

Bulletin 2021-12

June 29, 2021

New AUC Rule 034 approved and Rule 032 amended

On June 29, 2021, the Alberta Utilities Commission approved [Rule 034: Utility Payment Deferral Program Billing](#) and amendments to [Rule 032: Specified Penalties for Contravention of AUC Rules](#) including Appendix 1 – Table of Specified Penalties for Contraventions of AUC Rules, effective June 30, 2021.

On June 18, 2021, the repayment period for customers who deferred their utility bill payments under the *Utility Payment Deferral Program Act* ended. Any gas or electric bill payments that were not repaid will be recovered in separate gas and electric rate riders to be collected from all Alberta customers.

Rule 034 directs retailers to show these rate riders as separate line items on customer bills using the following nomenclature:

- Utility Deferral Adjustment–Electric or Utility Deferral Adjustment-E.
- Utility Deferral Adjustment–Natural Gas or Utility Deferral Adjustment-NG.

The alternative wording will be used by retailers who have billing systems that cannot accommodate the full name. The full name of the rider will be added in the message areas for customer bills for those retailers who use the alternative wording.

The rule expires June 18, 2022 and corresponds to the rate rider period in the act.

The amendment to Appendix 1 of Rule 032 adds failure to comply with the billing information requirements in Rule 034 to the list of offences for which a specified penalty could be issued.

Please contact Fino Tiberi at 403-592-4410 or fino.tiberi@auc.ab.ca if you have any questions related to the new or amended rule.

Alberta Utilities Commission