

Bulletin 2020-36

November 13, 2020

AUC moves to reduce regulatory burden and improve efficiency with rule amendments

The government of Alberta introduced the *Red Tape Reduction Act* to reduce regulatory burden and improve regulatory efficiency. Agencies, including the Alberta Utilities Commission, form part of this commitment and the Commission is reviewing its rules in order to reduce the regulatory requirements contained within the rules.

The Commission is proposing amendments to Rule 003: *Service Standards for Energy Service Providers* that will:

- Remove the requirement to submit call centre and billing performance data.
- Remove the requirement to submit customer satisfaction data.
- Remove the quarterly reporting requirements.
- Focus and streamline the reporting requirements on the performance of regulated service providers through three types of reporting requirements:
 - (1) Annual performance reports: restructured to remove prescriptive reporting requirements to allow regulated service providers the discretion to report how their customer care and billing operations and processes are structured to align with their customers' expectations of service quality.
 - (2) Unexpected event reports.
 - (3) Material change reports.

Among the reasons for the removal of these reporting requirements is the introduction of Rule 032: *Specified penalties*, in 2019. Rule 032 provides the AUC with the ability to address billing-related matters in particular, and customer experience matters in general, in a more efficient and timely manner than the reporting under Rule 003 is able to.

The Commission's review of Rule 003 will consist of a stakeholder consultation involving a written process.

The AUC Engage forum, found through the AUC website, will be used to gather input and feedback related to this consultation. To participate in the consultation, please register on Engage by visiting the [Rule 003 AUC Engage project page](#), and submit your comments regarding the

proposed changes to the rule. A blackline version of the rule along with a clean version can be found under the side bar called “Consultation Documents” on the project page.

The deadline for submitting comments is **Friday, November 27, 2020**.

Any questions related to this bulletin should be directed to Fino Tiberi at fino.tiberi@auc.ab.ca.

Douglas A. Larder, QC
General Counsel