

Bulletin 2018-16

November 19, 2018

Consultation on specified financial penalties for utility customer care and billing issues

On June 11, 2018, Bill 13: *An Act to Secure Alberta's Electricity Future* came into force, which empowered the Commission to apply financial penalties to entities violating a Commission order, rule or decision. In [Bulletin 2018-13](#), the Commission outlined a two-phase process for developing the specified penalties framework contemplated in Bill 13. In Phase 1, the Commission reviewed and consulted with stakeholders on the current AUC rules that relate to customer care and billing. This process set the requirements and obligations around the roles and responsibilities of entities involved in the customer enrolment and de-enrolment process.

The Commission is now continuing with the review and strengthening of AUC customer care and billing rules through two initiatives. First, by proposing changes to AUC Rule 003: *Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers*. Provisions in the *Electric Utilities Act* and *Gas Utilities Act* allow the Commission to establish service quality standards for owners of electric utilities, gas utilities, regulated service providers and retailers. Revisions to Rule 003 will set out certain billing and customer care requirements for these entities, including rural electrification associations, municipally-owned electric utilities and competitive retailers.

Second, concurrent with the review of Rule 003, the Commission is introducing Rule 032: *Specified Penalties for Contravention of AUC Rules*. Rule 032 sets out the specific financial penalties for contraventions of the AUC rules listed in the penalty table of the rule.

This bulletin, along with the draft version of the proposed new Rule 032 and revised Rule 003 will be posted on the AUC website under the [rule-related consultations tab, Rule 032](#).

The Commission invites written comments from interested persons on the proposed new Rule 032 and the proposed revisions to Rule 003. All written submissions related to Rule 032 and Rule 003 must be submitted in Word document format to Andrea Laroiya, a senior advisor in the AUC Market Oversight and Enforcement Division, by email at regulatorypolicy@auc.ab.ca by 4 p.m. on **Monday, December 3, 2018**.

The Commission expects to implement all the rules related to customer care and billing, and the specified penalties rule, on January 1, 2019.

The Commission will schedule a meeting for Monday, November 26, 2018 to discuss the proposed specified penalty rule and the Rule 003 changes with stakeholders. Meeting participants have the choice of attending the Commission's Calgary office, Edmonton office or by teleconference. The Calgary location will be the William Andrew Grieve Hearing Room

while in Edmonton, the board room will be used. Teleconference information will be provided directly to participants who indicate this preference. The meeting will start at 1 p.m. and end by 4 p.m.

The Commission encourages participation in this consultation process by all interested parties. Those interested in participating should indicate their location preference by replying by email to Andrea Laroia at regulatorypolicy@auc.ab.ca before **Thursday November 22, 2018**.

The Commission thanks parties in advance for their time and participation in this consultation process.

(original signed by)

Robert D. Heggie
Chief Executive