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BY FACSIMILE

To: Parties Named in the Attached Distribution List

NEB Goal 3 - Pipeline Services Survey for 2006

In its Strategic Plan, the National Energy Board has developed five corporate goals to help ensure that its regulatory program provides value to Canadians. The Board's Goal 3, as stated in its 2006-2009 Strategic Plan, is: "Canadians benefit from efficient energy infrastructure and markets". One of the high level measures supporting this goal is: "Evidence that Canadian energy and transportation markets are working well". Contained within this measure is the Board's desire to promote an efficient pipeline transportation system, where the services that shippers receive from pipeline companies meet shippers' needs.

To help determine whether Canadian transportation markets are working well, the Board has decided to conduct its Pipeline Services Survey again in 2006 as a means to obtain direct feedback from the shippers of major NEB-regulated pipeline companies on the level of service provided by those pipelines. This year's survey incorporates several suggestions for improvement made by stakeholders. The survey will also be used to obtain feedback from shippers on the Board's performance in implementing its regulatory role with respect to tolls and tariffs.

For this year's survey, the Board has decided to use a web-based survey tool, called Zoomerang, which will be sent to shippers via e-mail. The Board's preference is to send a link to the Zoomerang surveys directly to shippers. If pipeline companies are able to provide their shipper lists and contact information to the Board so that could be done, please provide that information to Board staff in January. Otherwise, the Board will forward the links to the Zoomerang surveys to pipeline companies in January for distribution to their active shippers by **31 January 2006**.

In preparing their shipper lists, companies should use their discretion when determining which shippers are active on their systems. However, the Board expects that the contact person for each shipper will be the individual that participates on a company's Toll and Tariff Task Force, if there is one, or to the senior executive responsible for regulatory matters. If a shipper has identified an individual to co-ordinate the survey responses for its organization, it should provide that contact name to their particular pipeline company. The mailing list should be kept on file for future reference.

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For each pipeline survey received, shippers are asked to complete one response which reflects their company's corporate views on the services provided by the pipeline being surveyed. The Board intends to distribute a Word version of the survey so that feedback from multiple individuals can be collected and then entered on the Zoomerang site. Responses are to be submitted no later than **10 March 2006**.

After analyzing the survey responses, the Board will publish a summary of the results in aggregate for the surveyed companies as it did for the 2005 survey. The aggregate results will include the industry average and distribution of responses for each question and possibly a summary of major themes. These high-level aggregate results may be discussed in the Board's Performance and Annual Reports. In addition, the Board will provide the detailed company-specific results to each pipeline company and to the shippers on each system that responded to the survey and provided contact information. These results will include the pipeline company's average rating and distribution of responses for each question as well as the verbatim comments received from shippers, with the name of the respondent removed.

While the survey results will be used as one factor to assess if Canadian transportation markets are working well, they may also be useful for discussions between pipeline companies and shippers around areas that could be improved. The Board's objective is to facilitate continual improvement in pipeline services and the 2006 survey is in keeping with this objective.

Companies are directed to serve a copy of this letter on their shippers at this time. The Zoomerang and Word version of the surveys will be distributed to shippers in late January 2006.

Yours truly,

A handwritten signature in black ink, appearing to read 'Michel L. Mantha', with a long horizontal line extending to the right.

Michel L. Mantha
Secretary

Attachment

Distribution List

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