



Public Notice of Specified Penalty

Date of issue: July 30, 2019	Payment due date: August 30, 2019	AUC penalty number: AUC2019-035
Entity required to pay: ENMAX Energy Corporation	Total penalty amount: \$425 Amount per day (if applicable):	
Amount payable to General Revenue Fund: \$425	Customer name: [REDACTED] Customer site ID: [REDACTED]	

Contravention date(s): May 22, 2019	AUC rule(s) contravened: AUC Rule 003, Section 3.4.1(3)	Contravention(s) within the 120-day rolling period: Fifth
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Description of conduct that resulted in the contravention	<p>AUC Rule 003, Section 3.4.1(3) states: An ESP must not request the disconnection of a customer unless (a) the customer requests the disconnection; (b) the customer's account is in arrears and the disconnection will occur within the permissible disconnection period; (c) the customer is receiving electricity or gas service but fails to provide information or provides incorrect information for billing purposes and the disconnection will occur within the permissible disconnection period; or (d) the premises or property served by a site reasonably appears to be vacant or unoccupied.</p> <p>ENMAX Energy Corporation (ENMAX) stated that a customer had paid an overdue amount, however the service agent did not reverse all of the required steps in the system to provide time for the customer's payment to post to their account. This resulted in the customer being disconnected in error on May 22, 2019, contrary to AUC Rule 003, Section 3.4.1(3). The customer was reconnected later that same day.</p>									
Facts relied upon	ENMAX self-reported that it had requested disconnection of the customer in error. ENMAX stated that it had paid the customer a \$150 service guarantee as required by Section 3.4.2(1) of AUC Rule 003. The Commission is satisfied that a contravention has occurred.									
Adjustments made to specified penalty	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Fifth contravention of AUC Rule 003, Section 3.4.1(3) within 120 days</td> <td style="text-align: right;">\$1,000</td> </tr> <tr> <td>Payment of service guarantee to customer</td> <td style="text-align: right;">(\$150)</td> </tr> <tr> <td>* Reduction for voluntary disclosure</td> <td style="text-align: right;">(\$425)</td> </tr> <tr> <td>The final adjusted penalty amount</td> <td style="text-align: right; border-top: 1px solid black;">\$425</td> </tr> </table>		Fifth contravention of AUC Rule 003, Section 3.4.1(3) within 120 days	\$1,000	Payment of service guarantee to customer	(\$150)	* Reduction for voluntary disclosure	(\$425)	The final adjusted penalty amount	\$425
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* Reduction for voluntary disclosure	(\$425)									
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Payment of service guarantee: Yes Self-reported: Yes	<p>* The Commission has further reduced the penalty by 50 per cent because the contravention was voluntarily disclosed and the actions taken by the entity subsequent to its becoming aware of the contravention.</p>									
Commission order	<p>The Commission orders that \$425 be paid to the General Revenue Fund further to Section 63.1(5) of the <i>Alberta Utilities Commission Act</i>.</p> <p>Mark Kolesar, Chair Signature: <u> (original signed) </u> Date: <u>July 30, 2019</u></p>									
Payment instructions	<p>Payments made to the General Revenue Fund are to be made payable to the "General Revenue Fund c/o Minister of Finance." All payments to the General Revenue Fund are to be made by cheque or certified funds and delivered to the Alberta Utilities Commission at: 1400, 600 Third Avenue S.W., Calgary, Alberta, T2P 0G5 and must reference the AUC penalty number.</p> <p>All other payments are to be made payable to the person(s) named above in "Amount payable to." If the person named above is a customer of the utility, then the amount payable may be credited to that person's utility account. For all other circumstances, including payment to a third party, the amount payable must be made to the person named by cheque, certified funds or electronic funds transfer. A copy of the payment or credit with reference to the AUC penalty number must be provided to the Alberta Utilities Commission by email at enforcement@auc.ab.ca.</p> <p>Questions can be directed to enforcement@auc.ab.ca, 310-4AUC in Alberta, or 1-833-511-4282 outside of Alberta.</p>									
Dispute or failure to pay	A party may dispute this notice prior to the payment due date by notifying enforcement@auc.ab.ca . Dispute of this notice or failure to pay the total penalty amount by the due date will result in a hearing or other proceeding before the Commission.									