

across the board

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EUB takes action on customer concerns about electricity bills

ACROSS THE PROVINCE, customers are expressing concerns about their electricity bills. Some encounter problems with billing and metering accuracy, while others find it hard to understand their bills.

ment from the utility. It is expected that these standards will be developed and in place into 2003.

For individual customers who are encountering problems with their bills, the EUB also operates a call centre.

How do I make a complaint about my utility service?

It is best to first contact the company directly if you have one of the following concerns about a utility company regulated by the EUB:

- Your utility service has been disconnected, or you are having other problems with your service.
- You believe a utility company has made a mistake in your billing.
- You have questions about installation costs, security deposits, or late-payment penalties.
- You don't agree with the new rates a utility is proposing.
- You have questions about your level of service or industry restructuring.

How do I make a formal complaint to the EUB?

For individual customers who are encountering problems with their bills, the EUB also operates a call centre. Call centre staff will work with customers and utilities to resolve billing disputes and to ensure that customers are being treated fairly.

If you are not satisfied with the response of your utility company, please contact the EUB by telephone, letter, fax, or e-mail, detailing the nature of the issue, the facts surrounding the complaint, and the action you would like. Please note that complaints need to be received in writing to proceed to a more formal review level at the EUB.

(continued on page 2)

Upcoming Event: Medicine Hat Open House

The Alberta Energy and Utilities Board's Medicine Hat Field Centre invites residents of Medicine Hat and nearby communities, as well as industry and government representatives, to participate in an interactive information session about energy development in the community. Local EUB Field Centre representatives and senior EUB staff will be on hand to discuss local issues and concerns, provide information, and answer questions. Brief presentations will be made on key issues in the area.

Where: Medicine Hat Moose Lodge
2800 - 13 Avenue S.E., Medicine Hat

When: Tuesday, November 5, 2002
6:00 - 10:00 p.m.

Call the EUB Medicine Hat Field Centre for more details at (403) 527-3385.

About the EUB

Our mission is to ensure that the discovery, development, and delivery of Alberta's resources take place in a manner that is fair, responsible, and in the public interest. We regulate oil, natural gas, oil sands, coal, hydro and electric energy, pipelines, and transmission line development. On the utilities side, we regulate investor-owned natural gas, electric, and water utilities to ensure that customers receive safe and reliable service at just and reasonable rates. Regulation is done through four core functions: adjudication and regulation, applications, surveillance and enforcement, and information.

For Your Information...**Recent EUB Publications****General Bulletins****August 26:** GB 2002-12: Revision to GB 2002-09**August 21:** General Bulletin GB 2002-11: New Electronic Web Submission Requirements for Field Surveillance Notifications**August 1:** GB 2002-09: 2002 Orphan Levy**July 29:** GB 2002-10: A Summary of the 2001 Annual Oilfield Waste Disposition Reports**Informational Letters****August 29:** IL 2002-04: Animal Health Complaints Involving the Petroleum Industry and Investigation Procedure**August 19:** IL 2002-03: Petroleum Registry of Alberta**Publications****August 1:** Draft Measurement Guide Chapter 1 (revised July 2002) - A revised version incorporating changes through July 2002**July 31:** Public Safety and Sour Gas Quarterly Report**July 31:** Field Surveillance Provincial Summary, April 2001/March 2002**Recent Decisions****September 3:** Decision 2002-081: ATCO Pipelines Transmission Transportation Rates Time Limited Amendment to Exchange Fee and Exchange Fee Discounts**September 3:** Decision 2002-077: Petrobank Energy and Resources Ltd. and West Star Oil & Gas Ltd. Compulsory Pooling, Morinville Field**August 28:** Decision 2002-076: EPCOR Energy Services Inc. Regulated Rate Option Shortfall Collection Recommendation - City of Edmonton and the Town of Ponoka**Questions, Complaints, Problems? Who to contact...****Utilities**—For general information or to file a consumer utility complaint, please contact us at

