

## AUC Rule 021 and Rule 028 Industry Consultation Meeting Summary

**Meeting date** June 14, 2016 **Time** 10 a.m. to 1 p.m.

**Location** Video conference AUC offices **Facilitator** AUC staff  
 Tenth Floor, 10055 - 106 Street  
 Edmonton  
 Fourth Floor, 425 First St. S.W.  
 Calgary  
Teleconference  
 Phone: 1-866-792-1318  
 Conference code: 8665992

### 1 Introductions

Name	Company
Mike Choboter	AESO
Anne Glass	Alberta Utility Billing Inc.
Leontine Scheffer	Alberta Utility Billing Inc.
Edwin Loo	AltaGas Utilities Inc.
Heather Hart	AltaGas Utilities Inc.
Enrique Nino	ATCO Electric Ltd.
Mary Lou Pura	ATCO Electric Ltd.
Theressa Martin	ATCO Electric Ltd.
Jessica Laird	ATCO Energy
Carol Benoit	ATCO Gas
Daryl Tchir	ATCO Gas
Julie Burgess	ATCO Gas
Rob Yeatheard	ATCO Gas
Andrea Laroia	AUC
Maria Baitoiu	AUC
Raymond Lee	AUC
Rose Ferrer	AUC
Lori Harnack	Cognera Corp.
Natasia Wasson	Cognera Corp.
Akelina DeMelo	Direct Energy
Karen Cooke	Direct Energy
Helen McKinlay	ENMAX Customer Care
Leslie Strickland	ENMAX Customer Care
John Hutchison	ENMAX Energy
Sandra McCowan	ENMAX Power Corporation

Name	Company
Christine Harkness	EPCOR Distribution & Transmission Inc.
Jeff McNeill	EPCOR Distribution & Transmission Inc.
Naomi Broni	EPCOR Energy Alberta Inc.
Andy Prout	EQUUS REA Ltd.
Brian Neufeld	FortisAlberta Inc.
Kristen Lojek	FortisAlberta Inc.
Tina Dulguerov	FortisAlberta Inc.
Sally Legaspi	Just Energy
Paula Robertson	City of Red Deer
Luis Lopez	UCA
Naina Jairath	UCA
Chris Cann	Utility Network & Partners Inc.
Joanne Mulders	Utility Network & Partners Inc.

## 2 Implementation, issues and testing

- AUC staff asked whether stakeholders had any implementation issues that needed to be addressed as a result of the changes made to AUC Rules 021 and 028, which were approved by the Commission on December 8, 2015.
- Stakeholders advised that they were on track to implement the changes to AUC Rules 021 and 028 by the agreed upon implementation date of June 25, 2016.

## 3 ATCO Gas to advise on the end of the Site Lock process

- While ATCO Gas works to end the use of its site lock process, ATCO Gas staff advised that they have been working with Direct Energy to address and mitigate any resulting impacts.
- Should retailers foresee any issues that may arise as a result of ATCO Gas ending its site lock process, they were asked to contact ATCO Gas directly.

## 4 Update from Fortis on new load settlement system

- FortisAlberta staff provided an update regarding the replacement of its load settlement system. As noted by FortisAlberta staff, testing was going very well and the anticipated go-live date for the new system would be sometime after the summer.
- AESO staff confirmed that after the go-live date, it would review FortisAlberta's new system to confirm that the methods being used were sound and to ensure that there were no impacts to the market. AESO staff would provide the AUC with a copy of its report once it had completed its review.

## 5 Former RIM issue 473, Rule 021, Deemed time

- FortisAlberta staff advised that a solution for the deemed time misalignment between its load settlement and billing records was successfully implemented as of November 15, 2015.
- Prior to the implementation of this solution and based on FortisAlberta's interpretation of Section 2.14 of Rule 021, the time of day for meter readings was deemed to the beginning of the day (00:00:00) that the meter was read.

- As of November 15, 2015, the first records of the daily cumulative meter consumption (DCM) transaction (produced for cumulative metered sites) was extended by one day to synchronize the wholesale settlement details (WSD) transaction consumption with the tariff bill file (TBF) consumption. Unaccounted-for energy for November 2015 interim was 0.95 percent. DCMs produced thereafter were not extended, resulting in the alignment between WSD and TBF records.
- If more information was required, stakeholders were advised to contact FortisAlberta directly.
- The group agreed that RIM issue 473 could now be closed.

**ACTION: AUC staff to close RIM issue 473.**

## 6 Former RIM issue 530, Rules 021 and 028, Erroneous enrolment process

- Action item from the September 23, 2015, AUC Rule 021 and Rule 028 Industry Consultation meeting: “Stakeholders to report back at the next meeting on how the new process of distributors emailing both retailers and copying the UCA is working in the case of an erroneous enrolment. An update to also be provided from the UCA on the number of escalated erroneous enrolment cases it is receiving.”
- The current process by which ATCO emails both retailers for cases of erroneous enrolments, and copies the UCA in cases where the UCA initiated the concern, has been working well amongst stakeholders.
- Although the process has been working well, it does not appear to have alleviated the number of erroneous enrolment cases the UCA receives. UCA staff advised that it had received 362 confirmed cases of erroneous enrolments (an increase of 120 from the previous year).
- As noted by stakeholders, sites may have been enrolled by mistake or slammed from one retailer to another. For cases where a site had been enrolled by mistake, it was expressed that those sites should be re-enrolled immediately. In addition, stakeholders also noted that it is common for customers to not call their current retailer to let the retailer know they have moved their service to another retailer, which creates confusion for both retailers and the customer.
- It was agreed by the group that former RIM issue 530 remain open. Stakeholders were asked to continue to track the number of erroneous enrolments for the next meeting.

