# FIRST TIME USER GUIDE

## EVENT REPORTING

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**Introduction**

Should an incident occur on a National Energy Board (NEB) regulated pipeline, the company responsible for that pipeline must report the incident and provide all pertinent details, including, but not limited to, any injuries or deaths resulting from the event.

The NEB has established the on-line reporting system as part of a streamlining process to the current incident investigation process. This on-line incident reporting system reduces duplication, increases the accuracy of data, and maintains consistent terminology. This system more efficiently captures the data, and allows the NEB to more accurately monitor trends and provide deeper analysis of all relevant information.

**Contact Us**

Should you have questions regarding ERS please contact Andrew Benson

Phone: 403 299 3112

Email: [Andrew.Benson@neb-one.gc.ca](mailto:Andrew.Benson@neb-one.gc.ca)

Requests for support will be responded to between 8 am and 6 pm Mountain Time.
Welcome to ERS

Welcome to the NEB's Event Reporting System. This system is intended for the operators of NEB-regulated pipelines to notify the NEB and Transportation Safety Board (TSB) of various events as defined in regulation including incidents and unauthorized activities. If you are a member of the public that wishes to report an event please contact the TSB reporting hotline at (819) 997-7887.

If the event being reported meets the definition of significant event below, immediately contact the TSB reporting hotline at (819) 997-7887. A significant event is any acute event that results in:

- a loss of human life;
- a serious injury (as defined in the Onshore Pipeline Regulations and related draft guidance)
- a fire or explosion that causes a pipeline or facility to be inoperative;
- a liquid hydrocarbon release that leaves company property or the right-of-way;
- a rupture (an instantaneous release that immediately impairs the operation of a pipeline such that pressure cannot be maintained); or
- a toxic plume (as defined by the Canadian Standards Association).
Getting Started

To report a new event, click the Continue button at the bottom of this page. You will be asked to provide some pertinent information, including an email address. The email address will be used to allow the system to send you a link to access the full Event Reporting System (ERS) portal. Once complete, click <<Save and Next>> and next.

Note that if you require help at any time using this system - or to report an event when the system is not available - please call the NEB at (403) 299-3112 or email to Andrew.Benson@neb-one.gc.ca

(To review or update information for an event that you entered into the system previously, click on the link in the confirmation message that the system sent via email when you originally submitted that event report to the NEB. If you no longer have the confirmation message please request it be resent using the contact information above.)
**Email Confirmation**

A message with the link to the ERS portal will be sent to the email address that you provided. If the message does not appear in your Inbox, please check to see if it was automatically moved into your Junk E-Mail or another folder.

Clicking the link in the email confirmation will bring the user into the full ERS portal, where you will be asked to enter further data.

The first screen will ask you for some further contact information. You will note that all screens feature drop down menus which will prompt you to enter information in the proper format or add more when required.

Note: using the forward and back arrows located beside the browser will not result in a loss of previously entered data. The system does allow for partially completed forms, however they will not be submitted until the SUBMIT button has been clicked.
Using the Event Reporting System-UNAUTHORIZED ACTIVITY

This screen will ask for information on the type of incident being reported. This report will walk you through reporting an Unauthorized Activity.

Note: as you progress through the system, check marks on the left hand side of the screen indicate which screens have been populated and saved for the event being reported.

The next screen asks about the company responsible for the particular pipeline on which the incident occurred. If this is unknown, select <<Unknown>>.

When done entering company information, click <<Save and Next>>.

The next screen asks you to enter more information about the event. When done entering this information, click <<Save and Next>>.
### Initial Report

**Instructions**

Please enter the requested information and click the Save and Next button at the bottom of this page to proceed to the next page.

**Is this a high risk event?**

Yes

An event is considered as high risk only if both of the following are true:

- no immediate hazard-existing;
- it is within the safety zone but more than 3 meters from the physical pipe.

An event is considered as high risk if any of the following is true:

- a hazard exists;
- it's within 3 meters of the physical pipe;
- unrestricted contact with the physical pipe;
- initial contamination of regulations;
- reported low-risk unauthorized activities.

**Was the pipe contacted?**

Yes

**Enter the date & time (including time zone) when the event occurred**

- **Date:** 2014-09-03
- **Time:** 11:11

**Enter the date & time (including time zone) when the event was first discovered**

- **Date:** 2014-09-03
- **Time:** 11:11

**This event was first reported to the NEB on**

- **Date:** 2014-09-10 15:18
- **Time:** 11:11

Select the way that the event was first discovered:

- NE Party or Other Company

**Send a Message**
The next screen asks you to enter information about the location of the event. When done entering this information, click <<Save and Next>>.

Please note that the Google Map function will open only if you have entered the latitude and longitude of the facility for which the event report is being completed.

You will receive an error message as noted below advising you that in order to make use of this function you must enter the longitude and latitude in order to see that map. This information is required in order to submit the final report.
At this point, you can either submit all the information you have entered or continue on with more details. Clicking <<Submit>> completes an ‘Initial Unauthorized Access Report’ or clicking <<Next>> brings you to the next section.

