The Petroleum Registry of Alberta news

Energizing the flow of information

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REGISTRY UP AND RUNNING

At 9:55 a.m. on October 31, 2002 the Petroleum Registry of Alberta officially went live. The system was open for business to all stakeholders at 7:00 a.m., November 4, 2002.

Registry Advisory Committee Chairman Dave Van Kampen, first official industry logon, November 4, 2002

The Registry team would like to thank all stakeholders for their input during the design and construction of the Registry.

Your invaluable insight helped create a system that was the vision of a joint strategic initiative between the Ministry of Energy and Alberta's oil and gas industry.

The Registry is the first project of its kind developed under such a system. The joint nature of the Registry will continue now that the system is a reality.

From L to R - Registry Manager John Finlaison, Fujitsu's Dave Giles and Project Director Jim Nichols watch the DOE's Robert Braid's first official Registry logon, October 31, 2002.

INSDE THIS ISSUE

CANADIAN ASSOCIATION OF PETROLEUM PRODUCERS

Alberta Energy and Utilities Board

HELP THE SERVICE DESK HELP YOU

The Registry Service Desk was created to help Business Associates understand and use the Registry system, by providing telephone support or engaging other experts to assist Registry clients.

During the first month of operation, the call volumes to the Service Desk were significantly higher than anticipated. Therefore, despite having 11 Service Desk staff available to assist our clients, the service level provided, in particular the average wait time in the queue was less than planned.

More specifically, call volumes received by the Service Desk have ranged from 250 to 500 telephone calls per day. In addition to these calls, the Service Desk also averaged 50 e-mail messages and approximately 25 faxes per day.

During the past month, a significant portion of calls to the Service Desk related to questions and issues fully covered in available Registry training material. Users are encouraged to use the training resources to avoid waiting for Service Desk support at peak times. This issue of the newsletter will also address the most common client questions.

Broadcast Messages

As soon as an issue, or common question, becomes evident, the Registry team will develop a "broadcast" Tip or an Alert. These documents are designed to address users concerns and cut down on the volume of calls to the Service Desk.

Stakeholders are urged to check out the Broadcast Message area of the Registry web site (www.petroleumregistry.gov.ab.ca) periodically throughout the day. Questions stakeholders may have about Registry operations may already be answered in this area.

The two major items placed in Broadcast messages:

Alerts deals with problems impacting Registry functionality or workarounds that will assist users in a more efficient use of the system.

Tips offers suggestions for users to improve their performance on the Registry system.

Further details about these Tips and Alerts can be found under the Tips/Alerts/FAQs section of the web site.

Performance Support System (Training)

A reminder to stakeholders that Performance Support System (Training) modules are still available. The modules are also being constantly updated to reflect how users operate the Registry system.

The "Starter Package" remains free of charge and includes a Registry overview, training on Security User Administration and invoice/statement retrieval.

The "Comprehensive Package" is "user pay", but offers more in-depth training for the system, specifically modules for all Registry functionality.

For more information and access to these packages, email Sheryl Moody at sheryl.moody@gov.ab.ca

On-Line Help

Once a user is in the Registry, on-line help can be used to address any problems. If a user has a problem with a certain document, they just click on the "Question Mark" icon, located at the top of the page. The online help is context sensitive, therefore the pop-up window will contain all the information required to deal with that section of the Registry.

Hard Copy Formats

Stakeholders have asked for a hard copy version of the training manual. This cannot be accommodated because of the fluid nature of the training modules. However, the on-line help material is printable using two methods. Users can print from the web browser or print from the downloadable Microsoft HTML help file. Users will find the steps required for these two printing methods under Help Contents – Printing Help.

By using these learning tools before contacting the Registry Service Desk, users will learn more about the workings of the Registry and ensure the Service Desk is available to serve stakeholders more efficiently.

FREQUENTLY ASKED QUESTIONS

Over the initial period of operation, there have been a number of frequently asked question directed to the Registry team. Here are the answers to some of these questions.

When will Registry hours of operation expand and why are Registry operations slower than expected?

Currently, Registry hours of operation are evolving as the system continues to be enhanced to meet user needs. (Hours of operation have been expanded once, as the Registry is now open from 7 a.m. to 8 p.m.) The same can be said of turnaround times. During construction of the Registry, goals were set for Registry operations. These are:

- 18 hours on-line availability per day
- 15-minute turnaround on batches submitted (worst case 1 hour)
- Reports: some on-line/immediate: 15-minute turnaround; most available next day at the latest.

It may take a few months to reach these goals, but as Registry efficiencies improve each day, the Registry Team is confident it will reach these stated goals.

What is being done to correct problems in submitting infrastructure related data to the Registry?

Currently, a Registry task force is working with industry operators who are experiencing infrastructure related problems. These issues appear to impact only 1% of the 125,000 wells captured in the Registry. Anyone who is experiencing a problem is asked to send their well information to the Registry team. (See Alert: "Send us your problem wells….now" for more information) The Registry Team will help users, well by well, to clearly understand how to rectify your problem.

