

Alberta Utilities Commission Enforcement

November 14, 2019

Thomas Haber
Senior Manager, Stakeholder Relations
EPCOR Energy Alberta GP Inc.
2000, 10423 - 101 Street N.W.
Edmonton, Alta. T5H 0E8

Dear Mr. Haber:

No notice of specified penalty issued for self-reported contravention

1. On August 2, 2019, EPCOR Energy Alberta GP Inc. (EEA) self-disclosed an event to the Alberta Utilities Commission under Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to a possible contravention of Subsection 3.4.1(4) of Rule 003: *Service Standards for Energy Service Providers*. On October 8, 2019, EEA responded to questions by Commission enforcement staff regarding this event.
2. Rule 032 provides that the Commission may consider, among other matters, the following factors when making the decision on whether to issue a specified penalty:
 - a. The impact on any person adversely affected by the contravention.
 - b. The timeliness of the action taken by the person who committed the contravention to address the conduct, activity or omission that resulted in the contravention.
3. EEA self-disclosed that it did not advise ██████████ of unbilled charges concerning her rental property when she called to inquire about a possible outstanding balance. EEA had mailed several bills to the customer's rental property, and the account was referred to a credit agency after those bills were not paid. Commission enforcement staff confirmed with the customer that the account was in arrears and there were no incorrect bills issued when the customer was referred to the credit agency. As a result, the Commission will not issue a notice of specified penalty for this event.
4. The Commission notes, however, that this issue may have been avoided if the EEA agent had identified the unbilled charges when the customer had first inquired.
5. If you have any questions, please contact the undersigned at 403-592-4529 or by email at greg.andrews@auc.ab.ca.

Sincerely yours,

Greg Andrews
Senior Enforcement Analyst