

Appendix 2 – AltaGas Utilities Inc., Tariff Billing Code Compliance Plan



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AltaGas Utilities Inc. Tariff Billing Code Compliance Plan (Approved February 17, 2016)

1. Role of AltaGas Utilities Inc.

- AltaGas Utilities Inc. (AUI) is a public utility distributing natural gas to approximately 77,000 residential, rural and commercial customers in over 90 communities across Alberta.
- AUI is also the Default Supply Provider for customers who do not purchase their natural gas from a competitive retailer.
- Subject to the exemptions noted by this Compliance Plan, AUI's billing practices follow Alberta Utilities Commission (AUC) Rule 004 as it pertains to competitive retailers. However, AUI does not follow AUC Rule 004 for Default Supply Provider billing. That is, AUI does not generate and transact tariff bill files with itself for purposes of Default Supply Provider billing.

2. Knowledge, Understanding and Awareness of the Code

- AUI is aware of, and understands its obligation to comply with AUC Rule 004.
- AUI's Billing and Information Technology staff understand the responsibilities required to comply with Rule 004 and strive to remain current on Rule 004 developments.

3. Intent to Comply with the Code

- AUI intends to comply with both the obligations set out in Section 2 of Rule 004, and with the process and transactional requirements as set out in Sections 3, 4, and 5 of Rule 004 with the following four exceptions:
 - **Section 3.2, Table 3-1, Line 14 - Requirement to split charges for distribution price change (non-energy based)**

When a Franchise Fee (Rider A) or a Property Tax (Rider B) rate change occurs within a current billing period, AUI's current billing system is not capable of applying the applicable Rider A or Rider B rate to the charge periods before and after the rate change. Specifically, in AUI's billing system, the rates in effect at the end of the current billing period apply to all charge periods within the current billing period, regardless of whether a rate change occurred during the billing period.

- **Section 3-2, Table 3-1, Line 15 - *Split usage for RRT energy rate price changes***

Line 15 in Table 3-1 of Rule 004 indicates usage must be split when a RRT energy rate price change occurs. However, AUI's current billing system cannot perform this function. For idle sites, a measured usage record (DU) will not be split when there is zero usage and for de-energized sites a DU record and a tariff charge record (CH) will not be presented, as there is zero usage. AUI is requesting an exemption for the split of the DU record when a site is idle or de-energized and there is no usage during the tariff bill period.

- **Section 4.3.1(4) & Section 5.4.1(1) - *Separation of cancel / rebill tariff charges and cancel / rebill one time charges***

AUI's billing system does not allow for the requisite tariff bill file (TBF) cancel / rebill production and separation of tariff versus one-time charges. All charges, both tariff and one-time charges, appear on the same TBF for a specified site and period. If a tariff or one-time charge must be subsequently cancelled and rebilled, then both tariff and one-time charges are cancelled, rebilled and presented in the same TBF.

- **Section 5.4.1(2) - *Inclusion of all cancel/rebill tariff charges in a single TBF***

The majority of cancel and rebills involve a single billing period and these can be performed in the same TBF. However, when multiple (two or more) billing periods are affected, AUI must send the cancel and rebills, by billing period, in separate TBFs. Processing depends on the number of billing periods requiring correction and follows a sequential order requiring retailer approvals for cancels prior to processing any subsequent cancel transactions.

4. Filing of Self-Certification Statement

AUI intends to issue a self-certification, as set out in Section 7 of AUC Rule 004, upon the complete transition of rule-compliant processes and systems including the exceptions as described in item 3 above, by no later than June 30, 2019.

5. Accountability for Compliance Plan

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