

Bulletin 2013-30

December 17, 2013

AUC Rule 002: Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors

The Alberta Utilities Commission (AUC or the Commission) has been working with stakeholders to address further refinements to AUC Rule 002: *Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors* (Rule 002); including reviewing requirements for service quality measurement and reporting under performance-based regulation.

As a result of the review, the Commission approved changes to Rule 002 on December 9, 2013, with an effective date of January 1, 2014.

The process for reviewing and revising Rule 002 will be an ongoing one. Further discussion will occur during the owners' annual Rule 002 review meetings to be scheduled for April 2014.

The AUC thanks stakeholders for their time and participation in the consultation process and for their efforts in reviewing and providing comments on the proposed changes to the rule. The AUC will be providing the comments received from stakeholders, along with the AUC's responses, on the AUC website under the Rule Development tab, Rule 002 & 003 – [Service Quality & Reliability](#) area.

Any questions relating to Rule 002 can be directed to the director of the AUC's regulatory policy division Robert Thomas at 403-592-4435 or by email at robert.thomas@auc.ab.ca.

(original signed by)

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