Option 1: Initial submission.

If you opt to submit the initial report, you will receive an email advising you that the initial report has been received by the NEB. It will include an incident number to be used for future reference, or to update the information.
Option 2: Provide additional details immediately (you have the option of returning to the event after initial submission).

Note: As you progress through the system, the left hand side of the screen indicates with check marks screens that have been populated and saved for the event being reported.
The next screen asks you to enter information about the violator, if known. When done entering this information, click <<Save and Next>>.

The next screen asks you to enter information about incident follow-up. When done entering this information, click <<Save and Next>>.
The Documents screen allows for the upload of documents relating to the event including, photographs, reports, various types of correspondence, etc.

Populate the mandatory fields and select document type from the drop down menu. click <<Save>>.

You can select <<Add>> for each additional document, or you can click <<Next>> when all documents have been uploaded. In this section, please try to upload various types of documents to test the functionality of the system. Any documents uploaded during the testing will not be retained.
When satisfied that all documents have been uploaded, click <<Save and Next>>, which will bring to the page to make the final submission.

After the submission has been made, a screen will indicate that the report has been successfully submitted to the NEB.
You may receive an error message as noted below if you have any outstanding mandatory data missing from your report, in order to rectify simply click on the menu located on the left of the screen to navigate to the appropriate screen for corrections such as location information.

Once all fields have been populated with all required data free of errors you will be able to submit the final report.
Once the final report has been submitted an automatically generated e-mail confirmation (see below) will be sent to the e-mail address provided in the report, advising that the report has been received and should clarification of the information be required the an NEB representative will contact you at the e-mail or phone provided in the report.
Using the Event Reporting System-INCIDENT

This screen will ask for information on the type of incident being reported. This report will walk you through reporting an Incident.

Note: as you progress through the system, check marks on the left hand side of the screen indicate which screens have been populated and saved for the event being reported.

The next screen asks about the company responsible for the particular pipeline on which the incident occurred. If this is unknown, select <<Unknown>>.

When done entering company information, click <<Save and Next>>.
If you have selected yes for a significant incident you will see the following notification highlighted in yellow advising to contact the TSB ASAP at 819-997-7887. *Do not contact the TSB during Beta Testing.*

If you have selected “no” you will continue to the screen as noted below to populate with further details.
When done entering this information, click <<Save and Next>>.

At this point you can either submit all the information you have entered or continue on with more details. Clicking <<Submit>> completes an Initial Incident report or clicking <<Next>> brings you to the next section.
The next screen asks you to enter information about the Cause of the incident. When done entering this information, click <<Save and Next>>.
The Documents screen allows for the upload of documents relating to the event including, photographs, reports, various types of correspondence, etc.

You can select "Add" for each additional document, or you can click "Next" when all documents have been uploaded. In this section, please try to upload various types of documents to test the functionality of the system. Any documents uploaded during the testing will not be retained.
When satisfied that all documents have been uploaded, click "Save and Next>>, which will bring you to the page to make the final submission.

After the submission has been made, a screen will indicate that the report has been successfully submitted to the NEB.

You may receive an error message as noted below if you have any outstanding required data missing from your event report, in order to rectify simply click on the menu located on the left of the screen to navigate to the appropriate screen for corrections such as location information.

Once all fields have been populated with all required data has been submitted you will be able to submit the final report.
Once the final report has been submitted an automatically generated e-mail confirmation (see below) will be sent to the e-mail address provided in the report, advising that the report has been received and should clarification of the information be required the an NEB representative will contact you at the e-mail or phone provided in the report.
Using the Event Reporting System-EMERGENCY FLARING (PPR only)

This screen will ask for information on the type of incident being reported. This report will walk you through reporting Emergency Flaring.

Note: as you progress through the system, check marks on the left hand side of the screen indicate which screens have been populated and saved for the event being reported.

The next screen asks about the company responsible for the particular pipeline on which the incident occurred. If this is unknown, select <<Unknown>>.

When done entering company information, click <<Save and Next>>.
The next screen asks you to enter information about the circumstances of the event, if known. When done entering this information, click "Save and Next".
The next screen asks you to enter information about the location of the event. When done entering this information, click <<Save and Next>>.
You can select <<Add>> for each additional document, or you can click <<Next>> when all documents have been uploaded. In this section, please try to upload various types of documents to test the functionality of the system. Any documents uploaded during the testing will not be retained.

When satisfied that all documents have been uploaded, click <<Save and Next>>>, which will bring to the page to make the final submission.

After the submission has been made, a screen will indicate that the report has been successfully submitted to the NEB.

You may receive an error message as noted below if you have any outstanding required data missing from your event report, in order to rectify simply click on the menu located on the left of the screen to navigate to the appropriate screen for corrections such as location information.
Once the final report has been submitted an automatically generated e-mail confirmation (see below) will be sent to the e-mail address provided in the report, advising that the report has been received and should clarification of the information be required the an NEB representative will contact you at the e-mail or phone provided in the report.

