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User's Guide for the Online
Federal Identification Registry
for Storage Tank Systems

Canada

User's Guide for the Online Federal Identification Registry for Storage Tank Systems

NOTIFICATION

This document is not an official Environment Canada publication. All precautions have been taken to ensure the accuracy of the information contained herein. This document does not replace the requirements of the *Storage Tank Systems for Petroleum Products and Allied Petroleum Products Regulations*.

This is a generic document designed to provide support and guidelines with the Federal Identification Registry for Storage Tank Systems. It is meant to be a supplemental tool to the online Registry.

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1. Introduction

In addition to technical requirements, the *Storage Tank Systems for Petroleum Products and Allied Petroleum Products Regulations*, which came into force on June 12, 2008, require that storage tank system owners identify their storage tank systems to Environment Canada by providing the information outlined in Schedule 2, as per section 28 of the Regulations. This can be accomplished using the Internet-based application, *Federal Identification Registry for Storage Tank Systems* (FIRSTS), or by mailing or faxing a completed identification form. The easiest and fastest way is online at our Federal Identification website. From the website, it is possible to download and print the identification form (ID form) to use as a checklist when collecting information on your storage tank system. If you have all the required information, the process should take about half an hour per system. If you do not have Internet access, call us at 819-938-4523, and we will mail or fax you an ID form (see Identification Form (paper version), section 9 of this document).

This user guide is intended to assist storage tank system owners and/or operators with the online identification of their systems to Environment Canada. This guide focuses on the use of FIRSTS.

New features to this 2013 version of FIRSTS are
- forgotten password recovery,
- filtering and sorting of the storage tank inventory and search results,
- generating statistics, and
- exporting data to Excel.

2. Getting Started

2.1. Federal Identification Registry of Storage Tank System Accounts and the Identification Form

Storage tank system owners (or delegates) require an account in order to identify storage tank systems using FIRSTS. To obtain an account, send an email to TankRegistry_IDStockage@ec.gc.ca with "Account request" in the subject line.

The email should include the following information in the request:
i. Confirmation that the company, organization or individual owns storage tank systems that are subject to the storage tank regulations. Information about the application of the Regulations can be found in Tank Tips 2 or in the Storage Tank Regulations.
ii. The legal name of the company, organization or individual that owns storage tank systems that are subject to the storage tank regulations. This name will be the name of the account in FIRSTS.
iii. The name of the person who will coordinate the identification of storage tank systems for the company, organization or individual (the master account holder). Note that the person specified as the master account holder must confirm that the account request is valid if the request comes from a different individual. The name, contact information and email address of the master account holder should be included.

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FIRSTS is available by linking from Environment Canada's storage tank website at www.ec.gc.ca/RS-st or going directly to: https://www.ec.gc.ca/rfiss-firsts/secureprotege/LoginEntree.aspx.

Please be aware that information submitted to Environment Canada is subject to the *Access to Information Act* and the *Privacy Act*. The *Canadian Environmental Protection Act, 1999* allows any person submitting information to Environment Canada to request that this information be treated as confidential. The request for confidentiality must be made in writing.

3. Administration (users with administrative permission)

Only one account is issued by Environment Canada per organization. However, FIRSTS allows primary account administrators to provide access to other users. The primary account administrator can allow another with full administration access, read and write access or read-only access. Account administrators can also add structure to enable the organization to arrange its storage tank systems inventory according to the organization's structure.

Users can be given one of three levels of access permission:

Administrative	Access allows the user to modify account structure, add other users, identify storage tank systems and view/modify information.
Read-write	Access allows the user to identify storage tank systems and view/modify information.
Read-only	Access allows the user to view storage tank system information.

3.1.   Forgotten Password (NEW)

If you have forgotten your password, click "Forgot password" on the login page, and then enter your email address. Your password will be reset, and a new activation code will be sent to the email address provided for your account.

3.2.   Entering Information in Federal Identification Registry for Storage Tank Systems

Mandatory versus optional
Information is either mandatory or optional. Optional information is indicated with "(Optional field)" after the field description. All other information is mandatory. FIRSTS only allows the submission of a storage tank system identification when all mandatory information is provided.Therefore, no Environment Canada number is provided if there is mandatory information missing.

