



Filer's Guide to Electronic Submission

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1.0 Introduction

This document describes the process and guidelines for electronically submitting documents to the Canada Energy Regulator (CER). It is intended to assist filers with the preparation and submission of electronic documents using the CER's Electronic Document Submission Form. The CER provides services and public communications in both of Canada's official languages and welcomes filers to submit documents in their official language of choice.

This guide should be considered an evolving document. As best practices evolve and systems are upgraded, it may be necessary to update and revise the information provided here. Suggestions for updates or revisions should be directed to:

Michele Labbé

Information Management Specialist
Data and Information Management
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(403) 299-3585

2.0 Benefits

Some benefits associated with submitting and accessing documents electronically are:

- Reduced costs - only one hard copy to be filed with the CER
- Improved efficiencies - electronic copies are accessible immediately after they are submitted
- Improved access to information - the Internet reaches a broad audience
- Improved search and retrieval of documents and information
- Promotes transparency for regulatory documents and decisions.

3.0 System Requirements

- To use the online form you will need an Internet connection and a browser that supports JavaScript and cookies.

4.0 Terms and Conditions

Please review the following page regarding the Canada Energy Regulator's [Terms and Conditions](#).



5.0 Documents to be Submitted Electronically

Approved filings are related to applications filed under the *Canadian Energy Regulator Act*, up to and including compliance to the CER instrument issued. Certain information filed under the *Canada Oil and Gas Operations Act* (COGOA) may also be submitted electronically.¹

Please note the following:

1. If you are filing an **Application to Participate or Letter of Comment** for a Non-Designated project and/or projects currently under review by the CER, you should refer to the CER's web site under Quick Links for instructions and contact information on how to do so. You may also refer to the [National Energy Board Hearing Process Handbook](#).
2. If you are a proponent and filing a CER Act S.214 application, please use the [Online Application System](#). Only the initial application is filed through this system. Any subsequent filings should be filed using the CER's Electronic Document Submission Form.
3. If you are a proponent and filing an Export and Import application, please use the [Online Application System](#) for Export and Import applications. Only the initial application is filed through this system. Any subsequent filings should be filed using the CER's Electronic Document Submission Form.
4. If you are a proponent and filing an application for an operating licence or an authorization under subsection 5(1) of the COGOA, please use the [COGOA Online Application System](#). Only the brief project description and initial application, if applicable is filed through this system. Any subsequent filings should be filed using the CER's Electronic Document Submission Form if applicable. Please see the NEB's [Transparency Guidelines for Information under the Canada Oil and Gas Operations Act](#) for further information.

5.1 Application Types

CER Act – Facilities and Power Lines	
CERA S.183	Pipeline Facilities - Certificate
CERA S.214	Pipeline Facilities - Order
CERA S.248	International Power Line
CERA S.241	Abandonment of Pipeline Facilities
CERA S.277	Abandonment of International Power Line
CER Act – Changes and Route Approval	
CERA S.69	Review, Vary or Rescind Decision or Order
CERA S.181	Purchase/Sell/Name Change of Pipeline Facilities
CERA S.190	Vary or Transfer Pipeline Facilities Certificate
CERA S.199	Information filed respecting Plans, Profile, Book of Reference (PPBoR) and Notices
CERA S.201	Detailed Route
CERA S.211	Route Deviations
CERA S.213	Leave to Open
CERA S.280	Vary or Transfer International Power Line Certificate

¹ Please see the NEB's *Transparency Guidelines for Information under the Canada Oil and Gas Operations Act* (March 2016).



