

Alberta Utilities Commission Enforcement

December 12, 2024

Karen McGlone
Director, Legal Services, Compliance
ENMAX Corporation

Dear Karen McGlone,

No notice of specified penalty issued

1. ENMAX Energy Corporation self-disclosed several events to the Alberta Utilities Commission under Rule 032: *Specified Penalties for Contravention of AUC Rules*.
2. The Commission will not issue public notices of specified penalty in the following instances because the contraventions were self-reported, and the timeliness of the actions taken by ENMAX to address the conduct and mitigate possible harm were sufficient in each case.
3. ENMAX self-disclosed that the following customers were erroneously enrolled pursuant to section 7.4 of Rule 021: *Settlement System Code Rules* or section 7.3 of Rule 028: *Natural Gas Settlement System Code Rules*.
 - a. [REDACTED]
 - b. [REDACTED]
 - c. [REDACTED]
4. ENMAX self-disclosed that [REDACTED] was disconnected in error contrary to subsection 3.4.1(3) of Rule 003: *Service Quality Reporting for Energy Service Providers*.
5. ENMAX self-disclosed that [REDACTED] was issued an incorrect bill contrary to subsection 3.4.1(2) of Rule 003: *Service Quality Reporting for Energy Service Providers*.
6. ENMAX self-disclosed that [REDACTED] was referral to a credit agency in error contrary to subsection 3.4.1(4) of Rule 003: *Service Quality Reporting for Energy Service Providers*.
7. The issuance of no notices of specified penalty in the instances noted in this letter does not preclude the Commission from taking future action if the Commission determines that the impugned conduct is ongoing or if other aggravating factors apply. If you have any questions, please contact the undersigned at 403-592-4368 or by email at josephine.yau@auc.ab.ca.

Sincerely,

Josephine Yau
Enforcement Analyst, AUC Enforcement