

Alberta Utilities Commission Enforcement

April 30, 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 a self-reported contravention

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. Encor by EPCOR (Encor) has self-disclosed an event to the AUC under Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to a possible contravention of Subsection 3.4.1(3) of Rule 003: *Service Standards for Energy Service Providers*.

3. Encor self-disclosed that it had disconnected [REDACTED] in error for a period greater than 24 hours. AUC Enforcement staff has confirmed that in this instance the site was unoccupied and the harm to the customer was minimal. Consequently, the Commission will not issue a notice of specified penalty for this contravention.

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