

Announcement

June 15, 2021

2020-2021 Report Card reports on accomplishments, benefits of internal performance measures and initiatives

Today, the Alberta Utilities Commission has issued the [2020-2021 Report Card](#), a summary of what the organization has done to accomplish its strategic objectives including reducing regulatory burden, how the AUC's work has affected the sector we regulate, and our significant progress in making AUC processes more efficient.

The report card is a core element of the AUC's business planning framework and serves as an account of what the organization has accomplished throughout the past year. It highlights some of our key accomplishments, provides specific measurements of our performance and is part of our commitment to demonstrate to all of our stakeholders how we have met our objectives in a clear and transparent way.

A key part of the report card is assessing the performance measures and cost benefits of recent efforts to reduce red tape and regulatory burden. Increasing efficiency and reducing regulatory burden is critically important and has been a longstanding commitment of the AUC. The AUC has committed efforts to transform its application procedures to become more efficient and to improve performance standards. This strategy is supported by the views and submissions of stakeholders in consultation roundtables held in the fall of 2019, the views of independent experts received in three major reports during 2020 and through the AUC's ambition of being one of the fastest and most effective regulators in North America.

Some examples of the work completed in 2020-2021 include:

- **The second phase of the Utility Payment Deferral Program:** The AUC completed the second phase of the [Utility Payment Deferral Program](#) in July 2020 when it issued the last program funding application decision. Starting with a concept, in a span of six weeks, the AUC staff engaged with the Alberta Electric System Operator, distribution utilities, retailers, the Balancing Pool and Department of Energy staff to develop a detailed plan on how the program was to work. Between the two phases, the AUC processed a total of 34 decisions within five business days, totalling more than \$80 million, and allowed utilities to recover costs in a timely and efficient manner.
- **Distribution System Inquiry:** The AUC released its [Distribution System Inquiry report](#) which examined the need to modernize Alberta's distribution system to realize benefits from advancing technologies. The report focuses on the distribution side of Alberta's electricity system including distributed energy resources and helps industry, the AUC and policy makers understand how best to approach these opportunities.

- **Internal savings as a result of efficiency initiatives:** In assessing the impacts of our initiatives, the AUC achieved internal cost savings as a result of our regulatory burden reduction initiatives. Details of these estimated savings are outlined in [Bulletin 2021-08](#).

The COVID-19 pandemic presented the Alberta government and health authorities with unpredictable challenges. In the face of this adversity, the AUC made tremendous efforts to adapt to evolving circumstances and to remain an effective regulator through remote meetings and proceedings. Within these challenges meaningful solutions have emerged, and the AUC has continued to carry out its mandate with adaptiveness, thoroughness and responsiveness.

The AUC acknowledges and thanks the many stakeholders whose ongoing counsel and cooperation greatly support the work of the AUC and allowed us to accomplish the results reflected in the *2020-2021 Report Card*.

Carolyn Dahl Rees
Chair