



## Info.Source

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# General Information

## Introduction to Info Source

Info Source describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the [Access to Information Act](#) to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, with relevant information to access personal information about themselves held by government institutions subject to the [Privacy Act](#) and to exercise their rights under the Privacy Act.

An [index of institutions](#) that are subject to the Access to Information Act and the Privacy Act is available centrally.

The Access to Information Act and the Privacy Act assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

## Background

- [About Us](#)
- [Who we are and what we do](#)
- [The CER's history](#)
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## Responsibilities

- [The CER's mandate](#)
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- [The CER's organization and structure](#)
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Please refer to the [CER's Departmental Plan](#) and its [Departmental Results Reports](#) for more information on specific plans and initiatives.

# Institutional programs and activities

## Energy Adjudication

### Infrastructure, Tolls and Export Applications

The Canada Energy Regulator (CER) makes decisions and recommendations, which include impact assessments, on applications to construct, operate, decommission, and abandon pipelines, offshore renewable energy, and international and designated interprovincial power lines. The CER also makes decisions on applications for pipeline tolls and tariffs so that they are just and reasonable, applications for compensation disputes resolution, applications related to oil and gas exploration and drilling activities and infrastructure in certain northern and offshore areas of Canada, and applications for the export of oil, natural gas liquids, electricity and the export and import of natural gas. Participants in program processes include the applicant, interveners and commenters, or in the case of formal complaints received by the CER, all parties to the complaint.

#### Certificates, Licences, Authorizations, Approvals and Orders Class of Record

Description: Includes records related to certificates, licences, authorizations, approvals and orders issued by the CER, including, but not limited to, Certificates of Public Convenience and Necessity for commodity pipelines and international and designated power lines, licences, orders or permits for the export of oil, gas and electric power, safety orders, orders relating to rates, tolls and tariffs.

Document Types: Letters, certificates, licences, authorizations, approvals, orders, legislation, advice, policies, procedures, studies, regulations, applications, audits, briefing notes, communication plans, consultations, reports, contracts, correspondence, research.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All final letters and orders are available on the CER website.

Record Number: CER-3205136

- Public Hearing Process Class of Record

Description: Includes records related to the public hearing process facilitated by the CER before the Commission decides on an application for a major project. Stakeholder opinions can be gathered in writing or through a combination of written and oral submissions. Most of the information collected under this initiative will be available for public view on the [CER website](#). After the close of the public hearing, the CER will either issue Reasons for Decision or a CER Report.

Document Types: Applications, exhibits (which may include, registrations to participate, interventions, letters of comment, information requests, information request responses, maps, written evidence, written arguments, undertakings, notices of motion and Crown Consultation Reports) transcripts, Reasons for Decision, CER Reports, agendas, briefing materials, procedures, guidelines, assessments, memoranda, correspondence, legal advice and opinions, policies, legislation and regulations.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.

Record Number: CER-3429839, CER-3209953, CER-3430330, CER-3424484, CER-3430021, CER-3425295, CER-3430873, and CER-4467834

### Hearing Participation Personal Information Bank

Description: This bank describes interventions, applications to participate and letters of comment filed with the CER by companies, groups, individuals and Indigenous Peoples who have participated in the CER's regulatory proceedings. Personal information includes the name and contact information, including mailing address, telephone number and email address, personal opinions and experiences. Note: Disclosure is upon request, specifically for information prior to 2002 as it is in hardcopy format, otherwise documents are publicly available on the CER's website. Documents may be retrieved by providing the name of the application to which the documents relate and the name of the participant. This PIB has changed names from Interventions and Letters of Comment. It has also been transferred to the CER from the National Energy Board (NEB). **Modification pending Treasury Board Secretariat approval.**

Class of Individuals: Individuals, groups and Indigenous Peoples who have participated in a regulatory proceeding of the CER.

Purpose: Personal experiences and opinions are used by the Commission in achieving quasi-judicial decisions on applications before them. Personal information is collected under the authority of the Canada Energy Regulator Act and the Rules of Practice and Procedure.

Consistent Uses: Information will be used to form a public record of all applications to participate, interventions and letters of comment submitted to the CER during proceedings. Information may be used to inform policy decisions and report to senior management. As part of the proceeding, personal opinions and views along with the identity of the participant will be provided to the applicant and other participants.

Retention and Disposal Standards: Information is retained for the life of the facility until its abandonment, which may be 70 years or longer. Records are then transferred to Library and Archives of Canada for selective permanent retention.

RDA Number: DA 2020-003

Related Record Number: CER-3429839, CER-3209953, CER-3430330, CER-3424484, CER-3430021, CER-3425295, CER-3430873, and CER-4467834

TBS Registration: 000748

Bank Number: CER PPU 110

Last Updated: 12 November 2025

- Facility Applications for Construction and Operation of Power Lines Class of Record  
Description: Includes records related to applications under Part 4 of the CER Act for construction, operation and modification of power line facilities.  
Document Types: Project Notifications, Completeness Determination, Applications (which may include: economics assessments, environmental assessments, engineering assessments, emergency management assessments, engagement assessments, impact assessments, land matter assessments, security assessments, maps and socio-economics assessments), Letters of Comment, Statements of Concern, Information Requests, Information Request Responses, correspondence, Reasons for Decision, CER Report, certificates, permits, licences, orders, condition compliance and evaluation, reports, Plans Profiles and Books of Reference, agendas, meeting minutes, procedures, work instructions, guidelines, assessments, memoranda.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.

Record Number: CER-3429839

#### Facility Applications and Operation Personal Information Bank

Description: This information bank describes information filed with the CER by energy companies, individuals, groups and Indigenous Peoples who have participated in applications to construct and operate facilities for pipelines and international power lines up to and including their abandonment under Part 3 and 4 of the CER Act and the CER OPR. Personal information includes the name, contact information, including mailing address, telephone number and email address, personal opinions and experiences, including: Statements of Concerns, complaints from landowners and other individuals affected by the activities of energy companies and their contractors and representatives, inquiries about projects under review, copyrighted material, and, in some cases, details of their personal situation or lifestyle, employment status, health condition, socio-economic status, views and opinions, and other data. The correspondence may also include personal information about other individuals.

