



across the board

January 2004

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Synergy Supporting Synergy: EUB-sponsored synergy roundtable a success

If you see a turtle atop a fencepost, chances are that he had some help along the way. This was one of the bits of folk wisdom that emerged during Synergy Supporting Synergy, a two-day roundtable of synergy groups held in Red Deer in late October 2003. The point is that if you're going to think outside the box and go where no turtle has gone before, you need a little help from your friends and neighbours.

In order to achieve the desired and necessary cooperation and communication, people (industry, synergy groups, regulators, and others) need to physically come together at the local level to address local issues.

Cosponsored by synergy groups, the Canadian Association of Petroleum Producers, and the EUB, Synergy Supporting Synergy was the second provincial gathering of synergy groups, and it was quickly apparent that we've come a long way in eighteen months. Nearly 200 people rolled up their

sleeves to develop a collective vision and action plan to move synergy forward in a more effective and supportive fashion. Guided by the three

strands of synergy; cooperation, communication, and convergence, participants took a look ten years into the future with their vision, then looped back to the present to find a way to make that vision happen.

The consensus at the roundtable was that synergy works! By 2013, participants envision a "synergy province," a well-established network of relationships. This will occur through the convergence, or coming together, of more communities, more industry members, more sectors, and more government departments and agencies. They see future applications in the agriculture, education, health and safety, water, mining, and forestry sectors. With a solid foundation supported by the principles of trust, transparency, access, accountability, and inclusivity, synergy will be the norm, rather than the exception.

But how do we get from here to there? "In order to achieve the desired and necessary cooperation and communication, people (industry, synergy groups, regulators, and others) need to physically come together at the local

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As understood by the EUB and stakeholders synergy is a generic term used by the EUB to describe a community-based group of people representing landowners and residents, local industry operators, and the EUB.

Increasingly, membership is being broadened to include such groups as municipal governments, Chambers of Commerce, and industry people from other sectors. These people meet to identify and address issues related to oil and gas development. Some groups are large and highly organized, with committees and processes, while others put their efforts into community awareness and education. Either way, synergy is about being good neighbours by building better relationships. It is hard work, with a long-term perspective. Members of synergy groups find that this process is more constructive and mutually beneficial than ongoing conflict.

Synergy has become a movement. Groups are connected, and many are looking to make a contribution not only at the local level, but at a provincial level and beyond the oil and gas sector.

EUB Raises \$78 000 for United Way

This year's one-week EUB fund-raising drive netted the United Way of Calgary and Area \$78 000. Aside from the fun events and camaraderie, EUB Board and staff were able to provide funds to critical community programs.

For 52 weeks a year, the EUB dedicates itself to serving the Alberta public interest through its regulatory work. For one week every fall, this dedication takes on a very personal and more local focus as we consider the needs of our communities and how we can help to address these by supporting the important work carried out by the United Way.

While the annual employee campaign for the United Way is the largest single fund-raising activity at the EUB, throughout the year employees generously support many other worthy causes through donations and volunteering.

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**

December 12: Bulletin 2003-37: Well Test Capture (WTC) System Pressure ASCII Standard (PAS)

Formats for Well Test Data

November 24: Bulletin 2003-36: Upgrade of Gas Removal Data (GRD) System and Reporting Compliance

News Releases

January 2: NR 2004-01: EUB releases Regional Geological Study.

December 30: NR 2003-52: EUB verifies January natural gas cost recovery rates (GCRRs)

December 16: NR 2003-48: EUB denies critical sour gas well application by Polaris Resources

December 16: NR 2003-47: EUB approves resolution of deferral account balances

December 5: NR 2003-46: EUB Issues Interim Rate Decisions for ENMAX and EPCOR

December 5: NR 2003-45: EUB approves ATCO sale of retail operations to Direct Energy

November 18: NR 2003-48: EUB sets forth schedule for Compton Petroleum hearing

Other publications

December 12: Guide 52: Appendix D: Codes for Producing and Service Companies - Key to Guide 52 SERCO Abbreviations

