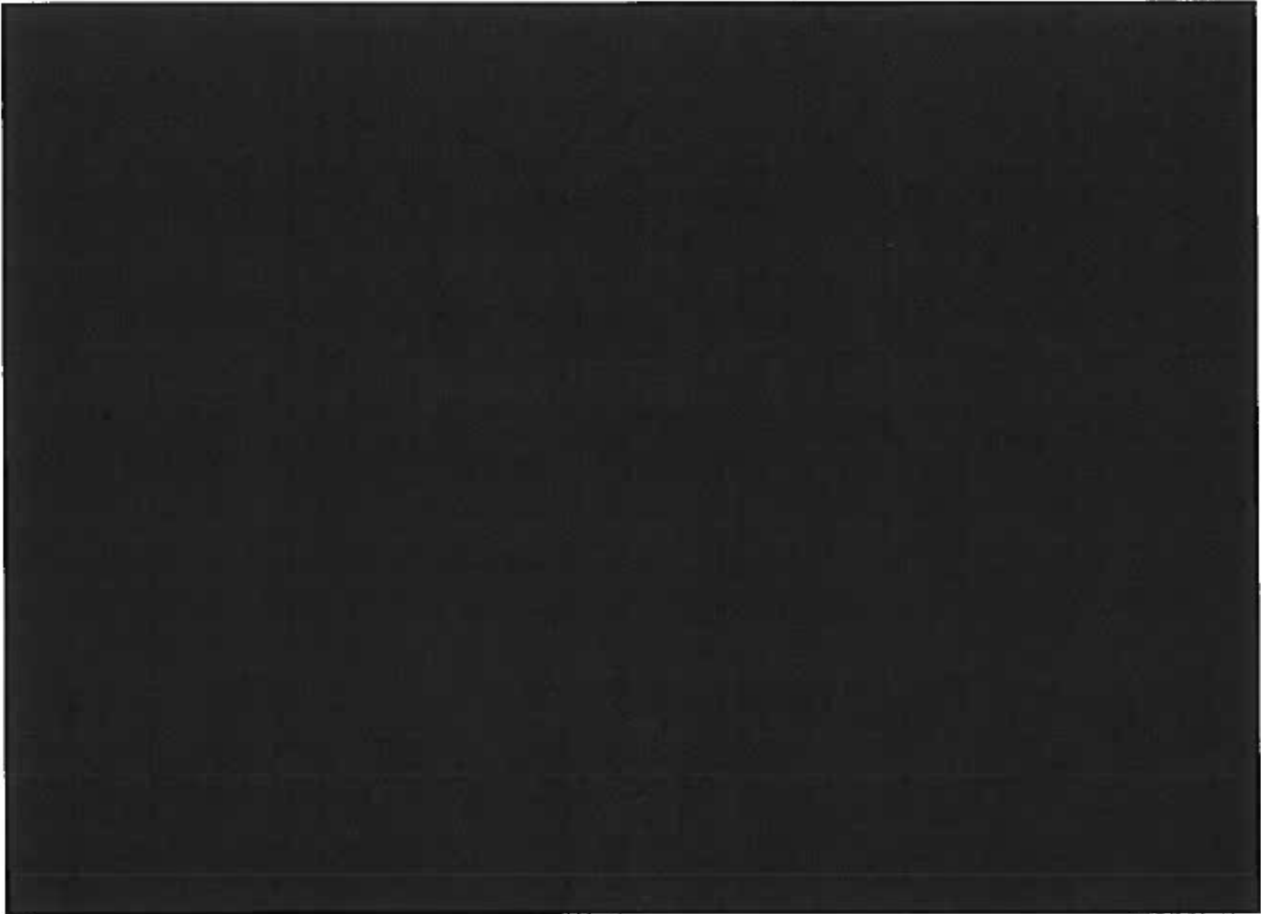
Section 40(1)

[REDACTED] here is a summary of the noted observations and actions that was agreed during our meetings & field inspection carried out on May 25 & 31, 2017 in relation to the following complaints received by Engineering & Inspections Division Branch.

