

Alberta Utilities Commission Enforcement

February 18, 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 June 27 2019, Encor by EPCOR (Encor) self-disclosed several events to the Alberta Utilities Commission under AUC Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to possible contraventions of Subsection 3.4.1(2) of AUC Rule 003: *Service Standards for Energy Service Providers*, Section 7.4 of AUC Rule 021: *Settlement System Code Rules*, and Section 7.3 of AUC Rule 028: *Natural Gas Settlement System Code Rules*.

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. Encor self-disclosed that it had failed to send a de-select request to properly end service on the requested date for several of its customers. As a result, those customers continued to be billed beyond their requested termination date. The Commission will not issue notices of specified penalty for the self-disclosed events related to the customers listed below 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.

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]

4. Encor further self-disclosed that it had erroneously enrolled several customers, listed below, which resulted in billing for those customers to start later than expected. On two occasions the wrong site was enrolled. 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 material harm to the customer.

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]

5. 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.

6. 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