

National Energy
Board



Office national
de l'énergie

File OF-Tolls-TollsGen 08
23 December 2009

To: Parties Named in the Attached Distribution List

NEB Goal 3 - Pipeline Services Survey for 2010

In its Strategic Plan, the National Energy Board has developed five corporate goals to help ensure that its regulatory program provides value to Canadians. The Board's Goal 3, as stated in its 2009-2012 Strategic Plan, is: "Canadians benefit from efficient energy infrastructure and markets". Under this goal, the Board tracks various indicators that Canadian energy and transportation markets are working well. Contained within these indicators is the Board's desire to promote an efficient pipeline transportation system, where the services that shippers receive from pipeline companies meet shippers' needs.

Since 2004, the Pipeline Services Survey has been conducted annually as a means to obtain direct feedback on the quality of service provided by major NEB-regulated pipeline companies from the shippers on those pipelines. The Board greatly values the information obtained from the survey but also recognizes that the burden on shippers may outweigh the necessity of collecting shipper feedback annually.

Therefore, in response to shippers' feedback that many companies complete multiple surveys and that this can require a significant time commitment, and that a less frequent survey would be preferable given that there are not significant changes in pipeline services from year to year, the Board has decided to reduce the frequency of the survey to every other year. There will be no survey in 2010 and a full survey will be conducted in 2011. The Board requests that you forward this correspondence to all the active shippers who would have been included in your distribution list for the 2010 Pipeline Services Survey. If you have any questions or concerns regarding this change to the Pipeline Services Survey, please direct them to Christine Parkinson at 403-299-3731.

Yours truly,

A handwritten signature in black ink that reads "AnneMarie Erickson".

Anne-Marie Erickson
Acting Secretary of the Board

Attachment

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Calgary, Alberta T2P 0X8

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The word "Canada" in a bold, serif font, with a small red maple leaf above the letter 'a'.

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**2010 Pipeline Services Survey
Distribution List**

<p>Mr. Robert Power Senior Regulatory Compliance Specialist Alliance Pipeline Ltd. 600, 605 – 5th Avenue S.W. Calgary, AB T2P 3H5 Facsimile 403-263-4471</p>	<p>Mr. Peter M. Dito Director, Economic and Regulatory Analysis Kinder Morgan Cochin ULC 1100 Town and Country Rd Orange, CA 92868 Facsimile 714-560-6532</p>
<p>Mr. Ian Leadley Manager, Regulatory Affairs Maritimes & Northeast Pipeline Management Ltd. Suite 1600 1801 Hollis Street Halifax, NS B3J 3N4 Facsimile 902-425-4592</p>	<p>Foothills Pipe Lines Ltd. Mr. Murray Sondergard Director, Regulatory Services TransCanada PipeLines Limited 14th floor, 450 – 1st Street S.W. Calgary, AB T2P 5H1 Facsimile 403-920-2347</p>
<p>Ms. Sonya Buys Vice President, Customer Service Enbridge Pipelines Inc. 3000 425 1st St. SW Calgary, AB T2P 3L8 Facsimile 403-718-3420</p>	<p>Mr. Mel Thorp Director, Regulatory Affairs Spectra Energy Corp B.C. Pipeline & Field Services Divisions 2600, 425 – First Street S.W. Calgary, AB T2P 3L8 Facsimile 403-699-1585</p>
<p>Trans Mountain Pipeline Inc. Ms. Brenda McClellan Director, Regulatory Affairs and Forecasts Kinder Morgan Canada Inc. Suite 2700, 300 – 5th Avenue S.W. Calgary, AB T2P 5J2 Facsimile 403-514-6441</p>	<p>Mr. Murray Sondergard Director, Regulatory Services TransCanada PipeLines Limited 14th fl., 450 – 1st Street S.W. Calgary, AB T2P 5H1 Facsimile 403-920-2347</p>
<p>Express Pipeline Limited Partnership Ms. Brenda McClellan Director, Regulatory Affairs and Forecasts Kinder Morgan Canada Inc. Suite 2700, 300 – 5th Avenue S.W. Calgary, AB T2P 5J2 Facsimile 403-514-6401</p>	<p>Mr. Robert F. Smith Manager, Regulatory and Administration Vector Pipeline L.P. Vector Pipeline Limited Partnership c/o Vector Pipeline, LLC 38705 Seven Mile Road, Suite 490 Livonia, MI 48152 USA Facsimile 734-462-0231</p>
<p>Mr. Murray Sondergard Director, Regulatory Services Nova Gas Transmission Limited 14th floor, 450 – 1st Street S.W. Calgary, AB T2P 5H1 Facsimile 403-920-2347</p>	