

Alberta Utilities Commission Enforcement

April 8, 2020

Hal Tagg, President
Energy For Less Ltd.
1165 Westerra Link
Stony Plain, Alta. T7Z 2Z4

Dear Mr. Tagg:

No notices of specified penalty issued

1. The Utilities Consumer Advocate (UCA) referred two complaints to the Alberta Utilities Commission under Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to possible contraventions by Energy For Less Ltd. of Subsection 3.4.1(2) of Rule 003: *Service Standards for Energy Service Providers*. That subsection states:

- 3.4.1(2) An ESP must not issue
- (a) an incorrect customer bill;
 - (b) a late customer bill;
 - (c) an unexpected customer bill; or
 - (d) more than one customer bill in a calendar month unless it has a reasonable explanation for issuing multiple bills.

2. The first complaint concerned Energy For Less customer, [REDACTED]. The UCA stated that [REDACTED] had received a bill on July 9, 2019, for electricity service for the period March 13, to April 30, 2019, and requested that the AUC investigate whether a specified penalty was warranted against Energy For Less for issuing a late customer bill. Section 1.3 of Rule 003 defines a late bill as follows:

"late customer bill" means a bill issued to a customer in excess of 90 days from the day the ESP received the tariff charge for the customer's site displayed on the bill and the ESP had a record of the customer's information for billing purposes at the time the tariff charges were received;

3. AUC Enforcement staff determined that the customer's July 9, 2019 bill, was issued 70 days from the date that Energy For Less likely received the last tariff charge for the customer's site. As a result, the Commission is not satisfied that there has been a contravention of an AUC rule pursuant to Subsection 3(1) of Rule 032 and no notice of specified penalty for this event will be issued.

4. The second complaint concerned Energy For Less customer, [REDACTED]. The UCA stated that [REDACTED] had enrolled for gas and electricity service, and was billed for the incorrect address. Section 1.3 of AUC Rule 003 defines an incorrect customer bill as a bill issued to a customer that contains:

- (i) an error in the name or address of the customer, or in the items referred to in Section 4 of the Billing Regulation, 2003 for electricity services or in Section 9 of the Default Gas Supply Regulation for gas service; or
 - (ii) a calculation error;
5. Information provided to the Commission indicated that the bills were issued to an incorrect address however, the incorrect address was due to the customer providing the wrong address upon enrollment. As a result, the Commission is not satisfied that there has been a contravention of an AUC rule further to Subsection 3(1) of Rule 032 and no notice of specified penalty for this event will be issued.
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