



National Energy
Board

Office national
de l'énergie

Alternative Dispute Resolution

A voluntary, no-cost, and confidential way for landowners, indigenous peoples and other land users to resolve disputes with NEB regulated companies.



Dispute with an NEB-regulated company?

If you and a company are in a dispute or have been working through some issues, the National Energy Board (NEB) can help you.

Through its Alternative Dispute Resolution program, the NEB offers confidential facilitation and mediation services at no-cost.

Access to these services is voluntary and increases the likelihood of reaching mutually acceptable solutions.

It can also help avoid potentially costly and time consuming regulatory and legal proceedings.

When to use Alternative Dispute Resolution?

A broad range of issues can be addressed by using ADR, including:

- terms in negotiated agreements
- access to property during construction and maintenance of a pipeline
- post-construction reclamation and related compensation issues

Alternative Dispute Resolution can be used throughout the life-cycle of facilities, from the early planning stage of a project to operation and abandonment.

Quick Facts

Alternative Dispute Resolution includes **facilitation**, **mediation** and **neutral evaluation**

These **flexible** approaches can be used to **customize outcomes** that **meet the parties' needs**.



Why choose it?

Methods in Alternative Dispute Resolution:

- are available at **no cost** and **voluntary**
- are **flexible** and allow parties to **focus attention on the issues** that matter most to them
- put the **parties in control**, instead of an arbitrator or judge
- can **reduce stress** related to appearing in formal proceedings
- are **confidential and** involve **discussions without prejudice**, meaning that what the parties say cannot be raised later in regulatory or legal proceedings
- are more likely to **build lasting trust** and **goodwill** between parties — especially important in long-term relationships

How does it work?

Anyone involved in a dispute can contact the NEB's Alternative Dispute Resolution Coordinator to request assistance.

The NEB will work with all parties involved in order to identify the issues and conduct a preliminary assessment.

Before the parties decide to participate, a planning session will be held to develop a mutually agreed upon approach including the choice of a method, such as facilitation or mediation, timing, and logistics.

What if it doesn't work?

At any time, applicable regulatory and legal processes remain available to address the dispute and can continue in parallel to Alternative Dispute Resolution.

Need Help or More Information?

Contact the NEB's Alternative Dispute Resolution Coordinator by email at ADR-MRD@neb-one.gc.ca or by phone at 1-800-899-1265

Web: www.neb-one.gc.ca

E-mail: info@neb-one.gc.ca

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