Note: Disclosure is upon request, specifically for information prior to 2002 as it is in hardcopy format, otherwise the documents are publicly available on the CER's website. Documents may be retrieved by providing the name of the application to which the document relates and the name of the participant. **Pending Treasury Board Secretariat Approval.**

Class of individuals: Individuals, groups and Indigenous Peoples who participate in the process outside of a formal hearing.

Purpose: Personal experiences and opinions are used by the Commission in achieving quasi-judicial decisions on applications before it and to respond/address issues raised in the filings. Personal information is collected under the authority of the Canada Energy Regulator Act.

Consistent Uses: Information will be used to maintain a public record of all correspondence submitted by individuals, groups and Indigenous Peoples in relation to the CER mandate and activities outside of a formal hearing. As part of this process, personal opinions and views along with the identity of the participant may be provided to the applicant and other participants.

Retention and Disposal Standards: Information is retained for the life of the facility until its abandonment, which may be 70 years or longer. Records are then transferred to Library and Archives of Canada for selective permanent retention.

RDA Number: DA 2020/003

Related Record Number: 3429839 and 3209953

TBS Registration Number:

Bank Number: CER PPU 100

Last Updated: 3 October 2025

- Construction, Operation and Abandonment of Pipelines Class of Record  
Description: Includes records related to applications under Part 3 of the CER Act and the Canada Energy Regulator Onshore Pipeline Regulations (CER OPR) for construction, operation and modification of pipelines. In addition, applications under other parts of the

CER Act and the regulations are included, such as applications for Leave to Open and Right of Entry, as well as applications to decommission, deactivate, reactivate and abandon pipelines.

Document Types: Project Notifications, Completion Determination, Applications (which may include: economics assessments, environmental assessments, engineering assessments, emergency management assessments, engagement assessments, geospatial data, impact assessments, interaction tables, land matter assessments, security assessments, maps and socio-economics assessments), Letters of Comment, Statements of Concern, Information Requests, Information Request Responses, correspondence, Reasons for Decision, CER Report, certificates, permits, licences, orders, condition compliance and evaluation, reports, Plans Profiles and Books of Reference, agendas, meeting minutes, procedures, work instructions, guidelines, assessments, memoranda.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.

Record Number: CER-3209953

#### Facility Applications and Operation Personal Information Bank

Description: This information bank describes information filed with the CER by energy companies, individuals, groups and Indigenous Peoples who have participated in applications to construct and operate facilities for pipelines and international power lines up to and including their abandonment under Part 3 and 4 of the CER Act and the CER OPR. Personal information includes the name, contact information, including mailing address, telephone number and email address, personal opinions and experiences, including: Statements of Concerns, complaints from landowners and other individuals affected by the activities of energy companies and their contractors and representatives, inquiries about projects under review, copyrighted material, and, in some cases, details of their personal situation or lifestyle, employment status, health condition, socio-economic status, views and opinions, and other data. The correspondence may also include personal information about other individuals.

Note: Disclosure is upon request, specifically for information prior to 2002 as it is in hardcopy format, otherwise the documents are publicly available on the CER's website. Documents may be retrieved by providing the name of the application to which the document relates and the name of the participant. **Pending Treasury Board Secretariat Approval.**

Class of individuals: Individuals, groups and Indigenous Peoples who participate in the process outside of a formal hearing.

Purpose: Personal experiences and opinions are used by the Commission in achieving quasi-judicial decisions on applications before it and to respond/address issues raised in the filings. Personal information is collected under the authority of the Canada Energy Regulator Act.

Consistent Uses: Information will be used to maintain a public record of all correspondence submitted by individuals, groups and Indigenous Peoples in relation to the CER mandate and activities outside of a formal hearing. As part of this process, personal opinions and views along with the identity of the participant may be provided to the applicant and other participants.

Retention and Disposal Standards: Information is retained for the life of the facility until its abandonment, which may be 70 years or longer. Records are then transferred to Library and Archives of Canada for selective permanent retention.

RDA Number: DA 2020/003

Related Record Number: 3429839 and 3209953

TBS Registration Number:

Bank Number: CER PPU 100

Last Updated: 3 October 2025

- **Compensation Hearing Class of Record**  
Description: Includes records related to applications from the public under Part 6 (including sections 327 and 334) of the CER Act. This may include: the acquisition, lease or taking of lands by a company, lands whose use is restricted by the operation of section 335 of the CER Act, whether the or not the lands were acquired, leased or taken; and, damages caused by activities of the company which directly related to: the acquisition or lease of lands for a pipeline or abandoned pipeline; the construction of the pipeline; or the inspection, maintenance or repair of the pipeline or abandoned pipeline.  
Document Types: Applications, correspondence, letter decisions, memoranda,  
Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.  
Record Number: CER-3430330
- **Export and Import Applications for Oil, Gas, NGLs and Refined Petroleum Products Class of Record**  
Description: Includes records related to applications and supporting documentation under Part 7 of the CER Act and the National Energy Board Act Part IV (Oil and Gas) Regulations and the National Energy Board Export and Import Reporting Regulations for permits or licences pertaining to the exportation of commodities such as oil, gas, natural gas liquids and refined petroleum products for a specified period. Applications are for an order (short-term) or licence (long-term) to: Export or import natural gas or liquefied natural gas (LNG); Export NGLs such as propane, butane or ethane; and Export crude oil and/or refined petroleum products.  
Document Types: Applications (which may include: Supply and Demand reports and Implications and Surplus Assessments), Letters of Comment, Information Requests, Information Request Responses, correspondence, letter decisions, licences and orders, monthly reporting, procedures, work instructions, guidelines, assessments, memoranda.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.  
Record Number: CER-3424484 and CER-3430021
- **Export Applications for Electricity Class of Record**  
Description: Includes records related to applications and supporting documentation for permits, or licences pertaining to the exportation of electricity for a specified period  
Document Types: Applications (which may include: supplementary information, list of assets, notices for newspaper publication, letters to utilities, annual reports, published

notice in the Canada Gazette), correspondence, orders and licences, agendas, procedures, guidelines, reports, assessments, memoranda.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.

