

August 1, 2019

Tracy Coutts  
Director, Compliance  
ENMAX Energy Corporation  
141 – 50 Avenue SE  
Calgary, Alta. T2G 4S7

Dear Ms. Coutts,

**No penalties issued for eight self-reported contraventions**

1. On June 21, 2019 and July 8, 2019, ENMAX Energy Corporation (ENMAX) self-reported several contraventions to the Alberta Utilities Commission under AUC Rule 032: *Specified Penalties*. AUC Rule 032 went into effect on January 1, 2019. This rule provides that the Commission may consider the following when making the decision on whether to issue a specified penalty:

- a. The impact on any person adversely affected by the contravention;
- b. The number of persons affected by the contravention;
- c. The timeliness of the action taken by the person who committed the contravention to address the conduct, activity or omission that resulted in the contravention;
- d. The level of satisfaction of the person affected by the contravention resulting from any action taken by the person who committed the contravention;
- e. If the conduct, action, or omission that resulted in the contravention was an isolated instance or a recurring problem; or
- f. Any action taken by the person who committed the contravention to ensure compliance in the future.

2. At this time, the Commission has determined that it will not issue penalties for self-reported events where the energy service provider's request for a disconnection resulted in the use of a load limiter. No penalties will be issued related to the following customers:

- a. [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED].

Sincerely yours,

Greg Andrews  
Senior Enforcement Analyst