CER Act – Changes and Route Approval	
CERA S.288	Vary or Transfer International Power Line Permit
CERA S.324	Right-of-Entry
CER Act – Traffic, Tolls and Tariffs	
CERA Part 3	Traffic, Tolls and Tariffs
CERA S.239	Transmission Order
CER Act - Offshore Renewable Energy Projects and Offshore Power Lines	
CERA S.298	Offshore Power Line or Offshore Renewable Energy Project Authorization
CER S.300	Vary or Transfer Offshore Power Line or Offshore Renewable Energy Project Authorization
CER Act - Claims and Determination of Compensation	
CERA S.160	Compensation for Damages
CERA S.327	Compensation of Lands
CER Act – Export Import (Please see above note)	
CERA S.344	Long Term Gas and Oil Export
CERA S.344	Short Term Export
CERA S.348	Vary Export Licence
CERA S.349	Transfer Export Licence
CERA S.356	Electricity Export
CERA S.365	Vary or Transfer Electricity Permit or Licence
Onshore Pipeline Regulations (for Hydrocarbon pipeline systems)	
OPR S.41	Change in Class Locations
OPR S.43	Change of Service or Increase in Maximum Operating Pressure
OPR S.44	Deactivation
OPR S.45	Reactivation
OPR S.45.1	Decommissioning
Processing Plan Regulations	
PPR S.42, 43	Processing Plants: Facility Deactivations and Reactivations
Information Filings	
Notification of Operation and Maintenance Activities (filed through the Event Reporting System)	
Condition Filings	
Canada Oil and Gas Operations Act - Operating Licence	
COGOA S.5(1)(a)	Operating Licence
Canada Oil and Gas Operations Act – Authorizations	
COGOA S.5(1)(b)	Authorization



5.2 Document Types

The types of documents that may be filed under the filings listed above include, but are not limited to the following:

- Affidavit
- Application
- Argument
- Audit Report
- Project Description
- Condition Compliance to a Board Order or Certificate
- Comprehensive study
- Contingency Plan
- Environment post approval report
- Environmental Protection Plan
- Environmental Report
- Environmental screening
- Errata
- Export/Import Report
- Impact Assessment
- Information Request
- Information Request Response
- Letters (Cover, etc.)
- Letter of Comment
- Map
- News Release
- Notification of Operation and Maintenance Activities
- Plans, Profiles, Books of Reference
- Post Construction Monitoring Reports
- Regulatory Query
- Safety Plan
- Supplemental Information
- Surveillance report
- Undertakings
- Written Evidence
- Other

5.3 What should NOT be filed electronically?

Filings that meet any one of the following criteria should NOT be submitted electronically.

- Documents filed under the *Canada Petroleum Resources Act* (CPRA), the *Northwest Territories' Petroleum Resources Act* (PRA) and Part 8 of the CER Act (Oil and Gas Interests, Production and Conservation).
- Documents that you are applying for a CER Act S.60 or a CER Act S.61 Order for confidentiality. The request (cover letter only) may be filed electronically but the documentation you are seeking confidentiality for should be filed in hard copy only in accordance with NEB Filing Manual – Section 1.5 Confidential Filings.
- Documents that you are requesting a COGOA S.5.34 or S.5.35 Order for confidentiality. The request (cover letter only) may be filed electronically but the documentation you are seeking confidentiality for should be filed in hard copy only in accordance with the NEB's *Transparency Guidelines for Information under the COGOA*.
- Documents filed under the COGOA which are privileged and not otherwise exempt (e.g., unredacted documents that are not covered by a written consent to disclosure). For more details, refer to the NEB's *Transparency Guidelines for Information under the COGOA*.
- Documents or manuals containing sensitive/security items, such as emergency response plans, pricing information, reporting requirements, CER/Canada Labour Code Assurances of Voluntary Compliance and incident reports.



- Documents for which the filer has not obtained or provided Copyright authorization.

6.0 General Guidelines and Best Practices

The following are some best practices to consider when creating documents to be converted to PDF.