Record Number: CER-3425295

- Onshore and Offshore Frontier – Commercial and Significant Discovery Applications Class of Record

Description: Includes records related to applications for Significant and Commercial Discovery Declarations under Part 3 and 4 of the Canadian Petroleum Resources Act (CPR Act) and Part 8 of the CER Act for certain frontier areas. These applications have been processed by the CER since 1991.

Document Types: Applications, correspondence, maps, declaration letters, presentations, agendas, procedures, guidelines, reports, assessments, memoranda, correspondence files.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Record Number: CER-3428440

- Frontier and Offshore – Operating Licence Class of Record

Description: Includes records related to applications for an operating licence, under the Canada Oil and Gas Operations Act (COGOA) and the Canada Oil and Gas Operations Act (OGO), which is applicable to any activity related to oil or gas exploration and production related work or activity in an area of the north or offshore where the CER has regulatory responsibilities. Licences are issued for a maximum of one year.

Document Types: Applications, correspondence between the company and the CER, and responses, certificates of registration for an extra-territorial corporation and annual operating licences.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

The names of the companies who have received an operating licence are published on the CER website annually.

Record Number: CER-3452510

- Onshore and Offshore Frontier – Geological Operations Class of Record

Description: Includes records related to applications for geological activities on frontier lands and offshore areas under COGOA and OGOA. Geological activities mean “work, in the field or laboratory, involving the collection, examination, processing or other analysis of lithological, paleontological or geochemical materials recovered from the surface or subsurface or the seabed or is subsoil on any frontier lands and includes the analysis and interpretation of mechanical well logs”. These applications have been processed by the CER since 1991.

Document Types: Geological Operation Authorizations, information requests and responses, weekly status reports, final reports, benefit plans, maps, seismic data, site specific emergency response plans, environmental assessments, correspondence, memoranda, presentations, procedures and guidelines.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Certain documents may be disclosed under the Canada Petroleum Resources Act under Section 101 (7).

Record Number: CER-3429428

- Onshore and Offshore Frontier – Geophysical Operations Class of Record  
 Description: Includes records related to applications for geophysical activities on frontier lands and other offshore areas under COGOA and OGOA. Geophysical activities mean “work involving the indirect measure of physical properties of rocks in order to determine the depth, thickness, structural configuration or history of deposition thereof and includes the processing, analysis and interpretation of material or data obtained from such work”. These applications have been processed by the CER since 1991.  
 Document Types: Geophysical Operation Authorizations, information requests and responses, weekly status reports, final reports, benefit plans, maps, seismic data, site specific emergency response plans, environmental assessments, correspondence, memoranda, presentations, procedures and guidelines.  
 Disclosure Summaries: No third-party disclosure or information sharing has occurred. Certain documents may be disclosed under the Canada Petroleum Resources Act under Section 101 (7).  
 Record Number: CER-3429428
- Onshore and Offshore Frontier – Geotechnical Operations Class of Record  
 Description: Includes records related to applications for geotechnical activities on frontier lands and other offshore areas under COGOA and OGOA. Geotechnical means “work, in the field or laboratory, undertaken to determine the physical properties of materials recovered from the surface or the seabed or its subsoil of any frontier lands”. These applications have been processed by the CER since 1991.  
 Document Types: Geotechnical Operation Authorizations, information requests and responses, weekly status reports, final reports, benefit plans, maps, seismic data, site specific emergency response plans, environmental assessments, correspondence, memoranda, presentations, procedures and guidelines.  
 Disclosure Summaries: No third-party disclosure or information sharing has occurred. Certain documents may be disclosed under the Canada Petroleum Resources Act under Section 101 (7).  
 Record Number: CER-3429428
- Onshore and Offshore Frontier – Operations Authorization and Well Approval Class of Record  
 Description: Includes records related to applications for well approvals and operations authorizations on frontier lands and other offshore areas under COGOA, OGOA and the Canada Oil and Gas Drilling and Production Regulations .  
 Document Types: Approval to drill a well, application to change well name, approval to alter condition of a well, operations authorizations, production data, well inspection reports, well terminations, benefit plans, well operations reports, well logs, completion programs, site specific emergency response plans, maps, environmental assessments, information requests and responses, memoranda, correspondence, approvals, presentations, procedures and guidelines  
 Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.  
 Record Number: CER-3429641
- Active Facility Operations Class of Record  
 Description: Includes records related to the construction and operation of production

facilities in the North.

Document Types: Operation authorizations, production operations authorizations, reports, reserve assessments, information related to construction activities, development plans, inspections, production data, maps, environmental protection plans, site specific emergency response plans, information related to well closure and reclamation, correspondence, memoranda and decisions

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Record Number: CER-3426224

- **Traffic, Tolls and Tariffs Class of Record**

Description: Includes records related to applications filed by pipeline companies or shippers under Part 3 of the CER Act. These applications typically include interim and final tolls, negotiated settlements, tariff revisions, or complaints. Records also include compliance filings for quarterly surveillance reports, financial statements, condition compliance and financial regulatory audits.

Document Types: Applications, interventions, letters of comment, correspondence, financial audit reports, tariff filings, complaints, procedures, guidelines, directives, statistical reports, reports, assessments, presentations, memoranda, correspondence files, agreements, regulations, budgets and expenditures, financial reports.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.

Record Number: CER-3430873

- **Damage Prevention Cost Apportionment Class of Record**

Description: Includes records related to applications under section 335 of the CER Act that considers the costs gained by parties working near CER regulated pipelines (these could be related to construction or ground disturbances).

Document Types: Applications, correspondence, information requests and responses, Commission letters and orders, rulings, comments – including replies, memorandum, policies, procedures and guidelines.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All publicly available information is posted on the CER website.

Record Number: CER-4667834

## Participant Funding

The Canada Energy Regulator (CER) Participant Funding Program provides funding to facilitate the participation of interveners – and, in particular, the Indigenous Peoples of Canada and Indigenous organizations – in eligible public hearings and any steps leading to those hearings.