How to enter information
There are a number of ways that information can be entered in FIRSTS:

Text field	Allows the user to enter a string of text with a maximum of characters.
Check box	Allows the user to select multiple options. The user should select all options that apply.
Drop-down menu	Allows the user to select one option among a set of options. Click on the box to display the list.
Bulleted list	Allows the user to select one option among a list.

Selecting "Other"

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When the option you wish to specify is not listed, select "other" and specify what "other" means in the accompanying text box.

Selecting "Unknown"
Effort should be made to submit information that is as complete and precise as possible. In some instances, it may be difficult to gather certain information about a storage tank system. In these cases, "Unknown" can be chosen for select fields. "Unknown" **cannot be selected** for any tank and piping components for systems installed on or after June 13, 2008.

Identifying collapsible fuel storage systems (bladders)
For the purpose of the Regulations, collapsible fuel storage systems (bladders) are considered to be aboveground tanks. Suggestions are provided throughout this guide on how to identify bladders.

Tanks containing more than one product ("compartment tanks")
For tanks that contain more than one product ("split tanks" or "compartment tanks"), register each compartment as a separate storage tank system. If the compartment is interconnected with another tank, identify both tanks as part of the same system. Use the "system description" and "tank description" boxes in FIRSTS to specify that it is a split tank and which compartment of the system it is.

3.3.   Organization Structure

As an account administrator, this section enables you to manage your groups. The Groups section shows the structure of your organization including all subgroups. The default setting puts an organization's entire tank system inventory under one group. Creating additional sub-accounts may be useful when many storage tank systems are to be identified by different sections of the organization. Creating structure also helps account administrators manage which users have access to specific storage tank systems within the sub-account. Users can only access information within their subgroup and below.

To add a group, click on the group that will be the parent group (the group in which the new group will be created) and click on "Add new group". To display user accounts for a group, click on the appropriate group in the Groups section.

3.4.   Manage Users

Account administrators can grant access to FIRSTS to other users to manage an organization's storage tank system information. This page lists all user accounts created in your groups and subgroups. Administrators can modify users' status, access level and group. Users can access information within their subgroup and below. To create new accounts, click "New User" at the bottom of the page.

A user with administrative access at the appropriate structural level or a primary administrator can disable another user's access to FIRSTS when this account is no longer needed.To disable a user, change the individual's status to "Closed". Administrators cannot revoke their own permissions by indicating their status as "Closed"; another administrator must do it for them.

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Individuals with inactive accounts are not able to view FIRSTS until they activate their accounts by following the instructions in the email sent to them by FIRSTS. If the activation email has been misplaced or accidentally deleted, the administrator may select "Resend activation code".
To confirm changes to any account, click on "Update Status" at the bottom of the page.

Having two users with administrative access to the entire account is recommended. It provides continuity in instances where one of the individuals leaves the organization. It also provides users at the subgroup levels with an additional information source in cases where one of the primary administrators is unavailable.

To add an additional account, the master's account holder must follow these steps:
- Sign into FIRSTS using the Master Account.
- On the left-hand side, click on "Administrative Tools".
- Click on "Manage User Accounts".
- Click on "New User" button.
- Fill out all the required information and click "Next".
- Review the information and click "Save".

3.5.   Statistics (NEW)

This page generates statistical reports of information under your group and subgroups by selecting different criteria such as product stored, standard number, tank/piping construction materials, tank/piping secondary containment, tank/piping corrosion protection and others.

3.6.   Export to Excel (NEW)

This page allows an administrator or a user with read and write access to export into Microsoft Office Excel 2007 or higher all information from the storage tank systems under the main (highest level) group. This feature allows easy manipulation of FIRSTS data for a variety of organizational uses, such as generating reports.

4. Identification Management (all users – any level of permission)

This page shows a summary of the storage tank system(s) that your organization has identified (in service or withdrawn from service) or is in the process of identifying to Environment Canada. For more information on a storage tank system, click "select" on the right-hand side of the description.

When changes are made to mandatory fields, the status of a storage tank system that had previously been identified to Environment Canada (and obtained an identification number) will revert to "incomplete". The storage tank system must be resubmitted in order for the changes to be completed and for the system's status to be "identified" again. To do this, select the system and then click "Submit Identification" below the Identification Process list.

4.1.   Filtering and Sorting (NEW)

This *new* section allows you to select how the summary of your storage tank system(s) is viewed. The default selection is view all storage tank systems by group, starting with the most recently modified system. To show results, click on "refresh" after selecting the filtering and sorting criteria. More advanced search options are found under "Search" on the left-hand menu.

