

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

**Meeting date** January 31, 2018 **Time** 10 a.m. to 2 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 and round table discussion

Name	Company
Carlo Gaerlan	Alberta Electric System Operator
Jane Mahilom	Alberta Electric System Operator
Mike Choboter	Alberta Electric System Operator
Anne Glass	Alberta Utility Billing Inc.
Linda Kinnee	AltaGas Utilities Inc.
Heather Hart	AltaGas Utilities Inc.
Daryl Pattison	ATCO Electric Ltd.
Juanito de Jesus	ATCO Electric Ltd.
Michael MacKenzie	ATCO Electric Ltd.
Thereasa Martin	ATCO Electric Ltd.
Stacey Zinyk	ATCO Energy
Carol Benoit	ATCO Gas
Robert Yeatheard	ATCO Gas
Andrea Laroiya	Alberta Utilities Commission
Krystal Clark	Alberta Utilities Commission
Raymond Lee	Alberta Utilities Commission
Summer Abney	Alberta Utilities Commission
Brenda Bone	Battle River Power Coop
Paula Robertson	City of Red Deer
Dwayne Singer	Cognera Corporation
Natasia Wasson	Cognera Corporation

Name	Company
Tammie Creed	Cognera Corporation
Maureen Jeske	Direct Energy Regulated Services
Helen McKinlay	ENMAX Customer Care
John Hutchison	ENMAX Power Corporation
Paul Lindsay	ENMAX Power Corporation
Paul Tung	ENMAX Power Corporation
Hala El Saadi	EPCOR Distribution & Transmission Inc.
Jennifer Kerychuk	EPCOR Energy Alberta Inc.
Melissa Gibson	EPCOR Energy Alberta Inc.
Yusra El Saadi	EPCOR Energy Alberta Inc.
Ralph Steendam	EQUUS REA Ltd.
Brian Neufeld	FortisAlberta Inc.
Tina Dulguerov	FortisAlberta Inc.
Geetika Sharma	Hudson Energy
Fouad Zayat	Just Energy
Frances Murray	Just Energy
Sergio Guajardo	Rodan Energy
Nola Ruzycki	Utilities Consumer Advocate
Joanne Mulders	Utility Network & Partners Inc.

## 2 Responsibilities of retailers and distributors

- Alberta Utilities Commission staff discussed general principles around the roles and responsibilities of retailers and distributors in minimizing impacts to customers and facilitating the customer experience. From a load settlement perspective, it is important that both distributors and retailers work collaboratively to minimize impacts to customers by administering transactions and processes in a constructive manner. Especially given that the retail market was established over 17 years ago, both retailers and distributors should have gained substantial experience with fundamental processes such as enrolment. It is the AUC's expectation that both retailers and distributors work together to provide quality services to their customers.

## 3 Discussion regarding abandoned oil and gas well sites

- Abandoned oil and gas well sites have caused billing issues for retailers. In particular, regulated rate providers have had to conduct extra work to track down site owners and this has caused billing delays and extra tariff charges. In order to explore efficient ways to handle billing issues around abandoned oil and gas well sites, the AUC proposed to form a working group to review the process, and find ways to improve it. Interested

parties, in particular competitive retailers, are invited to send their name to [regulatorypolicy@auc.ab.ca](mailto:regulatorypolicy@auc.ab.ca). The AUC anticipated it will host a working group meeting in the spring of 2018.

**ACTION:** The AUC requests industry participants to provide names of volunteers within their organizations who would be willing to join the abandoned oil and gas well working group.

#### **4 Load settlement and billing treatment of future emergencies (e.g. floods, wildfires)**

- The group discussed an industry response process to implement in the case of emergencies. Using the Fort McMurray wildfires incident as an example, the group acknowledged that industry needs to communicate promptly and efficiently with each other in emergency situations. While the group was not sure how to define all emergency situations that would apply, and when the industry group should meet in each case, based on past experience and discussions the participants agreed that stakeholders should meet to discuss billing impacts when the following criteria are met:
  - (1) A mandatory evacuation order must be issued by a government body;
  - (2) The mandatory evacuation order is in effect for more than four days
  - (3) Once these two criteria (1 and 2 above) are met, AUC staff will call an industry stakeholder group meeting to discuss load settlement and billing processes that may need to be put in place for the affected customers.
  - (4) Distributors, retailers and stakeholders will then sort out what else needs to be done (such as communication to affected customers, special processes and implementation) to help the affected customers.

#### **5 Setup of a single asset for Micro-Generation sites with two meters (primary and alternate) – Alberta Electric System Operator**

- The Alberta Electric System Operator (AESO) raised a discussion around the set-up of a micro-generation site that has two meters (primary and alternate). In this currently rare case, it is not clear to the AESO if two asset IDs should be established or if simply one asset ID should be used.
- Instead of creating two site IDs to receive metering data, some participants indicated that they would simply totalize two meters into one site and send out one totalized data stream. Whereas other participants felt that the temporary solution would be to establish two asset IDs.
- The Group acknowledged that this issue would not be solved at this meeting and that the AESO should continue its effort in investigating this issue. Participants are encouraged to continue this discussion directly with the AESO and to notify the AESO if participants

see any Micro-Generation sites with two meters coming their company's way.

**ACTION:** Industry participants to notify the AESO if they encounter a situation where a Micro-Generation site has two meters.