- **Participant Funding Program Class of Record**

Description: Includes records related to the CER administration of the Participant Funding Program (PFP) which provides financial assistance to support the timely and meaningful engagement of individuals, Indigenous groups, landowners, incorporated non-industry not-for-profit organizations who seek to intervene in the CER's hearing process for facility applications. This includes applications for Certificates of Public Convenience and Necessity for pipelines or international power lines, exempting orders respecting pipelines, and abandonment of pipelines or power lines.

Document Types: Funding review committee notes, contribution agreements, funding applications, guides, mailing lists, correspondence, and decision support documents (memoranda, briefing notes), directives, evaluation criteria, costs, policies, statistical reports, agreements, meeting minutes and notes, agendas, procedures, guidelines, reports, assessments, memoranda.

Disclosure Summaries: There are no personal information sharing agreements related to this class of record.

Record Number: CER-3072854

#### Participant Funding Program Personal Information Bank

Description: This bank describes information collected in support of the CER's Participant Funding Program. The personal information may include name, contact information, biographical information, financial information, signature, and views and opinions of, or about, individuals.

Note: This PIB has been transferred to the CER from the National Energy Board (NEB). **Modification pending Treasury Board Secretariat approval.**

Class of Individuals: Individuals requesting funding under the Participant Funding Program

Purpose: The personal information is used to administer the participant funding program and disburse funds in respect of the participant funding. Personal information is collected under the authority of Section 75 of the Canada Energy Regulator Act.

Consistent Uses: Information, including the identity of the individual and the amount of funding received will be posted on the Agency's proactive disclosure website, consistent with the requirements in the Directive on Proactive Disclosure. Information may be used for reporting to senior management, program evaluation, audit and evaluation. Personal information is collected for managing the Conflict of Interest and Post-employment Guideline and for the reimbursement of debts owed to Crown.

Retention and Disposal Standards: 6 fiscal years after the end of the fiscal year in which the file closes.

RDA Number: DA 2020/003

Related Record Number: CER- 3072854

TBS Registration: 20130236

Bank Number: CER PPU 120

Last Updated: 12 November 2025

# Safety and Environment Oversight

## Company Performance

The Canada Energy Regulator (CER) holds its regulated companies accountable for meeting regulatory requirements and project-specific conditions to prevent incidents and provide for the safety of Canadians and the protection of the environment during the construction, operation and abandonment phases of a project lifecycle. This includes requirements for companies to have adequate funds for abandonment. The CER undertakes risk-based Compliance Verification Activities to determine company compliance with regulatory requirements in the technical areas of security, environmental protection, pipeline integrity, safety management, damage prevention, rights and interests, and financial regulation.

- **Accountable Officer and Annual Report Class of Record**  
Description: Includes records related to the submissions (by a regulated company) of the name and designation of an Accountable Officer under section 6.2 (1) Onshore Pipeline Regulations (OPR) and on an annual basis submit a report that demonstrates the company has met the requirements of the management system and the company's obligations under the OPR.  
Document Types: Accountable Officer Notifications, Annual Reports, correspondence, procedures, guidelines and directives.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred. Names of Accountable Officers are posted on the CER website. The public interest in disclosure of this information outweighs the invasion of privacy pursuant to subparagraph 8(2)(m)(i) of the Privacy Act.  
Record Number: CER-3410220
- **Administrative Monetary Penalties Class of Record**  
Description: Includes records related to Administrative Monetary Penalties (AMPs) imposed by the CER on companies or individuals for non-compliance with legislation, regulations, decisions, permits, orders, licenses or certificate conditions under Section 115 of the CER Act and the Administrative Monetary Penalties Regulations (AMPs Regulations).  
Document Types: Notice of Violation, correspondence, information requests and responses, supporting documentation, memoranda, recommendations, disclosure packages, letter decisions, review decisions.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred. The complete Notice of Violation, including the name of the Operator (or individual, at the discretion of the CER) that committed the violation, relevant facts surrounding the violation and the amount of the penalty, including identification of the mitigating and aggravating factors that were applied to arrive at the amount are posted on the CERs website after the 30 review period has expired or the review process has been completed.  
Record Number: CER-3425680
- **Class Location and Safety (Class) Class of Record**  
Description: Includes records related to notifications of changes to class location or safety class in accordance with CSA Z662, section 42 of CER OPR and CER Order MO-15-2023. Both methods look at safety factors companies need to consider for pipeline projects such

as their approximate population density and other characteristics that are considered when designing and pressure testing pipeline to be located in the area.

Document Types: Notifications, maps, assessment reports, engineering assessments, final submissions, correspondence, memoranda, decisions.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Record Number: CER-3427050

- **Damage Prevention Class of Record**

Description: Includes records related to violations of the CER Damage Prevention Regulations (DPR) – Obligations by Pipeline Companies, by third parties. Such violations include, but are not limited to, permission not being sought before crossing or digging near a regulated pipeline as well as damage incurred to the pipeline or right-of-way.

Document Types: Policies and plans, reviews, inspection and incident reports, security precautions, meeting minutes and notes, agendas, procedures, guidelines, directives, reports, assessments, presentations, memoranda, correspondence, instructions, templates, briefing notes, talking points, project documentation, training material, questionnaires/surveys, inventories, promotional literature, strategies.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Reports on compliance and enforcement are posted on the CER website.

Record Number: CER-3426388 and CER-4687057

- **Enforcement Class of Record**

Description: Includes records related to enforcement actions taken against regulated companies to bring them back into compliance and operating safely. Enforcement actions can take the form of a notice of non-compliance, inspection officer orders, administrative monetary penalties, warning letters, Commission orders or letters of direction, revoking or suspending authorizations and prosecution.

Document Types: Notices of non-compliance, inspection officer orders, inspection reports, meeting notes, photographs, information requests and responses, correspondence, letters of direction, orders, briefings, review and analysis, memoranda and supporting evidence.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Reports on compliance and enforcement are posted on the CER website.

