

Frequently Asked Questions

About LNG Canada's Community Feedback Process



What is the LNG Canada Community Feedback Process?

Our Community Feedback Process offers different ways for community members to contact us with questions, concerns, and general comments during our facility's start-up and commissioning activities and during our operations period.

How can I get in touch with LNG Canada?

You can reach our Community Feedback Team in the following ways:

- Phone: 1-833-632-LNGC (5642)
- Website: lngcanada.ca/contact
- Mail:
LNG Canada
Attn: Community Feedback
P.O. Box 176, Kitimat BC
V8C 2G7

Those wishing to submit anonymous feedback can use either phone or mail submissions.

What can I use the Community Feedback Process for?

You can use the Community Feedback Process to send LNG Canada questions, concerns, or complaints about any of our operations. Some examples might include the following:

- Questions about flaring, commissioning activities, or general activities
- Report concerns about LNG Canada, including employee conduct
- Offer general feedback
- Anything else that concerns you, as a valued community member, about LNG Canada activities

Who will respond to me?

Our Community Liaison Officer is the primary contact for the Community Feedback Process. They and the Community Feedback Team will work with in-house experts to answer your inquiries and address your concerns.

Sometimes, a community member may submit a question or report a concern that LNG Canada will not be able to answer or respond to fully. In those cases, we will do our best to direct you to the appropriate person or organization (e.g., JGC-Fluor, Coastal GasLink, District of Kitimat, etc.).

How quickly will I hear back from you?

It is important that we respond to your inquiries quickly. We will try to acknowledge any correspondence within one business day of receipt, with a complete response within two business days in many cases. Questions or concerns that require additional research or investigation may take longer; in those cases, we will try to respond within seven business days and resolve all inquiries within 10 business days.



What will happen when I contact the LNG Canada Community Feedback Team?

We expect to get many different types of inquiries to the Community Feedback process, but when a community member submits a question, comment, or concern to LNG Canada, we will use the same general process to address it.

As we work through the Community Feedback steps, we will keep the community member updated on their inquiry throughout the process outlined below:

