

Alberta Utilities Commission Enforcement

April 30, 2020

Nicole Black
Senior Manager, Government and Regulatory Affairs
Direct Energy Marketing Limited
2500, 530 Eighth Avenue S.W.
Calgary, Alta. T2P 3S8

Dear Ms. Black:

No notice of specified penalty issued for self-reported contraventions

1. On March 27, 2020, the Alberta Utilities 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. Direct Energy Regulated Services (DERS) has self-disclosed several events to the AUC under Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to possible contraventions of Subsection 3.4.1(3) of Rule 003: *Service Standards for Energy Service Providers*.

3. DERS self-disclosed that it had disconnected the following customers in error, and each for a period of less than 24 hours. Because these events were self-disclosed before March 18, 2020, and did not result in a disconnection in excess of 24 hours, the Commission will not issue notices of specified penalty for the contraventions related to the customers listed below:

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

d. [REDACTED]

4. 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