



Strategic Plan 2008-2011

Vision

The NEB is an active, effective and knowledgeable partner in the responsible development of Canada's energy sector for the benefit of Canadians.

Purpose

We promote Safety and Security, Environmental Protection and Efficient Energy Infrastructure and Markets in the Canadian public interest¹ within the mandate set by Parliament in the regulation of pipelines, energy development and trade.

Values

At the NEB we strive for excellence in all that we do. Excellence at the NEB is driven by organizational and personal commitment to three key corporate values:

- **Integrity:** *We are fair, transparent, and respectful*
- **Regulatory Leadership:** *We are responsive, proactive and innovative*
- **Accountability:** *We support and hold each other accountable to deliver timely, high quality results in the Canadian public interest*

Strategies

- We seek partnerships for common objectives
- We engage Canadians
- We create and adopt best practices

Goals

NEB-regulated facilities and activities are safe and secure, and are perceived to be so

NEB-regulated facilities are built and operated in a manner that protects the environment and respects the rights of those affected

Canadians benefit from efficient energy infrastructure and markets

The NEB fulfills its mandate with the benefit of effective public engagement

The NEB delivers quality outcomes through innovative leadership and effective processes

Measures

- No fatalities and decreasing number of disabling injuries
- No pipeline failures
- The public perceives that pipelines are safe
- All companies regulated by the NEB have Safety and Integrity Programs in place²
- All planned compliance audits are completed
- All environmental conditions achieve their desired end results
- Rights of way are reclaimed within expected time frames
- Decreasing number of major releases into the environment
- The rights of those affected by NEB-regulated facilities and activities are respected
- Canadian energy and transportation markets are working well
- The Board's advice and energy information products are relevant and timely
- The Board's regulatory processes are measurably efficient and effective
- Board processes provide for effective participation by parties in Board matters
- At least 85% of NEB employees indicate that they find NEB working conditions fully satisfactory in the annual Employee Survey
- The NEB delivers its planned results within its annual budget

¹ The public interest is inclusive of all Canadians and refers to a balance of economic, environmental and social interests that changes as society's values and preferences evolve over time. As a regulator, the Board must estimate the overall public good a project may create and its potential negative aspects, weigh its various impacts, and make a decision.

² This measure will also inform the assessment of performance under Goal 2.