

Alberta Energy Regulator and Penn Program on Regulation
Aboriginal Summit
Edmonton, Alberta – March 26, 2015



Executive Summary

Following a competitive bidding process, Alberta Energy Regulator (AER) selected the University of Pennsylvania's Penn Program on Regulation to undertake a best-in-class project. The project consists of conducting and overseeing research on regulatory management and performance and has three main objectives:

- To identify the key attributes of a best-in-class regulator
- To understand how the AER can adopt these attributes
- To identify how to measure the concept of best in class in a credible manner

Part of the process is to organize and host three major dialogue sessions during the spring of 2015. These sessions are designed to foster structured deliberation on regulatory excellence; they involve a cross-section of internationally recognized experts in regulatory excellence as well as a diverse set of interested stakeholders.

This visual report summarizes the dialogue held on March 26, 2015 in Edmonton, Alberta. The session brought together representatives of various Aboriginal peoples to work collaboratively through key issues of energy regulation from their perspectives. The dialogue session included an opening presentation, Q & A and small group discussions. Participants included representatives from the Indian Resource Council, Indian Oil and Gas Canada, Métis Settlement General Council, Métis Nation of Alberta, Treaty 6, Treaty 7, Treaty 8, Alberta Energy Regulator and the University of Pennsylvania.

During each session, Michele Anderson with Visuals@Work graphically recorded the discussions employing a large-scale visual format. This report presents highlights of the session in visual form. It was evident that the addition of visual recording provided another avenue for participants to be fully engaged and to be heard.

Each of these sessions will be followed by the public release of a detailed report synthesizing the key issues discussed, the main themes from each dialogue, and the perspectives shared and trade-offs identified.



**PENN PROGRAM ON
REGULATION**



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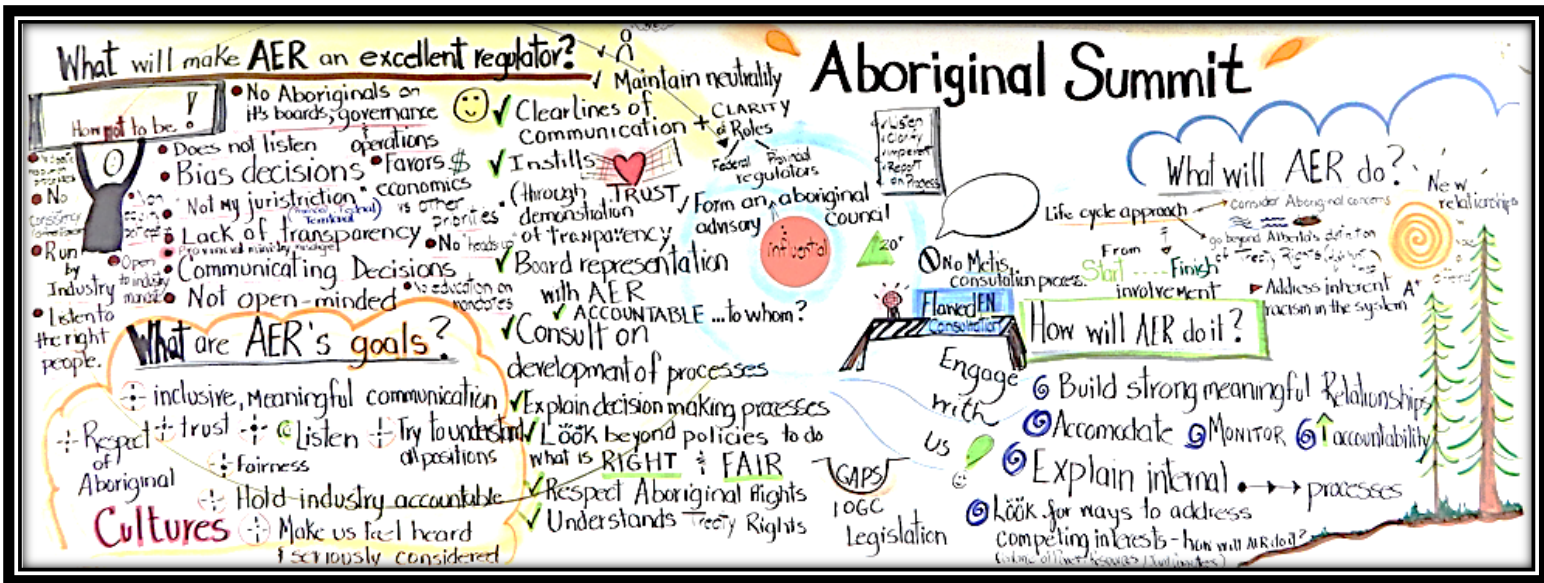
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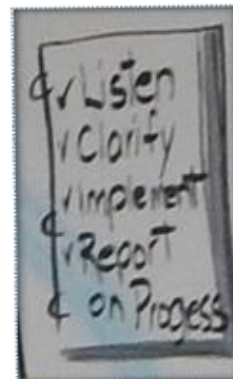
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Morning Dialogue Session





Reverse Thinking – How **NOT** to be an excellent regulator!





