



National Energy
Board

Office national
de l'énergie

Filer's Guide to Electronic Submission

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Canada

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1.0 Introduction

This document describes the process and guidelines for electronically submitting documents to the National Energy Board. It is intended to assist filers with the preparation and submission of electronic documents using the Board's Electronic Document Submission Form. The Board provides services and public communications in both of Canada's official languages and welcomes filers to submit documents in their official language of choice.

This guide should be considered an evolving document. As best practices evolve and systems are upgraded, it may be necessary to update and revise the information provided here. Suggestions for updates or revisions should be directed to:

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Records Management Analyst – Information Management and Technology
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(403)299-3585

2.0 Benefits

Some benefits associated with submitting and accessing documents electronically are:

- Reduced costs - only one hard copy to be filed with the Board
- Improved efficiencies - electronic copies are accessible immediately after they are submitted
- Improved access to information - the Internet reaches a broad audience
- Improved search and retrieval of documents and information.

3.0 System Requirements

- To use the online form you will need an Internet connection and a browser that supports Javascript and cookies.

4.0 Terms and Conditions

Please review the following page regarding the National Energy Board's [Terms and Conditions](#).

5.0 Documents to be Submitted Electronically

Approved filings are related to applications filed under the *National Energy Board Act*, up to and including compliance to the Board instrument issued.

Please note the following:

1. If you are filing an **Application to Participate or Letter of Comment** for a Major Application and/or projects currently under review by the Board, you should refer to the NEB's web site under Quick Links for instructions and contact information on how to do so. You may also refer to the [National Energy Board Hearing Process Handbook](#).
2. If you are a proponent and filing an NEB Act S.58 application, please use the [S.58 Online Application System](#). Only the initial application is filed through this system. Any subsequent filings should be filed using the Board's Electronic Document Submission Form.
3. If you are a proponent and filing an Export and Import application, please use the [Online Application System](#) for Export and Import applications. Only the initial application is filed through this system. Any subsequent filings should be filed using the Board's Electronic Document Submission Form.

5.1 Application Types

NEB Act - Facilities	
NEB S.58	NEB S.58
NEB S.52	NEB S.52
NEB S.58.11/S.58.16	NEB S.58.11/S.58.16
NEB S.58	NEB S.58
NEB S.74(d)	NEB S.74(d)
NEB Act – Changes and Route Approval	
NEB S.21	Reviewing or Amending an NEB Decision
NEB S.34	Information filed respecting Plans, Profile, Book of Reference (PPBoR) and Notices (Detailed Route)
NEB S.45	Route Deviations
NEB S.47	Leave to Open
NEB S.71	Access on a Pipeline
NEB S.74(a), (b), (c)	Transfer of Ownership, Lease or Amalgamation
NEB S.104	Right-of-Entry
NEB Act – Tolls & Tariffs	
NEB Part IV	Tolls & Tariffs – Matters / General Terms and Conditions
NEB Part IV	Tolls & Tariffs – Negotiated Settlements
NEB Part IV	Tolls & Tariffs – Quarterly Surveillance Reports / Financial Statements
NEB Part IV	Tolls & Tariffs – TTF Resolutions

NEB Act – Export Import (Please see above note)	
NEB Part VI	Crude Oil and/or Refined Petroleum Products export order applications
NEB Part VI	Electricity export permit applications
NEB Part VI	Natural Gas export or import order applications (Includes Liquefied Natural Gas and Compressed Natural Gas)
NEB Part VI	Natural Gas Liquids Export Order applications (Includes propane, butanes and ethane)
NEB Part VI	Natural Gas export or import license applications
Onshore Pipeline Regulations (for Hydrocarbon pipeline systems)	
OPR S.41	Change in Class Locations
OPR S.43	Change of Service or Increase in Maximum Operating Pressure
OPR S.44	Deactivation
OPR S.45	Reactivation
OPR S.45.1	Decommissioning
Processing Plan Regulations	
PPR S.42, 43	Processing Plants: Facility Deactivations and Reactivations
Information Filings	
Notification of Operation and Maintenance Activities	
Condition Filings	

5.2 Document Types

The types of documents that may be filed under the filings listed above include, but are not limited to the following:

- Affidavit
- Application
- Argument
- Audit Report
- Condition Compliance to a Board Order or Certificate
- Comprehensive study
- Environmental Assessment
- Environment post approval report
- Environmental Report
- Environmental screening
- Errata
- Export/Import Report
- Information Request
- Information Request Response
- Letters (Cover, etc.)
- Letter of Comment
- Map
- News Release
- Notification of Operation and Maintenance Activities
- Plans, Profiles, Books of Reference
- Post Construction Monitoring Reports
- Supplemental Information
- Surveillance report
- Undertakings
- Written Evidence
- Other

5.3 What should NOT be filed electronically?

Filings that meet any one of the following criteria should NOT be submitted electronically.

