

## Bulletin 2010-13

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

On March 23, 2010, the Alberta Utilities Commission (AUC or Commission) approved revisions to [AUC Rule 002: Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors](#) (Rule 002) and to [AUC Rule 003: Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers](#) (Rule 003). Both rules will have an effective date of July 1, 2010. Shortly after the release of this bulletin the Commission will meet with interested parties to discuss and agree upon implementation dates.

The revised Rule 002 and Rule 003, as well as matrices of stakeholder comments and the Commission's responses can be found on the Commission's website by clicking on the [Service Quality and Reliability](#) link.

The Commission thanks stakeholders for their time and participation in the consultation process and for their effort in reviewing and providing comments on the proposed changes to the rules.

Any questions regarding these rule amendments can be directed to Anne Glass by email at [anne.glass@auc.ab.ca](mailto:anne.glass@auc.ab.ca).

*(original signed by)*

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