EUB Utilities Branch, 10th floor, 10055-106 Street, Edmonton, Alberta T5J 2Y2

Telephone: (780) 427-4901*; Fax: (780) 427-6970

Complaints: (780) 427-4903*

E-mail: utilities.concerns@eub.gov.ab.ca

Oil and Gas—For information or complaints about new or existing oil and gas developments and facilities, we recommend contacting the operating company first. If the company doesn't respond appropriately, you may contact the nearest EUB Field Centre (see list), all of which provide 24-hour on-call service.**August 27:** Decision 2002-080: ATCO Gas and Pipelines Ltd. Calgary Stores Block Disposition of Customer Proceeds**August 27:** Decision 2002-075: EPCOR Energy Services (Alberta) Inc. Regulated Rate Option Shortfall Collection Recommendation - Certain REAs**August 26:** Decision 2002-079: ATCO Electric Ltd. Application to Adjust 2001/2002 Transmission and Distribution Revenue Requirements for Changes in the Booked Deferred Income Taxes**August 26:** Decision 2002-078: ATCO Gas South Rider D Adjustment Resulting from Revisions to Rates for Unaccounted for Gas (UFG)**August 6:** Decision 2002-074: ATCO Electric Ltd. Extension to Temporary Exemption from the Code of Conduct Regulation**August 6:** Decision 2002-067: AltaGas Utilities Inc. and Bonnyville Gas Company Limited - General Rate Application for Test Years 2000/2001/2002 Compliance Filing**News Releases****August 26:** News Release 08-26-2002 (NR 2002-20): EUB Approves Temporary Rate Increase for ATCO Gas South Customers**July 31:** News Release 2002-07-31 (NR 2002-19): EUB Releases Annual Field Surveillance Report. Backgrounder: Field Surveillance Summary 2001/2002**Recent AGS Publications****August 29:** ESR 01-04 - Petrographic, Mineralogical and Lithochemical Study of Core from Three Drillholes into the Steen River Structure, Northern Alberta**EUB Field Centres** (24-hour on call)

Bonnyville (780) 826-5352*

Drayton Valley (780) 542-5182*

Grande Prairie (780) 538-5138*

Medicine Hat (403) 527-3385*

Midnapore (403) 297-8303*

Red Deer (403) 340-5454*

St. Albert (780) 460-3800*

Wainwright (780) 842-7570*

*To call toll free from anywhere in Alberta, dial 310-0000 and enter the phone number, including area code, or press zero for a RITE operator.

EUB takes action on customer concerns about electricity bills (continued from page 1)

To lodge a complaint about your utility rates or service, contact

EUB Utilities Branch

10th floor, 10055 - 106 Street

Edmonton, Alberta T5J 2Y2

Telephone: (780) 427-4903*

Fax: (780) 427-6970

E-mail:

<Utilities.Concerns@gov.ab.ca>

*Customers across the province can access the call centre free of charge through the RITE operator by dialing 310-0000 and the call centre number, including area code.

What happens to my complaint?

EUB staff will let you know by letter that the EUB has received your written complaint. If we do not need an explanation from the utility in question, we will send you information directly from our office. However, usually we contact the utility first and have it report back to us regarding your inquiry. We will then review the utility's response and contact you by letter, explaining our findings. In rare situations where a complaint cannot be resolved through this process, a public hearing may be required.

Guide 61: How the EUB Responds to Utility Customer Service Complaints is available on the EUB Web site at <www.eub.gov.ab.ca> or from EUB Information Services at (403) 297-8190.

For more information about electricity billing, customers can also consult the Frequently Asked Questions about Electricity section on the EUB's Web site at <www.eub.gov.ab.ca>, under Public Information. ❖

Petroleum Registry offers new approach for electronic information filing

IN THE FALL OF 2002, the Petroleum Registry of Alberta will offer a new approach to submitting and sharing volumetric information and well status changes, replacing the current EUB reporting system for this data. The registry will also replace much of

the royalty reporting done with the Department of Energy (DOE) and facilitate changes in certain industry-to-industry processes related to the reporting of volumetric and allocation information.