- Documents filed under the Canadian Petroleum Resources Act (CPRA), the Canadian Oil and Gas Operations Act (COGOA), Part II.1 of the NEB Act (Oil and Gas Interests, Production and Conservation)
- Document that you are requesting an NEB Act S.16.1 Order for confidentiality. The request itself may be filed electronically but the documentation you are seeking to be confidential should be filed in hard copy in accordance with NEB Filing Manual 1.5 guidelines
- Documents or manuals containing sensitive/security items, such as emergency response plans, pricing information, reporting requirements, NEB/Labour Canada Assurance of Voluntary Compliance, and incident reports
- Documents for which the filer has not obtained or provided Copyright authorization

6.0 General Guidelines and Best Practices

The following are some best practices to consider when creating documents to be converted to PDF.

- Use fonts supported on standard Windows installation such as Arial and Times New Roman;
- Start key sections/chapters of large documents on a new page. This will facilitate cutting large PDF files into 10 MB files
- Create bookmarks for documents that have a table of contents. The bookmarks should mirror the table of contents. In the case of a document broken into multiple files, each file would have bookmarks to reflect its contents as per the table of contents.
- Keep the individual file size under 10 MB. Documents larger than 10 MB will be rejected.
- Avoid using the following characters in file names: ` ~ ! @ # \$ % ^ & * () + + [] { } : ; ' , ? | " /
- Do not activate any security settings as this will interfere with the systems for the visually impaired and effect accessibility
- Do not link to external sites or to other documents in the filing as the Board cannot ensure link integrity. Linking inside a given document is acceptable.
- Do not produce a PDF file if it cannot be legible output to Ledger/Tabloid size (11" X 17") or smaller, or if it is not sufficiently legible due to resizing or low resolution. Please file such documents in paper-only. You will be asked to identify such documents during your online submission.

7.0 Completing the Electronic Document Submission Form

Completing the Electronic Document Submission Form is an eight step process.

- Each step must be correctly completed before continuing to the next step.
- At any time, you can return to a step you've already completed by clicking on the pervious button at the bottom of the page.
- Once you have submitted the form, your document will be immediately viewable on the Board's web site and cannot be altered.
- At any time, if you do not want to complete the form you can click on Cancel to end the submission process.

The sections below describe each of the following eight steps in more detail:

- Step 1 – Acknowledge Privacy Statement
- Step 2 – Project Information
- Step 3 – Submission Information
- Step 4 – Contact Information
- Step 5 – Electronic Documents
- Step 6 – Paper Documents
- Step 7 – Courtesy Copies
- Step 8 – Confirm the Submission

Click Begin from the Overview page to proceed to the first step.

Overview [Help](#)

Use this form to submit electronic regulatory documents to the National Energy Board.

Important: You will still need to send us one hard copy of your submission, along with a signed copy of your filing receipt which will be generated when you submit this form. Once filed, your submission will be immediately viewable in the Inbox on the National Energy Board's web site. The NEB will process your submission once it receives your hard copy and signed receipt.

Submitting your request on-line is an eight step process:

1. Acknowledge Privacy Statement
2. Project Information
3. Submission Information
4. Contact Information
5. Electronic Documents
6. Paper Documents
7. Courtesy Copies
8. Confirm the Submission

* Fields marked with an asterisk are mandatory.

7.1 Step 1 – Acknowledge Privacy Statement

You cannot continue onto the next step until you acknowledge that you have read and understood the Board’s privacy statement. You should take the time to read this statement. To acknowledge the statement and continue with the submission process, click the check box in the lower left hand corner of the form. When you click the check box, the Next button will be activated allowing you to proceed to the next step. If you are not comfortable with the privacy statement, you can click Cancel to end the submission process.

Privacy Agreement Disclosure for Board Proceedings

[Help](#)

1 2 3 4 5 6 7 8

Step 1 of 8

The Board is authorized to collect, use and disclose personal information in the context of any Board proceeding. Except where confidentiality is granted, all information and documents submitted to the Board as an individual or on behalf of other individuals will be made public. Additionally, any contact information provided may be used to contact you or serve documents on you.