Record Number: CER-3425464

- **Incidents Class of Record**

Description: Includes records related to pipeline and oil and gas activities or facilities incidents and any subsequent reports on repairs and remedial action under the CER Act, the COGO Act and the OGO Act.

Document Types: Incident reports; reports of property damage that may relate to: fire or explosion, environmental impact, loss of containment of any fluid from a well, clean-up, remediation and restoration, injury and death of personnel, imminent threat to the safety of a person, and installation or support craft; correspondence, such as: inspection reports; safety orders; and close out reports.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Record Number: CER-3425682

- **Inspections and Compliance Verification Class of Record**

Description: Includes records related to inspections, compliance meetings, report reviews under the CER Act: CER DPR – Authorizations and CER DPR – Obligations of Pipeline Companies, CER OPR; under the COGO Act and the OGO Act: Canada Oil and Gas Drilling and Production Regulations, Canada Oil and Gas Geophysical Operations Regulations; and Canada Labour Code activities. In addition, also includes Proposed Regulatory Change 2010-01 of facilities during and after oil and gas exploration and production activities, facilities construction, and facilities that have been placed in service.

Document Types: Policies and plans, reviews, inspection reports, incident investigation reports, security precautions, meeting minutes and notes, letters of credit, agendas, procedures, guidelines, directives, reports, assessments, presentations, memoranda, correspondence, instructions, templates, briefing notes, talking points, project documentation, training material, questionnaires/surveys, inventories, promotional literature, strategies.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: CER-3426389

- Operation and Maintenance Activities Class of Record

Description: Includes records related to routine operation and maintenance activities by regulated companies. These include activities necessary to safely operate the existing pipeline, maintenance activities, upgrades or repairs to an existing pipeline or part of a pipeline that does not increase the approved maximum operating pressure (MOP), the stress level or diameter of the pipeline or physically removing an existing section of pipe up to 5 km in length and putting a new section of pipe in its place if the replacement does not increase the existing MOP, stress level or diameter of pipeline.

Document Types: Notice of Operation and Maintenance activity, final submissions, information requests and responses, supporting documentation, correspondence, policies, procedures and guidelines.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. All final letters and orders are available on the CER website.

Record Number: CER-3426391

- Notice of Contamination Class of Record

Description: Includes records related to reported contamination and remediation. Companies are required to demonstrate they are effectively anticipating, preventing, managing and mitigating adverse effects of contamination related to their facilities.

Document Types: Notices of contamination, annual updates, correspondence, information requests and responses, closure reports.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. Notices of Contamination and annual updates are posted on the CER website.

Record Number: CER-3423966

## Management Systems and Industry Performance

The performance of the regulated industry results in energy infrastructure that is systematically reliable and safe for people, the environment, and property. The Canada Energy Regulator (CER) requires companies to continually evaluate and improve the effectiveness of their management system and to implement corrective actions to prevent incidents. Where required, the CER investigates and enforces regulatory requirements to prevent harm and acts to compel learnings for further system improvements. The CER requires companies to promote a positive safety culture to effectively manage threats to worker health and safety, and process safety. Information acquired from this work is used by the CER to continually improve its regulations and practices.

- **Management System Audits Class of Record**  
Description: Includes records related to findings regarding comprehensive or focused audits of CER-regulated companies' management systems under the CER Act: Canada Energy Regulator Onshore Pipeline Regulations, Processing Plant Regulations; under the COGO Act, the OGO Act: Drilling and Production Regulations.  
Document Type: Correspondence, audit reports, corrective action plans, Memoranda of Understanding (MOU), briefing notes, memoranda, contracts, studies, press releases, presentations, key messages, speeches, meeting agendas and minutes, policies and guidelines and publications.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: CER-3426490

## Emergency Management

Through its Emergency Management program, the Canada Energy Regulator (CER) holds its regulated companies responsible for anticipating, preventing, managing and mitigating conditions during an emergency and for cleaning up and remediating contamination to CER requirements and expectations. This also includes requirements for companies to have financial resources to pay for spill costs and damages. The CER promotes the effectiveness of the broader response through mutual agreements and information sharing with all levels of government, including municipalities and First Responders.

- **Emergency Response Management Program Class of Record**  
Description: Includes records related to CER responses to a regulated company's emergency.  
Document Type: Correspondence, emergency manual reviews, emergency response exercise reports, report reviews, emergency response reports and review-and-learn reports, MOUs, briefing notes, memoranda, contracts, studies, press releases, presentations, key messages, speeches, newsletters, meeting agendas and minutes, policies and guidelines, agreements, and publications.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: CER-3426784 and CER-3424865

## Regulatory Framework

The Canada Energy Regulator's (CER) regulatory framework applies to all core responsibilities and is comprised of applicable Acts, regulations, guidance materials, documents, as well as certificates, orders and other regulatory instruments used to regulate the industry. The CER develops and communicates regulations, guidance materials, and related processes to regulated companies and the public. The CER adopts a continual improvement approach and updates elements of its framework based on policy shifts, best practices, and input from stakeholders.

- **Regulatory Communications Class of Record**  
Description: Information relating to the communication of regulatory expectations to the energy sector and affected stakeholders for the development and operation of energy infrastructure and for oil and gas exploration and development activities in frontier and offshore areas. The establishment, interpretation and amendment of the CER Act and all other relevant acts affect, in whole or in part, the operations of the CER.  
Document Types: Regulations, guidance material, agreements (and related amendments) correspondence, processes, policies, plans, legal opinions, meeting minutes and notes, agendas, briefs and discussion papers, guidelines, reports, assessments, presentations, memoranda, correspondence, questionnaires, comments, templates, strategic and business plans, communications, translations, memoranda of understanding and agreements.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: CER-2879329

## Energy Information

### Energy System Information

The Canada Energy Regulator (CER) studies energy systems to inform its regulatory decisions and share energy market information with the public. The scope of CER energy market reporting is diverse and includes traditional oil, gas and electricity information, as well as renewable energy, the role of emerging technologies, and the links between energy, economic, social, and environmental issues.

