



## Canada Energy Regulator's Departmental Results Framework

Core Responsibility	Energy Adjudication	Safety and Environment Oversight	Energy Information	Engagement	Internal Services
<b>Core Responsibility Description</b>	Making decisions or recommendations to the Governor in Council on applications, which include impact assessments, using processes that are fair, transparent, timely and accessible. These applications pertain to pipelines and related facilities, international power lines, offshore renewable energy, tolls and tariffs, compensation disputes resolution, energy exports and imports, and oil and gas exploration and drilling in certain northern and offshore areas of Canada.	Setting and enforcing regulatory expectations for regulated companies over the full lifecycle — construction, operation and abandonment — of energy-related activities. These activities pertain to pipelines and related facilities, international power lines, offshore renewable energy, tolls and tariffs, energy exports and imports, and oil and gas exploration and drilling in certain northern and offshore areas of Canada.	Collecting, monitoring, analyzing and publishing information on energy markets and supply, sources of energy, and the safety and security of pipelines and international power lines.	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.	Internal Services refer to the activities and resources of the distinct services that support program delivery in the organization: 1. Management and Oversight 2. People and Workforce 3. Finance and Acquisition Management 4. Information Management 5. Information Technology 6. Communications 7. Real Property and Material Services 8. Legal Services
<b>Departmental Result</b>	R1. Energy adjudication processes are fair. R2. Energy adjudication processes are timely. R3. Energy adjudication processes are transparent. R4. Energy adjudication processes are accessible.	R5. Harm to people or the environment, throughout the lifecycle of energy-related activities, is prevented.	R6. Canadians access and use energy information for knowledge, research or decision-making. R8. Canadians have opportunities to collaborate and provide feedback on Canada Energy Regulator information products.	R11. Input provided by Indigenous peoples and stakeholders influences the Canada Energy Regulator's decisions and work. R12. Indigenous peoples and stakeholders provide feedback that engagement with the Canada Energy Regulator is meaningful.	Internal Services are those groups of related activities and resources that the Federal Government considers to be services in support of programs and/or required to meet corporate obligations of an organization as per Section 6.2 of the Guide on Recording and Reporting of Internal Services Expenditures. <a href="#">Internal services programs outcomes and results on page 7.</a>
<b>Result Indicators</b>	I1. Percentage of adjudication decisions overturned on judicial appeal related to procedural fairness. I2. Percentage of adjudication decisions and recommendations that are made within legislated time limits and service standards. I3. Percentage of surveyed participants who indicate that adjudication processes are transparent. I4. Percentage of surveyed participant funding recipients who agree that participant funding enabled their participation in an adjudication process.	I5. Number of serious injuries and fatalities related to regulated infrastructure. I6. Number of incidents related to regulated infrastructure that harm the environment. I7. Percentage of unauthorized activities on regulated infrastructure that involve repeat violators.	I17. Evidence that Canadians access and use CER energy Information products and specialized expertise, including community-specific information, for knowledge, research or decision-making. I11. Number of opportunities that Canadians have to collaborate and provide feedback on energy information products.	I15. Evidence that input provided by Indigenous peoples and stakeholders influences the Canada Energy Regulator's decisions and work. I16. Percentage of participants in engagement activities who indicate that the engagement was meaningful.	
<b>Program Inventory</b>	1. Infrastructure, Tolls and Export Applications	1. Company Performance 2. Management System and Industry Performance 3. Emergency Management 4. Regulatory Framework	1. Energy System Information 2. Pipeline Information	1. Stakeholder Engagement 2. Indigenous Engagement	



