



# Upstream Oil and Gas Facility Complaint Form

Please return the completed *Complaint Form* to the oil and gas operator and send a copy of the same information to the nearest AER field centre.

## **Calgary (Head Office)**

Suite 1000, 250 – 5th Street SW  
Calgary, Alberta T2P 0R4

### *Customer Contact Centre*

Phone: 403-297-8311  
Toll-free: 1-855-297-8311  
Fax: 403-297-7336  
[inquiries@aer.ca](mailto:inquiries@aer.ca)

## **Edmonton (Twin Atria)**

Twin Atria Bldg., 4th Floor  
4999 – 98 Avenue  
Edmonton, Alberta T6B 2X3  
Phone: 1-855-297-8311

## **Fort McMurray Regional Office**

2nd Floor, Provincial Building, Box 15  
9915 Franklin Avenue  
Fort McMurray, Alberta T9H 2K4  
Phone: 780-743-7214  
Fax: 780-743-7141

## **Slave Lake Regional Office**

200 – 101 Main Street SE  
Slave Lake, Alberta T0G 2A3  
Phone: 780-843-2050  
Fax: 780-843-2060

## **Bonnyville Field Centre**

PO Box 5169  
4903 – 51A Street  
Bonnyville, Alberta T9N 2G4  
Phone: 780-826-5352  
Fax: 780-826-2366  
[bonnyville.fieldcentre@aer.ca](mailto:bonnyville.fieldcentre@aer.ca)

## **Drayton Valley Field Centre**

Box 7048  
5005 – 61 Street  
Drayton Valley, Alberta T7A 1S3  
Phone: 780-542-5182  
Fax: 780-542-2540  
[draytonvalley.fieldcentre@aer.ca](mailto:draytonvalley.fieldcentre@aer.ca)

## **Grande Prairie Field Centre**

9815 – 115 Street  
Grande Prairie, Alberta T8V 7R3  
Phone: 780-538-5138  
Fax: 780-538-5582  
[grandeprairie.fieldcentre@aer.ca](mailto:grandeprairie.fieldcentre@aer.ca)

## **High Level Field Centre**

PO Box 3069  
205, 9808-9814 – 100 Avenue  
High Level, AB T0H 1Z0  
Phone: 780-926-5399  
Fax: 780-926-4721  
[highlevel.fieldcentre@aer.ca](mailto:highlevel.fieldcentre@aer.ca)

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## **Medicine Hat Field Centre**

#302, 346 – 3 Street SE  
Medicine Hat, Alberta T1A 0G7  
Phone: 403-527-3385  
Fax: 403-529-3103  
[medicinehat.fieldcentre@aer.ca](mailto:medicinehat.fieldcentre@aer.ca)

## **Midnapore Field Centre**

333, 31 Sunpark Plaza SE  
Calgary, Alberta T2X 3W5  
Phone: 403-297-8303  
Fax: 403-297-5283  
[midnapore.fieldcentre@aer.ca](mailto:midnapore.fieldcentre@aer.ca)

## **Red Deer Field Centre**

Millennium Centre  
202, 4909 – 49th Street  
Red Deer, Alberta T4N 1V1  
Phone: 403-340-5454  
Fax: 403-340-5136  
[reddeer.fieldcentre@aer.ca](mailto:reddeer.fieldcentre@aer.ca)

## **St. Albert Field Centre**

Main Floor  
30 Sir Winston Churchill Avenue  
St. Albert, Alberta T8N 3A3  
Phone: 780-460-3800  
Fax: 780-460-3802  
[stalbert.fieldcentre@aer.ca](mailto:stalbert.fieldcentre@aer.ca)

## **Wainwright Field Centre**

801 – 2 Avenue  
Wainwright, Alberta T9W 1C4  
Phone: 780-842-7570  
Fax: 780-842-7536  
[wainwright.fieldcentre@aer.ca](mailto:wainwright.fieldcentre@aer.ca)