- Use fonts supported on standard Windows installation such as Arial and Times New Roman;
- Start key sections/chapters of large documents on a new page. This will facilitate cutting large PDF files into 20 MB files
- Create bookmarks for documents that have a table of contents. The bookmarks should mirror the table of contents. In the case of a document broken into multiple files, each file would have bookmarks to reflect its contents as per the table of contents.
- Keep the individual file size under 20 MB. Documents larger than 20 MB will be rejected.
- Avoid using the following characters in file names: ` ~ ! @ # \$ % ^ & * () + + [] { } : ; ' , ? | " /
- Do not activate any security settings as this will interfere with the systems for the visually impaired and effect accessibility
- Do not link to external sites or to other documents in the filing as the Board cannot ensure link integrity. Linking inside a given document is acceptable.
- Do not produce a PDF file if it cannot be legible output to Ledger/Tabloid size (11" X 17") or smaller, or if it is not sufficiently legible due to resizing or low resolution. Please file such documents in paper-only. You will be asked to identify such documents during your online submission.



7.0 Completing the Electronic Document Submission Form

Completing the Electronic Document Submission Form is an eight step process.

- Each step must be correctly completed before continuing to the next step.
- At any time, you can return to a step you've already completed by clicking on the previous button at the bottom of the page.
- Once you have submitted the form, your document will be immediately viewable on the CER's web site and cannot be altered.
- At any time, if you do not want to complete the form you can click on Cancel to end the submission process.

The sections below describe each of the following eight steps in more detail:

- Step 1 – Acknowledge Privacy Statement
- Step 2 – Project Information
- Step 3 – Submission Information
- Step 4 – Contact Information
- Step 5 – Electronic Documents
- Step 6 – Paper Documents
- Step 7 – Courtesy Copies
- Step 8 – Confirm the Submission

Click [Begin](#) from the [Overview](#) page to proceed to the first step.

[Help](#)

Overview

Use this form to submit electronic regulatory documents to the Canada Energy Regulator.

Important: You will still need to send us one hard copy of your submission, along with a signed copy of your filing receipt. It will be generated when you submit this form. Once filed, your submission will be immediately viewable in the inbox on our website. We will process your submission once we receive your hard copy and signed receipt.

Submitting your request online is an eight-step process:

1. acknowledge privacy statement
2. project information
3. submission information
4. contact information
5. electronic documents
6. paper documents
7. courtesy copies
8. confirm the submission

* Fields marked with an asterisk are mandatory.

[Begin](#)



7.1 Step 1 – Acknowledge Privacy Statement

You cannot continue onto the next step until you acknowledge that you have read and understood the CER's privacy statement. You should take the time to read this statement. To acknowledge the statement and continue with the submission process, click the check box in the lower left hand corner of the form. When you click the check box, the Next button will be activated allowing you to proceed to the next step. If you are not comfortable with the privacy statement, you can click Cancel to end the submission process.

[Help](#)

Privacy agreement disclosure for Commission proceedings

1 2 3 4 5 6 7 8

Step 1 of 8

The CER is authorized to collect, use and disclose personal information in the context of any CER proceeding. Except where confidentiality is granted, all information and documents submitted to the CER as an individual or on behalf of other individuals will be made public. Additionally, we may use any contact information you provide to contact you or serve documents on you.

Under the federal [Personal Information Protection and Electronic Documents Act](#), the [Regulations Specifying Publicly Available Information](#) state that personal information in a record of a quasi-judicial body (like the CER) is publicly available without consent, provided that the collection, use and disclosure of that information relates directly to the purpose for which the information appears in the record.

Please read our [important notices](#) for more information about privacy.

I have read and understood the above information.

7.2 Step 2 – Project Information

In this step, you are required to identify the regulatory matter (i.e. Project/Hearing) your filing pertains to.

[Help](#)

Project information

1 2 3 4 5 6 7 8

Step 2 of 8

*Project name:

Company name:

Hearing order number:

File number:

Most non-designated projects currently under review by the CER are listed in the Project pull-down list.

- Select the appropriate project for your submission from the pull down list.
- If you cannot find the project you are looking for, or you are submitting a new application, select Other. You will find Other at the bottom of the list of projects.
- When you select a project, the values for Company Name, Hearing Order Number and, File Number will automatically be displayed.



Click Next to move to the next step.

7.3 Step 3 – Submission Information

In this step you are requested to provide additional information about your submission. The information you provide will determine how your filing will appear on the CER's web site.

