

- AltaGas Utilities Inc. (AUI) mentioned it has been using a manual reporting process but the templates are working fairly well and they have not had any major issues. AUI raised a question on TBD reporting, it was looking for clarification on a couple of minor items.

ACTION: AUC to clarify TBD reporting for AltaGas.

- AUC staff asked the representatives from the UCA and the City of Calgary whether they were okay with the results that have come in?
- UCA representatives stated they were having issues comparing Service Quality and Reliability Plans (SQRP) data between the years, 2012 to 2013. The UCA questioned how best to compare the years if the metrics have changed and asked if the reporting of the metrics in 2013 had changed. The UCA restated that the objective is to maintain service quality but indicated that if the way the metric is reported has changed it may be difficult to see if the quality is the same.
 - ATCO Gas stated that its meter reading methodology has changed and that cumulative meters not read are now reported within three months instead of four months. Also, that the Tariff bill file dispute resolution tracking at 35 days and at 70 days was new.
 - AUC staff indicated that the customer satisfaction measures now required that surveys be conducted by a third-party agency.
 - AUC staff also mentioned that, on the gas side, for those metrics that existed prior to 2013, not many metrics are being reported differently and therefore a comparison of the annual reports could be performed.
- The City of Calgary stated that after having reviewed the quarter one and quarter two SQRP reports, performance levels are at similar or higher service levels after the implementation of PBR. The City of Calgary would like to see the proposed service standards raised. It stated that the thresholds that were established last year need revised.
- The City of Calgary asked if the AUC is open to introducing new standards or are any current standards going to be removed? Is Rule 002 an evolutionary document?
 - AUC staff clarified that new metrics would be considered; however, there would have to be a clearly demonstrated need and a real defined benefit before any changes would be contemplated. AUC staff also mentioned that issues around asset monitoring will be looked at in a separate consultation process.
- The City of Calgary asked AUC staff about its plans for the straw model that was circulated September 13, 2013.
 - AUC staff responded that it plans on following the straw model for the 2013 annual review meetings. Following the annual review meetings, AUC staff will amend the straw model, if necessary, based on stakeholder input. The straw model will be posted on the AUC website but will not be incorporated into the rule.
- The group then went through each new 2013 metric separately to figure out if any changes were necessary.

4 Discussion of gas metrics and review of service standards for 2014

Appendix D – Alberta gas distributors' monthly meter reading service standards for 2013

- There was considerable discussion around Appendix D.
- ATCO Gas clarified how it reports the meter reading metric, which is slightly different than the way it is written in the rule. ATCO Gas mentioned that it measures meter reads but does not know how many reads get sent to the retailer to bill.

- It was noted that in the last consultation it was agreed upon that ATCO Gas could report in this manner. In addition, AUI noted that it does not have this issue. Therefore, the group agreed that ATCO Gas could continue recording this way and make a notation in the annual report as to how it recorded the data.
- Discussion around the 75 per cent service standard and how it was determined re-emerged. The AUC stated the group had already, in previous consultations, discussed the service standard and that the purpose of this meeting was to see if anything new had occurred that could possibly result in a change. It was not to re-open the debate around the appropriateness of the 75 per cent target if nothing had changed as it had already been determined.
- After considerable discussion it was agreed that no changes are required to Appendix D.

Appendix E – Alberta gas distributors’ customer appointments service standards for 2013

- ATCO Gas mentioned it had a future consideration for the customer appointment metric. Currently it is calculated using the annual 12 month average of monthly results. ATCO Gas suggested that the AUC may want to consider using an actual annual performance number of customer appointments instead of a 12 month average as the number of appointments differs from month to month and one month could skew the results as it is not an accurate representation.
- It was pointed out that the annual report gives the utilities the opportunity to explain such matters.
- The group agreed that no changes are required to Appendix E.

Appendix F – Alberta gas distributors’ emergency response service standards for 2013

- After some discussion around Appendix F it was agreed not to make any changes to the metric or to the service standards.
- AUI proposed a wording change to sub-point(3) “Emergency site survey results must have less than 10 per cent...” because the surveys are not left at the site, they are mailed out after.
- The group agreed to the wording should be changed.

