

Bulletin 2026-07

June 1, 2026

Revised Rule 011: Rate Application Process for Water Utilities

The Alberta Utilities Commission (AUC) has updated Rule 011: *Rate Application Process for Water Utilities*. This is a complete rewrite of Rule 011 to better support water utilities in developing thorough and complete applications, and to better support customers of those utilities in participating in that process. **The new version of Rule 011 is effective June 1, 2026.**

Included with the rule are two companion documents: a guidelines and additional information document, and a customer intervention questionnaire. The guidelines document provides supplemental information for utilities and customers to better understand how the Commission assesses and decides on rate applications and what sorts of information are required in rate applications. The customer intervention questionnaire will be used by the Commission to help customers of water utilities provide their input on water rate applications.

The purpose of the rewrite and companion documents is to more clearly explain the process for approving water rate applications and better communicate the role of the AUC, utilities and customers in the process. Helping utilities to better understand the requirements for a water rate application and helping customers to better communicate their concerns, will help to ensure the AUC can properly assess applications for water rates. The AUC has also created sample and template rate models, terms and conditions of service and application documents that are available on request to assist utilities in preparing their applications.

Any questions related to this bulletin and Rule 011 may be directed to the AUC's Customer Inquiries team at info@auc.ab.ca or 310-4AUC.

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Alberta Utilities Commission