December 12: Guide 52: Electronic Capture of Well Test Data (full January 1999 edition incorporating Appendix D revised to December 2003)

December 9: Report by Gecko Management Consultants: Emergency Response Planning Exercises Workshop Conclusions and Recommendations (based upon workshops conducted in March 2003)

December 4: Letter of Clarification: To All Interested Parties re Section 4.1 of Decision 2003-088 regarding Compton applications prehearing meeting

December 1: Customer Satisfaction Survey: This survey is the second in a series of annual surveys that will be used as a measure relating to the EUB's Business Plan regarding access to and use of EUB data and information

November 24: Petro-Canada Submission respecting the Regional Geological Study (November 2003)

November 14: Monthly Status Letter from EUB Chairman on Bitumen Conservation Requirements

November 12: ST-101: Sulphur Recovery and Sulphur Emissions at Alberta Sour Gas Plants (First Annual Report)

Recent decisions

December 29: Decision 2003-111: ENMAX Power Corporation 2004 Distribution and Regulated Rate Tariffs Request to Deny Intervener Status to ATCO and ANCA Application 1306818 and 1306819

December 18: Decision 2003-110: ATCO Electric Ltd. Extension to Implement Transition Rate and Application for 2004 Regulated Rate Tariff (Application 1323849)

December 16: Decision 2003-101: Polaris Resources Ltd. Applications for a Well Licence, Special Gas Well Spacing, Compulsory Pooling, and Flaring Permit (Applications 1276521 and 1276489)

November 25: Decision 2003-096: ENMAX Power Corporation 2004 Distribution Tariff Application 2004 Regulated Rate Tariff Application Request for Approval to Commence Negotiated Settlement (Application 1306819, 1306818)

November 25: Decision 2003-094: EPCOR Distribution Inc. 2004 Distribution Tariff Application Part A: 2004 Interim Distribution Rates SAS Update to Decision 2003-085 (Application 1306821)

November 25: Decision 2003-093: ATCO Gas North ATCO Gas South Request for Exemption from Certain Provisions of the Gas Utilities Act Code of Conduct Regulation (Application 1314506)

November 25: Decision 2003-092: ENMAX Corporation Inc. 2004 Distribution Tariff Application Part A: 2004 Interim Distribution Tariff Errata of Decision 2003-084 (Application 1306819)

November 25: Decision 2003-089: AltaGas Utilities Inc. 2000/2001/2002 General Rate Application Phase II Request for Approval of Negotiated Settlement Brief and Memorandum of Agreement (Application 1283486)

November 20: Decision 2003-088: Compton Petroleum Corporation Applications for Licences to Drill Six Critical Sour Natural Gas Wells, Reduced Emergency Planning Zone, Special Well Spacing, and Production Facilities, Okotoks Field (Southeast Calgary Area)

Recent AGS publications

December 11: Group EUB/AGS Special Report 61, Phases 1 to 4 Extech IV Study of the Early Proterozoic Athabasca, Northeastern Alberta by P. Ramaekers.

December 10: EUB/AGS Special Report 54, An Investigation of Geological Applications of Archival Lightning Strike Data in the Province of Alberta (North of Latitude 54 North).

Synergy Supporting Synergy: EUB-sponsored synergy roundtable a success*(continued from page 1)*

level to address local issues. Converging at a larger provincial level allows sharing, education, and ease of contact without sacrificing local flexibility, autonomy, emphasis, and identification of global issues," says one of the participants. Working at both levels is seen as a necessary complementary aspect of synergy. Putting a provincial face on synergy will not in any way reduce the influence of the local synergy group. Rather, each will support and inform the other, making synergy stronger overall.

Two things emerged as common needs and goals: education and communication between and among all stakeholders. It was agreed that over the next twelve to eighteen months, a small multistakeholder team will develop a framework for a centralized resource centre and synergy support system. That transition team will look at such communication tools as a Web site, a centralized database of groups and contacts, and perhaps a newsletter. It will also examine better ways to identify and resolve problems; to share ideas, stories and best practices; to develop participation skills and leadership at the local level; and to promote synergy in new and existing arenas. All roundtable participants and other interested parties will be kept informed on a regular basis of the progress of the transition team, with another provincial gathering taking place as the team concludes its work.