## **6 LSA switch for the City of Lethbridge – Cognera**

- Cognera introduced the switch of the Lethbridge LSA, and showed slides to illustrate their transition to becoming the new LSA for the City of Lethbridge, as of February 1, 2018. Cognera announced that ENMAX Commercial Services would continue to run all settlements before February 1, 2018, including the January 2018, final settlement. Starting from February 1, 2018, all load settlement issues related to the City of Lethbridge should be directed to Cognera.
- Cognera announced that the TBF cycle 20 would be sent out on February 1, 2018, with a key contacts update. The new website will follow shortly.

**ACTION:** All City of Lethbridge load settlement and TBF issues, including PFAMs and cancel/rebill after February 1, 2018, should be directed to Cognera.

## **7 ATCO Gas meter reading and billing cycle changes**

- ATCO Gas announced that it is going to be changing its meter reading method from mobile collections to aerial. This change will be implemented on June 1, 2018.
- Due to the change to the meter reading method, ATCO Gas indicated that meter reading cycles will be changed for many sites, and that retailers will receive a detailed list of the change in cycles for their sites. This list will keep going until the end of July 2018.
- ATCO Gas further clarified that it will start sending applicable settlement system code transactions on June 1, 2018.
- ATCO Gas continues its communication with retailers to ensure the changes pose no impact to customers' billing.
- Participants can contact ATCO Gas directly regarding any issues via email, or phone to ATCO Gas' gas retail contact.

## **8 Implementation of recent changes to AUC Rule 021: Settlement System Code Rules, and AUC Rule 028: Natural Gas Settlement System Code Rules**

- The working group participants agreed that the implementation timing for changes recently applied to Rule 021, Version 2.7, effective January 1, 2018, and Rule 028 Version 1.6, effective January 1, 2018, is set for Saturday, June 23, 2018, after 5 p.m. The AUC will host a conference call prior to the implementation date.

- Since retailers could potentially get failed enrollments on June 24, 2018, the site catalogue can be released a couple of days in advance.
- Group agreed to keep AUC informed of any implementation issues.

## **9 UCI working group update**

- ATCO informed the group that the UCI working group had met six times
- The next working group meeting was set for February 21, 2018. The UCI working group expected that this would be the last meeting before making formal recommendations to the Rule 021/028 stakeholder group on whether to redesign the transaction or to repurpose fields in the transaction. Therefore, the working group once again extended the invitation to the larger industry group. The AESO staff were also invited to attend this meeting, in-person.

## **10 Discussion Communities issues**

- Discussion 016 - Request for increased transparency when new customers come on existing service, raised by FortisAlberta Inc.
  - Fortis Alberta Inc. (Fortis) expressed that recent customer escalations have made it even more evident that there is no mechanism in place, under the various regulations, to notify the distribution company of new customers coming on existing services, and identifying the exact change a customer has made. Customers remain uninformed and unaware that by purchasing a new property or business, they 'had inherited' a tariff rate that may no longer be applicable if the use of their newly acquired service had changed.
  - Fortis suggested that there is potential for a new market transaction, used to notify the distributor when there is a customer switch.
  - Fortis clarified that is only interested in the new customers, coming on existing services.
  - Fortis discussed its current process of identifying new customers with the cooperation of EPCOR, using Rate 21 classification of customers. Fortis clarified that its primary concern is farm customers.
  - Fortis assured the group it is willing to accept customer calls directly. It welcomes the warm transfer, and would like the opportunity to welcome new customers to their service.
- Discussion 017 - Erroneous Enrollment – potential for a customer verification process or an addition to the site ID catalogue, raised by the Utilities Consumer Advocate
  - The Utilities Consumer Advocate (UCA) discussed a complaint it had fielded from a customer who had been repeatedly re-enrolled at an erroneous site.

- The group acknowledged that erroneous enrollment is an ongoing concern, however situations of this magnitude do not take place often.
- The group understood that generally customers do not know their legal land description, and this is often where the issue stems from. It was suggested that using the meter number was a good verification tool if the customer has access to it.
- There was a suggestion from industry that a field be added to the site ID catalogue to include customers' rural address, as this seems to be more common knowledge.
- The group acknowledged that auto-reenrollment is likely a cause of such scenarios, and stressed that it is not a good process for industry.
- Group agreed that the UCA is a good impartial party to work with a customer in this type of scenario.

#### **11 The use of incorrect de-select reason codes by retailers – ATCO Electric Ltd.**

- ATCO Electric Ltd. (ATCO Electric) brought forward the issue of the incorrect use of drop codes by retailers and how when this happens, the RRO wrongfully ends up with charges and it results in a poor experience for the customer. ATCO Electric inquired as to how industry can hold retailers responsible for entering wrong reason codes.
- ATCO Electric stated that in review it found approximately 100 sites where this had occurred.
- Industry is encouraged to bring the issue up to the AUC if it continues.

#### **12 Other issues**

- ATCO Gas reminded the group about changes to appointments which will now be like the electric side.
- ATCO Gas reminded industry participants that as a result of discussions at the Rule 004 meeting on September 13, 2017, ATCO Gas will be changing Rider B Property Tax from Category 5002 to 5003 as of February 1, 2018. Tariff bill files containing delivery charges up to February 1, 2018, will have continued to have property tax, where applicable, included under 5002 Local Access Fee. As of February 1, 2018, only the municipal franchise fee will be shown under 5002.
- The AESO Informed industry that there is a new Meter Data Manager operating in the Fortis zone - ID 2210 called R. Braun Contracting. The AESO will inform industry once changes have taken effect.