

Alberta Utilities Commission Enforcement

March 31, 2020

Tracy Coutts
Director, Compliance
ENMAX Energy Corporation
141 – 50 Avenue SE
Calgary, Alta. T2G 4S7

Dear Ms. Coutts:

No notice of specified penalty issued for self-reported contraventions

1. On March 27, 2020, the Commission issued Bulletin 2020-10: *Suspension of specified penalties program for self-reported contraventions*, in which the Commission announced that in response to the COVID-19 pandemic, it would suspend the issuance of notices of specified penalty to ensure that utility service providers can focus on helping their customers during the 90-day utility payment deferral program. Specifically, the Commission stated that it would exercise its regulatory discretion by putting in place the following measures:

- a. No new notices of specified penalty for any contraventions that arose prior to March 18, 2020, will be issued during the 90-day deferral period from March 18 to June 18, 2020. Any notices of specified penalty issued prior to March 18, 2020, will continue in effect.
- b. After June 18, 2020, for any self-reported contraventions that arose prior to March 18, 2020, the Commission will only consider issuing notices of specified penalty for contraventions that resulted in disconnections of a customer's site in error if that customer's site was disconnected for a period in excess of 24 hours. A notice of specified penalty will not be issued for any other self-reported contraventions.

2. On September 6, October 18, and October 30, 2019, ENMAX Energy Corporation (ENMAX) 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 Subsections 3.4.1(2) and 3.4.1(3) of AUC Rule 003: *Service Standards for Energy Service Providers*.

3. ENMAX self-disclosed that customer [REDACTED] had set up electricity for a new address, however the ENMAX agent failed to move the electricity service under the customer's name. This resulted in incorrect bills to be issued in the previous tenant's name. No payments were received for the new account for several months and the customer was disconnected and then reconnected the following day. Because this event was self-disclosed before March 18, 2020 and did not result in a disconnection for a period in excess of 24 hours, the Commission will not issue a notice of specified penalty for this contravention.

4. ENMAX also self-disclosed that customer [REDACTED] had provided proof of a payment on her account. However, a lock was not properly applied to the account to prevent a

disconnection, and as a result the customer's site was disconnected. The site was reconnected the next day and a service guarantee payment was applied to the customer's account. Because this event was self-disclosed before March 18, 2020 and did not result in a disconnection for a period in excess of 24 hours, the Commission will not issue a notice of specified penalty for this contravention.

5. ENMAX further self-disclosed that it had issued incorrect bills to several of its customers. However, in these cases the total amount of the billing error was minor and the resulting harm to each customer was minimal. Because these events were self-disclosed before March 18, 2020 and did not result in a disconnection, the Commission will not issue notices of specified penalty for the contraventions related to the customers listed below:

a. [REDACTED]

b. [REDACTED]

c. [REDACTED]

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