

Alberta Utilities Commission Enforcement

June 25, 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 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. EPCOR Energy Alberta GP Inc. (EPCOR) self-disclosed several events to the AUC under Rule 032: *Specified Penalties for Contravention of AUC Rules*, related to possible contraventions of Rule 003: *Service Standards for Energy Service Providers*.

3. EPCOR self-disclosed that it had issued incorrect bills to [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. As a result of non-payment of those bills, it had also issued notices regarding pending referrals to a collection agency. In each instance, when it became aware of its error, EPCOR paid the affected customer the \$150 service guarantee required under Rule 003. The Commission will not issue notices of specified penalty for the contraventions related to the customers below as these events were self-disclosed before March 18, 2020, and did not result in a disconnection in excess of 24 hours.

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