

## Alberta Utilities Commission Enforcement

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June 25, 2020

Tracy Coutts  
Director, Compliance  
ENMAX Energy Corporation  
141 – 50 Avenue SE Calgary, Alta. T2G 4S7

Dear Ms. Coutts:

### **No notices 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. ENMAX Energy Corporation (ENMAX) 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. ENMAX self-disclosed that it had used the incorrect de-select reason code when notifying the wire service provider and the gas distributor that ENMAX was no longer providing electricity and gas services for the site. This resulted in the customer (the estate of [REDACTED]) being billed in error by both the electricity and gas default service providers. The Commission will not issue a notice of specified penalty for this contravention as the event was self-disclosed before March 18, 2020, and did not result in a disconnection in excess of 24 hours.
4. The Commission also received information from the Utilities Consumer Advocate (UCA) related to the possible erroneous enrolment and subsequent disconnection of a customer. Subsection 7.4(6) states:

(6) Erroneous enrolment

An erroneous enrolment arises when one of the following situations occurs prior to enrolment:

- (i) site ID and service address are mismatched
- (ii) incorrect information is provided by customer, applicant or any other party
- (iii) error by the WSP or the retailer or its agent

5. The UCA reported that ENMAX had not properly enrolled [REDACTED] for electricity service, which resulted in her site being identified as vacant and then later disconnected. Ms. [REDACTED] had enrolled for both gas and electricity service, however an error with ENMAX's computer system prevented her electricity enrolment from being processed correctly. With no customer on record, the site was deemed to be vacant by the distributor and was disconnected. ENMAX accepted responsibility for the error and the site was reconnected the following day. The Commission will not issue a notice of specified penalty for this contravention as the customer was disconnected for less than 24 hours.

6. 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