

1 Q. **Re: B-7, Upgrade Marine Terminal – Holyrood \$5,859,600 in 2012**

2 In Volume I, Tab 3, Appendix B, page B7, Hydro states that: *“In the last number of*
3 *years, there have been a number of protest letters....”* Please provide the actual
4 number of letters that have been received by Hydro, a definitive description of the
5 problems addressed in these letters, and six samples of the letters describing the
6 most serious problems.

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9 A. Please see response to P2-CA-NLH-7 for copies of letters describing the most
10 serious problems. Since the first fuel delivery in 2006 to the present day, there
11 have been 73 letters of protest from the vessels’ masters. The issues being
12 protested are described as follows:

- 13 • The reduction in size and number of hoses available at the Holyrood Marine
14 Terminal imposes restrictions on the vessels’ normal cargo handling capacity
15 resulting in an increase in turnaround time.
- 16 • Delay in berthing after issuing a Notice of Readiness due to the restrictive
17 weather and sea conditions in place at the Holyrood Marine Terminal.
- 18 • High back pressure at the manifold caused by considerable length of the
19 shore pipeline and the raised location of shore tanks.
- 20 • Shore line has no non-return valve.
- 21 • Limiting discharge pressure to 100 psi caused lower flow rate and prolonged
22 discharging time.
- 23 • Loading arms gravity drain back to the ship’s tanks.
- 24 • No booster pumps.
- 25 • Ullages and cargo figures taken while vessel is rolling and pitching due to
26 swell.
- 27 • Delays after discharging due to unavailability of tug to assist in leaving berth.