

## **Petrinex Hours of Operation**

<b>Jurisdiction</b>	<b>Release/Revision Date</b>	<b>Location of Change in this Document</b>	<b>Comment</b>
AB/SK/BC/MB	October 5, 2022		Replaces Tip 100 – Petrinex Hours of Operation

**Audience:** All Stakeholders

**Purpose:** This tip provides background to the current Petrinex hours of operation. Note that all times listed below are Mountain Time.

### **Regular Hours of Operation**

- Petrinex regular hours of operation are set as Monday to Saturday, **6:00 a.m. to 9:00 p.m.**
- On the Sunday prior to the AER Volumetric Data and Waste Plant Reporting Deadline and the SK, BC and MB Volumetric and Pipeline Split Reporting Deadlines, Petrinex will be open from **6:00 a.m. to 6:30 p.m.**

See the monthly Petrinex/Business Desk Hours of Operations calendars on the Petrinex Website → Calendars.

As part of a regular nightly maintenance schedule, Petrinex runs a number of nightly processes to ensure the availability of the most current data as required by users in a number of reports and extracts upon opening at 6:00 am the next day.

For users who require to work outside of these regular operating hours, Petrinex has server to server processes. For additional information on these services, please contact the Petrinex Business Desk at [petrinexsupport@petrinex.ca](mailto:petrinexsupport@petrinex.ca).

### **Exceptions to the regular hours of operation:**

- **Volumetric and Pipeline Split Deadlines**  
Petrinex will be open from **6:00 a.m. to 6:30 p.m.** on the day of the
  - AER Volumetric Data and Waste Plant Reporting Deadline,
  - SER Volumetric Reporting Deadline,

- SER Pipeline Split Reporting Deadline,
- BC Volumetric Reporting Deadline,
- BC Pipeline Split Reporting Deadline,
- MB Volumetric Reporting Deadline
- MB Pipeline Split Reporting Deadline.

The above deadlines are listed on the monthly Petrinex jurisdiction reporting calendars on the Petrinex Website → Calendars:

- **Petrinex Production Release / System Upgrade**

As a general rule, Petrinex closes at 6:00 pm on the first Wednesday of each month for the monthly system upgrade.

These system upgrade dates are listed on the monthly Petrinex/Business Desk Hours of Operations calendars on the Petrinex Website → Calendars.

- **Additional Sunday Openings**

In addition to the above, Petrinex will be open on selected Sundays during the Alberta Natural Gas Royalty Allowable Costs Reporting Period (March - June) from **6:00 a.m. to 6:30 p.m.**

These respective Sunday dates are listed on the monthly Petrinex/Business Desk Hours of Operations calendars on the Petrinex Website → Calendars.

Please continue to check the Petrinex/Service Desk Hours of Operations Calendars and Reporting Calendars on the Petrinex Website → Calendars for 'month-at-a-glance' views of the hours of operation and reporting deadlines.

**More information:**

Please contact the Petrinex Business Desk.

# 403-297-6111

# 1-800-992-1144 (Toll Free)

E-mail [petrinexsupport@petrinex.ca](mailto:petrinexsupport@petrinex.ca)