Under the federal [Personal Information Protection and Electronic Documents Act](#), the [Regulations Specifying Publicly Available Information](#) state that personal information in a record of a quasi-judicial body (like the Board) is publicly available without consent, provided that the collection, use and disclosure of that information relates directly to the purpose for which the information appears in the record.

Please read our [Important Notices](#) for more information about privacy.

I have read and understood the above information.

7.2 Step 2 – Project Information

In this step, you are required to identify the regulatory matter (i.e. Project/Hearing) your filing pertains to.

Project Information

[Help](#)

1 2 3 4 5 6 7 8

Step 2 of 8

*Project Name:	<input type="text"/>
Company Name:	<input type="text"/>
Hearing Order Number:	<input type="text"/>
File Number:	<input type="text"/>

Most major applications and projects currently under review by the Board are listed in the Project pull-down list.

- Select the appropriate project for your submission from the pull down list.
- If you cannot find the project you are looking for, or you are submitting a new application, select Other. You will find Other at the bottom of the list of projects.

- When you select a project, the values for Company Name, Hearing Order Number and, File Number will automatically be displayed.

Click Next to move to the next step.

7.3 Step 3 – Submission Information

In this step you are requested to provide additional information about your submission. The information you provide will determine how your filing will appear on the Board’s web site.

Submission Information Help

1 2 3 4 5 6 7 8

Step 3 of 8

The title you enter here will appear in the name of your filing on the NEB's web site and is subject to modification by the National Energy Board.

* Title:

View examples of titles here.

Enter the name of the person or organization the submission should be attributed to. If this is your filing, enter your name or organization. If you are submitting this on behalf of someone else, enter their name or organization.

* Filer:

* Role:

The values you must supply are:

Title	A short descriptive title for your filing	The value you supply will be incorporated into the name of the filing that will appear on the Board’s web site
Filer	The name of the organization this filing should be attributed to	The value you supply depends upon your situation. It may be your name if you are representing yourself, it may be the name of your organization or company if you are representing them, or it may be the name of some other person or organization if you are submitting documents on their behalf.
Role	The role you are playing in the regulatory matter	You must select one of the values from the pull-down list: Applicant: You are an applicant submitting an application or follow-up correspondence to an application you have already filed. Other – You are a third party with an interest in the regulatory matter.

Consider the following example of a filing:

15-01-01 Company ABC – Response to NEB Information Request No. 3

If this is the desired end result for your filing when posted on the Board’s web site, then the value you would enter in the Filer field would be “Company ABC”. The value you would enter in the Title field would be “Response to NEB Information Request No. 3”

Once you have provided the submission information, click Next to proceed to the next step.

7.4 Step 4 – Contact Information

In this step you are requested to enter your contact information. Fields marked with an asterisk are mandatory. When you submit your filing, an acknowledgement will be sent to the email address you enter.

Contact Information [Help](#)

1 2 3 4 5 6 7 8

Step 4 of 8

*Name:	<input type="text"/>		
Title:	<input type="text"/>		
Organization:	<input type="text"/>		
*Address:	<input type="text"/>		
*City:	<input type="text"/>		
*Province:	<input type="text"/>	*Postal Code:	<input type="text"/>
*Telephone:	(<input type="text"/>) <input type="text"/> - <input type="text"/>	Facsimile:	(<input type="text"/>) <input type="text"/> - <input type="text"/>
*Email:	<input type="text"/> (you@somewhere.com)		

Check box to save contact information so it appears automatically next time you use the form. (Your browser must be set to accept cookies)

If you make frequent filings, you may want to click the check box in the lower left hand corner of the screen to save your contact information with browser. When you do this, the information you supply in this step will automatically appear the next time you use the form.

Click Next after you have entered your contact information and proceed to the next step.

7.5 Step 5 – Electronic Documents

In this step, you identify the electronic documents that comprise your submission and provide additional information about the documents which will help others locate them. Up to 50 PDF documents can be uploaded. Documents must be 10 MB in size or smaller.

Electronic Documents

[Help](#)

1 2 3 4 5 6 7 8

Step 5 of 8

You can add up to 50 electronic documents per submission. Only PDF documents are accepted. Please add documents in the order you wish them to appear, e.g. start with the cover letter and end with the appendices. If necessary, you can re-order your documents after you add them.

