



# How are stakeholders involved in pipeline projects?

**FAST FACTS**

## The spectrum of stakeholder involvement

1

**INFORM AND CONSULT**

The pipeline operator communicates with stakeholders about the proposed pipeline project and/or asks for feedback.

2

**INVOLVE**

The operator works with stakeholders throughout the process to ensure their concerns are understood and addressed.

3

**COLLABORATE**

The operator works with stakeholders on specific aspects of the project.

Over 65 per cent of Canadians have a strong sense of belonging to their community, according to Statistics Canada.\* Feeling connected to our communities means we are more likely to participate in local events, help with neighbourhood improvements and be aware of changes in our area.

It also means that when we hear about infrastructure projects in our area, like proposed pipeline projects, we want to be involved in the conversation.

Transmission pipelines are an important part of our energy network – transporting 97 per cent of Canada’s daily natural gas and onshore crude oil production. But the industry also recognizes it’s a privilege to operate within local communities, which is why it’s essential for operators and stakeholders to have honest conversations about pipeline projects. There are two key ways stakeholders can participate in discussions about pipeline projects – through industry-led consultation and through energy regulators’ formal hearing processes.

**Meaningful conversations**

When operators want to put in a new pipeline or expand an existing one, they gather information about potential interests and concerns by talking to a variety of stakeholders.

By discussing and sharing information about a project, stakeholders and project proponents gain a better understanding of the specific needs, issues and opportunities a project may generate for individuals and communities. While pipeline operators may use different ways to communicate with stakeholders, the industry follows similar principles and practices to ensure their input is considered.

\* Statistics Canada, Table, Sense of Belonging, 2016 [bit.ly/2laeSwS](http://bit.ly/2laeSwS)



**TALK OF THE TOWN**

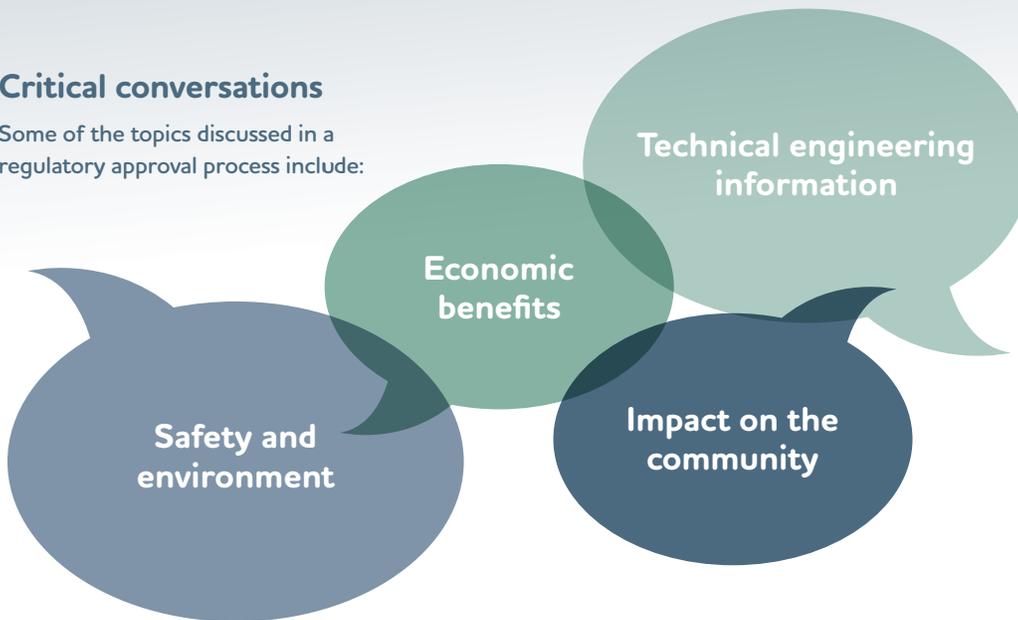
CEPA members often meet with stakeholders to share plans and answer questions.



## About Pipelines STAKEHOLDER INVOLVEMENT

### Critical conversations

Some of the topics discussed in a regulatory approval process include:



“  
There is a deep need to have a rational and unified, national dialogue on energy, the environment and the economy, setting out a long-term vision for our country.”

CHRIS BLOOMER, PRESIDENT + CEO  
CANADIAN ENERGY  
PIPELINE ASSOCIATION

### Informed decision-making

Regulators require pipeline operators to consult with stakeholders, which is a part of the reason pipeline operators develop and implement stakeholder involvement programs to inform the regulatory application and approval process. When a company applies for a pipeline project to be approved, the regulator can hold a public hearing to get views from Canadians directly affected by the project or who have relevant information that may impact the decision. If the pipeline crosses provincial or international boundaries, the National Energy Board will hold the hearing; otherwise, it's the provincial regulator. The regulator's role is to look at the project benefits, the potential impacts and ultimately decide if the project is in the public's interest to proceed. This involves reviewing the consultation and studying technical, environmental and economic aspects of the project. There are two ways Canadians can participate in a NEB hearing:

- File a letter of comment.
- Apply for intervenor status to provide evidence and ask and respond to questions and motions.

The regulator reserves the right to determine who is involved in the public hearing.

The information provided by participants in the hearing contributes to the regulator's final decision. If the regulator approves the pipeline project, the operator will then continue to work with stakeholders on the project through the entire lifecycle of the pipeline, which includes design and construction, operation and abandonment.

This includes ongoing public awareness programs, such as first responder and landowner consultations. For more information, visit: [aboutpipelines.com/en/in-your-community/stakeholder-engagement](http://aboutpipelines.com/en/in-your-community/stakeholder-engagement)

### Social license

Social license is a term being used a lot in today's environment – but what does it mean? For the pipeline industry, it means building trust with social acceptance through respect and ongoing dialogue.

GET INFORMED | [INFO@ABOUTPIPELINES.COM](mailto:INFO@ABOUTPIPELINES.COM) | [ABOUTPIPELINES.COM](http://ABOUTPIPELINES.COM) | [TWITTER.COM/ABOUTPIPELINES](https://TWITTER.COM/ABOUTPIPELINES) | [FACEBOOK.COM/ABOUTPIPELINES](https://FACEBOOK.COM/ABOUTPIPELINES)



canadian energy pipeline association  
association canadienne de pipelines d'énergie

