

# Bulletin 2010-08

February 19, 2010

## **Stakeholder Consultation on Rule 002 and Rule 003 – Service Quality and Reliability Performance Monitoring and Reporting Rules**

The Alberta Utilities Commission (AUC or Commission) is inviting written comments from interested parties as it revises and updates the service quality and reliability performance monitoring and reporting rules: AUC Rule 002 and AUC Rule 003. Rule 002 has been expanded so that it applies to both electricity distribution system owners and gas distributors. Rule 003 applies to both electricity and gas regulated retailers.

In addition to incorporating gas distributors into Rule 002, the changes to Rules 002 and 003 are primarily:

- (1) to ensure consistency in both interpretation and reporting of the metrics;
- (2) to standardize the reporting format; and
- (3) to streamline the reporting process for owners, distributors and regulated retailers by centralizing reporting from other Commission rules into Rules 002 and 003.

The goals of consistency and standardization of reporting will be supported by the use of Excel templates.

The revised Rule 002 and Rule 003 reflect consultations undertaken to date by Commission staff with representatives of electricity distribution system owners, gas distributors, electricity and gas regulated retailers and the Utilities Consumer Advocate.

The Commission is now seeking comments from interested persons regarding the drafts of Rule 002, Rule 003 and the reporting templates. Participants who wish to provide written comments must do so by **5:00 pm on March 5, 2010**. All written submissions are to be addressed to Anne Glass at [anne.glass@auc.ab.ca](mailto:anne.glass@auc.ab.ca).

This bulletin, along with the drafts of Rules 002 and 003 and the reporting templates, will be posted on the “Rule-Development/Service Quality and Reliability” portion of the AUC’s website ([www.auc.ab.ca](http://www.auc.ab.ca)). Once comments have been received and reviewed, the Commission will proceed to finalize Rules 002 and 003 and the reporting templates. Any questions related to this consultation should be directed to Anne Glass at 403-592-4389.

*Original Signed by Bob Heggie*

Robert D. Heggie  
Chief Executive