[Help](#)

Submission information

1 2 3 4 5 6 7 8

Step 3 of 8

The title you enter here will appear in the name of your filing on the CER's website; we may modify it.

*Title:

[View examples of titles.](#)

Enter the name of the person or organization the submission should be attributed to. If this is your filing, enter your name or organization. If you are submitting this on behalf of someone else, enter their name or organization.

*Filer:

*Role:

[Previous](#) [Next](#) [Cancel](#)

The values you must supply are:

Title	A short descriptive title for your filing	The value you supply will be incorporated into the name of the filing that will appear on the CER's web site
Filer	The name of the organization this filing should be attributed to	The value you supply depends upon your situation. It may be your name if you are representing yourself, it may be the name of your organization or company if you are representing them, or it may be the name of some other person or organization if you are submitting documents on their behalf.
Role	The role you are playing in the regulatory matter	You must select one of the values from the pull-down list: Applicant: You are an applicant submitting an application or follow-up correspondence to an application you have already filed. Other – You are a third party with an interest in the regulatory matter.



Consider the following example of a filing:

15-01-01 Company ABC – Response to CER Information Request No. 3

If this is the desired end result for your filing when posted on the CER's web site, then the value you would enter in the Filer field would be "Company ABC". The value you would enter in the Title field would be "Response to CER Information Request No. 3"

Once you have provided the submission information, click Next to proceed to the next step.

7.4 Step 4 – Contact Information

In this step you are requested to enter your contact information. Fields marked with an asterisk are mandatory. When you submit your filing, an acknowledgement will be sent to the email address you enter.

Contact information

1 2 3 4 5 6 7 8

Step 4 of 8

*Name:

Title:

Organization:

*Address:

*City:

*Province: *Postal Code:

*Telephone: () -

Facsimile: () -

*Email: (you@somewhere.com)

Check box to save contact information so it appears automatically the next time you use the form. (Your browser must be set to accept cookies.)

If you make frequent filings, you may want to click the check box in the lower left hand corner of the screen to save your contact information with browser. When you do this, the information you supply in this step will automatically appear the next time you use the form.

Click Next after you have entered your contact information and proceed to the next step.



7.5 Step 5 – Electronic Documents

In this step, you identify the electronic documents that comprise your submission and provide additional information about the documents which will help others locate them. Up to 50 PDF documents can be uploaded. Documents must be 20 MB in size or smaller.

Electronic documents

1 2 3 4 5 6 7 8

Step 5 of 8

You can add up to 50 electronic documents per submission. Only PDF documents are accepted. Please add documents in the order you wish them to appear, e.g., start with the cover letter and end with the appendices. If necessary, you can re-order your documents after you add them.

1 Document: Browse...

(Maximum file size is 21MB)

Document type:

Document date: Language:

In the database, your document will be given the name contained in the field below. Before continuing, confirm your document name is complete and correct in this field. Change the name if necessary.

Document name:

The fields in the form are:

Document	Click on the Browse button and select the PDF file from your computer or network file system. Only PDF files are accepted. PDF images can be uploaded, but are not recommended. PDF image files tend to be very large, they are slow to download, and their content is not searchable.
Document Type	Select a value for document type from the pull down list. The value you select will be used as the name for your document in your filing unless you can provide a custom name in the Name field (see below)
Document date	The value in these fields will always default to the current day's date unless you change it.
Language	Select a value for language from the list. The value you select should reflect the language of the document you are uploading. Filers can submit documents in their official language of choice.



Document Name (optional)	<p>The document name will automatically default to the name of your PDF file. If you do not want your document to be named using this value, then you should provide a custom name for your document in this field. You may decide to do this if, for example, you are submitting a large application that has been broken down into several components. You could provide custom names for each component (e.g. Section 1 – Introduction, Section 2 – Project Overview, etc.)</p> <p>For each document in your submission, complete the required fields and then click add.</p>
-------------------------------------	--

When you click Add, your document is uploaded to a temporary location on the CER's e-filing system. It is not visible to anyone until you submit your filing from the final step of the form. If you cancel your submission before submitting it, all of the documents you have uploaded will be removed from the temporary location.

