Rule 024 engagement questionnaire

Comments from *(company/stakeholder name)*:	Suncoast Enclosures	**Contact name *(for companies)*:**	Randie James
Date [yyyy/mm/dd]:	2026/09/08 Tuesday, Sept 8, 2026	**Phone:**	+[redacted]
Role:	Microgeneration applicant	**Email:**	[redacted]

Instructions

1. Please download this document, save as "**Rule 024 questionnaire**" and fill out the demographic/contact information above.

2. Please review Bulletin 2026-10.

3. In the box above, please provide your name, your organization's name (if applicable), and the role(s) that best describe(s) your participation in the microgeneration field (customer, consultant, developer, distribution facility owner, transmission facility owner, government agency, non-governmental organization, microgeneration proponent, etc.).

4. Some of the questions included in this engagement apply only to specific roles (such as microgeneration customer/proponent, distribution facility owner, etc.). Please only answer questions relevant to your self-identified role(s) and/or experience. You do not need to complete every question to participate in this engagement. Incomplete questionnaires will be accepted.

5. Where you provide any recommendations, please include reasons or justifications.

6. Submit your response to engage@auc.ab.ca. In the email, please include the following subject line: **Rule 024 engagement**.

Questions

Timelines

1. Please briefly describe your experience with the timelines to connect microgeneration generating units. Where applicable, please explain any differences between the connection for small (<150 kW) and large (150 kW – 5 MW) microgeneration generating units.

> We started the application process for a 10 kW and a 50 kW natural gas powered CHP in April 2026. It is now September 2026 and Fortis has still not approved either application.

2. Have you observed or experienced delays in the microgeneration connection process? If yes, please explain the main contributing factors.

> We have experienced delays in getting approval from Fortis. The interconnection agreement application is taking months and preventing us from moving forward during the summer months with the physical installation of a 10 kW and 50 kW microgeneration unit at 2 of our locations.
>
> The delays center around Fortis making up a rule about sizing CHPs based on historic electrical demand annualized to an hourly allowable maximum size of CHP which does not take into account the peak electrical demand we require and zero regard to our heating requirements for our building and other facilities.
>
> Also Fortis has been stalling and taking a long time to review the application when it should be straight forward and simple. We get questions back from Fortis that are often redundant and show that whoever is reviewing the application really doesn't understand CHPs so we end up having to educate them on the technology and the process and provide the same information multiple times.

   a. If yes, is there more information that distribution facility owners could provide before the start of a microgeneration project to help reduce delays? Please comment on each of the suggestions below:

> Faster approval of the units. Waiting 14 days between communication is unacceptable. We need to communicate directly and promptly with Fortis.

      i. General information about phases of the connection process and associated minimum timelines.

> Fortis has been very slow to respond to our communication. We provide the information they request and on their end questions sometimes come back that

show a lack of understanding of natural gas combined heat and power generation.

ii. Comparison between connection timelines, phases, and other requirements for small and large microgeneration projects.

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iii. An explanation of common circumstances that may lead to delays in the connection process or restarts of phases (including delays in customer/microgeneration proponent responses to owners' questions).

Click or tap here to enter text.

iv. Other (please explain).

Click or tap here to enter text.

b. If yes, is there more information that customers or microgeneration proponents could provide in their initial microgeneration applications to help reduce delays? Please comment on each of the suggestions below:

Click or tap here to enter text.

i. More accurate or detailed information about the technical specifications of their microgeneration project.

Click or tap here to enter text.

ii. Justification for the proposed microgeneration project's size with reference to the customer's annual energy consumption and evidence of any planned future upgrades.

iii. Other (please explain).

Click or tap here to enter text.

3. In your experience, how often are delays linked to the *Micro-generation Regulation*'s restriction of maximum microgeneration generating unit size to "all or a portion of a customer's total annual energy consumption"? Please explain.

100% of the time our applications for an interconnection agreement are coming back with approval for historical electrical production when our request for sizing of the unit is based on required heating and peak demand .

For one location we were approved for 1.2 kW of hourly production when our peak demand for our location is much higher - up to 8-10 kW/hour or more needed at peak demand times. The current restrictions do not make sense considering AESO has requests for 20,000 MW of generation and Microgenerators can provide power to neighborhoods where it is in demand if the restrictions of unit size to "all or a portion of a customer's total annual energy consumption" were lifted.

4. **[Customers/microgeneration proponents only]** Are you generally aware of each of the following? For each 'no', please suggest how the information could be provided more accessibly.

Click or tap here to enter text.

a. Legislative requirements applying to microgeneration in Alberta.

yes

b. Differences between microgeneration, small scale generation, and distribution-connected generation.

yes

c. The terms and conditions of service that apply to microgeneration generating units in each distribution facility owner's service area.

yes

5. **[Distribution facility owners only]** How many large microgeneration applications have you received in each year since 2023?

Click or tap here to enter text.

