

Bulletin 2012-09

September 13, 2012

Stakeholder consultation on AUC Rule 002: Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors

The Alberta Utilities Commission (AUC or the Commission) stated the following regarding an AUC Rule 002 consultation process, in AUC [Decision 2012-237](#),¹ dated September 12, 2012:

882. The Commission is satisfied that, with the addition of new metrics and with the establishment of defined targets for those metrics currently without them, AUC Rule 002 will satisfactorily address the requirement for service quality measurement and reporting under PBR. As the Commission has determined in Section 2.4 of this decision that it will not include transmission as part of any PBR plan, it will, therefore, not be necessary to develop any performance measures for transmission at this time.
883. Accordingly, the Commission will initiate a consultation process before the end of 2012 to review and revise AUC Rule 002 in a timely manner. The companies and interveners will be invited to participate in the consultation process.

In Decision 2012-237, the Commission also stated:

901. The Commission in this decision is setting out directions for the AUC Rule 002 consultation for the following issues to assist parties participating in the consultation process:
- a. Annual review meetings
 - b. Additional service quality metrics
 - c. Setting targets and penalties
 - d. Asset management reporting²
 - e. Line losses (electric distribution companies only)

The Commission is now initiating the above-mentioned rule consultation process with industry stakeholders to review AUC Rule 002. The AUC intends to implement a revised AUC Rule 002 on January 1, 2013.

¹ Decision 2012-237: Rate Regulation Initiative Distribution Performance-Based Regulation, Application No. 1606029, Proceeding ID No. 566, September 12, 2012.

² As noted in paragraph 944 of Decision 2012-237, the Commission anticipates that consultation on asset management will occur after the start of the PBR term in 2013.

The Commission will hold stakeholders meetings October 16 through 18, 2012, in Edmonton. For participation planning, stakeholders should consider which decision makers and technical experts should be present for each of the following sessions:

Date	Time	Session	Utility Type
October 16	9 a.m. – noon	Penalty structure	Natural gas and electric
October 16	1:30 p.m. – 5 p.m.	Target-setting approach	Natural gas and electric
October 17	9 a.m. – 10:30 a.m.	Reliability (SAIDI, CAIDI, SAIFI) and line losses	Electric
October 17	10:45 a.m. – noon	Meter reading	Electric
October 17	1:15 p.m. – 2:45 p.m.	Work completion metrics	Electric
October 17	3 p.m. – 4:30 p.m.	New metrics	Electric
October 18	9 a.m. – 2:45 p.m.	Gas distributor new metrics and target setting	Natural gas
October 18	3 p.m. – 5 p.m.	Annual review meetings	Natural gas and electric

Market participants and other interested parties that wish to participate in the consultation process should notify Anne Glass, a senior advisor in the AUC's Regulatory Policy Division, by telephone at 403-592-4389, or by email at anne.glass@auc.ab.ca by October 4, 2012.

(original signed by)

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