

# Bulletin 2020-07

March 17, 2020

## **AUC announces two measures in response to COVID-19 threat**

### **1. AUC buildings closed, but operations continue remotely.**

AUC Calgary and Edmonton offices are closed in response to COVID-19 risk. AUC teams remain engaged on all files.

In [Bulletin 2020-06](#) of March 12, 2020, the Alberta Utilities Commission announced the immediate steps it was taking to mitigate the risk represented by COVID-19 to its employees, operations and participants who appear before it, informed by expert advice and best practices from provincial and federal health authorities. In that bulletin the Commission announced it was deferring all live hearings, consultations or information sessions until further notice, with written or remote-participation options explored as appropriate.

This bulletin announces two further measures. First, effective March 16, 2020, all employees in our Calgary and Edmonton offices who can work from home, must work from home. Our Calgary and Edmonton offices are now closed until further notice and in addition AUC employees will not attend live gatherings hosted by industry or professional associations.

However, the AUC is taking steps to ensure that the work critical to Alberta's essential utility services and infrastructure continues as seamlessly as possible. General updates regarding AUC processes will be provided as appropriate through AUC bulletins. In addition, AUC teams assigned to specific applications and files remain engaged and in communication with participants.

### **2. AUC to lead industry consultations to coordinate customer relief efforts.**

Second, as a number of retailers have announced steps to assist customers in managing their electricity and natural gas bills during the COVID-19 situation, other retailers and distribution utilities have asked for the AUC's help in coordinating and developing an industry-wide process so all customers can be assured of equal treatment. AUC staff is prepared to lead an industry consultation to determine a suitable process and will schedule a telephone conference call with industry stakeholders the week of March 16, 2020.

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