The documents you add to your submission will appear in the repository in the same order as they appear in this step.

- You can reorder the documents you have uploaded by using the arrow buttons  beside each item.
- You can modify any of the field values you have supplied by clicking on the edit icon  beside each item.
- If you want to remove a document you have uploaded, click on the delete icon .

Once you have uploaded all of the electronic documents in your submission and have them in the correct order, click Next to proceed to the next step.



7.6 Step 6 – Paper Documents

This step allows you to reference documents in your submission that are available in paper format. Please note that each filing can only contain up to 50 documents, which includes paper documents. A placeholder will be created for each paper document you reference.

[Help](#)

Paper documents

1 2 3 4 5 6 7 8

Step 6 of 8

You can add up to 50 paper documents per submission. A place-holder will be created for each paper document you add. Please add paper documents in the order you wish them to appear, e.g., start with the cover letter and end with the appendices. If necessary, you can re-order your paper documents after you add them.

1	Document type:		▼	<input type="button" value="Add"/>
	Document date:	26	August ▼	2019
	Document name:			
	Language:	▼		

The fields and functions in this step are the same as those defined above for electronic documents, but you are not attaching an actual electronic file.

Once you have identified all of the paper documents in your submission, click Next to proceed to the next step.



7.7 Step 7 – Courtesy Copies

When you submit your filing, the system will send you an email message acknowledging that the system received it. Each party you identify in this step will receive a copy of that acknowledgement. You can identify up to 10 courtesy copies for each submission.

[Help](#)

Paper documents

1 2 3 4 5 6 7 8

Step 6 of 8

You can add up to 50 paper documents per submission. A place-holder will be created for each paper document you add. Please add paper documents in the order you wish them to appear, e.g., start with the cover letter and end with the appendices. If necessary, you can re-order your paper documents after you add them.

1 Document type:

Document date: Language:

Document name:

For each party, you need to provide the following:

Name	The party's name. Typically entered as First Name, Last Name (e.g. Joe Smith)
Email address	The party's email address (e.g. someone@somewhere.com)

Once you have identified all parties who are to receive a courtesy copy of the acknowledgement, click Next to proceed to the next step.



7.8 Step 8 – Confirm the Submission

When you reach this point, you have successfully completed all the elements of the form. A preview of how the filing will appear is displayed. (See the sections on Submission Information and Electronic Documents for information on how the names for your filing and documents were determined).

[Help](#)

Confirmation

1 2 3 4 5 6 7 8

Step 8 of 8

Confirmation required.

You are about to submit your filing to the Canada Energy Regulator.

A preview of how your filing will appear is shown below. Use the links provided to make any corrections before you submit your filing.

19-08-26 M Labbe - ABC Test (Edit)	
• AO-1-GH-6-90_fr	(Edit list of electronic documents)

Click **Submit** if you are ready to submit this filing.

Click **Previous** to return to a previous step.

Click **Cancel** to cancel this submission and start again.

If you want to change any of the information you have provided, you can click on the Edit links or click on Previous to return to one of the previous steps.

When you are satisfied with the information you have provided, and are ready to submit, click Submit.

If you do not want to proceed, you can click Cancel to end the submission process.



7.9 What happens after I submit the form?

When you submit the form you will be asked to wait until the system finishes processing your submission.

Electronic Document Submission

Please Wait [Help](#)

1 2 3 4 5 6 7 8

Your submission is being processed.
This page will update automatically once processing is complete.
Please do not use your browser's stop or back button.

Processing time depends on the size of your submission.

- 1-5 documents - up to one minute
- 5-10 documents - up to 5 minutes
- 10-25 documents - up to 10 minutes
- 25-50 documents - up to 15 minutes

Thank you for choosing to E-file.

Your screen will automatically refresh when processing is complete. The system will assign your submission a Filing ID and it will generate a filing receipt listing the documents and information you supplied. The receipt will be saved with your filing. You should wait until your screen refreshes in order to receive this information.

