Rule 024 engagement questionnaire

Comments from ***(company/stakeholder name)***:	Trina Elizabeth	**Contact name** ***(for companies)***:	
Date [yyyy/mm/dd]:	2026/09/08 Tuesday, Sept 8, 2026	**Phone:**	[redacted]
Role:	CHP salesperson	**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.

I learned about CHP cogeneration from GSS Energy in Sherwood Park in April 2025 and started working with them as a sales agent in May. I got my first customer in November 2025 and he is just installing his first 10 kW CHP now in Aug/Sept 2026. I have other customers who have applied for 12 different interconnection agreements with Fortis and Epcor from Okotoks to Redwater, Strathcona County and Edmonton. Only one is approved.

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

We have experienced huge delays in getting approval from Fortis.

We have provided all the requested information to Fortis for multiple locations multiple times over the last 6 months and we still don't have approval for interconnection agreement.

For me and the team at GSS we are experiencing the frustration about the length of time the wire service providers take to reply to every section throughout the interconnection application process. They take 14 business days to reply - it is always the 14 business days no matter the level of complexity. And then the 14 business days start again with the next question - causing the process to drag out for unreasonable amounts of time. In some extreme cases up to 2 years and this is for systems that are the same as previously approved systems that have been running without incidents for the last 3 years. The other problem is how the line providers are requesting sizing limitations on the CHP systems. How do they expect a house to run on a 0.8 kW or 1.8 kw system in a power outage? That is not enough power to run a hair dryer, let alone fridges, furnaces, water pumps, freezers etc. Some applicants have been told they would have to upgrade the service for the wire service provider which could run over $500K!

These delays are ridiculous! Especially considering when I went to the energy show in Calgary and listened to the representative from AESO, Alberta needs more power. AESO has requests for 20,000 MW of additional electricity generation.

Our customers can provide the needed power to the neighborhoods. We need interconnection agreements to get approved and our customers will provide reliable steady power to the grid with less than half the carbon as the grid currently uses to generate electricity.

Microgeneration can power infill developments. Removing red tape and getting interconnection agreements approved in 1-2 months, not 6-months to 2 years will make it way easier and more affordable for our customers to provide more clean energy to our communities.

Thank you for the opportunity to be heard.

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. Winter time for commencement when started in early spring is extreme

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).

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iv. Other (please explain).

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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:

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

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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).

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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.

The delays seem to centre around this restriction. Our location that we have applied to connect a CHP at can provide electricity for the neighborhood in Redwater while reducing carbon and heating our new business. We have had to provide information to Fortis about the new equipment we will be using in the building, which we have provided repeatedly and we are waiting for the response from Fortis. This process has dragged out months longer than needed and has prevented a summer install of the CHP unit. We are now into the fall and hoping for approval before winter so we can complete the outdoor portion of the project before winter.

When Albertans need more electricity than the grid can currently provide, it does not make sense to restrict microgenerators to total annual energy consumption.

If microgenerators are willing to produce electricity while heating their own buildings, it makes sense to remove that restriction and expedite the process so they can.

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.

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a. Legislative requirements applying to microgeneration in Alberta.

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

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

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

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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.

Click or tap here to enter text.

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.

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 cost estimates changing significantly during the connection process?

Click or tap here to enter text.

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.

Click or tap here to enter text.

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.

Click or tap here to enter text.

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.