

# AUC

## Alberta's Utility Regulator

### Inspiring public confidence through;

- Increased public understanding on how to get involved in applications.
- Providing opportunities for meaningful participation in proceedings and hearings.
- Making fair, responsible and timely decisions that serve the public interest.

### Ensuring fairness through;

- Adjudication of cases dealing with electricity market-related rules and non-compliance issues to ensure energy market integrity.
- Informed decisions about the construction, operation, alteration and decommissioning of electric and natural gas facilities to ensure they are operated in a safe, reliable and environmentally responsible way.
- A fair, open and transparent application process, where Albertans have an opportunity to voice their concerns.
- Public notification of applications where parties may be affected by the outcome of a decision.
- Criteria-based eligibility for funding for those affected by a facility application, to allow for timely and meaningful participation.

### Innovation through;

- Providing research and background information on current and emerging utility issues to commission members.
- Consultation with industry experts to assist with the development of standards and rules to ensure an efficient regulatory framework in Alberta.
- Review of current economic regulation tools and processes to find ways to increase efficiency.

### Principled decisions made;

- By appointed commission members supported by AUC legal and technical staff.
- To effectively and efficiently address the concerns of participants.
- In a fair, open and transparent manner.

### AUC Values;

We are impartial and objective.

- We are accountable and strive for excellence in everything we do.
- We treat everyone with dignity and respect.
- We maintain and promote a positive work environment.

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[www.auc.ab.ca](http://www.auc.ab.ca)

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## About the AUC



The Alberta Utilities Commission (AUC) is a quasi-judicial independent agency established by the Government of Alberta, responsible to ensure that the delivery of Alberta's utility service takes place in a manner that is fair, responsible and in the public interest. We regulate investor-owned natural gas, electric and water utilities, and certain municipally-owned electric utilities to protect social, economic and environmental interests of Alberta where competitive market forces do not.



In working towards our vision of becoming a trusted leader that delivers innovative and efficient regulatory solutions for Alberta, the Commission is involved in the following regulatory activities, from generation to retail payment of regulated-rate utilities:

## Generation and markets

Both natural gas and electricity wholesale and retail markets are largely deregulated in Alberta. The AUC is responsible for regulatory oversight of issues related to the development of the retail electric and natural gas markets and the independent system operator (ISO) rule-making process. The AUC adjudicates ISO rule complaints and objections, and adjudicates enforcement of contraventions of ISO rules and reliability standards. The AUC also adjudicates cases on anticompetitive market conduct brought forward by the Market Surveillance Administrator.

In Alberta, new power generation projects no longer require regulatory assessment of whether or not they are needed, the free market makes this determination. The AUC gets involved when an application is submitted proposing the type and location of new generation facilities. When the application is received, the AUC reviews it to consider the social, environmental and economical impacts of the facility. Permits and licences are required from the AUC when utility facilities are constructed, operated, altered and decommissioned, ensuring it is done in an efficient and environmentally responsible way.

## Transmission and distribution

Utility transmission and distribution are natural monopolies. In order to protect the public interest, the need for and the associated rates and location of transmission and distribution lines are determined by the AUC. However, the needs component of critical transmission infrastructure project applications is not the responsibility of the AUC.

AUC hearing processes are outlined in Rule 001. The AUC application process allows for a written or oral proceeding where individuals, representative groups and applicants are able to participate. The AUC encourages public participation to help ensure that it is informed of the issues and renders decisions that serve the public interest. In facility applications, funding and assistance may be available for those who wish to participate in AUC proceedings (please see Rule 009, available on the AUC website, for more information about eligibility).

The AUC works to ensure that transmission and distribution charges are set at a level that ensures customers receive safe and reliable service at reasonable rates.

## Retail service and utility billing

Retail electric and natural gas rates in Alberta are competitive and deregulated. However, a regulated rate option is still available to eligible residential and small use customers. These rates are often referred to as the regulated-rate option (RRO) for electricity, and default rate for natural gas. Regulated energy rates are calculated by regulated retailers and then verified by the AUC monthly.

The AUC is available to listen and respond to customer inquiries and complaints about regulated utility matters and may be contacted at 780-427-4903 or [consumer-relations@auc.ab.ca](mailto:consumer-relations@auc.ab.ca).

Some customers in Alberta have chosen to sign a contract with a competitive retailer. Competitive retailers and the contracts they offer are not regulated by the AUC. Any questions or concerns about competitive retailer services can be directed to the Utilities Consumer Advocate at 310-4822 or [UCAhelps@gov.ab.ca](mailto:UCAhelps@gov.ab.ca).