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View by
- Group name: Storage tank systems are grouped by the groups created by the administrator under "Organization Structure". The information listed for each system is the identification number, the description as entered under the identification process (storage tank description), the date the information was last modified, and the status.
- Summary list: The information listed for each system is the identification number, the description as entered under the identification process (storage tank description), the date the information was last modified, and the status.
- Detailed list: The information listed for each system is the identification number, the internal number (if there is one), the date the identification was submitted (creation date), the date the information was last modified, the type of product stored in the system, the location of the system, the tank owner contact name and the number of tanks in the system.

Environment Canada Number
Allows you to search for a specific Environment Canada identification number.

Filtered by
Allows you to view only those storage tank systems that are identified, incomplete or withdrawn from service. "Withdrawn from service" means storage tank systems that have been removed.

Sorted by
Your filtered results can be sorted by the date on which information was last modified, the identification number or the status.

4.2.   Search (all users)

To perform a search of FIRSTS, select "Search" from the left-side menu, enter criteria in the field(s) above what is being searched for and click "Search". You must enter at least one criterion to perform a search. If more than one criterion is entered, the search function will return records that satisfy all criteria at once. To search using other criteria, click on "Advanced Search", select the appropriate section, enter your search criteria and click "Search".

4.3.   Edit My Profile (all users)

This page allows you to change your profile information including your password. Changes made are reflected in all contact information in FIRSTS.

5. New Identification (users with administrative or read-write permission)

To start the identification, specify the number of tanks in your system and the group it belongs to. A tank system may have more than one tank when it is connected to another (or more than one other) tank by common piping. Each storage tank system requires its own Environment Canada identification number.

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To save information, click "Continue" or "Save and continue" at the bottom of each page of the Identification Process.

You may find it easier to collect all the required information using the ID form before entering it into FIRSTS, as mentioned earlier.

5.1.   Storage Tank System Description

Internal number for your tank system (optional field)
If your organization has its own internal system for identifying storage tank systems, the option is provided to include this information as a means of cross-referencing an owner's internally used tank identification method with the storage tank system identification number generated by Environment Canada.

Tank system description (optional field)
Provide a meaningful description of the storage tank system. This is the description shown in the summary of storage tank systems on the "Identification Management" page, so an easily identifiable description is recommended.

***Warning:** For the purpose of the Regulations, each compartment (split tank) should be identified as a separate storage tank system unless the compartment is interconnected (i.e., shares the same product) with another tank or tank compartment. Compartments often store different products, have separate fill points and do not share piping, making each compartment a stand-alone storage tank system for the purpose of the Regulations. Note that sharing a common dispenser does not mean that the compartments are "interconnected".

Select the months this tank system is in service
Some storage tank systems are in service only part of the year, such as during the summer months. If a storage tank system is operated seasonally, specify which months it is in service. Storage tank systems operated seasonally are subject to the same requirements as systems operated year-round.

Tank description (optional field)
Provide a meaningful description of the tank that is easily identifiable. To add a new tank to a storage tank system, click "Add new tank".

Year of installation
Specify the year in which the tank was installed.

Tank capacity
The nominal tank capacity is the volume of product that a tank is rated to contain. It can typically be found on the certification label attached to the tank. Express the capacity in litres.

Product stored
Choose the product stored in the tank from the list provided.

Type of tank
Identify whether the tank is aboveground or underground.

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Type of piping
Identify whether the piping associated with the storage tank system is aboveground or underground. Select "both" if both types of piping are present or none if there is no piping.

Product transfer area
Describe how the product transfer area is designed to contain spills. "Transfer area" means the area around the connection points between a delivery truck, railcar, aircraft or vessel and a storage tank system in which the tanks have an aggregate capacity of more than 2500 litres. A product transfer area is required under the Regulations. The transfer area is not the same as the type of secondary containment.

Diameter of piping
Specify the diameter(s) of piping that is (are) present in the storage tank system. When entering more than one diameter in FIRSTS, separate the numbers by semi-colons, then select the units. For example, if a tank has both 3" and 4" piping along with appropriate fittings and valves, enter "3; 4" into the field and select "inches" as the units. Please type "NA" in this section if there is no piping associated with the system.