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<p><b>Programs and Program Performance Indicators</b></p>	<p><b>Infrastructure, Tolls and Export Applications</b></p> <p>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.</p> <p><b>Outcomes :</b></p> <p>1. <b>(O1) Adjudication processes are supported by outreach activities.</b></p> <p><i>Measured by:</i> (N1) Percentage of facility hearings where outreach activities meet commitments.</p> <p>2. <b>(O2) Land matter complaints are resolved in a timely manner.</b></p> <p><i>Measured by:</i> (N2) Percentage of land matter complaints resolved within established service standards.</p>	<p><b>Company Performance</b></p> <p>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.</p> <p><b>Outcomes:</b></p> <p>1. <b>(O6) Regulated companies operate facilities in compliance with regulatory requirements and project specific conditions throughout the full lifecycle.</b></p> <p><i>Measured by:</i> (N7) Percentage compliance with conditions attached to facility authorizations.</p> <p><i>Measured by:</i> (N8) Percentage of non-compliances and corrective actions implemented within timelines.</p> <p><i>Measured by:</i> (N9) Percentage of financial compliance audit findings addressed within timelines.</p> <p>2. <b>(O7) The CER learns from non-compliances and all incidents and uses this information to drive company performance through risk-informed compliance verification activities (based on incident root cause analysis, company performance and consequence modelling).</b></p>	<p><b>Energy System Information</b></p> <p>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.</p> <p><b>Outcomes:</b></p> <p>1. <b>(O24) Energy system information products are relevant, accurate and timely.</b></p> <p><i>Measured by:</i> (N34) Number of errors in published CER energy information identified through external queries.</p> <p><i>Measured by:</i> (N56) Number of times energy system information products are accessed on the CER website by external users.</p> <p>2. <b>(O25) CER energy system information products inform research and decision-making.</b></p> <p><i>Measured by:</i> (N57) Number of instances CER energy system information products are referenced in major online publications.</p> <p><i>Measured by:</i> (N58) Number of external</p>	<p><b>Stakeholder Engagement</b></p> <p>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.</p> <p><b>Outcome:</b></p> <p><b>(O22) Engagement reflects the diversity of views of stakeholders across the country.</b></p> <p><i>Measured by:</i> (N49) Number of engagement events.</p> <p><i>Measured by:</i> (N50): Percentage of targeted stakeholders engaged as part of annual plans.</p> <p><b>(O23) The issues of stakeholders are identified and addressed.</b></p> <p><i>Measured by:</i> (N51): Percentage of issues identified by stakeholders that are addressed.</p>	<p><b>Programs objectives and performance will be detailed under the Internal Services Framework, based on Treasury Board guidance and adapted for the CER needs.</b></p>
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	<p><b>3. (O3) Shippers receive pipeline services that meet their needs.</b></p> <p><i>Measured by:</i> (N3) Percentage of shippers that rate the overall quality of pipeline's services offering and delivery at three or higher on a five-point scale.</p>	<p><i>Measured by:</i> (N10) Percentage of incident reviews closed within timelines.</p> <p><i>Measured by:</i> (N11) Percentage of non-compliances that are determined to be repeat.</p>	<p>queries that demonstrate interest in and interaction with the content of energy system information products.</p>		
		<p><i>Measured by:</i> (N12) Percentage of risk-informed compliance verification activities targeted towards key incident trends.</p>	<p><b>Pipeline Information</b> The Canada Energy Regulator (CER) provides Canadians with information on pipelines including safety and environment issues in which the public is interested.</p>	<p><b>Indigenous Engagement</b> 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.</p>	
		<p><b>3. (O8) Regulated companies have adequate funds to pay for pipeline abandonment.</b></p> <p><i>Measured by:</i> (N13) For companies using trusts, the percentage of trusts where the amount set aside is at least 90% of the targeted balance.</p>	<p><b>Outcomes:</b></p> <p><b>1. (O26) Pipeline information products are relevant, accurate and timely.</b></p>	<p><b>Outcome:</b></p> <p><b>(O24) The unique rights and interests of Indigenous Peoples are acknowledged and reflected in the CER's processes and programs.</b></p>	
		<p><i>Measured by:</i> (N14) For companies using a letter of credit or surety bond, percentage of companies maintaining a letter of credit or surety bond that covers Abandonment Cost Estimate.</p>	<p><i>Measured by:</i> (N60) Number of errors in published CER pipeline information products identified through external queries.</p>	<p><i>Measured by:</i> (N52): In accordance with Truth and Reconciliation Commission's Report – Call to Action 57 - percentage of staff who have received skills based training in intercultural competency.</p>	
		<p><b>Management System and Industry Performance</b> 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.</p> <p><b>Outcomes:</b></p>	<p><i>Measured by:</i> (N61) Number of times pipeline information products are accessed on the CER website by external users.</p> <p><i>Measured by:</i> (N62) Number of new pipeline information products published that contain community-specific information.</p> <p><b>2. (O27) CER pipeline information products inform research and decision-making.</b></p> <p><i>Measured by:</i> (N63) Number of instances CER pipeline information products are</p>	<p><i>Measured by:</i> (N53): Percentage of targeted Indigenous groups engaged as part of annual plans.</p> <p><i>Measured by:</i> (N54): Percentage of issues identified by Indigenous Peoples that are addressed.</p>	



