

Alberta Utilities Commission Enforcement

June 25, 2020

Mike Stock
Vice President, Financial Services & Regulatory Affairs
AltaGas Utilities Inc.
5509 45 Street Leduc, Alta.
T9E 6T6

Dear Mr. Stock:

No notice of specified penalty issued

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. AltaGas Utilities Inc. (AltaGas) has self-disclosed an event to the AUC under Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to a possible contravention of Rule 003: *Service Standards for Energy Service Providers*.

3. AltaGas self-disclosed that it had disconnected [REDACTED] in error. The customer had two active accounts as she was moving from one site to another. Mistakenly, AltaGas disconnected the customer's old site sooner than she had requested for a period of five days. AltaGas reconnected the service on the same day that it was notified of the problem and paid the customer the \$150 service guarantee required under Rule 003. This event was self-disclosed before March 18, 2020, and resulted in a disconnection in excess of 24 hours. The Commission will not issue a notice of specified penalty for this contravention as the site was not occupied at the time of the disconnection and harm to the customer was minimal.

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