

Bulletin 2025-15

October 30, 2025

Written consultation on new draft of Rule 011 – Feedback due by November 27, 2025

The Alberta Utilities Commission has prepared a new [draft of 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, rather than revisions to the existing rule. Included with the draft rule are two draft 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 is 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 providing them with templates they can use, will help to ensure the AUC receives complete applications that can be properly assessed.

The AUC has established a written consultation process to gather input and feedback from stakeholders on the draft rule and companion documents. The consultation will be hosted on the [AUC Engage](#) platform found under Get involved on the AUC website. Your feedback may be submitted by completing the fillable [stakeholder feedback form](#) and emailing it to engage@auc.ab.ca. **In your email, please include the following subject line: Rule 011 feedback.** Feedback is due by November 27, 2025.

Any questions related to this bulletin may be directed to Chris Arnot at chris.arnot@auc.ab.ca.

Alberta Utilities Commission