

CER processes in place to help you

Alternative dispute resolution: Any time during the life of a project, if you are unable to resolve concerns directly with the company, you can email ADR-RED@cer-rec.gc.ca to ask a specialist to work with you and the company to find solutions.

Complaint: If you are unable to resolve an issue with a CER-regulated company, facility, or activity on lands you use or own, you can send us a completed *Complaint Form*.

Land Matters Advisory Service: If you have questions about land matters with respect to CER-regulated energy projects and processes, email LMAS@cer-rec.gc.ca.

Safety is everyone's responsibility

Safety is everyone's responsibility. For us, it is our job. Protecting you and the environment is the CER's priority. Here are a few things you should know.

Damage prevention: If you live or work near a pipeline, find out how to safely do your activities. Before you dig near a pipeline, get the company's consent. Visit clickbeforeyoudig.com to locate buried pipelines or utility lines.

Compliance and enforcement: CER inspection officers regularly go out into the field to verify and enforce requirements and standards in place to keep people and the environment protected.

Emergency management: In an emergency, we make sure companies respond in a way that protects people, property, and the environment. We expect them to take the action needed to stop spills, manage the incident, and clean up and pay for any damage done.

Find out more

Find out more about the Canada Energy Regulator by visiting us online at www.cer-rec.gc.ca.

Be sure to follow us on social media for the latest updates.



For copies of any CER publication or for more information, contact us:

ONLINE: www.cer-rec.gc.ca
EMAIL: info@cer-rec.gc.ca
TOLL FREE: 1-800-899-1265

Write us or visit our library at:

Canada Energy Regulator
Suite 210, 517 Tenth Avenue SW
Calgary, Alberta T2R 0A8

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The CER, Energy Projects and You

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The CER, Energy Projects, and Indigenous Peoples



The Canada Energy Regulator (CER) oversees federally regulated pipelines, power lines, and offshore renewable energy projects.



The CER strives to build meaningful relationships with Indigenous peoples across Canada who might be affected by facilities we regulate.

When you hear from a company about a proposed project, you may have questions and concerns. We understand.

Explore the topics from this brochure on our website, www.cer-rec.gc.ca.

Simply search for the **bolded** words for more information and *italicized* words for forms and templates.



Be part of the project – work with the company



Contact the company first. Your questions and concerns help shape the company's project. Companies are required to listen and respond to your comments and concerns. They must identify the possible effects on Indigenous peoples and the environment when it applies to the CER.

- **Early engagement:** We expect companies to engage early about a project and to demonstrate to us how it considered the information it gathered. Let the company know whether the project may affect you. The company will let potentially affected people and communities know when it files an application with the CER.
- **Indigenous and Treaty rights:** Companies are expected to consider the potential effects of the project on the exercise or practice of your rights to mitigate these effects, where appropriate.



CER project review – be heard

Before the company can build or abandon a federally regulated pipeline, power line, or offshore renewable energy project, it must apply to the CER. We will review and assess the proposed project, including the company's engagement activities and potential impacts to Indigenous peoples and the environment.

- **Crown consultation:** We will consult with Indigenous peoples early and throughout our review process. The scope and nature of the Crown consultation activities will be tailored to the complexity of the proposed project and its potential effects, and the needs of Indigenous peoples. If you have questions, email IndigenousMatters@cer-rec.gc.ca.
- **Statement of concern:** We rely on you to bring forward your concerns and views. If you have concerns about a project, you can send us a *Statement of Concern* within 30 days of being notified that the company has filed an application. Your concerns will guide the CER in planning its review.
- **Projects and hearings:** The CER may hold a public hearing for facilities applications. If you have questions about the **hearing process**, contact a **process advisor**. **Participant funding** may be available for early engagement with the CER and participating in a hearing.

