

## Help Your Business Desk Analyst Help You

Jurisdiction	Release/Revision Date	Location of change in this document	Comment
AB/SK/BC/MB/IOGC	April 21/2026		Content updates
AB/SK/BC/MB/IOGC	January 3, 2023	<b>Please review entire tip.</b>	
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	<b>Please review entire tip.</b>	
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+PrintScr** 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](mailto: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 website interface. At the top, there is a navigation bar with options: Quick List, Monthly, Infrastructure, Ministry Invoices, IOGC Reporting, and Admin. Below this, the main heading is "Petrinex Batch File Submission". A message states: "The file Tangleflags\_05-01\_2021-12\_Allocation.xml has been accepted for processing. Please check your inbox for the processing results." Below the message, 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 that contains 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><b>Petrinex Business Desk</b></p>	<p>Questions related to the <b>submission to or retrieval of all information to/from Petrinex</b> should be directed to the Business Desk.</p> <p>Phone: 403-297-6111          Phone: 1-800-992-1144 (Toll Free)          Email: <a href="mailto:petrinexsupport@petrinex.ca">petrinexsupport@petrinex.ca</a></p>
<p><b>Alberta Energy &amp; Minerals</b></p> <p><b>Gas Royalty Help Desk</b></p> <p><b>Royalty Programs</b></p> <p><b>Reference Prices and Valuation</b></p>	<p>Inquiries related to AEM volumetric and cost reporting as well as gas royalty calculation processes.</p> <p>V&amp;CR Voicemail: 780-422-8727          Alberta Toll Free: 310-0000          V&amp;CR Email: <a href="mailto:vcr@gov.ab.ca">vcr@gov.ab.ca</a></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 <a href="mailto:GasRoyaltyPrograms@gov.ab.ca">GasRoyaltyPrograms@gov.ab.ca</a>.</p> <p>Inquiries related to natural gas and natural gas liquids reference prices, and sulphur valuation submissions (VA3 and VA4), contact the Pricing &amp; Analysis team at <a href="mailto:GasValuation.Energy@gov.ab.ca">GasValuation.Energy@gov.ab.ca</a>.</p>
<p><b>Alberta Energy Regulator (AER)</b></p> <p><b>PA Help Desk</b></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: <a href="mailto:pa.help@aer.ca">pa.help@aer.ca</a></p>
<p><b>Alberta Petroleum Marketing Commission (APMC)</b></p>	<p>Inquiries related to AEM shippers' balances and APMC reporting should be directed to <a href="mailto:APMC-marketing@gov.ab.ca">APMC-marketing@gov.ab.ca</a></p>

<b>British Columbia Energy Regulator (BCER)</b>	Inquiries related to BA ID set up, USA set up, password resets, and infrastructure should be directed to <a href="mailto:servicedesk@bc-er.ca">servicedesk@bc-er.ca</a>
<b>British Columbia Ministry of Finance (BCFIN)</b>	Inquiries related to royalties, levies, and volumetric reporting should be directed to. Phone: 1-800-667-1182 Email: <a href="mailto:oil&amp;gasroyaltyquestions@gov.bc.ca">oil&amp;gasroyaltyquestions@gov.bc.ca</a>
<b>Manitoba Ministry of Business, Mining, Trade and Job Creation (MBMTJ)</b>	Inquiries related to volumetric reporting, royalty invoicing/billing, infrastructure, BA ID set up, USA set up, and password resets should be directed to Phone: 1-204-945-1119 Phone: 1-800-223-5215 (toll free) Email: <a href="mailto:petroleum@gov.mb.ca">petroleum@gov.mb.ca</a>
<b>Saskatchewan Ministry of Energy and Resources (SER)</b>	Inquiries related to volumetric reporting, royalty invoicing/billing, infrastructure, BA ID set up, USA set up, and password resets should be directed to. Phone: 1-855-219-9373 (toll free) Email: <a href="mailto:er.servicedesk@gov.sk.ca">er.servicedesk@gov.sk.ca</a>
<b>Indian Oil and Gas Commission (IOGC)</b>	Inquiries related to Gas Cost Allowance (GCA): <a href="mailto:deductionpourfraisdegaz-gascostallowance@sac-isc.gc.ca">deductionpourfraisdegaz-gascostallowance@sac-isc.gc.ca</a> Royalty: <a href="mailto:aadnc.royalty.aandc@canada.ca">aadnc.royalty.aandc@canada.ca</a> General and all Other Inquiries: <a href="mailto:aadnc.contracting.aandc@canada.ca">aadnc.contracting.aandc@canada.ca</a>