

BONNYVILLE & DISTRICT OIL AND GAS SHOW

June 22-23
Cenovus Arena and RJ Lalonde Arena
Bonnyville, Alberta

The Bonnyville and District Chamber of Commerce-organized event will showcase the region as the place for industry to grow and innovate, and the place for their employees to live, work and play. It will include indoor and outdoor interactive displays, a trade show, networking events, and education sessions.

For more information call
780-826-9469 or visit
www.bonnyvilleoilandgasshow.com.

This event is not sponsored by or affiliated with the ERCB.

ERCB RSS FEED

You can receive ERCB daily files, news releases, bulletins, directives, and announcements right to your desktop by using RSS.

The RSS links on the ERCB Web site allow you to receive updates in the form of a headline that will contain a link to the full version on the ERCB's site.

More information can be found by visiting www.ercb.ca, and then clicking on the orange RSS icon on the right-hand side of the page.

ABOUT THE ERCB

The Energy Resources Conservation Board (ERCB) is an independent, quasi-judicial agency of the Government of Alberta. We regulate the safe, responsible, and efficient development of Alberta's energy resources: oil, natural gas, oil sands, coal, and pipelines.

April/May 2011

New toll-free ERCB Customer Contact Number: 1-855-297-8311

Albertans—or anyone from across North America for that matter—can now call a new toll-free number and get information about any oil and gas issue that falls under the Government of Alberta's jurisdiction.

The ERCB and the Government of Alberta have launched an enhanced, toll-free ERCB Customer Contact Centre (CCC) information line: 1-855-297-8311. This new toll-free line will act as a single point of contact for all of Alberta's oil and gas related inquiries.

The ERCB's CCC handles close to 20,000 inquiries each year in an effective and streamlined manner.

The enhancements were made in collaboration with Alberta Environment, Alberta Department of Energy, Alberta Sustainable Resource Development, Alberta Transportation, and Service Alberta. Inquiries will be directed to technical experts or referred to the appropriate agency for response.

The ERCB's CCC was created almost six years ago with the goal of providing easy access to the ERCB for both public and industry inquiries and ensure prompt, professional, and knowledgeable service.

The CCC team works in conjunction with all ERCB branches to provide

excellent customer service and attempts to address as many calls as possible, and forwards those it cannot directly respond to, such as complex technical questions or policy issues, to an appropriate ERCB subject matter expert.

In any given month, customer contact representatives are able to resolve 30 to 40 per cent of all inquiries themselves, without having to contact a subject matter expert. To achieve this, they must be well versed with various ERCB processes and documents, such as *Directive 056: Energy Development Applications and Schedules*.

“From an efficiency perspective, having contact centre representatives being able to answer so many questions themselves really alleviates the burden from the rest of the organization,” said Angela Burns, ERCB Administrative Services Section Lead.

Burns attributes much of the CCC's success to its staff, which she calls “amazing” for their knowledge.

The CCC features a call-log system, which monitors such data as the volume of calls, the type of inquiry, and the response rate. Heather Seagrave, Customer Service Representative, said keeping careful track of calls and following up with both the caller and

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RECENT ERCB PUBLICATIONS

DECISIONS

May 17, 2011: Decision 2011 ABERCB 011: Canadian Forest Oil Ltd. Section 39 Review of Disposal Approval Provost Field

May 11, 2011: Decision 2011 ABERCB 013: Baytex Energy Ltd. Application for a Pipeline Licence Pembina Field

May 10, 2011: Decision 2011 ABERCB 012: Athabasca Oil Sands Corp Requests for Interim Shut-in of Gas Liege Field Athabasca Oil Sands Area

April 19, 2011: Decision 2011 ABERCB 010: Signalta Resources Limited - Application for Special Gas Well Spacing - Ukalta Field - Application: 1663997

BULLETINS

April 18, 2011: Bulletin 2011-13: Coalbed Methane Control Well Zone Revisions

April 18, 2011: Bulletin 2011-12: Revised Edition of Directive 017: Measurement Requirements for Oil and Gas Operations Issued

April 18, 2011: Bulletin 2011-11: Invitation for Feedback on Draft Revision of Directive 050: Drilling Waste Management

April 18, 2011: Bulletin 2011-10: Use of C-Rings for Storage Systems in the Upstream Petroleum Industry

April 12, 2011: Bulletin 2011-09: Invitation for Feedback on Draft

Revised Edition of Directive 059: Well Drilling and Completion Data Filing Requirements

DIRECTIVES

April 18, 2011: Directive 050: Drilling Waste Management

April 18, 2011: Directive 017: Measurement Requirements for Oil and Gas Operations

April 12, 2011: Directive 059: Well Drilling and Completion Data Filing Requirements (Latest release: July 24, 2007)

March 21, 2011: Directive 077: Pipelines-Requirements and Reference Tools

New toll-free ERCB Customer Contact Number: 1-855-297-8311 *(continued from page 1)*

the technical expert helps in two ways: first, it allows the team to gather a myriad of data about the type of issues being raised with the ERCB; second, and most important, it ensures that ERCB stakeholders can get answers to their questions.

“What would be frustrating from a stakeholder perspective is having a question that’s important enough to ask and not having anyone get back to you,” Heather said. “They also need a friendly voice on the other end of the line who’ll be patient, understanding, and helpful.”

The new number and enhanced responsibility requires contact centre staff to expand their knowledge of the workings of other ministries, which in turn means a steep learning curve.

Last year, fewer than five per cent of inquiries were referred to government bodies such as the Alberta Department of Energy, Alberta Environment, and Alberta Sustainable Resource Development. While the CCC team does not expect an

immediate rise in calls, they suspect that over the long term the volume will increase.

