

Help Your Business Desk Analyst Help You

Jurisdiction	Release/Revision Date	Location of change in this document	Comment
AB/SK/BC/MB /IOGC	January 3, 2023	Please review entire tip.	
AB/SK	June 8, 2015	Where to call	Updated contact information
AB/SK	May 15, 2015	Where to call	Updated contact information
AB/SK	November 1, 2012	Please review entire tip.	
AB	March 28, 2003	This document is now consolidated together with several other tips that have a common purpose.	
AB	November 19, 2002		Initial Release

Audience: All Petrinex Users

Purpose: This tip will better enable you to partner with your Business Desk Analyst and receive the most efficient assistance.

Information you should have in hand before calling the Business Desk

If you receive a Petrinex error message, or you have Petrinex screen contents that you would like to discuss, follow these steps prior to calling the Business Desk:

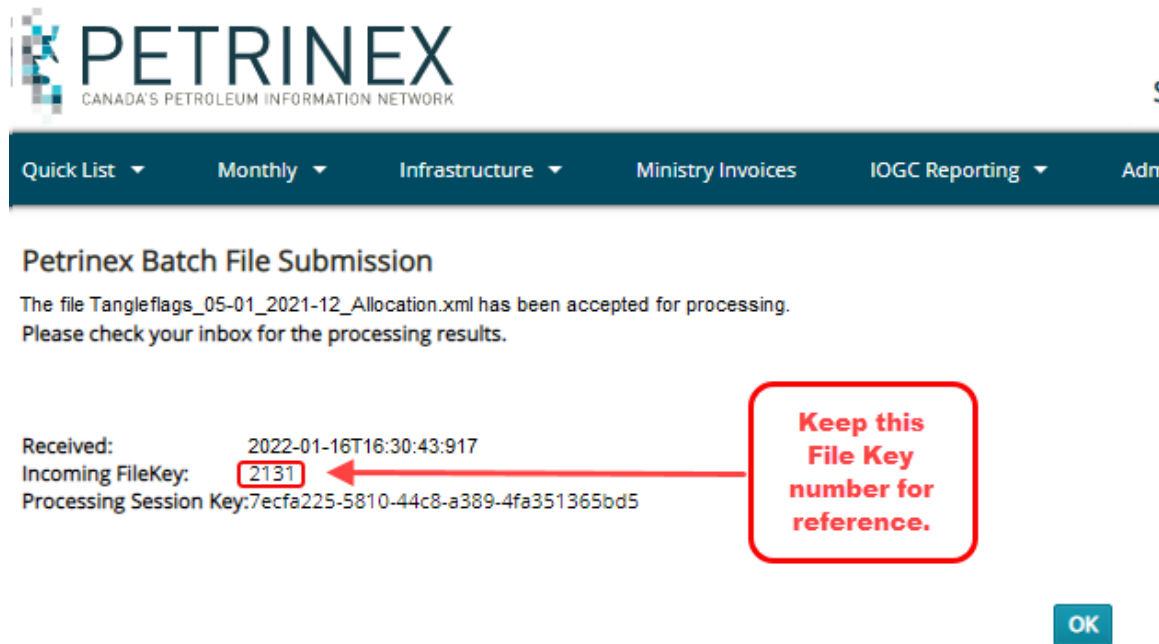
- 1) Take a screen capture of the active Petrinex window. (Press the key combination **ALT+PrintScrn** to **Copy** what you see onscreen.)
- 2) Start a blank MS Word document and **Paste** the image you captured in Step 1.
- 3) **Type** the time of the event below the screen capture. This is especially important if you have an error message onscreen.
- 4) **Type** your BA name, BA ID, contact information and any other relevant notes or comments.
- 5) Have the Word document ready when you call 403-297-6111, 1-800-992-1144 Toll Free, or send it as an attachment in an e-mail to the Business Desk at petrinexsupport@petrinex.ca.

Keep your batch file submission key for future reference

This tip identifies an onscreen notification that contains vital “tracking” information for future reference. With the **File Key**, your Business Desk Analyst will be able to give you faster follow-up on any questions that arise

Procedure:

- 1) Submit your batch file.
- 2) The resulting onscreen notification contains an **Incoming File Key** number.
- 3) Print the onscreen notification page or log the **File Key**.