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		<p><b>1. (O9) Regulated companies comply with regulatory requirements to have a management system that identifies and controls hazards and risks.</b></p> <p><i>Measured by:</i> (N15) Percentage of non-compliant audit findings where the company implemented corrective actions within timelines.</p> <p><i>Measured by:</i> (N17) Percentage of incidents where the company reported implementing management system preventative actions.</p> <p><b>2. (O10) CER regulatory actions are management system focused and are informed by results of incident root cause, trending and analysis of pipeline performance information, and leading indicators, research, technology and industry best practices.</b></p> <p><i>Measured by:</i> (N18) Trend of incident or incident type linked to CER regulatory actions.</p> <p><b>3. (O11) Regulated companies demonstrate an improved commitment to mitigating human and organizational threats, including those related to safety culture.</b></p> <p><i>Measured by:</i> (N21) Percentage of regulated companies that have allocated resources to promote safety culture advancement.</p>	<p>referenced in major online publications.</p> <p>Measured by: (N64) Number of external queries that demonstrate interest in and interaction with the content of pipeline information products.</p>		
		<p><b>Emergency Management</b></p> <p>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</p>			



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		<p>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.</p> <p><b>Outcomes:</b></p> <p><b>1. (O12) Regulated companies are prepared for emergencies.</b></p> <p><i>Measured by:</i> (N23) Percentage of companies' emergency procedures manuals in compliance with CER regulatory requirements on emergency management.</p> <p><i>Measured by:</i> (N24) Number of incidents where the CER takes over the company emergency response.</p> <p><i>Measured by:</i> (N25) Percentage of regulated companies that are in compliance with the form and amount of financial responsibility set out in the Canadian Energy Regulator Act and regulations, or orders of the Commission or a designated officer as required by the polluter pays principle.</p> <p><i>Measured by:</i> (N26) Percentage of companies that have emergency procedures manuals publicly available.</p> <p><i>Measured by:</i> (N27) Percentage of companies that have Emergency Management Program information publicly available.</p> <p><b>2. (O13) Spills are cleaned up and contamination remediation is conducted in an efficient and effective manner.</b></p> <p><i>Measured by:</i> (N28) Percentage of spills where</p>			
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		<p>remediation is proceeding in accordance with the Remediation Process Guide.</p> <p><i>Measured by:</i> (N29) Percentage of spills where monetary impacts are tracked and reported by the CER.</p> <p><b>3. (O14) First Responders and municipalities have the information they need to respond to emergencies.</b></p> <p><i>Measured by:</i> (N30) Percentage of companies with effective liaison activities and continuing education programs (s.34 and 35 <i>Onshore Pipeline Regulations</i>).</p>			
		<p><b>Regulatory Framework</b></p> <p>The Canada Energy Regulator's (CER) Regulatory Framework provides the structure around which all of its regulatory activities take place. It includes the system of laws, regulatory documents and guidance it uses to regulate. It also includes the regulatory approaches that evolve over time and guide its work. The CER adopts a continual improvement approach and updates elements of its framework based on policy shifts, best practices, and input from stakeholders.</p> <p><b>Outcome:</b></p> <p><b>(O15) CER's regulatory framework is Robust, Clear, Transparent, Coherent and Consistent.</b></p> <p><i>Measured by:</i> (N65)</p> <p>Feedback obtained through engagement with those impacted by the CER's Regulatory Framework indicates that the framework is robust, clear, transparent, coherent and consistent.</p>			