Please note that once your submission is complete, your filing is immediately viewable in the repository.

[Help](#)

Thank you

The Canada Energy Regulator has received your submission.

Your Filing ID is: **C01313**

Your submission will be placed on the Canada Energy Regulator's website.

Important:

To complete the e-filing process you must now:

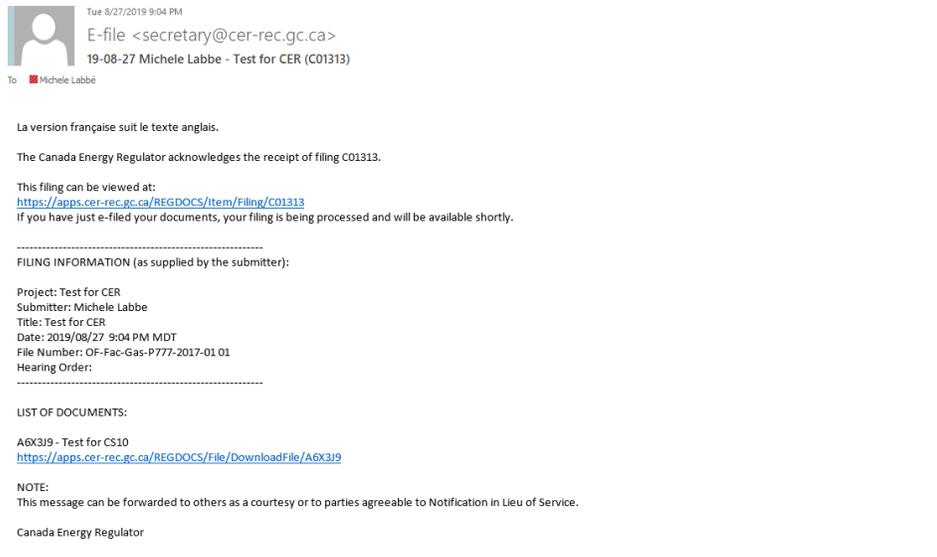
1. produce one paper copy of each electronic document you submitted
2. produce five copies of those items identified as paper-only
3. print, read, and sign the [filing receipt](#) which is available as part of your submission
4. send all of the above items to the Canada Energy Regulator within three working days

Note: An acknowledgement of this submission has been sent to:

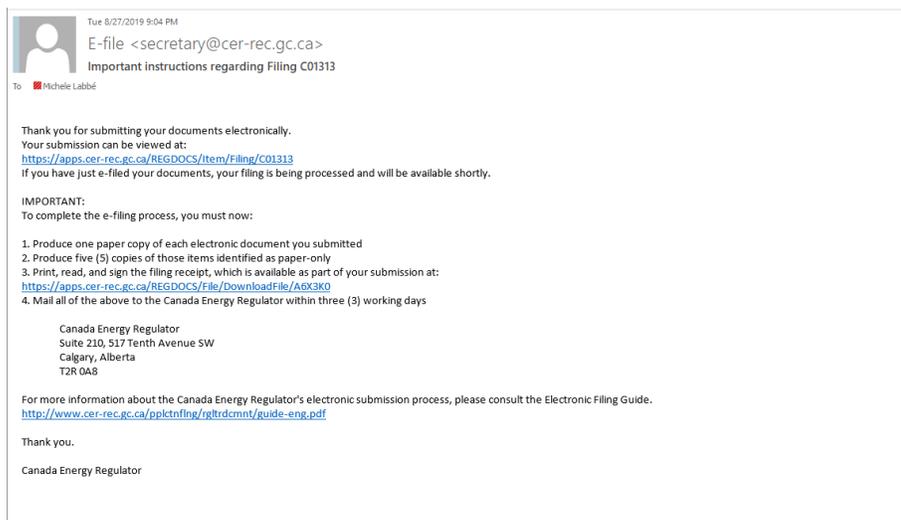
*****@*****.*****

The system will also send two email messages to the address specified in the contact information:

- The first email provides key information about your submission such as when it was filed, the list of documents that were filed, and a permanent hyperlink (URL) to your submission.



