

# Rural Issues: WHO SHOULD I CONTACT?

**farmers'  
advocate  
office**

310-FARM (3276)  
www.farmersadvocate.gov.ab.ca  
farmers.advocate@gov.ab.ca

## **Alberta Energy**

leasing of Crown minerals | royalties | legislative & policy management | freehold mineral taxation  
www.energy.alberta.ca | (780) 427-8050 Edmonton | (403) 297-8955 Calgary

## **Alberta Energy Regulator**

provincial regulator for oil, gas & pipelines | landowner statements of concern | notification | suspension & abandonment | reclamation & remediation | compliance issues | incident reporting | water licences | permits for seismic/geophysical | liability management  
www.aer.ca | 1-855-297-8311 | inquiries@aer.ca

## **Alberta Environment and Parks**

environmental standards for renewable energy | reclamation requirements for renewable energy | *Water Act* complaints  
http://aep.alberta.ca | General Information 310-3773 | 24 Hour Emergency Hotline 1-800-222-6514  
AEP.Info-Centre@gov.ab.ca

## **Alberta Labour**

land agents licensing | land agents code of conduct & complaints  
http://work.alberta.ca/labour/land-agents-licensing.html | (780) 415-4600

## **Alberta Utilities Commission**

regulates terms and conditions for utilities and transmission development | stakeholder engagement for utilities developments | renewables | consumer complaints | legislative compliance  
www.auc.ab.ca | (403) 592-UTIL (8845) Calgary | (780) 427-4901 Edmonton | info@auc.ab.ca

## **Farmers' Advocate Office**

advisory and resource agency for landowners | information on legislation and policy relating to energy, utilities, and renewable energy | negotiating surface leases & right of way agreements | mediation & dispute resolution | understanding processes for rural concerns | farm implement warranty issues | nuisance complaints under the *Agricultural Operation Practices Act* | Water Well Replacement or Restoration Program (WWRRP)  
www.farmersadvocate.gov.ab.ca | 310-FARM (3276) farmers.advocate@gov.ab.ca

## **Federation of Gas Co-ops**

location of utilities map | dispute resolution within co-ops | rates | governance of a gas co-op  
http://www.fedgas.com/ | (780) 416-6543 | info@fedgas.com

## **Federation of Rural Electrification Associations**

dispute resolution within rural electrification associations | rates | governance of an REA  
http://www.afrea.ab.ca/ | (780) 417-3396

**Freehold Owners' Association**

advisory agency for mineral owners negotiating agreements  
[www.fhoa.ca](http://www.fhoa.ca) | 403-245-4438

**Local County**

weed issues | transportation and road use issues | dust concerns

**National Energy Board**

regulates inter-provincial pipelines & transmission lines under federal jurisdiction  
[www.neb-one.gc.ca](http://www.neb-one.gc.ca) | 1 (800) 899-1265 or (403) 292-5503

**Natural Resources Conservation Board (NRCB)**

regulation of confined feeding operations under the *Agricultural Operation Practices Act*  
[www.nrcb.ca](http://www.nrcb.ca) | 780-422-1977 | [info@nrcb.ca](mailto:info@nrcb.ca)

**Ombudsman of Alberta**

review of alleged unfair treatment by provincial authorities and, as of April 2018, municipalities  
[www.ombudsman.ab.ca](http://www.ombudsman.ab.ca) | 780-427-2756 | [info@ombudsman.ab.ca](mailto:info@ombudsman.ab.ca)

**Orphan Well Association**

abandonment & reclamation of upstream wells, pipelines, facilities & associated sites for which there is no responsible party  
[www.orphanwell.ca](http://www.orphanwell.ca) | 403-297-6416

**Property Rights Advocate**

property rights information | annual report to legislature with recommendations on property rights  
[propertyrights.alberta.ca](http://propertyrights.alberta.ca) | 780-638-3265 | [propertyrights@gov.ab.ca](mailto:propertyrights@gov.ab.ca)

**Surface Rights Board**

rights of entry | disputes on compensation | anniversary rental reviews | off right-of-way damages | unpaid annual rentals  
<http://surfacerights.ab.ca> | (780) 427-2444 | [srb.lcb@gov.ab.ca](mailto:srb.lcb@gov.ab.ca)

**Utilities Consumer Advocate**

concerns about utility bills & rates | advice on natural gas & electricity | advocating for consumer interests  
[www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca) | 310-4UCA (4822) | [UCAhelps@gov.ab.ca](mailto:UCAhelps@gov.ab.ca)