If affected stakeholders can provide their well data promptly, the Registry team can respond quickly and prevent situations where users have to file prior period amendments.

Currently, I can't see dispositions. Why not?

Dispositions to Alberta Facilities that report to the Registry are auto-populated by the Receiving Facility Operator. For example:

Oil delivered from a Battery to a Terminal is reported by the Terminal Operator as:
Product: Oil, Activity: Receipt, From/To:
AB BT #######, Volume: X

This auto-populates the Battery with:
Product: Oil, Activity: Disposition, From/To:
AB TM #######, Volume: X.

If your disposition has not been autopopulated it is because the receiving operator has not input the receipt. You should contact the operator of the facility that you delivered your product to and ask them when they intend to report this data to the Registry.

Note: some operators of liquids terminals and pipelines had been waiting for changes in the Registry security design to be implemented before adding this data to the Registry. This has now taken place.

Will changes be made to the Registry so users do not have to logon to read the notification e-mails?

The reason that users must logon to read the details of the notification emails is one of security. Since the notification details are considered confidential information, they cannot be supplied in the email.

RETROSPECTIVE LICENSING OF FACILITIES REOPENED

The Energy and Utilities Board has reopened its retrospective licensing of facilities until February 28th, 2003. This temporary licensing of facilities will assist industry in meeting its obligation to obtain licences for all their facilities. This is required for Registry purposes and to comply with the Oil and Gas Conservation Act.

This temporary retrospective licensing may also be used to license facilities that were previously constructed and operated without EUB approvals or permits. However, it cannot be used to capture amendments to facilities. To do this, a separate application must be made.

Please note that companies who still have unlicensed facilities after the February 28th deadline will be subject to enforcement action. For more details about the retrospective licensing of facilities, please read EUB guide 56 or see the Alerts area of the Registry web site under Retrospective licensing for facilities has been reopened by the EUB.

CAPPA CONFERENCE

Last month, delegates to the 2002 CAPPA conference got a chance to ask Registry staff questions about the system, post-implementation. The conference began with a short talk to all delegates by Registry Manager John Finlaison and Industry Readiness Manager Ross Weaver. This talk focused on the events leading up to implementation, the system in the first weeks after go-live and what the future holds for the Registry.

Later, a cross section of Registry experts took part in a panel discussion. The discussion began with a short talk from each expert about their area of expertise, which was followed by an audience question and answer period. All Q&As from the discussion will be posted to the FAQ section of the Registry web site as soon as possible.

The Registry team would like to thank the CAPPA conference organizers and delegates for allowing them to take part in the conference.

A similar Q&A session was held on December 5th, 2002 at the Conoco auditorium. About 200 stakeholders were on hand for the two and a half hour gathering. These types of Q&A sessions will be held periodically during the initial start up phase of the Registry.

GOING ELECTRONIC

Over the past two years the Registry team has released this monthly newsletter, both in printed and electronic form. The purpose of the newsletter, before implementation, was to keep stakeholders informed about progress on the Registry, to make them aware of any changes, to solicit stakeholder opinion about the direction of the system was taking and to keep them informed about how to prepare for the Registry.

Now that the Registry system has been implemented, there will also be some changes to the newsletter and its function as a communication tool. The first change will see the end of printed copies of the newsletter being sent out to stakeholders. Since one benefit of the Registry is a reduction of paper, the Registry will follow suit and only provide electronic versions of the newsletter.

The newsletter will be e-mailed out or can be found in the Bulletin Board area of the Registry web site. If you don't currently receive an electronic version of the newsletter, but want to, please call the Registry Service desk at (403) 297-6111 (in Calgary) or 1-800-992-1144 or e-mail: petroleumregistry.energy@gov.ab.ca to have your name placed on our electronic mailing list.

The frequency of the Registry newsletter may also change in the new year. With the most important stakeholder messages being released through Tips and Alerts in the Broadcast message area of the Registry home page, the function of the newsletter is being re-considered. More news on this will be released in the coming months.

The Petroleum Registry of Alberta is a joint strategic initiative of the Alberta Ministry of Energy and the oil and gas industry of Alberta.

To add your name to our electronic distribution list, please contact us at:

Monenco Place
801 – 6th Ave SW
Calgary, AB T2P 3W2
Phone: (403) 297-6111 Fax:(403) 297-3665
E-mail: petroleumregistry.energy@gov.ab.ca

If you have any comments about the newsletter, or if you would like to contribute an article, please contact Registry Communications Coordinator Mark Dickey at (403) 297-6111 or mark.dickey@gov.ab.ca

To submit comments or questions about the Petroleum Registry of Alberta check out our web site at: www.petroleumregistry.gov.ab.ca

Or call our information lines at:

(403) 297-6111 (Calgary)
1-800-992-1144 (other locations)

The material in the *Petroleum Registry of Alberta News* may be reprinted with acknowledgement.

Happy Holidays
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From the whole Registry Team
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