Thank you for reporting this event (INC2014-116) to the National Energy Board. This message confirms that you have completed your submission to the NEB of all information for this event as listed below. Your contact at the NEB will review all of the material. If any clarification is required, you will be contacted for more information; otherwise, the NEB will close its file for this event. Please note that you will no longer be able to use the link provided previously for access to the online event reporting system. To revise any of the data or provide further information, please call the NEB at (403) 807-9473.

Following is a list of the data that you have provided to the NEB:
Using the Event Reporting System-HAZARD IDENTIFICATION (PPR only)

This screen will ask for information on the type of incident being reported. This report will walk you through reporting a Hazard.

Note: as you progress through the system, check marks on the left hand side of the screen indicate which screens have been populated and saved for the event being reported.

The next screen asks about the company responsible for the particular pipeline on which the incident occurred. If this is unknown, select <<Unknown>>.

When done entering company information, click <<Save and Next>>.
The next screen asks you to enter more information about the event. When done entering this information click <<Save and Next>>.

Continue populating the required drop down menu selections and information as required. When done entering this information click <<Save and Next>>.
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<th>Circumstances</th>
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<tr>
<td><strong>Instructions</strong></td>
</tr>
<tr>
<td>For each type selected for this event, please fill in the relevant circumstances below. When finished, click the Save and Next button at the bottom of the page to proceed to the next page.</td>
</tr>
<tr>
<td><strong>Residual Environmental Impacts</strong></td>
</tr>
<tr>
<td>Are there residual environmental impacts, e.g. soil or water contamination? *</td>
</tr>
<tr>
<td>No ✔</td>
</tr>
<tr>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>Provide a complete description of the circumstances leading up to the event *</td>
</tr>
</tbody>
</table>
The next screen asks you to enter information about the location of the event. When done entering this information, click <<Save and Next>>.

The Documents screen allows for the upload of documents relating to the event, including, photographs, reports, various types of correspondence, etc.
You can select <<Add>> for each additional document, or you can click <<Next>> when all documents have been uploaded. In this section, please try to upload various types of documents to test the functionality of the system. Any documents uploaded during the testing will not be retained.

When satisfied that all documents have been uploaded, click <<Save and Next>>, which will bring to the page to make the final submission.

After the submission has been made, a screen will indicate that the report has been successfully submitted to the NEB.
You may receive an error message as noted below if you have any outstanding required data missing from your event report, in order to rectify simply click on the menu located on the left of the screen to navigate to the appropriate screen for corrections such as location information.

Final Submission

Thank you for using our online system to report this event.

This Final Submission page assumes that you have entered all of the information (which includes uploading copies of all relevant documents) that the NEB and TSB require to understand the circumstances and causes of the event. Please ensure that the latitude and longitude where the event occurred have been entered on the Location page. Once you have clicked the submit button at the bottom of this page, the NEB investigator will be notified; will review your information for completeness; and will either mark this event as closed or will contact you for more detailed information.

Note that your link to the data for this event will be disabled and you will no longer be able to make changes to this information after you click the Submit button.
Using the Event Reporting System-SUSPENSION OF OPERATIONS (PPR only)

This screen will ask for information on the type of incident being reported. This report will walk you through reporting Suspension of Operations.

![Event Types screenshot](image)

**Note:** as you progress through the system, check marks on the left hand side of the screen indicate which screens have been populated and saved for the event being reported.

The next screen asks about the company responsible for the particular pipeline on which the incident occurred. If this is unknown, select "Unknown".

When done entering company information, click "Save and Next". 

![Company screenshot](image)
The next screen asks you to enter more information about the event. When done entering this information, click <<Save and Next>>.

The next screen asks you to enter more information about the circumstances of the event. When done entering this information, click <<Save and Next>>.

The next screen asks you to enter more information about the location. When done entering this information, click <<Save and Next>>.
The Documents screen allows for the upload of documents relating to the event, including, photographs, reports, various types of correspondence, etc.

You can select <<Add>> for each additional document, or you can click <<Next>> when all documents have been uploaded. In this section, please try to upload various types of documents to test the functionality of the system. Any documents uploaded during the testing will not be retained.
When satisfied that all documents have been uploaded, click «Save and Next>>, which will bring to the page to make the final submission.

After the submission has been made, a screen will indicate that the report has been successfully submitted to the NEB.

You may receive an error message as noted below if you have any outstanding required data missing from your event report, in order to rectify simply click on the menu located on the left of the screen to navigate to the appropriate screen for corrections such as location information.
Annex A-Frequently Asked Questions

Who may I contact should I encounter issues accessing the portal?
You may contact Andrew Benson for assistance.
Phone: 403 299 3112
Email: Andrew.Benson@neb-one.gc.ca

Requests for support will be answered between 8 am and 6 pm Mountain Time.