

## For Further Information

You can contact the Board at the number and address indicated below. A list of Board publications, which may be of assistance to you is included. These are available on the Board's website or in hard copy from the Board. In particular, the Board's document titled: ***Pipeline Regulation in Canada: A Guide for Landowners and the Public*** describes in detail the lifecycle of a pipeline, the rights of landowners and the public, how public concerns regarding projects can be addressed, and other regulatory processes administered by the National Energy Board. It also describes the Board's public hearing process and how you can become involved in the hearing process.

If you would like more information:

- visit our website at [www.neb-one.gc.ca](http://www.neb-one.gc.ca)
- call our toll free number 1-800-899-1265;
- e-mail us at [info@neb-one.gc.ca](mailto:info@neb-one.gc.ca)
- write us or visit our library at:

National Energy Board  
444 - Seventh Avenue S.W.  
Calgary, Alberta T2P 0X8

Aussi disponible en français.

## Board Publications

Pipeline Regulation in Canada:  
*A Guide for Landowners and the Public*

Appropriate Dispute Resolution Guidelines

Excavation and Construction Near Pipelines

Living and Working Near Pipelines:  
*Landowner Guide*

Information Bulletin II:  
*The Public Hearing Process*

Information Bulletin IV:  
*How to Participate in a Public Hearing*

Information Bulletin VI:  
*Traffic, Tolls and Tariffs,*

Information Bulletin VIII:  
*Electricity*

Information Bulletin IX:  
*Protection of the Environment*

Information Bulletin X: *Pipeline Tolls and Tariffs:*  
*A Compendium of Terms*

Information Bulletin XII:  
*Pipeline Safety*

Frontier Information Office

Answers to your Questions

Library and Information Services

Regulation of Commodity Pipelines

A Proposed Pipeline or Power Line Project: what you need to know.  
Cat. No. NE23-121/2004E  
ISBN 0-662-37886-5



National Energy  
Board

Office national  
de l'énergie

**A Proposed Pipeline  
or Power Line Project:  
what you need to know**

Canada

**Y**ou have become aware of a pipeline or power line project that is proposed to be constructed in your area. The company planning the project may invite you to participate in a public consultation program for the project. This brochure describes:

- the role of the National Energy Board
- the Board's requirements regarding the company's consultation program
- Appropriate Dispute Resolution
- how you can get further information about the Board's processes

### **The Role of the National Energy Board**

The Board is an independent federal agency that reports to Parliament through the Minister of Natural Resources Canada. The Board regulates **interprovincial and international pipelines and power lines.**

Before a company can commence construction of a proposed pipeline or power line, it must apply to the National Energy Board and receive the Board's approval. The Board decides whether the project is in the public interest and whether it should be approved.

For some proposed projects, the Board conducts public hearings in order to get all relevant views on the project before it makes a decision. The

Board's decision about the need for a hearing depends on the nature of the project, its potential effects and the level of public interest in the project. Generally, a hearing is not required for projects that are less than 40 kilometres in length or for additions to existing systems.

Board hearings are open to the public and any person may attend the hearing as an observer. You may participate in a Board hearing by providing comments or becoming an intervenor. A person must apply to the Board to become an intervenor. Intervenors can be landowners, area residents, government agencies, Aboriginals, companies or any other individual or group that applies and is granted intervenor status by the Board.

### **The Company's Consultation Program**

As part of the Board's application process, the company must meet the requirements of the *National Energy Board Act*, the *Canadian Environmental Assessment Act*, the Board's *Filing Manual* and other regulations or legislation. For most projects, the company is also required to conduct a consultation program.

The goal of consultation is to communicate with all individuals, groups and agencies that may be potentially affected by the project. The company should involve potentially affected persons early in the planning and design phases

of the project, should address public concerns and issues and should respond to any concerns or input provided by interested persons. The consultation program should be ongoing throughout the development of the project, the Board's regulatory processes and construction of the project. ***The Board also expects that companies will have plans for ongoing communication during the operation of the project. The Board encourages interested persons to become involved with the company's consultation program and to work with the company to address and resolve all issues and concerns.***

The Board also expects the company to respond to any complaints it may receive from landowners or the public throughout the life of the project. The goal is for the company to address and resolve the concern or complaint as early as possible.

### **Appropriate Dispute Resolution**

The Board's Appropriate Dispute Resolution (ADR) process is also available to you. An ADR process may help to resolve outstanding issues. ADR could take the form of a meeting between you and the company, which may be facilitated by trained Board staff or by another neutral third party. For more information about ADR options, please contact the Board.