

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 contraventions

1. On August 2, 2019, EPCOR Energy Alberta GP Inc. (EEA) self-disclosed several events to the Alberta Utilities Commission under Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to possible contraventions of Subsection 3.4.1(2) of Rule 003: *Service Standards for Energy Service Providers*. On October 8, 2019, EEA responded to questions by Commission enforcement staff regarding those events.

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 the following customers were issued incorrect bills. The Commission will not issue notices of specified penalty for the self-disclosed events related to these customers on the basis that in each circumstance, only one incorrect bill was issued and did not result in an incorrect credit agency referral or disconnection.

- a. [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED].

4. The Commission notes, however, that in all but one case it was the customer that had first detected the error, and the Commission expects that EEA will take the necessary measures in the future to ensure that customer account information and bill amounts are correct. The issuance of no notices of specified penalty in these instances does not preclude the Commission from issuing penalty notices in the future if the Commission determines that the impugned conduct is ongoing or if other aggravating factors apply.

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