



National Energy  
Board

Office national  
de l'énergie

# RIGHTS AND RESPONSIBILITIES OF LANDOWNERS

## ISSUE: RIGHTS AND RESPONSIBILITIES OF LANDOWNERS

Landowners play a vital role in the development of Canada's energy resources. The National Energy Board (NEB or Board) has about 73,000 kilometres of pipelines under its jurisdiction – almost enough to wrap around the Earth twice. Add to that about 1,400 kilometres of power lines, which is about the distance between Edmonton and Winnipeg. The NEB's regulations, standards, and programs play a critical role in making our pipeline transportation systems and international power lines safe, secure, accessible, competitive, and environmentally responsible.

### Who are landowners?

Landowners are private property owners who have pipelines or power lines located on their lands. They can be in rural settings, operating agricultural enterprises in urban settings or within densely populated communities. Once the pipeline or power line is located on their lands, they will continue to interact with the company that owns and operates these facilities.

### Do landowners have rights?

Yes. There are rights afforded to landowners specified in the *National Energy Board Act*. For further information or explanation, please contact the NEB to discuss specific questions or concerns.



## QUICK FACTS:

**Detailed Route:** A landowner or a person who anticipates that their lands may be adversely affected by the proposed pipeline or power line can oppose the detailed route, methods or timing of construction.

**Land Acquisition:** Landowners are to be provided with a notice that explains the area, amount, and method of compensation the company wishes to offer for the right to install, operate and maintain the pipeline or power line. The right-of-way agreement must contain certain details on compensation and damages that would be paid as a result of the company's activities.

**Right of Entry:** In the event a landowner and company cannot reach an agreement, the company may apply for the NEB to issue an order authorizing entry into the lands. The landowner has the right to submit a written objection to the NEB, detailing why the order should not be granted or to object to the terms or conditions of the order.

## What are the responsibilities of landowners?

Once the pipeline or power line is installed and is in operation, landowners play an important role in the safety and integrity of the facilities. The company is responsible for the safety and security of the pipeline or power line, the protection of the environment, and the safety of the people who live and work in the area. Landowners and persons working around the pipelines also have responsibilities. For your own safety and the safety and the security of the pipeline, you will need to contact the company to get written approval for certain activities on the right-of-way and in the prescribed area.

## What happens if landowners encounter difficulties with the company?

The NEB offers several services to assist landowners in the event they encounter issues or concerns that are unresolved with the company. The Appropriate Dispute Resolution staff can provide confidential mediation if the landowner and company voluntarily agree to do so. Written formal complaints are another process available which could involve inspection of the lands or a discussion of other ways to resolve the matter.

## Need help or more information?

**Contact the NEB: Toll Free: 1-800-899-1265**

Land Matters Group  
[lmg@neb-one.gc.ca](mailto:lmg@neb-one.gc.ca)

Damage Prevention  
[DPinfo@neb-one.gc.ca](mailto:DPinfo@neb-one.gc.ca)

Appropriate Dispute Resolution  
[ADR-MRD@neb-one.gc.ca](mailto:ADR-MRD@neb-one.gc.ca)

**Contact Natural Resources Canada for compensation related matters: 343-292-6216**

Pipeline Arbitration Secretariat  
[PAS-SAP@NRCan-RNCan.gc.ca](mailto:PAS-SAP@NRCan-RNCan.gc.ca)

