

Energy Resources Conservation Board (ERCB) ADR Report Instructions to Service Providers

As a dispute resolution professional, you realize the importance of outcome measurement and statistics in promoting the growth and development of the Appropriate Dispute Resolution (ADR) program. Our goal is to survey all those involved and then present the feedback openly and in its entirety to ensure a fair and unbiased evaluation.

The ERCB is committed to monitoring and evaluating its ADR program. We require your assistance in facilitating this with the mediator and participants. Please be assured that it is the process and procedures we are monitoring and evaluating, not the matters under discussion between the mediator and the parties. Your feedback may be incorporated into the ERCB ADR Annual Report, from which an analysis of the ADR process will be conducted and made available to the public.

Hard copies of the feedback form are available from ERCB's Website www.ercb.ca. Please attach an extra page if you need more space for comments.

- 1) After the Preliminary ADR Meeting (or after mediation, if you are involved in the mediation process), please complete the evaluation form and send it to us either by regular mail or e-mail. For regular mail, mark the envelope "CONFIDENTIAL" and address to Anna Rose, ADR, 11th Floor, ERCB, Suite 1000, 250 – 5 Street SW, Calgary, Alberta T2P 0R4. If you prefer you mail scan and email the form to anna.rose@ercb.ca or adr@ercb.ca or fax 403-297-3520.
- 2) Please assist us by ensuring that the mediator and each participant get a hard copy of the appropriate form and a preaddressed envelope stamped "CONFIDENTIAL" immediately following the Preliminary ADR meeting or mediation.
 - The forms are available from the ERCB Website www.ercb.ca.
 - Completed forms may be mailed or emailed to the ERCB, as described above.
- 3) Please ask the mediator to distribute the forms to the participants, stressing the importance of their feedback. Assure them that their report will be confidential.
 - It is important that the mediator and participants complete their respective reports before leaving the final meeting (if they are comfortable with that) or as soon as possible following the meeting.

If you have questions or concerns regarding these instructions, please call Anna Rose at (403) 297-6252

Thank you.

