



# Strategic Plan 2006–2009

## Vision

**The NEB is an active, effective and knowledgeable partner in the responsible development of Canada's energy sector for the benefit of Canadians.**

## Purpose

**We promote Safety and Security, Environmental Protection and Efficient Energy Infrastructure and Markets** in the Canadian public interest<sup>1</sup> within the mandate set by Parliament in the regulation of pipelines, energy development and trade.

## Values

**At the NEB, we strive for excellence in all that we do.**

Excellence at the NEB is driven by organizational and personal commitment to three core values:

- **Integrity:** *We are fair, transparent, and respectful*
- **Regulatory Leadership:** *We are responsive, proactive and innovative*
- **Accountability:** *We support and hold each other accountable to deliver timely, high quality results in the Canadian public interest*

## Strategies

- Improve the regulatory framework
- Inform energy policy debate
- Enhance NEB capacity and culture

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The public interest is inclusive of all Canadians and refers to a balance of economic, environmental and social interests that changes as society's values and preferences evolve over time. As a regulator, the Board must estimate the overall public good a project may create and its potential negative aspects, weigh its various impacts, and make a decision.

# Goals

# Measures

# Objectives

|   |  |  |
|---|--|--|
| NEB-regulated facilities and activities are safe and secure, and are perceived to be so   | <ul style="list-style-type: none"><li>▶ Number of fatalities per year</li><li>▶ Number of pipeline ruptures and incidents per year</li><li>▶ Public perception of pipeline safety</li><li>▶ Number and significance of security infractions</li></ul>                                      | <ul style="list-style-type: none"><li>▶ The NEB has a fully operational integrated compliance system enabling effective risk-based decision-making related to safety, security, and environmental protection.</li><li>▶ The NEB, in partnership with federal and provincial/territorial agencies, has in place harmonized environmental assessment processes.</li><li>▶ The NEB has in place mechanisms to collect and disseminate best practices and promote continual improvement in the design, construction and operation of regulated facilities.</li></ul> |
| NEB-regulated facilities are built and operated in a manner that protects the environment and respects the rights of those affected | <ul style="list-style-type: none"><li>▶ Percent of environmental conditions that achieve their desired end results (DER)</li><li>▶ Number of major releases into the environment per year</li></ul>  | <ul style="list-style-type: none"><li>▶ NEB regulatory processes are efficient, seamless and responsive.</li><li>▶ Policy-makers, industry and the Canadian public are better informed on regulatory and related energy matters.</li><li>▶ The NEB is proactive in providing fair outcomes for stakeholders regarding infrastructure investments.</li></ul>  |
| Canadians benefit from efficient energy infrastructure and markets  | <ul style="list-style-type: none"><li>▶ Evidence that Canadian energy and transportation markets are working well</li><li>▶ Evidence that advice and information products benefit Canadians</li><li>▶ Evidence that the Board's regulatory processes are efficient and effective</li></ul> |  |
| The NEB fulfills its mandate with the benefit of effective public engagement  | <ul style="list-style-type: none"><li>▶ Stakeholders are involved effectively in the Board's public processes</li></ul>  | <ul style="list-style-type: none"><li>▶ Engagement and communication practices for NEB matters meet the needs of stakeholders.</li><li>▶ The NEB pursues participant funding in support of harmonized processes.</li></ul>   |
| The NEB delivers quality outcomes through innovative leadership and effective processes   | <ul style="list-style-type: none"><li>▶ Evidence that the Board's processes are efficient and effective</li><li>▶ Employee satisfaction</li><li>▶ Per-capita cost of regulation</li><li>▶ Progress against planned activities</li></ul>  | <ul style="list-style-type: none"><li>▶ The NEB has the necessary capacity to fulfill its mandate.</li><li>▶ The NEB lives a results-based culture of excellence.</li><li>▶ The NEB has a fully operational quality management system.</li></ul>   |