Non-responsive

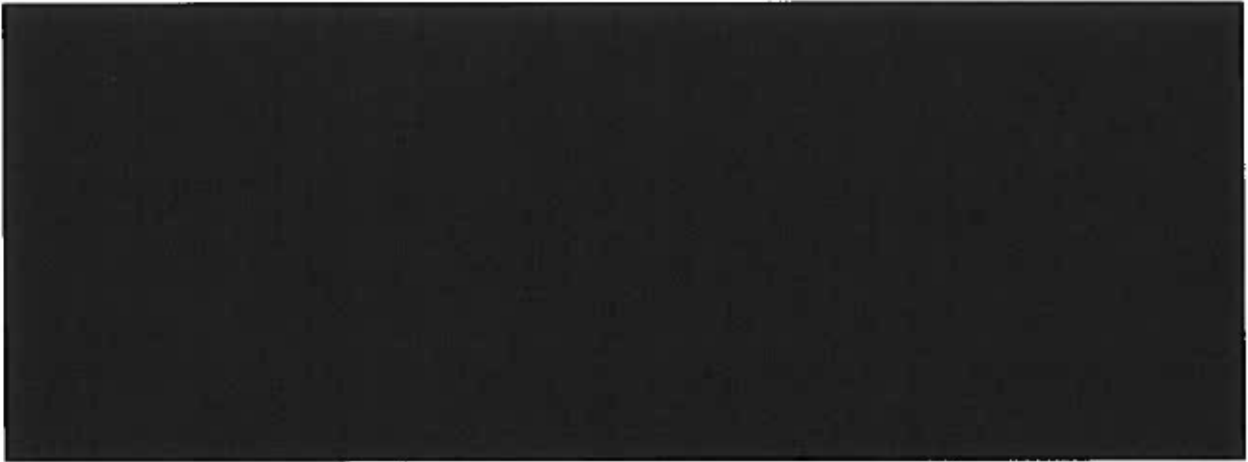


Non-responsive



12. Complaint was regarding unit 14 and alleged that this unit has had no corrosion inhibitor in a month. Section 40(1)
addressed the concern with the operational process team and Nalco representatives and they weren't aware at any time the corrosion inhibitor was out of service based on their records. [redacted] assured the injection rate would be continued to be monitored. This unit has not been without corrosion inhibitor, June 8, 2017. 1110

Section 40(1)



Non-responsive

Section 40(1)

I appreciated your cooperation and your ongoing updates.

Thanks,

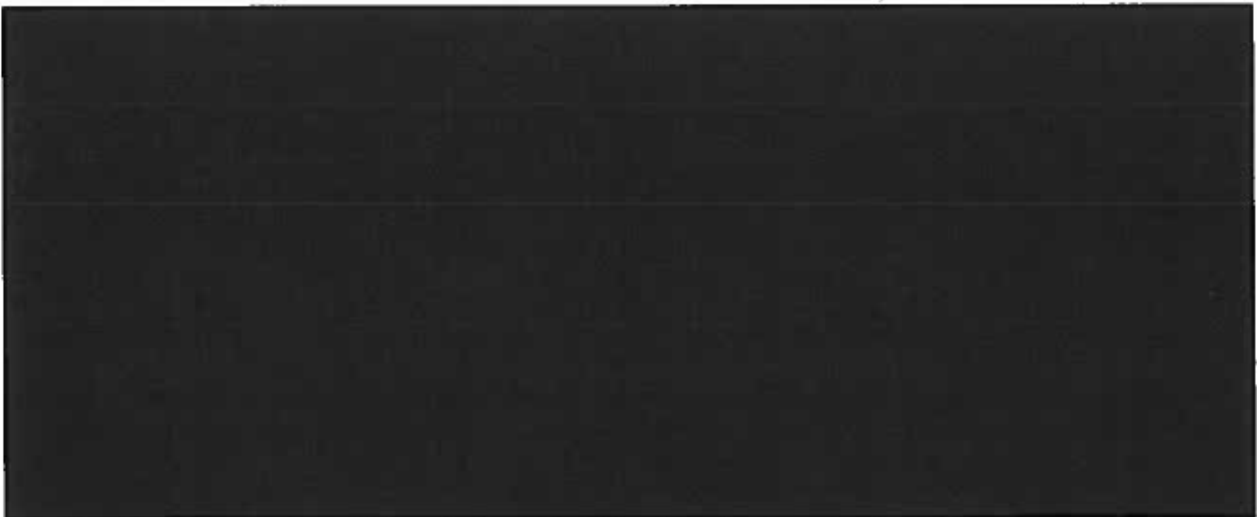
David Brown

Boiler and Pressure Vessel Inspector II, Engineering Services
Government of Newfoundland and Labrador
Clarenville/8 Myers Place
Email: DBrown@gov.nl.ca