6. **[Distribution facility owners only]** How many large microgeneration projects have been cancelled in your service area after their application (i.e., Form A) was approved, and what are the general reasons for this (change to customer's plans, timeline delays, not enough available capacity, etc.)?

Click or tap here to enter text.

   a. Are these projects typically cancelled after a specific step or milestone in the connection process (e.g. after a detailed level study, engineering/technical review, etc.)?

Click or tap here to enter text.

   b. How likely are large microgeneration projects to be cancelled after their application is approved compared to small microgeneration projects? Please provide a percentage comparison, if available.

Click or tap here to enter text.

      i. Are there certain types of large microgeneration projects (e.g., specific fuel types, projects in certain areas, etc.) that are more likely to be cancelled than other types of large microgeneration projects? Please explain.

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      ii. What sort of information could be provided to customers and microgeneration proponents, ahead of initial application submission, that could help decrease the number of cancelled large microgeneration projects?

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7. Are participants in the microgeneration market, especially customers and microgeneration proponents, generally aware of the *Small Scale Generation Regulation?*

   Click or tap here to enter text.

   a. Would greater awareness of the *Small Scale Generation Regulation* alleviate some issues with microgeneration applications? Please explain

      Click or tap here to enter text.

   b. **[Distribution facility owners only]** Have you connected any customers as small scale or community generators?

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Cost estimates

1. Do cost estimates for a microgeneration project connection typically change over the connection process? If so, please describe the circumstances.

   Obviously if the process takes 6 months the costs are going to change.

   a. What information could be provided, by distribution facility owners, customers, or both, that might reduce the likelihood or frequency of cost estimates changing significantly during the connection process?

      Prompt action on the original application

2. In your opinion, at what point in the microgeneration connection process should a customer be informed of the potential to be charged for extraordinary costs?

   Click or tap here to enter text.

Technical standards

1. Do technical standards associated with a microgeneration unit connection typically change over the connection process? If so, please describe the circumstances.

   Click or tap here to enter text.

   a. What information could be provided, by distribution facility owners, customers, or both, that might reduce the likelihood or frequency of technical standards changing partway through the connection process?

      Click or tap here to enter text.

Communication

1. Please briefly describe your experience with communication between distribution facility owners, customers, and any other participants during the microgeneration unit connection process.

   Fortis seems to be stringing out the approval process as described above

2. How often **do** distribution facility owners provide updates to customers on the status of their proposed microgeneration projects? Please comment on any differences between small and large microgeneration generating units.

   Click or tap here to enter text.

3. In your opinion, how often **should** distribution facility owners provide updates to customers on the status of their proposed microgeneration projects? Please consider one or more of the below options, provide justification, and comment on any differences between small and large microgeneration generating units.

   Click or tap here to enter text.

   a. Every 14 days

      Click or tap here to enter text.

   b. When the project enters a new phase

Click or tap here to enter text.

c. When the distribution facility owner receives new information that may necessitate changes to the microgeneration project's specifications

Click or tap here to enter text.

d. When information is about to become outdated due to lack of customer response

Click or tap here to enter text.

e. Other

Click or tap here to enter text.

3. In your opinion, what are the most effective methods for distribution facility owners and customers to exchange necessary information in a timely fashion? In considering the below options, please take into account the required resources (time, staffing, or other).

Click or tap here to enter text.

a. Direct emails/phone calls

Click or tap here to enter text.

b. In-person or virtual meetings

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c. Updates to distribution facility owners' websites as soon as relevant new general or system-wide information is known

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d. General communication in a centralized hub, such as the AUC's website

Click or tap here to enter text.

e. Other

Click or tap here to enter text.

4. In your opinion, what changes to existing communication processes between microgeneration parties would lead to better outcomes, such as minimizing delays in the connection process?

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5. Please briefly describe your experience with microgeneration applications where the proposed size must be reduced for legislative, technical, safety, or other reasons. How has this been communicated?

Click or tap here to enter text.

a. When the rationale for such reductions is communicated, what options for proceeding with the microgeneration project are generally provided to customers?

Click or tap here to enter text.

6. **[Distribution facility owners only]** What is your rationale or threshold for when to provide updates to customers on the status of their microgeneration projects? Please explain with reference to the factors and circumstances that may be considered.

Click or tap here to enter text.

a. Is providing customers with more frequent status updates a feasible and helpful option in general? Please explain, including any different considerations for small and large microgeneration projects.

Click or tap here to enter text.

General

1. **[Customers only]** Has any salesperson or company attempted to sell you or a member of your household a solar microgeneration system, especially door-to-door? If yes, please briefly describe your experience.

2. **[Distribution facility owners only]** Do you have the necessary information and tools to (a) monitor and (b) manage existing microgeneration generating units that may be out of compliance with the *Micro-generation Regulation* (likely due to consistent generation in excess of annual consumption)? If not, please explain what you would require to do so.

   Click or tap here to enter text.

3. If there is any other microgeneration-related information that you feel is important for the AUC to know, please briefly describe it here.

   Click or tap here to enter text.