1	<table border="1"> <tr> <td>Document:</td> <td colspan="3">Test for CS10.pdf</td> </tr> <tr> <td>Document Type:</td> <td colspan="3">Letter</td> </tr> <tr> <td>Document Date:</td> <td>01/09/2015</td> <td>Language:</td> <td>English</td> </tr> <tr> <td colspan="4"> <p style="color: red;">In the repository, your document will be given the name contained in the field below. Before continuing, verify your document name in this field, and change if necessary.</p> </td> </tr> <tr> <td>Document Name:</td> <td colspan="3">Cover Letter</td> </tr> </table>	Document:	Test for CS10.pdf			Document Type:	Letter			Document Date:	01/09/2015	Language:	English	<p style="color: red;">In the repository, your document will be given the name contained in the field below. Before continuing, verify your document name in this field, and change if necessary.</p>				Document Name:	Cover Letter			
Document:	Test for CS10.pdf																					
Document Type:	Letter																					
Document Date:	01/09/2015	Language:	English																			
<p style="color: red;">In the repository, your document will be given the name contained in the field below. Before continuing, verify your document name in this field, and change if necessary.</p>																						
Document Name:	Cover Letter																					
2	<table border="1"> <tr> <td>Document:</td> <td colspan="3">Test for CS10.pdf</td> </tr> <tr> <td>Document Type:</td> <td colspan="3">Information Request Response</td> </tr> <tr> <td>Document Date:</td> <td>01/09/2015</td> <td>Language:</td> <td>English</td> </tr> <tr> <td colspan="4"> <p style="color: red;">In the repository, your document will be given the name contained in the field below. Before continuing, verify your document name in this field, and change if necessary.</p> </td> </tr> <tr> <td>Document Name:</td> <td colspan="3">Information Request Response</td> </tr> </table>	Document:	Test for CS10.pdf			Document Type:	Information Request Response			Document Date:	01/09/2015	Language:	English	<p style="color: red;">In the repository, your document will be given the name contained in the field below. Before continuing, verify your document name in this field, and change if necessary.</p>				Document Name:	Information Request Response			
Document:	Test for CS10.pdf																					
Document Type:	Information Request Response																					
Document Date:	01/09/2015	Language:	English																			
<p style="color: red;">In the repository, your document will be given the name contained in the field below. Before continuing, verify your document name in this field, and change if necessary.</p>																						
Document Name:	Information Request Response																					




The fields in the form are:

Document	Click on the Browse button and select the PDF file from your computer or network file system. Only PDF files are accepted. Preferably those that were created using Acrobat Distiller. PDF images can be uploaded, but are not recommended. PDF image files tend to be very large, they are slow to download, and their content is not searchable.
Document Type	Select a value for document type from the pull down list. The value you select will be used as the name for your document in your filing unless you can provide a custom name in the Name field (see below)
Document date	The value in these fields will always default to the current day's date unless you change it.
Language	Select a value for language from the list. The value you select should reflect the language of the document you are uploading. Filers can submit documents in their official language of choice.

Document Name (optional)	<p>The document name will automatically default to the name of your PDF file. If you do not want your document to be named using this value, then you should provide a custom name for your document in this field. You may decide to do this if, for example, you are submitting a large application that has been broken down into several components. You could provide custom names for each component (e.g. Section 1 – Introduction, Section 2 – Project Overview, etc.)</p> <p>For each document in your submission, complete the required fields and then click add.</p>
---------------------------------	--

When you click Add, your document is uploaded to a temporary location on the Board’s efilings system. It is not visible to anyone until you submit your filing from the final step of the form. If you cancel your submission before submitting it, all of the documents you have uploaded will be removed from the temporary location.

The documents you add to your submission will appear in the repository in the same order as they appear in this step.

- You can reorder the documents you have uploaded by using the arrow buttons  beside each item.
- You can modify any of the field values you have supplied by clicking on the edit icon  beside each item.
- If you want to remove a document you have uploaded, click on the delete icon .

Once you have uploaded all of the electronic documents in your submission and have them in the correct order, click Next to proceed to the next step.

7.6 Step 6 – Paper Documents

This step allows you to reference documents in your submission that are available in paper format. Please note that each filing can only contain up to 50 documents, which includes paper documents. A placeholder will be created for each paper document you reference.

Step 6 of 8

You can add up to 50 paper documents per submission. A place-holder will be created for each paper document you add. Please add paper documents in the order you wish them to appear, e.g. start with the cover letter and end with the appendices. If necessary, you can re-order your paper documents after you add them.

1	Document Type: <input type="text"/>	<input type="button" value="Add"/>
	Document Date: 05 January <input type="text"/> 2015	Language: <input type="text"/>
	Document Name: <input type="text"/>	

The fields and functions in this step are the same as those defined above for electronic documents, but you are not attaching an actual electronic file.