5.2.   Contacts

Tank owner
Identify the tank owner contact by using the drop-down menu, or change a contact by clicking "Change Contact". Choose a contact from the drop-down menu and click "Select contact", or add a new contact by clicking "Add new".

Tank operator
Identify the tank operator by using the drop-down menu, or change a contact by clicking "Change Contact". Choose the organization from the drop-down menu and click "Select organization", or add a new organization by clicking "Add new". Once the organization is selected, choose a contact from the drop-down menu that appears and click "Select contact", or add a new contact by clicking "Add new".

The same person can be identified as the tank owner contact and the tank operator contact.

Land owner (optional field) (drop-down menu is new)
Select the appropriate option for the owner of the land on which the storage tank system is located.
- federal entity under *Financial Administration Act*
- undertakings (port, airport, railway)
- Aboriginal land
- Third party on federal land
- Third party on Aboriginal land

5.3.   System Location

Tank system location
You can either select option 1, complete street address with the option of coordinates, or option 2, coordinates and province only if no street address exists. Select the option you wish to use and complete the information. Mandatory fields are indicated by an asterisk (*) after the field name.

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Enter the latitude and longitude coordinates using the degree and decimal minutes format (not degrees only and not degrees, minutes, seconds). The degrees and decimal minutes format is DDD° MM.MMM'. For example, 33° 18.385' N 122° 36.875' W.

System record location
Indicate where the records for this tank system are located. You only need to mark the check box if the address is the same as the tank system location.

Emergency plan location
Indicate where the emergency plan(s) for this tank system are located. Mark the check box if the address is the same as the tank system location. Click "Additional emergency plan locations" to enter a different address.

5.4.   Standard Number

Select the ULC or API standard number for each tank in your system. Acceptable standards can be found in section 14 of the Regulations for installation after June 12, 2008.

It is possible that, for an underground storage tank installed prior to June 12, 2013, the standard number is not accessible; choose "Unknown – underground tank". Some older tanks may not have a standard number listed on them; select the appropriate "unknown" choice. To identify bladders, select "Collapsible fabric storage tank". If a tank was designed to a standard other than those listed, select "Other" and specify it in the text box.

5.5.   Material of Construction

Indicate the material(s) of construction of the tank and the associated piping. Select all piping materials that apply. If your tank system has more than one tank, then you will be prompted to enter information individually for each tank. To identify a bladder, choose "Polymer fabric". If there are tanks or piping of a material other than those listed, choose "Other" and specify it in the text box.

5.6.   Secondary Containment

Indicate the type of secondary containment for the tanks and piping of the storage tank system. Select all options that apply. If your tank system has more than one tank, you will be prompted to enter information individually for each tank. If the type of secondary containment is not listed, choose "Other" and specify it in the text box. Bladders are often installed with a specialized fabric dike; choose "Dike with Impermeable Liner".

5.7.   Corrosion Protection

Indicate the type of corrosion protection for the tanks and piping of the storage tank system. Select all options that apply. If your tank system has more than one tank, you will be prompted to enter information individually for each tank. If the type of corrosion protection used is not listed, choose "Other" and specify it in the text box.

5.8.   Type of Pump (for oil-water separator)

Many storage tank systems do not have an oil-water separator. In this situation, please select "no oil-water separator" from the list of options. However, if the system has an oil-water separator, indicate

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whether it is a centrifugal or non-centrifugal pump that transfers liquids to the separator. Some bladders are equipped with devices that allow water to drain from inside the secondary containment area. These devices are not considered to be oil-water separators for the purpose of the Regulations. If your tank system has more than one tank, you will be prompted to enter information individually for each tank.

5.9.   Leak Detection

Indicate the type of leak detection associated with tanks and associated piping. Select all options that apply. If your tank system has more than one tank, you will be prompted to enter information individually for each tank. If another type of leak detection is used, choose "Other" and specify it in the text box. Also indicate the leak detection for any sump associated with the storage tank system.

5.10.   Spill Containment

Indicate the type of spill containment device present for each tank. If your tank system has more than one tank, you will be prompted to enter information individually for each tank. If the spill containment device meets the requirements of ULC-S663 *Spill Containment Devices for Aboveground Tanks* or ORD-C-58.19 *Spill Containment Devices for Underground Tanks*, select the appropriate option. If the type of spill containment used is not listed, choose "Other" and specify it in the text box.

