

Rule 002 overview

Purpose



Sets minimum performance standards for service quality and reliability for owners of electric distribution systems and gas distributors in Alberta.

Scope



Applies to electric distribution utilities and gas distributors and focuses on monitoring and reporting service quality and reliability.

Key service areas

Meter reading



Worker safety



Customer satisfaction



Service reliability



Work completion



AUC Rule 002: Service Quality & Reliability for Electric Distribution Owners & Gas Distributors reporting process

Who reports: Owners of electric distribution systems and gas distributors.

When: Every six months and annually.

What do they report?

- Billing & meter reading performance (monthly).
- Cumulative meters not read within six months/one year.
- Work completion performance.
- Worker safety metrics.
- Reliability indices: SAIFI, SAIDI; worst-performing circuits.
- Customer satisfaction measures.

How: Use AUC templates, maintain backups, explain any missing data and disclose unexpected events or material changes to business practices.

AUC review: Staff review reports twice per year or annually. They meet with utility officials, publish service quality plans and compliance summaries, and may enforce actions if performance does not meet standards.

Rule 002 key reporting areas - 2024 reporting year insights

Meter reading

Metering standards for timely meter reads were met by all utilities. Looking ahead, wider deployment of advanced metering infrastructure (AMI), which are advanced meters that can be remotely read, might further improve that performance in the future.

Worker safety

Utilities are developing more proactive safety management practices and cultures by taking steps to identify potential hazards earlier and address safety issues before they result in incidents revealing weaknesses.

Customer service

Based on customer feedback, areas for process improvement include minimizing repeat calls and enhancing customer guidance on electrical safety and outage response during storms or extreme heat events.

Service reliability

Service reliability refers to the measurement and reporting of electric and gas distribution performance, including the frequency and duration of service interruptions, to ensure safe and dependable service for customers.

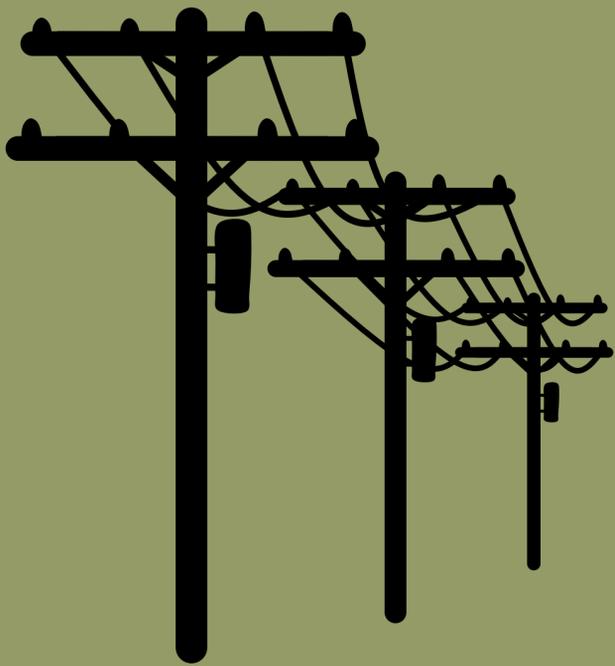
Work completion

Reports on the number of days taken to de-energize or re-energize a site following a request from a retailer. There were no significant changes in those numbers compared to previous years.

Service reliability metrics: What are SAIDI and SAIFI?

System Average Interruption Duration Index (SAIDI)

SAIDI refers to the average service interruption duration in hours, per customer.



System Average Interruption Frequency Index (SAIFI)

SAIFI refers to the average number of service interruptions per customer.



Both SAIDI and SAIFI are averages across all customers in an entire service territory.

System Average Interruption Duration Index (SAIDI) & System Average Interruption Frequency Index (SAIFI) - 2024 reporting year insights

Rural

SAIFI

ATCO Electric Ltd.

1.69

Maximum service standard

2.40 or less

FortisAlberta Inc.

1.03

2.30 or less

0 1 2 3 4 5 6

SAIDI

ATCO Electric Ltd.

4.72

Maximum service standard

6.30 or less

FortisAlberta Inc.

1.50

4.28 or less

0 1 2 3 4 5 6

Urban

SAIFI

EPCOR Distribution & Transmission Inc.

1.05

Maximum service standard

1.50 or less

ENMAX Power Corporation

0.55

1.03 or less

0 1 2 3 4 5 6

SAIDI

EPCOR Distribution & Transmission Inc.

0.81

Maximum service standard

1.15 or less

ENMAX Power Corporation

0.64

0.55 or less

0 1 2 3 4 5 6