All operators, joint interest owners, shippers, and pipeline companies in Alberta's oil and gas business will be affected by this process, which will reduce inefficient duplication in filing practices. Using the Petroleum Registry will be a regulatory requirement for all operators in Alberta, so it is critical for industry to be ready for implementation.

While this change will not have any direct impact on the public, it will make volumetric reporting—including the amounts of oil and gas produced from wells—less subject to errors. This improvement will lead to better record keeping, more accurate royalty payments to the province, and in some cases, better production practice for producing Alberta's petroleum resources, which is ultimately in the public interest.

The Petroleum Registry has been a true strategic initiative since the concept was first proposed. The EUB, DOE, and various industry sectors have participated and influenced the direction and re-engineering of the registry, to everyone's benefit.

An Industry Benefits Committee, created and managed by industry stakeholders, is also actively promoting the use of the Petroleum Registry for industry-to-industry communications.

The Petroleum Registry is accessed via the Internet, bringing a new level of e-business based efficiency to the EUB

and DOE and the upstream oil and gas industry. An immediate benefit of the registry is providing stakeholders with a single, authoritative source of secure, valid, standardized, shareable, and timely

petroleum-related infrastructure information via the Internet. The registry will also allow secure access to royalty and revenue-related information for entitled users.

Another exciting aspect of the Petroleum Registry is the overall streamlining of reporting, with a focus on eliminating opportunities for mistakes. One method of streamlining is that industry will report data only once and, when necessary, the registry will automatically fill in—or “autopopulate”—offsetting items. For example, when operators receive a volume of a resource from another company, they will report the volume they received and whom they received it from. Based on this information, the registry will then automatically fill in the corresponding disposition volume—the volume that was delivered from the sender's perspective. Another example is that the registry will autopopulate opening inventories each month based upon the reported closing inventory from the previous month.

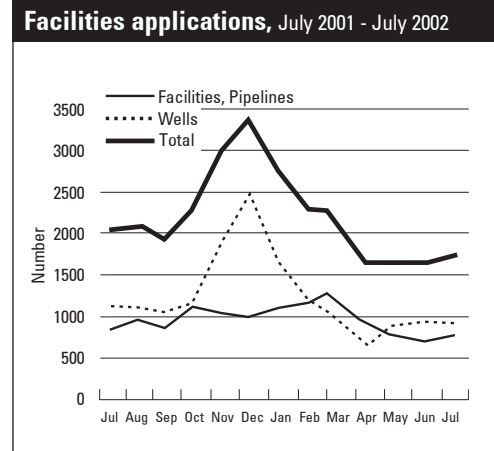
With the changes created by the Petroleum Registry implementation, it is important that industry take steps to ready itself for the transition to this new way of doing business. To ensure that industry has every opportunity to make a smooth transition to the database, the Registry Team has created a number of tools to ensure that industry is aware, prepared, and able to realize the registry's full benefits. These tools include:

Registry Training: Free overview training modules and for-a-fee comprehensive training modules are available. To find out more, visit the Petroleum Registry Web site at <www.petroleumregistry.gov.ab.ca>. **Service Desk:** Industry questions about the registry will (continued on page 4)

An exciting aspect of the Petroleum Registry is the overall streamlining of reporting.

Applications Summary

Facilities applications, 2002	July
Production facilities	.117
Pipelines	.684
Wells	.961
Total received	.1762
Total approved	.1700
Closed	.15
Withdrawn	.40



Resource applications, 2002	July
Equity	.77
(rateable take, common carrier, common purchaser, common processor, compulsory pooling, special spacing)	
Conservation	.77
(resources – oil, gas, and in situ bitumen; gas removal, enhanced recovery, water disposal, concurrent production, underground storage, commingled production, reserves)	
Depletion administration	.15
(good production practice, penalty relief)	
Corporate (transfer)	.35
Mining (coal and mineable oil sands)	.2
Total received	.206
Total completed	.188

Utilities applications, 2002	July
Electric	.15
Gas	.9
Facilities	.17
Franchises and others	.16
Total received	.57
Total completed	.61

Corporate transfers and name changes, 2002	July
Well licence transfers	.777
Well licence name changes	.619
Pipeline licence transfers	.149
Facility licence transfers	.36
Total received	.1581
Total completed	.1717

Petroleum Registry offers new approach for electronic information filing *(continued from page 3)*

be answered from 7:30 a.m. to 5:00 p.m.* by calling 403-297-6111 (Calgary), 1-800-992-1144 (other locations) or e-mailing <petroleum.registry.energy@gov.ab.ca>.

