

Announcement

July 30, 2024

2023-2024 Report Card shares progress towards meeting strategic initiatives and performance metrics

Today, the Alberta Utilities Commission (AUC) issued its [2023-2024 Report Card](#), providing a summary of organizational accomplishments towards meeting its strategic objectives.

The 2023-2024 Report Card reaffirms the strategic direction outlined in the [2021-2024 Strategic Plan](#) and specifically identifies the work completed to deliver on each of the three strategic plan pillars: efficiency and limiting regulatory burden, facilitating change in the sector and people.

The report card is a core element of the AUC's business planning framework and serves as an account of what the organization has accomplished throughout the past year. It highlights our accomplishments, provides specific measurements of our performance and is part of our commitment to demonstrate to all of our stakeholders how we have met our objectives in a clear and transparent way.

The AUC has made significant efforts to transform its application procedures to become more efficient and to improve performance standards.

Highlights in the report card reflecting work completed in 2023-2024 include:

Efficiency and limiting regulatory burden

The average time taken to process a rate-related filing in 2023-2024 was 31 days, down from an average of 47 days between 2018 and 2022. Since 2020, the average time taken to process a large rate application improved dramatically from an average of 15 months in prior years (2015-2019) to an average of 8 months (2020- 2023). During this fiscal year, the AUC also saved an estimated \$2 million through red tape reduction-related process improvements.

Facilitating change in the sector

In August 2023 the organization was tasked by the Alberta government to hold an inquiry on issues related to the future of electric generation in Alberta. The AUC delivered the Module A report to the government on January 31, ahead of schedule, and the Module B report on March 28.

The AUC approved new performance-based regulation plans for regulated electric and natural gas distribution utilities in early October 2023. These plans will be used to set distribution rates

for 2024 to 2028 and are intended to incentivize utilities to continue to improve productivity while ensuring customers share in the benefits.

The provisions of the *Electricity Statutes (Modernizing Alberta's Electricity Grid) Amendment Act* (formerly Bill 22) were proclaimed in force on March 6, 2024. Amongst other things, these amendments promote the integration of new technologies such as energy storage facilities and permit the practice of electricity self-supply and export. Related amendments to the *Hydro and Electric Regulation* came into force on the same day. Consequential updates to Rule 007 to provide clarity on application requirements for electric energy storage in Alberta were made on March 28, 2024.

People

This past year, the AUC introduced an artificial intelligence and machine learning (AI/ML) program that aims to lay the foundation for implementing AI/ML across the organization. The organization also focused on strengthening partnerships with universities and local agencies, expanding its student program aimed at attracting future talent with emerging skillsets relevant to an evolving utilities sector.

We thank all stakeholders whose ongoing counsel and cooperation have supported the work of the Commission and allowed us to accomplish the results reflected in the 2023-2024 Report Card.

Carolyn Dahl Rees
Chair