- **Energy Industry and Market Surveillance Class of Record**  
Description: Includes records related to informing the Canadian public using energy industry and market surveillance, including the outlook for supply and demand of energy commodities in Canada. The CER uses energy information to inform its regulatory decisions and to produce publicly available assessments of energy trends, events and issues which may affect Canadian energy markets and the supply and demand for energy. Much of the information developed under this initiative is made available to the public on the CER website.  
Document Types: Correspondence, energy market assessments, energy briefing notes, memoranda, analysis and research reports such as the Energy Futures Report and Canadian Energy Dynamics, Market Snapshots, contracts, studies, technical reports, statistics, presentations, backgrounders/press releases, speeches, presentations, meeting agendas and minutes, agreements and publications.

Disclosure Summaries: No third-party disclosure or information sharing has occurred. Published reports are available on the CER website.

Record Number: CER-2879761

- **Statistical Collection, Reporting and Publication Class of Record**  
Description: Includes records related to industry statistics, provided to the CER by each holder of an export licence/order who is required to submit a completed reporting form for each month that the licence/order is valid. Authorized filers submit information through the Commodities Tracking System (CTS), the online tool currently being implemented to submit and track the reports. Using this information, the CER compiles statistical reports with the following titles: Crude Oil and Petroleum Products Statistics; Electricity Exports and Imports Statistics; Liquefied Petroleum Gas (LPG); Underground Inventories in Canada (Propane and Butanes); Marketable Natural Gas Production in Canada; Natural Gas Exports and Imports Summary; Natural Gas Imports, Exports and Liquefied Natural Gas Statistics; Natural Gas Liquids. (Statistics, under the COGO Act and the OGO Act, the CER compiles frontier exploration statistics).  
Document Types: Statistics, correspondence, memoranda of understanding, analysis and research reports, briefing notes, memoranda, studies, technical reports, presentations, key messages, speeches, meeting agendas and minutes, and publications.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred. Statistical information and data are available on the CER website and published in the Open Government Portal.  
Record Number: CER-2879547
- **Onshore and Offshore Frontier Exploration and Production Class of Record**  
Description: Data and information derived from onshore and offshore frontier exploration and production activities is collected and made available to interested persons.  
Document Types: Oil and gas well sampling and history reports, drilling data, geophysical data and geological reports, information packages for oil and gas land rights issuance.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: Information is available through the Frontier Information Office

## Pipeline Information

The Canada Energy Regulator (CER) provides Canadians with information on pipelines including safety and environment issues in which the public is interested.

- **Pipeline Information Class of Record**  
Description: Includes records related to informing the Canadian public about CER-regulated infrastructure. The CER uses pipeline information to inform the public on its regulatory decisions, industry oversight activities, trends in pipeline transportation markets, financial metrics, pipeline transportation costs, safety and environmental trends, and emergency management. Much of the information developed under this initiative is made available to the public on the CER website, the Canadian Centre for Energy Information (CCEI) website, and the Open Government Portal.  
Document Types: Correspondence, analysis and research in published reference products such as the Pipeline Profiles and Canada's Pipeline Transportation Report series, pipeline-themed Market Snapshots, compiled datasets (throughput and capacity data,

pipeline apportionment, transportation tolls), interactive dashboards and spatial products, data visualizations, speeches, presentations and responses to information requests received from external parties.

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Pipeline profile information is available on the CER website.

Record Number: CER-2880629

## Engagement

Engaging nationally and regionally with Indigenous Peoples and stakeholders through open dialogue, asking questions, sharing perspectives, and collaboration. These activities pertain to all decisions and actions related to the Canada Energy Regulator's legislated mandate.

### Stakeholder Engagement

Canada Energy Regulator (CER) engages with landowners, municipalities and other orders of government, industry, non-governmental organizations, and others to inform CER's decisions and improve its work.

- Stakeholder Engagement Class of Record  
Description: Includes information relating to the CER's coordination, co-operation and liaison with foreign, provincial, territorial, municipal, and federal government departments, agencies, associations and institutions, as well as regulated and non-regulated companies.  
Document Types: Policies and plans, reviews, inspection and incident reports, meeting minutes and notes, agendas, briefs and discussion papers, procedures, guidelines, directives, assessments, presentations, memoranda of understanding, correspondence, proposals, contracts, protocols, memberships, conference material, agreements, regulations.
- Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: CER-3069187

### Indigenous Engagement

The Canada Energy Regulator (CER) uses a cooperative and respectful approach, based on the recognition of the right to self-determination to engage with Indigenous Peoples in all aspects of its regulatory oversight.

- Consultation with Indigenous Groups Class of Record  
Description: Includes records related to discussions with Indigenous groups with respect to energy regulation and activities that directly or indirectly affect the traditional rights, land and/or people of designated Indigenous groups.  
Document Types: Correspondence, studies, submissions, policies, procedures, guidelines, directives, research, assessments, presentations, memoranda, agreements, budgets and expenditures, financial reporting, plans, reports, conference material, enquiries and complaints, training material, meeting notes, minutes, studies, briefing notes, memoranda of understanding, treaties.  
Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: CER-3071274

## Crown Consultation

The CER strives to build meaningful relationships with Indigenous Peoples across Canada who might be affected by the facilities we regulate. Crown consultation is just one part of our relationship with Indigenous Peoples. Where we have Crown consultation responsibilities, we will consult with Indigenous communities early and throughout our review process. We tailor the scope and nature of our Crown consultation activities to the complexity of the proposed project and its potential effects, as well as the needs of affected Indigenous communities.

The CER's consultation with Indigenous Peoples is guided by the [United Nations Declaration on the Rights of Indigenous Peoples \(UNDRIP\)](#) and the UN Declaration Act. In addition, the CER follows the guidance in the [Calls To Action of the Truth and Reconciliation Commission](#), and the [Principles respecting the Government of Canada's relationship with Indigenous Peoples](#) as well as case law and federal guidance on the [duty to consult](#).