Registry Web Site: All information related to the Petroleum Registry can be found on or through the project Web site, which is kept up to date and complete. Users are encouraged to visit the Web site regularly and use it as a tool for understanding and accessing the Petroleum Registry.

Registry Readiness and Implementation

Package: All stakeholders will be provided with

information and instructions concerning Petroleum Registry implementation.

For more information on how the Petroleum Registry affects industry's reporting, please read the EUB's *Interim Directive (ID) 2002-01 and IL 2002-03 and amendment* on the Web site at <www.eub.gov.ab.ca/BBS/requirements/ils/ils/default.htm>. With the Petroleum Registry soon available, the Registry Team is in place to assist industry in using the database in the most efficient way possible. ❖

*Hours may change in response to industry feedback.

For a complete list of upcoming public hearings, visit the EUB Web site at
<www.eub.gov.ab.ca/bbs/applications/hearings/hearings.pdf>.
If you do not have Internet access, contact EUB Information Services at (403) 297-8190.

Pending Decisions

Application No.	Applicant	Hearing Purpose	Hearing Dates	Actual Hearing Days
1058461 et al. 1078980	Anderson Exploration Ltd. Anderson Exploration Ltd.	Approval to produce gas Section 43 review of Applications No. 1069381, 1069382 - Approval to produce gas	Nov 26/01 - May 22/02	66
1086353 1073875	Franco-Nevada Mining Corporation Ltd. Anderson Exploration Ltd.	Section 42 review of Applications No. 1039410, 1047055 - Approval to produce gas Review of the impact of continued gas production on bitumen recovery	Final reply June 28/02	
1062688 et al. 1085736 et al. 1085793 1089982 et al. 1090128 et al. 1256085	AEC Oil and Gas (AEC) BP Canada Energy Company Petro-Canada Oil and Gas Paramount Resources Limited Rio Alto Exploration Ltd. PanCanadian Resources Corporation	Approval to produce gas Approval to produce gas - Leismer field Shut-in gas production - Chard area Approval to produce gas Approval to produce gas Application to shut in gas in the Christina Lake area		
1097090	EUB Staff Submission Group	Potential impact of gas production on bitumen recovery		
1096587 2001202	TrueNorth Energy Corp.	Fort Hills Oil Sands Project	Jul 2-10/02 Federal submission Sept 6/02 Intervener comments Sept 20/02	6
1247777 1269154	Centrica Canada Limited	Application to construct and operate a sweet gas pipeline and sweet oil effluent pipeline. Application No. 1269154 is the proposed alternative pipeline route-Bruderheim area.	Jun 20-21 Final reply July 26/02	2
2000234	ATCO Electric Ltd., ATCO Gas and Pipelines Ltd., Northwestern Utilities Limited (ATCO Group)	Affiliate Transactions and Code of Conduct Proceeding; Part B: Code of Conduct	Sept 17-27, Nov 16/01 Part A issued July 26/02	14
1244123 1247885	ATCO Electric Ltd.	2002 - 200X RROT Non-Energy Costs Application 2002 RROT Energy Supply Application	Written Proceeding Final reply June 26/02	
1268943	TransAlta Utilities Corporation	Transmission treatment of UNCA disposition of the High River Facility	Written Proceeding Final reply Jul 10/02	
1248859	ESBI Alberta Ltd.	Consideration of Transmission Congestion and Management Principles and Recommendations	April 22 to June 13/02 Final reply Aug 15/02	25

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