

# Alberta Utilities Commission Enforcement

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May 13, 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 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. EPCOR Energy Alberta GP Inc. (EPCOR) 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(4) of Rule 003: *Service Standards for Energy Service Providers*. EPCOR stated that it had referred the following customers to a credit agency in error.

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

3. The Commission considers contraventions of this nature to be serious due the potential lasting harm that an incorrect referral to a collection or credit agency may have on a customer's credit history. The Commission will not issue notices of specified penalty in these instances due to the measures set out in Bulletin 2020-10, however the Commission requests the following information so it can be satisfied that any harm to a customer arising from a wrongful referral to a collection agency is mitigated.

4. The Commission requests that EPCOR respond to the following questions by Wednesday, May 27, 2020.

- a. Please explain the process steps that EPCOR takes when it retracts a referral to a collection agency.
- b. What information does EPCOR receive from the collection agency to confirm that the referral was successfully retracted?
- c. Please describe the information and measures available to EPCOR to ensure that a referral made in error does not cause harm to a customer's credit history.

5. If you have any questions, please contact the undersigned at 403-592-4529 or by email at [greg.andrews@auc.ab.ca](mailto:greg.andrews@auc.ab.ca).

Sincerely yours,

Greg Andrews  
Senior Enforcement Analyst