

Bulletin 2018-15

November 8, 2018

Stakeholder consultation for specified penalties, on AUC Rule 021: Settlement System Code Rules and Rule 028: Natural Gas Settlement System Code Rules

The Alberta Utilities Commission has been working with stakeholders to review and, where necessary, revise the settlement system code rules, AUC Rule 021: *Settlement System Code Rules* (Rule 021) and AUC Rule 028: *Natural Gas Settlement System Code Rules* (Rule 028), to set the requirements and obligations regarding the roles and responsibilities of the entities involved in the customer enrolment and de-enrolment process. This consultation is the first phase in developing the regulatory framework to implement specified penalties for customer care and billing rules. In the forthcoming Phase 2, the Commission will make rules and set specified penalties pertaining to customer care and billing.

The Commission is now inviting written comments from interested persons on proposed changes to Rule 021 and Rule 028. The proposed changes to Rule 021 and Rule 028 are the result of the consultation undertaken by AUC staff with representatives of wire service providers (including Rural Electrification Associations and municipally owned utilities), natural gas distributors, load settlement agents, meter data managers, retailers and billing agents, as well as with staff of the Office of the Utilities Consumer Advocate and of the Alberta Electric System Operator.

This bulletin, along with the drafts of version 2.8 of Rule 021 and version 1.7 of Rule 028 and the corresponding proposed changes summary tables, will be posted on the AUC website under the consultations tab, Rule 021 and Rule 028. All written submissions must be submitted to Andrea Laroiya, a senior advisor in the AUC Market Oversight and Enforcement Division, by email at regulatorypolicy@auc.ab.ca by **4 p.m. on Monday, November 19, 2018**.

Once comments have been received and reviewed, the Commission will proceed to finalize version 2.8 of Rule 021 and version 1.7 of Rule 028.

Any questions related to this consultation should be directed to Andrea Laroiya at 403-592-4411 or Raymond Lee at 403-592-4442.

Robert D. Heggie
Chief Executive