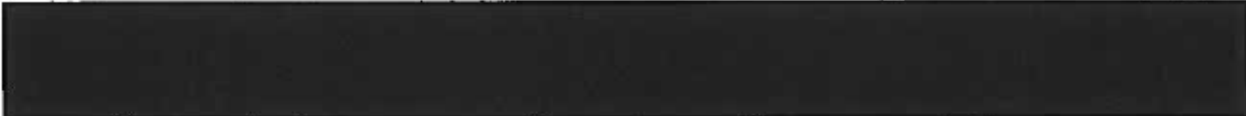
From: Brown, David (SNL)
Sent: Friday, May 26, 2017 9:38 AM
To: [REDACTED] Section 40(1)
Cc: Wiseman, Trevor
Subject: NARL (Complaint Reports Received)

[REDACTED] Section 40(1)
as per our discussion on Thursday with respect to the 14 complaint reports I have received associated with NARL operations/maintenance. Please see the following list received:

Non-responsive



12. Complaint was regarding unit 14 and alleged that this unit has had no corrosion inhibitor in a month. ← H/401 de



I will be on site on Tuesday May 30, 2017. To complete site visit of the noted complaints with yourself to review and further discuss.

Any concerns? Please advise.

Non-responsive

Thanks,

David Brown

Tremblett, Greg

From: Brown, David (SNL)
Sent: Wednesday, July 05, 2017 8:28 PM
To: Tremblett, Greg
Cc: Wiseman, Trevor
Subject: FW: 14 Unit Heaters

Greg, please see the below latest updates with respect to the NHT heaters at the refinery.

Thanks,

David Brown

Boiler and Pressure Vessel Inspector II, Engineering Services
Government of Newfoundland and Labrador
Clarenville/8 Myers Place
Email: DBrown@gov.nl.ca

Section 40(1)

From: [REDACTED]@NARefining.ca]
Sent: Tuesday, July 04, 2017 1:58 PM
To: Brown, David (SNL)
Subject: FW: 14 Unit Heaters

FYI, Non-Responsive information; does not concern heaters 1401 and 1402

[REDACTED]

H-1402; there are 4 working TMT indications and hip temp indication. Monitoring the heater closely for any signs of tube overheating. Monitoring absorbed and fired duty. Using on-line heater cleaning to keep fired duty to min and Hip temps down.

H-1401; Some floor brick have pushed up against the bottom tube, thus rising the tube by 1". 1" deflection over the length of the tube is considered min. Monitoring closely if it get worst will cut access in side of heater to move floor brick.

← H14
← 14c

[REDACTED] Section 40(1)



NARL Refining, LP (North Atlantic), with its 130,000 bpd oil refining capacity produces top quality fuels for local customers and for customers around the world. With safety as a core value and a commitment to safe work practices and protocols, NARL Refining, LP is also a major player in the local community, contributing upwards of \$150 million a year directly into the provincial economy.

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Section 40(1)

From: [Redacted]
Sent: July-04-17 9:58 AM
To: [Redacted]
Cc: [Redacted]
Subject: 14 Unit Heaters
Importance: High

Section 40(1)

Section 40(1)

During last week's safety talk, an Area B operator brought up two ongoing issues which 14 unit heaters:

1. Temperatures on 1402 heater – Several TIs not available → What are we doing with this?
2. Floor of 1401 heater – floor is risen to a point where there is an issue with tubes? → Can you elaborate on this issue from your perspective and what is being done if anything?

← 1410
1402

Thanks [Redacted]

Section 40(1)

Section 40(1)

NARL Refining LP
1 Refinery Rd, Box 40
Come BY Chance, NL A0B 1N0

Section 40(1)

Section 40(1)

North Atlantic, with its 115,000 bpd oil refining capacity and an experienced workforce of 500, produces top quality fuels for local customers and those around the world. As a major player in the local oil industry, NARL contributes upwards of \$200 million a year direct to the provincial economy.

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