“If the Enhanced CCC is as successful as we are hoping, then the 1-855 number has the potential to be a great resource for anyone in North America with questions regarding

energy development in Alberta,” Seagrave said.

It is important to note that the new toll-free information line should not be used in place of 24-hour emergency lines, as it is only staffed Monday

The 1-855 number has the potential to be a great resource for anyone in North America.

to Friday, 8:00 a.m. to 4:30 p.m. (MST). The ERCB’s main telephone line – (403) 297-8311 – and general email (inquiries@ercb.ca) remain fully functional.

International visitors beating a path to ERCB's door

Industry, government delegations come to learn from Alberta regulator

The ERCB continues to be a favoured destination for government, industry, and other officials seeking to learn about how the Board regulates Alberta's vast energy sector.

A reminder of this occurred recently when 10-member delegation from Nigeria's environment and petroleum ministries heard from ERCB experts.

Since 2005, the Board has played host to around 1,000 delegates in 120 groups originating from 61 countries. Visitors have come from as far afield as Ireland, Turkey, Bolivia, Rwanda, and China and represent universities, training institutes, energy, environment and land ministries, as well as media.

The delegations come to benefit from the ERCB's technical knowledge on a wide range of topics, which include the oil sands, facility inspections, coal-bed methane, sulphur handling and storage, coal mining, among others.

In the case of the recent visit of Nigerian delegates, they sought to learn more about how regulations address oilfield waste disposal in Alberta.

"We want to broaden our knowledge," said Mohammed Bashar, the Nigerian Federal Ministry of Environment's permanent secretary, a rank equivalent to a Canadian deputy minister.

Alberta is well known and highly regarded in senior Nigerian government circles as a result of previous contacts, said Bashar and environment ministry deputy director Solomon Adesanya in a brief interview after the session.

During the session, ERCB Vice Chair Brad McManus explained the Board's role in Alberta's energy industry; Cal



The ERCB's Cal Hill (left) chats with Nigerian Delegates.

"We see Alberta as one of the major centers that is doing things the right way—the way they are supposed to be done."

Hill, Executive Manager of Regulatory Development Branch, spoke about Alberta's resource base and our regulatory structure, and Sue Halla, Section Leader of the Environment Group, discussed how oilfield waste is treated in the province.

Bashar described oilfield waste as "effectively managed" in Alberta. In Nigeria, "These operations have not lived up to expectations and our regulators have to confront the issues," the permanent secretary said. "We are just trying to grapple with this."

The visit stemmed from a Niger Delta oilfield cleanup project by Titan Integrated Environmental Management Ltd., an arm of an international engineering firm that also has Alberta interests. Company representatives said Nigeria seeks to understand regulation as well as shop for environmental technology that can be transferred to Africa.

"We see Alberta as one of the major centers that is doing things the right way—the way they are supposed to be done," Adesanya said.

UPCOMING PUBLIC HEARINGS

Application No.	Applicant	Hearing Purpose
1516389	Sarg Oils Ltd.	Review of Abandonment Orders
Hearing Date:	June 06 - June 08, ERCB Offices, Govier Hall, Calgary, AB	
1662419	Quicksilver Resources Canada Inc.	Application for a natural gas pipeline (0% H ₂ S), Entice Field
Hearing Date:	June 14 - June 16, ERCB Offices, Govier Hall, Calgary, AB	
1675946	Penn West Petroleum Ltd.	Section 39 review of, and an application to amend, ER Scheme Approval No. 10947 for the Gilwood A Pool, Nipisi Field
Hearing Date:	June 21 - June 24, ERCB Offices, Govier Hall, Calgary, AB	
1644910	EnCana Corporation	Application for a gas pipeline and a contingency pipeline (0% H ₂ S), Entice Field
Hearing Date:	June 28 - June 30, ERCB Offices, Govier Hall, Calgary, AB	
1680101	Primrose Drilling Ventures Ltd.	Section 39 Review of re-entry Approval No. 0415699
Hearing Date:	July 12 - July 14, Wildwood & District Family Recreation Centre 5530 - 50 Street, Wildwood, AB	

PENDING ERCB DECISIONS

Application No.	Applicant	Hearing Purpose
1659767	Crocotta Energy Inc.	Application for special gas ERCB spacing, Edson Field
1629922 1629923 1629924 1648948 1629926 1629927 1634352 1629929 1629930 1629931 1629933 1629934 1629935 1629936 1648949 1629938	Canadian Natural Resources Ltd.	Application for 15 crude bitumen wells on 8 well pads (0% H ₂ S), Minnie Lake Area
1642820	Taq North Ltd.	Application for GPP to produce ERCB oil from the Nisku D Pool, Huxley Field
1669823 1657857	Blackhawk Resources Operating Corp.	Section 39 review of two water disposal wells, Provost Field

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Alberta Geological Survey (AGS) documents on geological research

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Edmonton, Alberta T6B 2X3
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ERCB Core Research Centre (CRC) cores, cuttings, and tour reports

3545 Research Way NW
Calgary, Alberta T2L 1Y7
Telephone: 403-297-6400
Fax: 403-297-5982
E-mail: <crc.servicedesk@ercb.ca>

Questions, complaints, problems?

For information or complaints about new or existing oil and gas developments and facilities, we recommend contacting the operating company first. If the company does not respond appropriately, you may contact the nearest ERCB Field Centre.

ERCB Field Centres (24-hour service)

Bonnyville 780-826-5352
Drayton Valley 780-542-5182
Grande Prairie 780-538-5138
High Level 780-926-5399
Medicine Hat 403-527-3385
Midnapore 403-297-8303
Red Deer 403-340-5454
St. Albert 780-460-3800
Wainwright 780-842-7570

Fort McMurray Office

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