

## Disconnection and Reconnection Policies and Practices Phase One Stakeholder Consultation Meeting Summary

**Meeting Date:** September 20, 2011

**Time:** 10:00 a.m. to 2 p.m.

**Location:** AUC Offices  
 Fourth Floor, 425 First St. SW Calgary  
 Tenth Floor, 10055 106 St. Edmonton

**Facilitator:** AUC Staff

**Participants:**

Name	Organization	Location
Anette Jorgensen	Red Cross	Calgary
Pat Doherty	Alberta Employment and Immigration	Calgary
Bruce Chretien	ENMAX Power	Calgary
Kathie Brown	ENMAX Power	Calgary
Geoff Scotton	AUC	Calgary
Rob Thomas	AUC	Calgary
Fino Tiberi	AUC	Calgary
Raymond Lee	AUC	Calgary
Brian Neufeld	ENMAX Encompass	Calgary
Stacy Chambers	ENMAX Encompass	Calgary
Nguyen Tran	FortisAlberta	Calgary
Nick Clark	UtilityNet	Calgary
Maureen Jeske	Direct Energy	Calgary
June Funk	ASPCL	Calgary
Bettyann Skagen	Battle River REA (phoned in)	Camrose
Anne Glass	AUC	Edmonton
Paul Dmytruk	AUC	Edmonton
Nap Pepin	ATCO Electric	Edmonton
Ella Kulyk	ATCO Electric	Edmonton
Carol Benoit	ATCO Gas	Edmonton
Tammy Haydey	EPCOR Energy Alberta	Edmonton
Len Forscutt	UCA	Edmonton
Robert Koizumi	AltaGas Utilities	Edmonton

## 1. Introductions

- AUC staff welcomed participants to attend this meeting and started with a round table introduction of all participants.
- AUC staff indicated that the draft meeting summaries for the past meetings have been issued. Should participants have issues on the meeting summaries, they should forward comments to Anne Glass no later than Monday, September 26, 2011.

## 2. Review of the AUC straw model

AUC staff tabled the straw model for discussions. Comments and discussions were captured as follows:

- For customers remaining disconnected for non-payment at the start of the winter:
  - A retailer indicated that November 1, 2011 could be too late for retailers to generate a report, identifying disconnected sites. It was suggested to move the date to Oct 15, 2011. Since wire owners are still executing cut-off order after Oct 15, running a de-energized on Oct 15 is not able to capture a full list of disconnected sites.
  - Retailers indicated that they can produce a list of disconnected sites, but not able to identify the reason(s) of why the sites were disconnected. However, stakeholders recognized that a list of disconnected sites is a good start to identify sites that are without utilities services.
  - The list will include farm and residential customers only.
  - Retailers indicated that one of the communication methods with the customers is using a “phone blast” technology. The system is set up to call customers at different time and/or different day. In most cases, customers will return a phone call to retailers with respect to the reconnection of utilities services.
  - For customers that have no phone number record in the retailers’ systems and those did not return calls, retailers will issue a letter advising customers to contact them for the re-connections.
  - Retailers expressed a concern of not able to produce a customer list (with some indication of vulnerability) to the UCA by 14 of November. It was suggested moving the date to 21 of November, which will allow retailers more time to prepare a detailed list. By then, retailers should have a list containing customer information as follows:
    - a) customers have been contacted, but not able to make payment;
    - b) customers were not able to contact.
  - One party indicated that EPCOR Energy’s approach would not be approved by its management unless it would be mandated by the AUC.
  - A concern was raised regarding UCA in handling a (potentially) large number of disconnected customers. UCA indicated that, for obvious “vulnerable cases”, they will refer the customers to Alberta Employment and Immigration (AEI) for assistance. AEI will quickly look after the “vulnerable” or “people at

risk” and refer them to appropriate departments. Some cases will be referred to other agencies such as Red Cross.

Decisions/Actions:

1. During the first business day of November, retailers agreed to produce a list of disconnected customers.
2. The list will include residential/farm customers only.
3. In no more than three weeks in November (by 21 of November), retailers will produce a list of disconnected customers (that is not able to contact) to the UCA to follow-up.
4. AUC will modify Steps 1 – 6 to reflect changes as per the results of the discussions.

- For customers remaining disconnected for non-payment at the start of the winter whose bills have been paid but who have not made arrangement for reconnection:
  - Retailers expressed a concern that 10 calls on 5 different days to customers might be too much. It's suggested that adopting 3 calls on 3 different days, similar to current retailers' practice.
  - For site visits to disconnected customers, distributors expressed no concern of leaving letter or notice to those customers that are not answering the doorbell.
  - With respecting to scripting of the phone call and the content of the letter to disconnected customers, it's suggested to be handled through a smaller working group.

Decisions/Actions:

1. Retailers agreed on 3 attempts of calling on 3 different days.
2. Form a sub-working group to deal with phone scripting and content of the letter to the disconnected customers.
3. Distributors agree to leave a letter/notice at a disconnected site at the request of a Retailer who may have been unsuccessful contacting their customer at that site.

### **3. Review of EPCOR's scripting and Direct Energy's letter to disconnected customers:**

- EPCOR presented their scripting that used in communicating with disconnected customers.
- Direct Energy presented their letter (Urgent Notice regarding natural gas service) issued to disconnected customers. Since the letter is only dealing with the gas reconnection, a modification is needed to include electricity service. This will be handled through the sub-working group.

**4. Discussion about the practicalities of liaising with and referring vulnerable customers to other organizations through out the province:**

- Because of limited budget, SPCL is limited to provide service within the City of Calgary.
- AEI and Red Cross are willing to contribute and maintaining dialogues with the industry stakeholders in an effort to prevent re-occurrences of death incidents.

**5. Next steps:**

- For Ph-I of the project, AUC will organize the sub-working group meeting to work on the phone scripting and letter/notice to disconnected customers before the winter month starts.
- After Ph-I, AUC will conduct meetings in the last quarter of this year.