Once you have identified all of your paper documents in your submission, click Next to proceed to the next step.

7.7 Step 7 – Courtesy Copies

When you submit your filing, the system will send you an email message acknowledging that the system received it. Each party you identify in this step will receive a copy of that acknowledgement. You can identify up to 10 courtesy copies for each submission.

Step 7 of 8

You can identify up to 10 courtesy copies per submission. A copy of the receipt for this submission will be sent to each party you identify. If you do not want to send any courtesy copies, click Next.

1	Name: <input type="text"/>	<input type="button" value="Add"/>
	Email: <input type="text"/>	

For each party, you need to provide the following:

Name	The party's name. Typically entered as First Name, Last Name (e.g. Joe Smith)
Email address	The party's email address (e.g. someone@somewhere.com)

Once you have identified all parties who are to receive a courtesy copy of the acknowledgement, click Next to proceed to the next step.

7.8 Step 8 – Confirm the Submission

When you reach this point, you have successfully completed all the elements of the form. A preview of how the filing will appear is displayed. (See the sections on Submission Information and Electronic Documents for information on how the names for your filing and documents were determined).

Confirmation [Help](#)

1 2 3 4 5 6 7 8

Step 8 of 8

Confirmation required.

You are about to submit your filing to the National Energy Board.

A preview of how your filing will appear is shown below. Use the links provided to make any corrections before you submit your filing.

15-01-05 John Smith - Sample Filing ([Edit](#))

Sample Filing ([Edit list of electronic documents](#))

Click **Submit** if you are ready to submit this filing.

Click **Previous** to return to a previous step.

Click **Cancel** to cancel this submission and start again.

If you want to change any of the information you have provided, you can click on the Edit links or click on Previous to return to one of the previous steps.

When you are satisfied with the information you have provided, and are ready to submit, click Submit.

If you do not want to proceed, you can click Cancel to end the submission process.

7.9 What happens after I submit the form?

When you submit the form you will be asked to wait until the system finishes processing your submission.

Electronic Document Submission

Please Wait

[Help](#)

1 2 3 4 5 6 7 8

Your submission is being processed.
This page will update automatically once processing is complete.
Please do not use your browser's stop or back button.

Processing time depends on the size of your submission.

- 1-5 documents - up to one minute
- 5-10 documents - up to 5 minutes
- 10-25 documents - up to 10 minutes
- 25-50 documents - up to 15 minutes

Thank you for choosing to E-file.

Your screen will automatically refresh when processing is complete. The system will assign your submission a Filing ID and it will generate a filing receipt listing the documents and information you supplied. The receipt will be saved with your filing. You should wait until your screen refreshes in order to receive this information.

Please note that once your submission is complete, your filing is immediately viewable in the repository.

Thank you

[Help](#)

The National Energy Board has received your submission.
Your Filing Id is: **T76393**

Your submission will be placed on the National Energy Board's website.

Important:

To complete the e-filing process you must now:

1. Produce one paper copy of each electronic document you submitted
2. Produce 5 copies of those items identified as paper-only
3. Print, read, and sign the [filing receipt](#) which is available as part of your submission
4. Send all of the above items to the National Energy Board within three (3) working days

Note:

An acknowledgement of this submission has been sent to:

- John Smith michele.labbe@neb-one.gc.ca

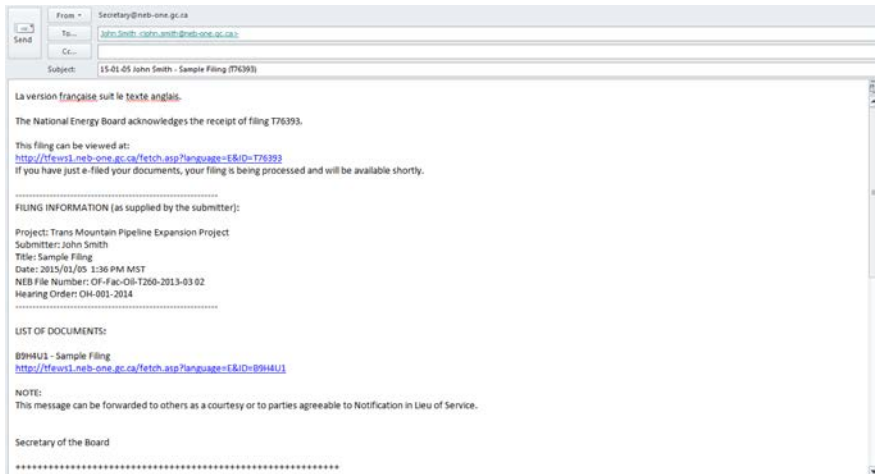
For more information about the National Energy Board's electronic submission process, please consult the [Filers Guide to Electronic Submission](#).

