Public Notice of Specified Penalty

Date of issue: January 23, 2020	Payment due date: February 24, 2020	AUC penalty number: AUC2019-120
Entity required to pay: ENMAX Energy Corporation	Total penalty amount: $175 Amount per day (if applicable):	
Amount payable to General Revenue Fund: $175	Customer name: [redacted] Customer site ID: [redacted]	

Contravention date(s): February 1, 2019	AUC rule(s) contravened: AUC Rule 021, Subsection 2.5(2)	Contravention(s) within the 120-day rolling period: First

Description of conduct that resulted in the contravention	AUC Rule 021: *Settlement System Code Rules*, Subsection 2.5(2) states: A retailer must use the correct de-select reason code when notifying a wire service provider (WSP) that it will no longer provide electricity services for the site. ENMAX Energy Corporation (ENMAX) self-disclosed that a customer had requested a move-out date for electric and gas services for February 1, 2019. The gas site was dropped using the correct de-select reason code 0001, however the electric site was dropped using the incorrect de-select reason code 0002. This resulted in the customer being dropped to the regulated rate provider and the customer continued to receive bills for a property at which they no longer lived. The customer was subsequently referred to a collections agency for not paying those bills. The regulated rate provider later reversed the charges and pulled the collections agency referral.
Facts relied upon	ENMAX self-disclosed that it had used the incorrect de-select reason code. The Commission is satisfied that a contravention of AUC Rule 021, Subsection 2.5(2) has occurred. ENMAX stated that it had credited the customer $150, equivalent to the service guarantee provided in Subsection 3.4.2(1) of AUC Rule 003.
Adjustments made to specified penalty Payment of service guarantee: Yes Self-disclosed: Yes	First contravention of AUC Rule 021, Subsection 2.5(2) within 120 days $500 Payment of service guarantee to customer ($150) * Reduction for voluntary disclosure ($175) The final adjusted penalty amount $175 * The Commission has further reduced the penalty by 50 per cent because the contravention was voluntarily disclosed and the actions taken by the entity subsequent to its becoming aware of the contravention.
Commission order	The Commission orders that $175 be paid to the General Revenue Fund further to Section 63.1(5) of the *Alberta Utilities Commission Act*. Douglas A. Larder, QC, General Counsel Signature: *(original signed)* Date: January 23, 2020
Payment instructions	Payments made to the General Revenue Fund are to be made payable to the "General Revenue Fund c/o Minister of Finance." All payments to the General Revenue Fund are to be made by cheque or certified funds and delivered to the Alberta Utilities Commission at: 1400, 600 Third Avenue S.W., Calgary, Alberta, T2P 0G5 and must reference the AUC penalty number. All other payments are to be made payable to the person(s) named above in "Amount payable to." If the person named above is a customer of the utility, then the amount payable may be credited to that person's utility account. For all other circumstances, including payment to a third party, the amount payable must be made to the person named by cheque, certified funds or electronic funds transfer. A copy of the payment or credit with reference to the AUC penalty number must be provided to the Alberta Utilities Commission by email at enforcement@auc.ab.ca. Questions can be directed to enforcement@auc.ab.ca, 310-4AUC in Alberta, or 1-833-511-4282 outside of Alberta.
Dispute or failure to pay	A party may dispute this notice prior to the payment due date. To register your dispute, please visit the AUC website at www.auc.ab.ca and log in to the eFiling System. Dispute of this notice or failure to pay the total penalty amount by the due date will result in a hearing or other proceeding before the Commission.