The screenshot shows the Petrinex interface with a notification titled "Petrinex Batch File Submission". The notification text reads: "The file Tangleflags_05-01_2021-12_Allocation.xml has been accepted for processing. Please check your inbox for the processing results." Below this, the following information is displayed: "Received: 2022-01-16T16:30:43:917", "Incoming FileKey: 2131", and "Processing Session Key:7ecfa225-5810-44c8-a389-4fa351365bd5". A red box highlights the "Incoming FileKey: 2131" value, with a red arrow pointing to it from a larger red box containing the text "Keep this File Key number for reference." An "OK" button is visible in the bottom right corner of the notification area.

Have You Taken the Online Training?

Every facility operator is required to report to Petrinex on a monthly basis.

The Petrinex Team strongly recommends that you use the online resources available on the Petrinex Website - Learning Centre - Learning Module Log In. These resources provide step-by-step examples of the many processes involved in these reporting requirements.

Petrinex Online Help: Online Help pages are context sensitive. If you need assistance, click the Help (Question Mark) button for information for the page that you are on.

Where to Call

<p>Petrinex Business Desk</p>	<p>Questions related to the submission to or retrieval of all information to/from Petrinex should be directed to the Business Desk.</p> <p>Phone: 403-297-6111 Phone: 1-800-992-1144 (Toll Free) Email: petrinexsupport@petrinex.ca</p>
<p>Alberta Department of Energy (DOE)</p> <p>Gas Royalty Help Desk</p> <p>Royalty Programs</p> <p>Reference Prices and Valuation</p>	<p>Inquiries related to DOE volumetric and cost reporting as well as gas royalty calculation processes.</p> <p>V&CR Voicemail: 780-422-8727 Alberta Toll Free: 310-0000 V&CR Email: vcr@gov.ab.ca</p> <p>Inquiries related to royalty programs (e.g. Natural Gas Deep Drilling Program, New Well Royalty Rates and Otherwise Flared Solution Gas Royalty Waiver Program) contact the Royalty Features team at GasRoyaltyPrograms@gov.ab.ca.</p> <p>Inquiries related to natural gas and natural gas liquids reference prices, and sulphur valuation submissions (VA3 and VA4), contact the Pricing & Analysis team at GasValuation.Energy@gov.ab.ca.</p>
<p>Alberta Energy Regulator (AER)</p> <p>PA Help Desk</p>	<p>Inquiries related to the AER policies for reporting to Petrinex (Directive 007 and Manual 11) should be directed to the AER PA Help Desk.</p> <p>Phone: 403-297-8952 ext. 3 Fax: 403-297-7303 Email: pa.help@aer.ca</p>
<p>Alberta Petroleum Marketing Commission (APMC)</p>	<p>Inquiries related to DOE shippers' balances and APMC reporting should be directed to APMC-marketing@gov.ab.ca</p>
<p>British Columbia Oil & Gas Commission (BC OGC)</p>	<p>Inquiries related to BA ID set up, USA set up, password resets, and infrastructure should be directed to servicedesk@bcogc.ca</p>
<p>British Columbia Ministry of Finance</p>	<p>Inquiries related to royalties, levies, and volumetric reporting should be directed to.</p> <p>Phone: 1-800-667-1182 Email: oil&gasroyaltyquestions@gov.bc.ca</p>

<p>Manitoba Ministry of Natural Resources and Northern Development (NRND)</p>	<p>Inquiries related to volumetric reporting, royalty invoicing/billing, infrastructure, BA ID set up, USA set up, and password resets should be directed to</p> <p>Phone: 1-204-945-1119 Phone: 1-800-223-5215 (toll free) Email: petroleum@gov.mb.ca</p>
<p>Saskatchewan Ministry of Energy and Resources (ER)</p>	<p>Inquiries related to volumetric reporting, royalty invoicing/billing, infrastructure, BA ID set up, USA set up, and password resets should be directed to.</p> <p>Phone: 1-855-219-9373 (toll free) Email: er.servicedesk@gov.sk.ca</p>
<p>Indian Oil and Gas Commission (IOGC)</p>	<p>Inquiries related to</p> <p>Gas Cost Allowance (GCA): deductionpourfraisdegaz-gascostallowance@sac-isc.gc.ca</p> <p>Royalty: aadnc.royalty.aandc@canada.ca</p> <p>General and all Other Inquiries: aadnc.contracting.aandc@canada.ca</p>