Continue

The system will also send two email messages to the address specified in the contact information:

- The first email provides key information about your submission such as when it was filed, the list of documents that were filed, and a permanent hyperlink (URL) to your submission.

- The second email provides important instructions that you must follow to complete the e-filing process:
 1. Produce one paper copy of each electronic document you submitted
 2. Produce five (5) copies of those items you identified as paper-only
 3. Print, read, and sign the filing receipt, which is available as part of your submission
 4. Mail or courier all of the above to the National Energy Board within three (3) business days



Once the Board receives your signed receipt and requisite number of copies, it will move your filing from the Inbox to the appropriate project folder in the repository.

8.0 Completing your Filing

You must print the electronic filing receipt that was generated by the system and saved with your submission. Sign the receipt and attach it to the top of your hard copy. If you filed any paper documents, please ensure that you identify these. Please note that you must send in the required number of hard copies unless otherwise instructed. Hard copies should be submitted to the Board within 3 working days of your electronic submission.

Hard copies can be sent by regular mail, courier or hand delivery to the following:

Secretary of the Board
National Energy Board
517 10th Avenue SW
Calgary, AB T2R 0A8

Your filing will remain in the Inbox until your hard copy is received. At that time, the filing will be catalogued and moved to the appropriate folder within the Regulatory Document Index. Whether the filing is in the Inbox or its final destination it will be accessible and can be located using the URL identified on the receipt.

Please note that designated proceedings have their own Inboxes and can be located within the project specific folder. You can locate specific proceedings by clicking on the Active Hearing link in the Regulatory Document Index.

9.0 Filing Date

The filing date is the day on which the Board first receives the submission by one of the following methods:

- Electronic, by way of the Electronic Submission Form on the NEB web site
- Hard Copy, by mail, courier, or fax addressed to the Secretary
- Hard Copy hand delivered to a regulatory officer during a hearing

Regardless of the filing method, a document that is received by the Board after regular business hours, which are from eight o'clock (8:00) a.m. to four thirty o'clock (16:30) p.m., Mountain Standard Time (MST), shall be considered to be filed on the next business day.

Important – If you are filing during an Oral Hearing

If you submit a document less than two days prior to the commencement of an oral hearing, you must bring to the hearing eight hard copies of the document for the Board and, if service of the document is required, ten copies for distribution to parties present. This is required even if you have filed electronically.

10.0 Notify/Serve Parties

“Service” means serving interested persons with either physical hard copies of documents or, in the circumstances outlined below, with a notification. Service may be effected with a notification.

“Notification” means providing, to a person who is to be served with a document, a notice that the document has been filed with the Board’s repository.

10.1 Guidelines

The responsibility for service rests with the person filing the document. Service of a document will be satisfied by:

(a) Serving a copy of the document; or

(b) Where the document has been submitted electronically and the party to be served has indicated that it has the capacity to access the repository, serving a notification that the document is available for retrieval from the NEB web site. **Note:** the email acknowledgement you received when you made your submission may be used for notification purposes.

Such service may be effected by any of the means of service provided for in the *National Energy Board Rules of Practice and Procedure, 1995*.

Service of a document by serving a notification is only permitted where the party to be served has indicated to the Board and/or the party effecting service that it has the capability to access documents through the repository. Such indication will typically be sought at the time parties file an intervention; where a list of parties is available it may document this preference. **In all other cases, service of hard copies of the document(s) is required.**

Important: The Board advises filers to exercise caution when using e-mail for service of documents or notification, as it may be difficult to establish that service has occurred.

10.2 Notification Checklist

Before effecting service through Notification, ensure that:

- Your submission is accessible using the URL identified in the email acknowledgement
- You have confirmed that the party to be served with Notification has indicated that it has the capability to access documents in the repository
- You will be able to satisfy the Board that service of the notification was effective

11.0 Access to Documents on the Regulatory Document Index

If you are experiencing problems downloading large documents from the Board's Regulatory Document Index, you may request copies by contacting the NEB Library at 403-299-3561 or Toll Free at 1-800-899-1265. Alternatively, you may also send your request by email to Library@neb-one.gc.ca. Please allow one working day for someone to respond to your request.