

Consultation on Disconnection and Reconnection Practices Phase Two Meeting Summary

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| Meeting date | January 29, 2014 | Time | 2 p.m. to 4 p.m. |
| Location | <u>Video conference AUC offices</u> Tenth Floor, 10055 - 106 Street Edmonton Fourth Floor, 425 First St. S.W. Calgary <u>Teleconference</u> Phone: 1-866-792-1318 Conference code: 8665992 | Facilitator | AUC staff |

1 Introductions

| Name | Company |
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| Flora van Wageningen | Alberta Electric System Operator |
| Roxanne Gill | Alberta Human Services |
| Stan Smith | AltaGas Utilities Inc. |
| Linda Kinnee | AltaGas Utilities Inc. |
| Jessica Laird | ATCO Electric Ltd. |
| Carol Benoit | ATCO Gas Ltd. |
| Jennifer Bell | ATCO Gas Ltd. |
| Andrea Laroia | AUC |
| Maria Gray | AUC |
| Paul Dmytruk | AUC |
| Robert Thomas | AUC |
| Paula Robertson | City of Red Deer |
| Lori Harnack | Cognera Corp. |
| Karen Cooke | Direct Energy |
| Deborah Emes | ENMAX Corporation |
| Dean O'Bray | ENMAX Encompass |
| Bruce Chretien | ENMAX Power |
| Kathie Brown | ENMAX Power |
| Cathy Sanderson | EPCOR Distribution & Transmission Inc. |
| Naomi Broni | EPCOR Energy Alberta Inc. |
| Kirsten Lojek | FortisAlberta Inc. |
| Angela Corsi | FortisAlberta Inc. |
| Jeff Anthofer | Link Energy |
| Christine Beck | UCA |

- AUC staff started the discussion with a recap of the issues. The standardization of disconnection and reconnection policy has been an issue for a number of years. There are a number of divergent positions and it does not appear that standardization will be achieved by consensus. In an attempt to finalize these discussions, AUC staff stated their position on the issues in order to initiate one last conversation on them. After the meeting the AUC will develop a document with recommendations for the Commission to review. Should the Commission accept the recommendations, the AUC would then move to make the appropriate rule changes in order to implement. All parties would be given the opportunity to provide comments to the AUC on proposed changes before any rule is formally changed.

2 Discussion on whether or not competitive retailers should be allowed to request disconnects

- Discussion then ensued around whether or not competitive retailers should be allowed to request disconnects. AUC staff started the discussion by stating that competitive retailers should not be able to request disconnects. Competitive retailers currently have the opportunity to drop a customer who would then go to the RRO. In addition, there are a number of ways that the retailer can protect its interests up front and seek financial recovery.
- All the distributors stated that while the positions they submitted in their March 2011 position papers have not changed, they will abide by any decision made by the Commission. Direct Energy felt strongly that in a competitive deregulated market retailers should have the ability to disconnect. Not all retailers present at the meeting agreed that competitive retailers should be allowed to disconnect.

ACTION: Based on the 2011 position papers and comments discussed at industry consultations, AUC staff will draft recommendations for the Commission to review on whether competitive retailers should be allowed to disconnect. Prior to presenting its recommendations to the Commission, AUC staff will circulate them to the group in order to allow stakeholders to correct any factual errors.

3 Discussion regarding site locks

- Site locks were discussed and it was noted that only ATCO Electric and ATCO Gas use this process. As discussion ensued, it became apparent that not all parties (including the AUC) fully understood ATCO's site lock process. ATCO agreed to record its processes and share it with stakeholders. Stakeholders expressed that with this new understanding, they would like to discuss the process internally before issuing an opinion.

ACTION: ATCO to provide AUC with its site lock processes. AUC will distribute it to stakeholders.

ACTION: Stakeholders to inform the AUC on their ability to work with the site lock process by February 28, 2014.

4 Discussion around whether zero degrees Celsius is the appropriate temperature for determining whether or not to allow disconnects outside of the winter moratorium months

- In previous Consultation on Disconnection and Reconnection Practices Phase Two meetings, the issue around whether zero degrees Celsius was the appropriate temperature for determining whether or not to allow disconnects outside of the winter moratorium period was discussed. In order to finalize this issue, the group confirmed

that zero degrees Celsius is the appropriate temperature and no further action or discussion is required.

5 Other issues

- The UCA brought up the issue that some distributors disconnect on Fridays and this can affect the UCAs ability to provide assistance. As this issue had been discussed in previous meetings, after a short review of distributors Friday disconnection practices, the group concluded that this issue could be closed.
- It was determined by the group that even if no standardization on these disconnection and reconnection phase two issues could be achieved, industry participants would like to understand each other's processes going forward.