Synergy is not limited to those who were able to attend the roundtable. Any individual or group that would like to learn more about existing groups, to start up a new one, or to be on the distribution list is invited to contact any EUB Field Centre or EUB Communications in Calgary. Together we can put that turtle on the fencepost. ❖

Building long-term relationships through participant involvement

Part of a smooth licence application process lies in the ability to develop and implement a participant involvement (PI) program. The EUB seeks to guide applicants through PI in its revised *Guide 56: Energy Development Applications and Schedules*, which came into effect on October 1, 2003. This guide is not simply about compliance with EUB standards. It's about building a long-term relationship with the community to gain trust and to create a positive corporate reputation among stakeholders.

Industry should employ an open and honest policy when dealing with landowners and other parties who might be directly and adversely affected by the project. The applicant's role in a PI program is to help individuals and other companies understand the proposed community development and the impact it may have on them. The more information a company can provide to its stakeholders, the increased potential for trust in the relationship.

All companies applying for a licence are required to complete a PI program prior to filing their applications with the EUB. The program must include all parties whose rights may be directly and adversely affected by the proposed development.

The PI process is broken down into two parts: requirements and expectations. Requirements are linked to a corresponding audit. Expectations are recommendations by the EUB on how to make the public consultation process more inclusive and efficient. These recommendations are considered to be industry best practice.

Once the type of development has been determined, the company can begin the PI process by planning personal consultation and notification and by developing information packages suitable for the proposed energy development.

Notification takes place through written correspondence, whereas personal consultation is face to face or over the phone.

The EUB expects that the level of participant involvement will be based on the complexity of the project and the sensitivities in the proposed location.

When planning, the applicant should contact both local residents and other licensees to develop a PI program that will engage all interested parties. Some communities and groups in the province may have different ideas about this process, so it's important to determine the needs of each.

Next, the applicant is expected to identify key parties and possibly develop a community profile. To determine if an individual might be directly and adversely affected, the EUB considers the following:

- Is the individual able to show a reasonable and direct connection between the proposed development and the rights or interests he/she believes to be affected?
- Is the individual affected in a different way or to a greater degree than members of the general public?

Special needs of some community members, such as pre-existing medical conditions, must also be addressed. As well, industry is expected to be sensitive to timing constraints on the public, such as statutory holidays and harvesting or planting seasons.

Once participants have been identified, they must be notified or personally consulted, depending on the type of application. All parties must be provided with an EUB information package, as well as the applicant's project-specific information package. The applicant must allow a minimum of 14 days for the participant to receive, consider, and respond to notification of the proposed development.

Through consultation, objections and concerns of the public can be identified, addressed, and possibly resolved. From here, the PI program can progress in one of two ways. If all objections and concerns are resolved, the applicant must obtain confirmation of nonobjection and can then, in most cases, file a routine application with the EUB.

If there are outstanding concerns, it's recommended that applicants meet with objectors to try to reach an agreement. The parties may choose to enter the Appropriate Dispute Resolution (ADR) process to have facilitated and mediated discussions. If the concern is resolved through ADR, the applicant may file a routine application. If ADR does not resolve the issues, a nonroutine application must be filed. A nonroutine application may lead to a public hearing or to third-party mediation.

Guide 56 provides a set of minimum requirements and expectations for industry to follow. It recommends that companies go beyond the minimum to fully engage interested parties.

If the requirements and recommendations laid out in *Guide 56* are followed, the application process is generally straightforward and will result in a better long-term relationship between companies and the public.

Participant involvement does not end with the issuance of a licence by the EUB; it is expected to continue throughout the life of the project. Future projects, community relations, and a company's reputation rest on its ability to create a positive relationship during initial contact and beyond. ❖

This list is subject to change at any time, so please check the complete list of upcoming public hearings on 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.