- **Crown Consultation Class of Record**  
Description: Information related to interactions between the Crown Consultation Coordinator and Indigenous Peoples across Canada who may be affected by facilities regulated by the CER. The Crown Consultation Coordinator works independently from the Commission and remains neutral in all its interactions about proposed projects.  
Document Types: Policies, procedures, guidelines, collaboration agreements, correspondence, reports, workshops, agendas, meeting summaries, feedback, call logs, interactions with Indigenous Peoples, submissions to the Commission  
Disclosure Summaries: No third-party disclosure or information sharing has occurred.  
Record Number: CER-3073740

## Dispute Resolution

A complaint filed with the CER is an issue or concern that you and a company have been unable to resolve by other means. A complaint to the CER can involve any company we regulate and must involve issues within our mandate. Examples of past complaints submitted to the CER involve issues such as environmental reclamation, crop damage, water drainage, noise, or the effects of a facility or activity on property, including property damage.

### Complaint Resolution Class of Record

Description: Includes records related to an issue or concern that landowners, First Nations or affected parties have with a company that they have been unable to resolve by any other means.

Document Types: Complaint forms, correspondence, company responses, photographs, information requests and responses, memoranda, reports, procedures, work instructions, guidelines

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Record Number: CER-5057577

- **Alternative Dispute Resolution (ADR) Class of Record**  
Description: Information related to facilitated resolution between parties to help resolve a dispute between regulated companies, landowners, members of the public and other

interested stakeholders (for example, lease holders, municipalities, landowner associations) and Indigenous Peoples and communities. The CER has a responsibility under the CER Act to provide ADR for disputes about activities and projects we regulate. Written and verbal interactions during ADR between parties are both confidential and without prejudice.

Document Types: Requests for ADR/arbitration, correspondence, records of conversation, mediation agreements, policies, procedures and guidelines

Disclosure Summaries: No third-party disclosure or information sharing has occurred.

Record Number: CER-5063180

## Internal services

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are: [Acquisitions](#); [Communications Services](#); [Financial Management](#); [Human Resources Management](#); [Information Management](#); [Information Technology](#); [Legal Services](#); [Management and Oversight Services](#); [Material](#); [Real Property](#); [Travel and Other Administrative Services](#). Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

### Acquisitions

Acquisition Services involve activities undertaken to acquire a good or service to fulfil a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting Class of Record](#)
  - [Professional Services Contracts Personal Information Bank](#)

### Communications Services

Communications Services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public – internal or external – receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- [Communications Class of Record](#)
  - [Internal Communications Personal Information Bank](#)
  - [Public Communications Personal Information Bank](#)

### Financial Management

Financial Management Services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management Class of Record](#)
  - [Accounts Payable Personal Information Bank](#)
  - [Accounts Receivable Personal Information Bank](#)
  - [Acquisition Cards Personal Information Bank](#)
  -

## Human Resources Management

Human Resources Management Services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- [Awards \(Pride and Recognition\) Class of Record](#)
  - [Recognition Program Personal Information Bank](#)
- [Classification of Positions Class of Record](#)
  - [Staffing Personal Information Bank](#)
- [Compensation and Benefits Class of Record](#)
  - [Attendance and Leave Personal Information Bank](#)
  - [Pay and Benefits Personal Information Bank](#)
- [Employment Equity and Diversity Class of Record](#)
  - [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Record](#)
  - [Hospitality Personal Information Bank](#)
- [Human Resources Planning Class of Record](#)
  - [Human Resources Planning Personal Information Bank](#)
  - [Workplace Day Care Personal Information Bank](#)
- [Labour Relations Class of Record](#)
  - [Canadian Human Rights Act – Complaints Personal Information Bank](#)
  - [Discipline Personal Information Bank](#)
  - [Grievances Personal Information Bank](#)
  - [Harassment Personal Information Bank](#)
  - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
  - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Occupational Health and Safety Class of Record](#)
  - [Employee Assistance Personal Information Bank](#)
  - [Harassment Personal Information Bank](#)
  - [Occupational Health and Safety Personal Information Bank](#)
  - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)
- [Official Languages Class of Record](#)
  - [Official Languages Personal Information Bank](#)
- [Performance Management Reviews Class of Record](#)
  - [Discipline Personal Information Bank](#)
  - [Performance Management Reviews Personal Information Bank](#)
- [Recruitment and Staffing Class of Record](#)
  - [Applications for Employment Personal Information Bank](#)
  - [Employee Personnel Record Personal Information Bank](#)
  - [EX Talent Management Personal Information Bank](#)
  - [Personnel Security Screening Personal Information Bank](#)
  - [Staffing Personal Information Bank](#)
  - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Relocation Class of Record](#)
  - [Relocation Personal Information Bank](#)

- [Training and Development Class of Record](#)
  - [Training and Development Personal Information Bank](#)

#### Information Management

Information Management Services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- [Access to Information and Privacy Class of Record](#)
  - [Access to Information Act and Privacy Act Requests Personal Information Bank](#)
- [Information Management Class of Record](#)
  - [Library Services Personal Information Bank](#)

#### Information Technology

Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- [Information Technology Class of Record](#)
  - [Electronic Network Monitoring Personal Information Bank](#)

#### Legal services

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- [Legal services Class of Record](#)

#### Management and Oversight Services

Management and Oversight Services involve activities undertaken for determining strategic direction, and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- [Cooperation and Liaison Class of Record](#)
  - [Lobbying Act Requirements Personal Information Bank](#)
  - [Outreach Activities Personal Information Bank](#)
- [Executive Services Class of Record](#)
  - [Executive Correspondence Personal Information Bank](#)
- [Internal Audit and Evaluation Class of Record](#)
  - [Evaluation Personal Information Bank](#)
  - [Internal Audit Personal Information Bank](#)
- [Planning and Reporting Class of Record](#)

## Material

Material Services involve activities undertaken to ensure that material can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- [Material Management Class of Record](#)
  - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)

## Real Property

Real Property Services involve activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- [Real Property Management Class of Record](#)
  - [Real Property Management Personal Information Bank](#)

