

Alberta Utilities Commission Enforcement

January 14, 2020

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 September 25, 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*.
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 failed to waive deposit amounts for [REDACTED], [REDACTED] and [REDACTED] which resulted in 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, the error was quickly corrected and did not result in additional harm such as an incorrect credit agency referral or disconnection.
4. EEA further self-disclosed that when [REDACTED] enrolled for electricity service, EEA mistakenly set up her account with the first name [REDACTED]. This resulted in several bills being issued with the incorrect first name. The Commission will not issue a notice of specified penalty for this event as the incorrect bills resulted in no material detriment to the customer.
5. In addition, EEA self-disclosed that [REDACTED] was charged an incorrect energize fee, which EEA subsequently corrected on the following month's bill. The Commission will not issue a notice of specified penalty for this event as the customer's bill was corrected within one month and the error did not result in additional harm.
6. 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.

7. 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