Upcoming public hearings

| Application No. | Applicant | Hearing Purpose |
|---|---|--|
| 1322864 | Alberta Electric System Operator | 2004 General Tariff Application - AESO's own costs |
| Start date: January 20, at Govier Hall, Energy and Utilities Board Building, 640 - 5 Avenue SW, Calgary | | |
| 1296093 1312608 | EnCana Corporation | Applications for two noncritical sour gas well |
| Start date: January 29, at Quality Inn, 11201 100th Avenue, Grande Prairie | | |
| 1322694 | University of Alberta | Appeal respecting rates of EPCOR Distribution Inc. |
| Start date: February 3, at Edmonton Offices of the EUB, 10055 - 106 Street, Edmonton | | |
| 1305189 1305190 | Anadarko Canada Corporation | Holding - Glauconitic - Gas - Westrose South Field |
| Start date: February 9, at Govier Hall, Energy and Utilities Board Building, 640 - 5 Avenue SW, Calgary | | |
| 1317233 | Aquila Networks Canada Ltd. | Transfer of all issued shares of ANCL to |
| 1318425 | Fortis Alberta Holdings Inc. | Fortis Alberta Holdings Inc. Request for approval of certain financial matters |
| Start date: February 9, at Govier Hall, Energy and Utilities Board Building, 640 - 5 Avenue SW, Calgary | | |
| 1321423 | Tyke Energy Ltd. | Compulsory Pooling - Swimming Field |
| Start date: February 10, at West Hall, Energy and Utilities Board Building, 640 - 5 Avenue SW, Calgary | | |
| 1323509 | Peyto Exploration and Development Corp. | Compulsory Pooling - Sundance Field |
| Start date: February 11, at West Hall, Energy and Utilities Board Building, 640 - 5 Avenue SW, Calgary | | |
| 1279036 | Husky Oil Ltd. | Special gas spacing - Hussar Field |
| Start date: February 11, at Strathmore Civic Centre, 120 Brent Boulevard, Strathmore | | |

Pending decisions

| Application No. | Applicant | Hearing Purpose |
|-------------------------------|--|---|
| 1273113 | Canadian Natural Resources Limited | Horizon Oil Sands Project - Fort McMurray Area |
| 1271285 1271307 1271383 | Shell Canada Limited | Jackpine Mine - Phase I Fort McMurray Area |
| 1282973 | Solex Gas Processing Corp. | Application for a licence for new pipelines - Harmatton -Elkton Field |
| 1314520 1314521 | AltaLink Management Ltd. and TransAlta Utilities Corporation | Compliance filings: 2002-2004 revenue requirement and stub period tariff and 2002/03 2003/04 tariff in respect of assets on First Nations lands |
| 1314487 | ATCO Gas South - A Division of ATCO Gas and Pipelines | Jumping Pound Measurement Adjustment |
| 1257976 | Aquila Networks Canada (Alberta) Ltd. | Review and Variance of Board Decision 2001-92, 2001-93 |
| 1275494 | ATCO Electric Ltd. | 2003-2004 General Tariff Application - Refiling |

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Tell us how we're doing

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For EUB publications or inquiries, contact: EUB Information Services

640-5 Avenue SW, Main Floor
Calgary, Alberta T2P 3G4
Telephone: (403) 297-8190* Fax: (403) 297-7040
E-mail: <eub.info_services@eub.gov.ab.ca>
EUB Web site: <www.eub.gov.ab.ca>

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Questions, complaints, problems?

Utilities: For information or to file a consumer utility complaint, contact us at:
EUB Utilities Branch, 10th floor, 10055-106 Street, Edmonton, Alberta T5J 2Y2
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 does not respond appropriately, you may contact the nearest EUB Field Centre.

EUB Field Centres (24-hour service)

| | |
|----------------|-----------------|
| 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.

Across the Board Advisory Committee

Dick Batten, Marilyn Craig, Diane Earle, Greg Gilbertson, Barbara Kapel Holden, Becky Torrance, Brenda Poole-Bellows
Editor: Darin Barter