- The second email provides important instructions that you must follow to complete the e-filing process:
 1. Produce one paper copy of each electronic document you submitted
 2. Produce five (5) copies of those items you identified as paper-only
 3. Print, read, and sign the filing receipt, which is available as part of your submission
 4. Mail or courier all of the above to the Canada Energy Regulator within three (3) business days



Once the CER receives your signed receipt and requisite number of copies, it will move your filing from the Inbox to the appropriate project folder in the repository.



8.0 Completing your Filing

You must print the electronic filing receipt that was generated by the system and saved with your submission. Sign the receipt and attach it to the top of your hard copy. If you filed any paper documents, please ensure that you identify these. Please note that you must send in the required number of hard copies unless otherwise instructed. Hard copies should be submitted to the CER within 3 working days of your electronic submission.

Hard copies can be sent by regular mail, courier or hand delivery to the following:

Canada Energy Regulator

Suite 210, 517 10th Avenue SW
Calgary, AB T2R 0A8

Your filing will remain in the Inbox until your hard copy is received. At that time, the filing will be catalogued and moved to the appropriate folder within the REGDOCS. Whether the filing is in the Inbox or its final destination it will be accessible and can be located using the URL identified on the receipt.

Please note that designated proceedings have their own Inboxes and can be located within the project specific folder. You can locate specific proceedings by clicking on the Active Hearing link in the REGDOCS.

9.0 Filing Date

The filing date is the day on which the CER first receives the submission by one of the following methods:

- Electronic, by way of the Electronic Submission Form on the CER web site
- Hard Copy, by mail, courier, or fax addressed to the CER
- Hard Copy hand delivered to a regulatory officer during a hearing

Regardless of the filing method, a document that is received by the CER after regular business hours, which are from eight o'clock (8:00) a.m. to four thirty o'clock (16:30) p.m., Mountain Standard Time (MST), shall be considered to be filed on the next business day.

Important – If you are filing during an Oral Hearing

If you submit a document less than two days prior to the commencement of an oral hearing, you must bring to the hearing eight hard copies of the document for the CER and, if service of the document is required, ten copies for distribution to parties present. This is required even if you have filed electronically.

10.0 Notify/Serve Parties

“Service” means serving interested persons with either physical hard copies of documents or, in the circumstances outlined below, with a notification. Service may be effected with a notification. “Notification” means providing, to a person who is to be served with a document, a notice that the document has been filed with the CER’s repository.



10.1 Guidelines

The responsibility for service rests with the person filing the document. Service of a document will be satisfied by:

- a) Serving a copy of the document; or
- b) Where the document has been submitted electronically and the party to be served has indicated that it has the capacity to access the repository, serving a notification that the document is available for retrieval from the CER web site.

Note: the email acknowledgement you received when you made your submission may be used for notification purposes.

Such service may be effected by any of the means of service provided for in the *National Energy Board Rules of Practice and Procedure, 1995*.

Service of a document by serving a notification is only permitted where the party to be served has indicated to the CER and/or the party effecting service that it has the capability to access documents through the repository. Such indication will typically be sought at the time parties file an Application to Participate; where a list of parties is available it may document this preference. **In all other cases, service of hard copies of the document(s) is required.**

Important: The CER advises filers to exercise caution when using e-mail for service of documents or notification, as it may be difficult to establish that service has occurred.

10.2 Notification Checklist

Before effecting service through Notification, ensure that:

- Your submission is accessible using the URL identified in the email acknowledgement
- You have confirmed that the party to be served with Notification has indicated that it has the capability to access documents in the repository

You will be able to satisfy the CER that service of the notification was effective

11.0 Access to Regulatory Documents

If you are experiencing problems downloading large documents from the CER's REGDOCS, you may request copies by contacting the CER Library at 403-299-3561 or Toll Free at 1-800-899-1265. Alternatively, you may also send your request by email to Library@cer-rec.gc.ca. Please allow one working day for someone to respond to your request.