5.11.   Overfill Prevention

Indicate the type of overfill prevention present on each tank. Select all options that apply. If your tank system has more than one tank, you will be prompted to enter information individually for each tank. If the overfill prevention device meets the requirements of API RP 2350 *Overfill Protection for Storage Tanks in Petroleum Facilities* or ULC-S661 *Overfill Protection Devices for Flammable Liquid Storage Tanks*, select the appropriate option. A method may also be used, such as the presence of a trained operator at all times during filling. If the type or method of overfill prevention used is not listed, choose "Other" and specify it in the text box.

5.12.   Miscellaneous

This is an optional section to identify the use, the manufacturer and the year of manufacture of the tank(s). Also, if applicable, enter the certification number of the system installer and remover. It is an optional section for your convenience and is an excellent tool to manage all documentation at once.

5.13.   Submit Identification to Obtain an Identification Number

Once all sections of the Identification Process are complete (a check mark appears next to each step on the right-side menu), you can submit your storage tank system identification to obtain an identification number by clicking "Submit Identification" below the Identification Process list. The Regulations require that the owner certify that the information submitted at the time of storage tank system identification is accurate and complete. Once the information has been double-checked, click in the box at the bottom of the page to indicate that you certify the information given is accurate. Unless all mandatory information is provided, the identification is incomplete and cannot be submitted.

The number must be displayed in a readily visible location on or near the storage tank system. Since June 12, 2010, the product cannot be delivered unless the person delivering the product sees the number on or near the storage tank system.

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The issuance of an identification number by Environment Canada does not mean that a storage tank system is in compliance with the Regulations. Compliance verification is conducted by Environment Canada's enforcement officers in accordance with the *Compliance and Enforcement Policy for the Canadian Environmental Protection Act, 1999*. This policy is available online at www.ec.gc.ca/CEPAregistry/documents/policies/candepolicy/toc.cfm.

6. Withdrawn from Service and/or Removed (users with administrative or read-write permission)

The Regulations require that certain tanks and tank systems, including those that have been withdrawn from service for more than two years (permanently withdrawn from service), be physically removed.

Use this section to keep track of dates that storage tank systems and their components are withdrawn from service and/or removed. Environment Canada must be notified within 60 days of a withdrawal and/or removal of a storage tank system.

Date of the withdrawal
This allows you to select the date that the storage tank system was no longer in use; it is a mandatory field for the system to be withdrawn.

Date of the removal
This date reflects the date that the storage tank system was removed from the location by a certified professional.

***Warning:** When a "date of removal" is entered, the tank system will no longer be editable after saving the data. Similarly, when a "date of removal" is entered for piping or other components, this information will no longer be editable after saving the data.

Tank system
Here, it is possible to select the component(s), piping or tank(s) that is/are being withdrawn. If only one tank from a multi-tank system is being removed, this is where it should be indicated as withdrawn and/or removed.

Permanent withdrawal from service met the following requirements (section 44) and Removal met the following requirements (section 45)
Yes or no questions must all be completed. There is also a space for additional information at the bottom where it could be useful to add who has done the removal on FIRSTS, the date that it was processed and even the name of the approved person who withdrew the tank from service as well as that of the person who removed the tank from the premises.

Only tanks that have a completed identification can be withdrawn or removed in FIRSTS.

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7. Contact Management (users with administrative or read-write permission)

Each tank system must be associated with a contact person for the tank owner and a contact person for the tank operator. There is only one tank owner per FIRSTS account, but there may be multiple operators if the owner has multiple storage tank systems. The "Contact Management" section is only for managing contacts and their information. The association of a tank owner and tank operator with a storage tank system is done during the identification of a storage tank system or changed by selecting the storage tank system from the list in "Identification Management".

7.1.   Tank Owner Manager

This page enables you to manage contacts for the tank owner. The organization information is available to administrators only.

Organization section
The address of the tank owner is entered. A storage tank system owner may be an individual or a corporate, government or Aboriginal entity such as a company, government department or First Nation band.

Contacts section
This section lists all the tank owner's contacts and their information. Contacts are organized by the groups assigned by the administrator. You can add new contacts by clicking on "Add a new contact", and edit contact information or delete a contact by clicking on the appropriate "Edit" or "Delete" link. These contacts are assigned to tank systems during identification.