ACTION: AUC to revise the wording in sub-point (3) of Appendix F.

Appendix G – Alberta gas distributors’ call answering service standards for 2013

- Parties re-iterated concerns similar in nature to those contemplated in previous consultations; however, AUC staff reminded parties of the reasoning behind the 70 per cent answered in 30 seconds target including that it aligns with industry standards and with AUC Rule 003. Therefore after some discussion it was agreed that no changes are required to Appendix G.

5 Removal of annual reference in Appendix headings

- AUC staff suggested the headings in the appendix titles be changed by removing the reference to a specific year.
- Considerable discussion ensued as the interveners felt this may limit their ability to intervene and get a metric changed. AUC staff clarified that this was merely a housekeeping issue and did not change the process at all, rather it meant that if after meeting with the parties annually no metric changes resulted the staff would not need to undergo the formal process to have the rule changed just to adjust the date.

- The group agreed to this change.

6 Discussion on the applicability and merits of reporting, tracking, reviewing and enforcing compliance on a North and South basis for ATCO Gas

- The City of Calgary opened the discussion by citing its rationale behind its request. The City of Calgary took the view that PBR comprised of different rates for north and south Alberta and were specifically approved by the Commission.
- The City of Calgary contemplated the following:
 - The north and south systems are physically two different systems and that operate at different pressures. The operating parameters and costs are different between the north and south systems. In the capital tracker applications, these are tracked differently on a north south basis.
 - There are roughly 70 per cent of the provinces customers in Calgary and Edmonton and each region has different franchise agreements.
- The City of Calgary does not want different metrics between the north and south nor is it recommending there be different service standards, the City of Calgary just wants separate reporting on a north and south basis.
- The UCA stated that as long as the performance standards used are the same and no additional costs are to be put to the customers, it is indifferent to the separation for reporting purposes and not opposed to what the City of Calgary is proposing.
- ATCO Gas stated that it does not have just two distinct systems, it has many distinct systems. The distribution systems throughout the province are not connected. Some distribution systems operate at 60 lbs and some at 80 lbs. All of ATCO Gases policies are the same in the north and the south and how it responds to calls in the north and the south are the same. ATCO Gas has one work management system and response time is situational in both regions.
- ATCO Gas stated that, with the exception of the telephone answering metrics and the customer satisfaction survey, it should not be an issue to report on a north and south basis. However, ATCO Gas stated that its numbers would be different for the north and south mostly due to external factors.
- AUC staff mentioned that it is not necessary to change the rule; however, if the information was available it would be a good idea to provide it at the annual review meeting to show that service levels are not declining. AUC staff also stated the metric would remain for ATCO Gas' entire service territory.
- AUC staff asked the City of Calgary if providing this information at the annual review meeting would meet its needs. The City of Calgary stated it would need time to think about it.

ACTION: AUC to follow up with the City of Calgary regarding whether ATCO Gas providing the data on a North and South basis to the annual review meeting would meet its needs.

- AUC staff mentioned that the City of Calgary should know what service levels it is getting currently, and if it hears that there is degradation, it should come forward.
 - The City of Calgary stated that the issue is the connection with PBR and the principles of PBR. The purpose of the north and south reporting is in respect to gaining assurance, under PBR, that service levels are maintained on a north and south basis.

- The UCA stated it would not want to see different service levels for different areas of the province as it would become difficult to explain to customers. The UCA stated that the suggestion of north and south reports being brought to the annual review meeting seemed to be a reasonable suggestion.

7 Next steps

- AUC staff will draft a meeting summary and circulate it to the participants for comment.
- AUC staff will meet with the Commission, draft changes to the rule and will issue these Commission approved changes for formal stakeholder comment.
- AUC staff will take to the Commission, the comments on the north and south reporting split.
- The City of Calgary is to determine whether discussing the data on a north and south basis at the annual review meeting would be satisfactory.