

Announcement

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Alberta Utilities Commission 2021-2024 Strategic Plan to guide refined focus on efficiency, facilitating change in the utilities sector, and people

Today, the AUC has issued its 2021-2024 Strategic Plan.

The plan sets out the AUC's objectives over a three-year timeframe and is updated annually. It is an important framework for the AUC as it aspires to become one of North America's most effective and efficient regulatory agencies.

The 2021-2024 Strategic Plan marks a more focused and refined approach to the AUC's goals, and reflects the organization's commitment to modernization, effectiveness and efficiency. It is designed to frame a regulatory approach that is prudent, cost-effective and sensitive to the regulatory burdens that stakeholders, ratepayers and, ultimately, the Alberta economy bear.

The plan is structured around three pillars:

- **Efficiency and limiting regulatory burden.** The AUC will continue to reduce regulatory burden by implementing process improvements recommended by outside experts, develop performance standards to further reduce full-cycle timelines, utilize settlements, including mediated settlements, and update additional rules. These efforts will help the AUC to continue to achieve its goals of reducing red tape and improving efficiencies.
- **Facilitating change in the sector.** The AUC will collaborate with other agencies and government to facilitate technology development and evolution in the utilities industry. The AUC will assess Alberta's experience with performance-based regulation and how the design can be improved to ensure effective and efficient outcomes.
- **People.** The AUC will continue to modernize its workforce to ensure it has the skillsets to keep pace with requirements of an evolving utilities sector. The organization will work to encourage, track, recognize and reward staff innovation.

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