

Bulletin 2020-26

July 14, 2020

AUC extends suspension of specified penalties program for self-reported contraventions to September 30, 2020

On March 27, 2020, the Alberta Utilities Commission issued [Bulletin 2020-10: *Suspension of specified penalties program for self-reported contraventions*](#), which suspended the issuance of notices of specified penalties for self-reported contraventions until June 18, 2020.

The AUC has extended the operation of Bulletin 2020-10 until September 30, 2020. This extension will promote the self-disclosure of contraventions while still allowing Alberta's electric and natural gas utilities, service providers and retailers to continue their focus on helping their customers during the ongoing COVID-19 crisis.

In addition to the measures set out in Bulletin 2020-10, the AUC will continue to exercise its regulatory discretion around the issuance of notices of specified penalty under Rule 032: *Specified Penalties for Contravention of AUC Rules*. Until September 30, 2020, the AUC will limit its consideration of specified penalties to contraventions that are not self-reported, or that resulted in disconnections of a customer's site in error for a period in excess of 24 hours regardless of whether or not the contravention was self-reported.

The AUC recognizes the uncertainties regarding the response to and recovery from the COVID-19 outbreak and will continue to evaluate the situation. Our goal is to ensure all Alberta's electric and gas utilities, service providers and retailers balance the concerns for the health and welfare of their workforce while staying focused on supplying natural gas and electricity to their customers.

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