## Travel and Other Administrative Services

Travel and Other Administrative Services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- [Administrative Services Class of Record](#)
  - [Parking Personal Information Bank](#)
- [Boards, Committees and Council Class of Record](#)
  - [Governor in Council Appointments Personal Information Bank](#)
  - [Members of Boards, Committees and Councils Personal Information Bank](#)
- [Business Continuity Planning Class of Record](#)
  - [Business Continuity Planning Personal Information Bank](#)
- [Disclosure to Investigative Bodies Class of Record](#)
  - [Disclosure to Investigative Bodies Personal Information Bank](#)
- [Proactive Disclosure Class of Record](#)
  - [Hospitality Personal Information Bank](#)
  - [Travel Personal Information Bank](#)
- [Security Class of Record](#)
  - [Identification Cards and Access Badges Personal Information Bank](#)
  - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
  - [Personnel Security Screening Personal Information Bank](#)
  - [Security Incidents and Privacy Breaches Personal Information Bank](#)
  - [Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank](#)
- [Travel Class of Record](#)
  - [Travel Personal Information Bank](#)

## Classes of Personal Information

### General Inquiry Files

In the course of its programs and activities the CER may accumulate personal information which is not contained in the specific personal information banks listed in this entry. Such information may include an individual's name, address, telephone number, or opinion on a specific matter. This data is stored as part of the general subject files, and the records are not normally retrievable by the name of the individual or other identifier.

Such personal information is provided by individuals in requesting publications, general information, and funds for projects they are conducting, or in providing their comments or opinions on various topics. To retrieve this type of personal information, the enquirer must state the specific subject matter of the correspondence, the name of the person, and the approximate date on which the correspondence was forwarded to the CER. The retention periods for these classes of personal information are controlled by the record schedules of the general subject files in which they are stored.

## Manuals

This section comprises an alphabetized list of manuals (instructions, handbooks or written procedures) that affect the general public.

- [Agricultural Activities Near Pipelines](#)
- [Administrative Monetary Penalties Process Guide](#)
- [Administrative Monetary Penalties: Information for Landowners](#)
- [CER Management System Requirements and CER Management System Audit Guide](#)
- [Construction Near Pipelines](#)
- [Damage Prevention Guidance for Municipal Operations and Maintenance Activities](#)
- [Early Engagement Guide](#)
- [Electricity Filing Manual](#)
- [Emergency Management and the Polluter Pay Principle](#)
- [Emergency Notifications](#)
- [Emergency Preparedness](#)
- [Essentials of Cost Recovery at the Canada Energy Regulator](#)
- [Event Reporting Guidelines](#)
- [Filer's Guide to Electronic Submission](#)
- [Filing Manual](#)
- [Financial Regulatory Audit Policy of the Canada Energy Regulator](#)
- [Frequently Asked Questions - Regulations](#)
- [Guidance Notes – Canadian Energy Regulator Regulations for Pipeline Damage Prevention](#)
- [Guidance Notes for the Canada Energy Regulator Onshore Pipeline Regulations](#)
- [Hearing Process Handbook](#)
- [Industry Best Practices for Involvement of Indigenous Nations and Communities in Emergency Management](#)
- [Industry Best Practices for Notifications to Indigenous Nations and Communities regarding CER-reportable Incidents](#)
- [Land Matters Guide](#)
- [Living and Working Near Pipelines](#)
- [Management System and Protection Program Audit Protocols](#)
- [Operations and Maintenance Activities on Pipelines Regulated Under the Canadian Energy Regulator Act: Requirements and Guidance Notes](#)
- [Participant Funding Guide](#)
- [Pipeline Damage Prevention Regulations – What you need to know](#)
- [Pipeline Financial Requirements Guidelines](#)

- [Protecting Canada, Protecting You.](#)
- [Remediation Process Guide](#)
- [Responding to Emergencies](#)
- [The CER, Energy Projects, and Indigenous Peoples](#)
- [The CER, Energy Projects, and You](#)

## Additional Information

- For general information about making a request for access to information or personal information, see [Make an access to information or personal information request.](#)
- To make a request for information online, access the [Access to Information and Personal Information Online Request Service.](#)
- To make a request for information under the Access to Information Act or the Privacy Act by mail, mail your letter or completed [Access to Information Request Form](#) (Access to Information Act) or [Personal Information Request Form](#) (Privacy Act), along with any necessary documents (such as consent or the \$5 application fee for a request under the Access to Information Act), to the following address:

Vice President, Information Services, Security and Facilities  
 Delegated Authority for Access to Information and Privacy  
 Canada Energy Regulator  
 210-517 10 Ave SW  
 Calgary AB T2R 0A8  
 Telephone: 403-292-4800  
 Toll-free Telephone: 1-800-899-1265

- In accordance with the Access to Information Act and the Privacy Act, an area on the premises will be made available to review original materials on site if that is the applicant's preference (and it is practical to do so), or if it is not practical to create copies of the material.
- Please note: Each request made to the Canada Energy Regulator under the Access to Information Act must be accompanied by an application fee of \$5. For requests made online, this is paid at the time of application via credit card. For requests made by mail, this should be paid by enclosing cheque or money order made payable to the Receiver General for Canada.
- The Government of Canada encourages the release of information through requests outside of the formal request processes. To make an informal request, contact:

Canada Energy Regulator  
 210-517 10 Ave SW  
 Calgary AB T2R 0A8  
 Telephone: 403-292-4800  
 Toll-free Telephone: 1-800-899-1265  
[Website](#)  
[ATIPOffice-BureauAIPRP@cer-rec.gc.ca](mailto:ATIPOffice-BureauAIPRP@cer-rec.gc.ca)

- You may also wish to search summaries of completed access to information requests for which Canada Energy Regulator has already provided responses as this information may be more easily obtained. You may also wish to review available open data regarding the CER [completed Access to Information \(ATI\) summaries](#).
- Canada Energy Regulator conducts privacy impact assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. Summaries of completed PIAs [Summaries of completed PIAs](#) are available.

## Reading Room

In accordance with the Access to Information Act and Privacy Act, an area on the premises will be made available should you wish to review materials on site. The address is:

Library  
Canada Energy Regulator  
210-517 10 Ave SW  
Calgary, AB, T2R 0A8  
[Contact Us – General Information](#)

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