**ACTION: Stakeholders to report back at the next meeting on the number of erroneous enrolment cases they are receiving. The UCA to report on the number of escalated enrolment cases it is receiving.**

## 7 Discussion 10, Rules 021 and 028, Distributors setup only one Retailer ID (account) per Retailer Legal Entity – ATCO Gas

- ATCO Gas had raised a discussion community regarding recent requests made by some retailers to have additional IDs/accounts per legal entity. As noted by ATCO Gas, these requests appear to be for the retailer to divide their customers currently under one legal entity by type, rate class or service offering.
- ATCO Gas expressed concerns with this practice, noting that it could lead to the following: increased administration costs for distributors managing multiple retailer accounts for one legal entity, greater flexibility with a larger aggregate window for retailers to operating within which would affect load balancing transactions, and the inability to collect Rider D which would result in increased unaccounted-for gas charges.

- Another distributor agreed with ATCO Gas' concerns, and also noted that it could become a prudential risk if multiple retailer accounts are continuously rolled up under one legal entity.
- ATCO Gas asked whether Rules 021 and 028 should be amended to define that a distributor should only setup one retailer ID account for each legal entity. However, before a determination could be made, the group agreed that a better understanding was required regarding the associated impacts from having multiple retailer accounts per one legal entity.
- AESO staff were asked how they were dealing with multiple retailer accounts for one legal entity for the electric side. AESO staff advised that they would look into this and provide details regarding how multiple accounts for one retailer legal entity are dealt with for electricity.

**ACTION: AESO staff to provide details regarding how multiple accounts for one retailer legal entity are dealt with on the electric side.**

- The group agreed to keep Discussion 10 open, and stakeholders agreed to provide their comments in discussion communities.

**ACTION: Stakeholders to provide their comments under the discussion titled "Discussion 10, Rules 021 and 028, Distributors setup only one Retailer ID (account) per Retailer Legal Entity – ATCO Gas" regarding the associated impacts from having multiple retailer accounts per one legal entity and whether there should be any limits on the number of retailer accounts per legal entity.**

## 8 Quality of information provided in the UCI – stakeholder feedback

- AUC staff noted that over time, it has received a number of comments from stakeholders regarding the value of information presented through the UCI.
- The group discussed a number of suggestions to try and improve the quality of information for various fields within the UCI, however, it was agreed that the group would need to come up with a list of issues first. Once the issues have been identified, the group could then work on proposed solutions.
- In order to prompt discussion and improvements related to the quality and processing of UCI information, ATCO Gas advised that it would raise a discussion under the Rule 021 and Rule 028 discussion community summarizing a list of current issues related to the UCI transaction.

**ACTION: ATCO Gas to raise a discussion under the Rule 021 and Rule 028 discussion community summarizing a list of current issues related to the UCI transaction.**

- AUC staff advised that it would setup a working group for the UCI.

**ACTION: AUC staff to setup a working group for the UCI.**

## 9 Microgeneration

- AUC staff advised that the *Micro-Generation Regulation* would be expiring on December 31, 2016, and was currently being reviewed by the Department of Energy.
- Should the number of micro-generation sites double in the next year, AUC staff asked retailers and distributors how this may impact existing micro-generation processes and procedures.

- Stakeholders agreed to submit their feedback to [regulatorypolicy@auc.ab.ca](mailto:regulatorypolicy@auc.ab.ca) by June 30, 2016. AUC staff would communicate this feedback to the Department of Energy, for information purposes, as it reviews the existing *Micro-Generation Regulation*.

**ACTION: Retailers and distributors to provide feedback to [regulatorypolicy@auc.ab.ca](mailto:regulatorypolicy@auc.ab.ca) by June 30, 2016, regarding what the impacts would be to existing micro-generation processes and procedures if the number of micro-generation sites were to double in the next year.**

## 10 Other

- Stakeholders provided an update regarding the Fort McMurray fires, which began on May 3, 2016, and resulted in the mandatory evacuation of approximately 80,000 residents from the Regional Municipality of Wood Buffalo.
- In order to help with managing energizations for customers once they return to Fort McMurray, one party inquired about the process for salvaged sites. ATCO advised that it would provide stakeholders with a list of salvaged sites by retailer.

**ACTION: ATCO to provide stakeholders with a list of salvaged sites by retailer.**

- Direct Energy emphasized that for those cases where a site gets dropped to the RRO and the competitive retailer is aware of the customer information, it would appreciate if the competitive retailer could provide that information in the template spreadsheet.
- As noted by AUC staff, more information regarding the stakeholder meetings hosted by the AUC regarding the Fort McMurray fires as it relates to customer and billing issues can be found on the AUC Rule 004 rule development page: <http://www.auc.ab.ca/rule-development/tariff-billing-code/Pages/default.aspx>.