



Responding to an energy incident

Fact sheet

This fact sheet gives an overview of how the Alberta Energy Regulator responds to an energy incident.

How do I contact the Alberta Energy Regulator (AER) in case of an emergency?

If you witness an energy or environmental emergency or have a complaint about the operation of an energy development (such as odour or noise), phone **1-800-222-6514**. The AER and Alberta Environment and Parks use this number for all complaints and emergencies related to the environment and energy development in Alberta. The compliance officers who answer the 24-hour response line notify the appropriate agency and, if the situation warrants, dispatch emergency responders.

What is an incident?

The AER defines an incident as an unexpected occurrence or event requiring action by response personnel to prevent or minimize impacts on people, property, and the environment.

How does the AER respond to an incident?

The AER is committed to protecting the public and the environment, and it monitors and responds to energy-related incidents 24 hours a day, 7 days a week. AER staff assist, coordinate, and support the activities of the responsible operator, as well as the local municipal authority and other provincial and federal responders, to ensure a coordinated, effective response and that AER requirements are followed. If an incident occurs, an operator must be prepared to respond quickly and effectively to protect the health, safety, and welfare of people and limit damage to property and the environment. Should an operator be inadequately prepared or incapable of handling an incident, the AER has staff trained in emergency response, environmental protection, air quality, and investigation who are able to assume control of response activities.

The Alberta Energy Regulator ensures the safe, efficient, orderly, and environmentally responsible development of hydrocarbon resources over their entire life cycle. This includes allocating and conserving water resources, managing public lands, and protecting the environment while providing economic benefits for all Albertans.



Energy Resources Industry Emergency Support Plan (ERIESP)

The Alberta Emergency Management Agency and AER work under ERIESP, which coordinates the Government of Alberta's response to energy industry incidents. The plan supports the operator and the local authority in protecting the public and the environment and bringing the incident safely under control as quickly as possible. In most cases, the operator initiates the response and the local authority leads in matters affecting public safety within its jurisdiction. The AER works with Alberta Environment and Parks to ensure efficient and effective response to incidents.

Mobile Incident Command (MIC)

AER's MIC is deployed to incidents to establish the base of operations for government agencies working to coordinate the government response to an emergency. MIC carries communication technology, supplies, and equipment used in the response phase of an incident. It also acts as a coordination centre where government representatives can meet and develop plans and procedures to aid in the development of an effective response.

Air Monitoring Units (AMU)

The AER has two high-tech AMUs that monitor for SO₂ and H₂S and maintain high-quality communications with head office and field centres. These mobile offices are deployed in response to incidents to monitor the air, detect leaks, and assist in routine and nonroutine facility inspections. One AMU covers southern Alberta and the other unit covers northern Alberta. In addition to completing routine monitoring, the AMUs are used to conduct about 500 inspections per year.

Where can I find more information about energy incidents that occur in Alberta?

The AER's Compliance Dashboard—found at www.aer.ca—gives Albertans a better picture of how we regulate oil and gas development and enforce our requirements. The dashboard contains information on

- incidents, including those reported through the incident reporting tool since it was launched in June 2013;
- investigations, including those transferred from Alberta Environment and Parks, and any investigation closed as of July 2014;
- compliance activities and enforcement actions that date back to July 2014.

How can I learn more about AER incident response?

Learn more about incident response by visiting www.aer.ca or calling 1-855-297-8311.