How will AER do it?

Engage with us

- Build strong meaningful Relationships
- Accomodate
- MONITOR
- ↑ accountability
- Explain internal processes
- Look for ways to address competing interests - how will AER do it?

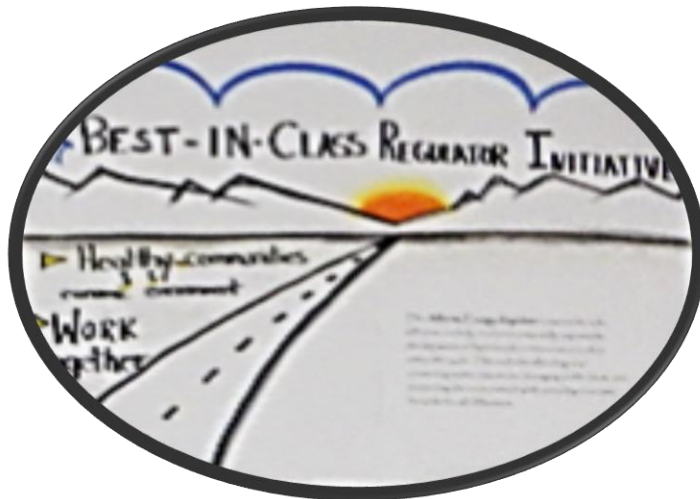
Afternoon Dialogue Session



An Excellent Regulator's key attributes:







The Alberta Energy Regulator ensures the safe, efficient, orderly, and environmentally responsible development of hydrocarbon resources over their entire life cycle. This includes allocating and conserving water resources, managing public lands, and protecting the environment while providing economic benefits for all Albertans. The AER has a vision to become a best-in-class regulator—one that is protective, effective, efficient, and credible.



• How would you measure **success** in reaching this goal?



• How would you measure **success** in reaching this goal?

- Data - gather, verify, understandable, transparency
- Consistent
- Fewer Antagonistic Negative Questions Asked
- Violations ↓
- Fewer complaints
- Listen to concerns
- Result in actions
- Mitigation measures taken
- Projects changed or stopped
- POWER influence actions
- Challenge STATUS Quo
- To demonstrate goals/qualities
- Restoration after incidents
- Relationship with Aboriginal People
- CEO actively engaged with Aboriginal People
- New ideas
- Collaborate in developing best of project
- Independent Audits of process

Road to Success

BEST-IN-CLASS REGULATOR INITIATIVE

- Healthy communities
- Work Together

Elders want to see that AER is getting rid of itself after itself restoration

Co-created Meeting Templates

Aboriginal Summit

What will make AER an excellent regulator?

What are AER's goals?

What will AER do?

How will AER do it?

Part 2:

2015 Aboriginal Dialogue in Alberta

What do you think success in meeting this goal looks like?

How would you measure success in reaching this goal?

What could AER do to demonstrate it is taking those goals/qualities seriously?

BEST-IN-CLASS REGULATOR INITIATIVE

Goals

Aboriginal Dialogue

An engagement session to discuss attributes of a **BEST in Class Regulator**

ask for opinions

to work through **KEY** issues of energy regulation from attendees perspectives

to develop metrics for evaluating a regulator's success in achieving Best-in-Class status.

Why? To identify core attributes of regulatory excellence to develop a forward-looking generalizable framework to track & improve AER's performance.

to share insights Solutions

LEARNINGS

- Information & knowledge will be included in final report
- Will help design Co-sensory Conversations in April 2015

what's next

- public release of debated report
- key issues
- main themes
- perspectives shared
- trade-offs identified

when where who?

Treaties

SAWRIDGE March 24, 2015

Alberta Energy Regulator

SPAIN REGULATORY REGULATION

Elders

Metis Zones 1-6

Council

Conclusion

The summit revealed that ways of becoming a “best-in-class” regulator include:

- Communication, evaluation and ways to make it simple for stakeholders to voice their concerns through an inclusive and user-friendly input and feedback process.
- Providing satisfactory on-going communication; not just listening. Stakeholders want to hear back from AER with any and all important information.
- Access to a multitude of tools and databases that can be used to identify, report, monitor and track updates, problems and concerns.
- Well managed core processes, policies, and procedures so that regulation can be done as efficiently as possible.

The innovative use of real-time visual recording added an extra element to the dialogue sessions. For the many participants who consider themselves as visual learners, the visual recording process helped them to feel heard and to fully engage in the proceedings.

Importantly, the large scale wall charts provide an immediate reminder for the people who participated in the sessions; they can see how the finished product captured the full course of the conversations. People who could not be at the sessions can readily see the range and scope of the dialogue and how key points have come to the forefront.

