

Bulletin 2018-13

August 17, 2018

Consultation to develop a regulatory framework for specified penalties related to customer care and billing

On June 11, 2018, Bill 13: *An Act to Secure Alberta's Electricity Future* came into force which gave the Commission the power to issue a notice of specified penalty to entities violating a Commission order, rule or decision. The Commission will initially focus on reviewing and setting penalties for its rules related to customer care and billing. The entities affected by these rules include competitive retailers, municipally owned electric utilities, rural electrification associations and entities regulated by the Commission. The Commission is initiating a consultation to assist in developing a regulatory framework to support the implementation of specified penalties for non-compliance with the Commission's customer care and billing rules. The Commission expects to implement the specified penalty framework on January 1, 2019.

The development of the regulatory framework to implement specified penalties for customer care and billing rules will proceed through two phases. In Phase 1, the Commission will review and consult with stakeholders on the current AUC rules that relate to customer care and billing. In Phase 2, the Commission will make rules and set specified penalties pertaining to customer care and billing.

The objective of the first consultation meeting will be to review and, where necessary, revise the settlement system code rules (AUC rules 021 and 028) to set the requirements and obligations regarding the roles and responsibilities of the entities involved in the customer enrolment and de-enrolment process. These areas are a source of many complaints to the Commission. The issues that will be discussed at this meeting can be found on the AUC's website under "Rule-related consultations" through this link:

http://www.auc.ab.ca/regulatory_documents/Consultations/2018-08-17-SpecifiedPenalties-StrawModel.pdf.

The meeting participants should be the decision makers and technical subject matter experts of the stakeholder's organization who can assist the Commission in arriving at solutions at the meeting. The first consultation meeting will be held in Red Deer:

Baymont by Wyndham,
4311 49 Avenue, Red Deer, Alberta T4N 5Y7
Thursday, September 6, 2018, 9:30 a.m. to 5 p.m.

Please be advised that there are no tele-conferencing or video-conferencing provisions for this meeting.

The Commission encourages participation in this consultation process by all interested parties. Those interested in participating should indicate their intent by replying by email to Andrea Laroiya or Raymond Lee at regulatorypolicy@auc.ab.ca before **Monday August 27, 2018**.

Meetings will be held between September 6, 2018, and November 16, 2018. The intent of the meetings will be to discuss and finalize the issues that will then form part of the regulatory framework. Specifics about these meetings (frequency, date, location and agenda) will be provided to stakeholders once they respond to this bulletin.

The AUC thanks market participants in advance for their time and participation in this consultation process.

(original signed by)

Robert D. Heggie
Chief Executive