7.2.   Tank Operator Manager

This section enables you to identify all of the operators who manage storage tank systems on behalf of the owner and list contacts for each operator. An operator could be the owner, an employee of the owner, or a third party. Each group has its own list of operators. Click on a group to view the operators or to add an operator.

8.   Notifying Environment Canada of a Change to a Storage Tank System

In addition to identifying storage tank systems, the Regulations require that the owner or operator notify Environment Canada of any changes to a storage tank system within 60 days as per section 28 (Storage Tank Regulations). A change can include physical changes to a storage tank system, such as adding a new storage tank to the system, or replacing piping to repair a leak. Changes such as the names of contact individuals or the location of the storage tank system are also considered changes, and Environment Canada must be notified.

To record any changes in FIRSTS, select the storage tank system from the list in "Identification Management", then access the appropriate section of the Identification Process on the right-hand side menu. FIRSTS will automatically record the date of any changes to information about a storage tank system.

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It may occur that a tank system is accidentally entered as a single tank system but may in fact be more than one separate system. In the event that this has happened, please follow the steps below.

If you submitted a hard-copy form to identify your storage tank system(s), please send an email to tankregistry_idstockage@ec.gc.ca asking the administrators to delete the original instance of the tank by using something like the text in the example below.
- Example text: (Owners should fill in the square brackets [ ] with appropriate information)
- "I am correcting the identification of my storage tank system(s) to indicate that one of the systems is a compartment tank.
- Original identification number: [EC-XXXXXXXX]
- Affected tank in original identification: [Tank #2 of 2], which is [1300] litres capacity, storing [gasoline].

The new identification number that was generated for this compartment is [EC-XXXXXXXX].

9. Identification Form (hard copy)

If you do not have access to the Internet, a paper version of the identification form can be retrieved by contacting us. See For More Information for details. It is also possible to download and print the forms from our website. The process is as above with a few minor differences from the online version.

On the paper ID form, it is necessary to sign the appropriate section at the end (part VI). Once completed, Environment Canada will notify the storage tank system owner of the storage tank system identification number when one has been generated.

When using the ID form to indicate a change to a storage tank system previously identified to Environment Canada, provide the date that the modification was made to the system and include the Environment Canada–issued storage tank system identification number (EC-XXXXXXXX).

These forms can be faxed to 819-938-4454 or mailed to:

Storage Tank Registry
Waste Reduction and Management Division
351 St. Joseph Boulevard
Gatineau QC K1A 0H3

10. For More Information

Environment Canada's storage tank website: www.ec.gc.ca/RS-st

Environment Canada – Regional Contacts		
Environment Canada Region	Email	Telephone
Pacific and Yukon	Storage.Tanks.PYR@ec.gc.ca	604-664-9100
Prairie and Northern	PNRCompliancePromotion@ec.gc.ca	780-951-8600
Ontario	EnviroInfo.Ontario@ec.gc.ca	416-739-4826
Quebec	quebec.lavoieverte@ec.gc.ca	800-463-4311
Atlantic	15th.reception@ec.gc.ca	902-426-7231

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National Capital Region (For general tank registration inquiries across Canada)	TankRegistry_IDStockage@ec.gc.ca	819-938-4523

11. Annex

Quick Tip to Add a New Storage Tank in FIRSTS

To add a new storage tank in FIRSTS, click this link to Log On to FIRSTS and follow these steps:

i.   On the left-hand side, click on "New Identification".
ii.   Select the number of tanks and click the "proceed" button.
iii.   Fill out all the information required and click the "save and continue" button.
iv.   Continue this until all of the green check marks appear in the list on the right-hand side. If there is a check mark missing, then something is not selected in that section. This may happen in the contacts section as you have to select the organization and then the contact person for both the owner and the operator.
v.   Once you enter all the information, click the "submit" button.
vi.   Review the information, check the box at the bottom and click the "I agree. Submit Completed Identification" button.
vii.   Your EC ID number should appear for the newly identified system.

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www.**ec**.**gc**.**ca**

Additional information can be obtained at:

Environment Canada
Inquiry Centre
10 Wellington Street, 23rd Floor
Gatineau QC K1A 0H3
Telephone: 1-800-668-6767 (in Canada only) or 819-997-2800
Fax: 819-994-1412
TTY: 819-994-0736
Email: enviroinfo@ec.gc.ca