

# **AUC Rule 003: Service Quality Reporting for Energy Service Providers**

AUC staff reviewed regulated service providers' 2025 Rule 003 reports and held meeting discussions on those reports in Spring 2026. The review examined customer transitions, service trends, and customer support practices.

## **Market trends**

Regulated service providers held 20 per cent of the eligible electricity customer market at the end of 2025. Individual regulated service providers reported an increase in the net customer transitions away from ROLR service, ranging from an increase of roughly 10 per cent to an almost three-fold increase compared to transitions in 2024.

## **Communication trends**

Competitive retailers can remove customers from their service after circumstances such as unresolved payment arrears. Following this removal, customers may be served by a regulated service provider. Regulated service providers reported that some customers transferred to them from competitive retailers do not understand the change.

## **Collection and disconnection data**

Rule 003 does not currently require reporting on disconnections, load limiting, or collection-agency referrals, and differing calculation methods limit comparisons across service providers. However, the available information showed no substantive overall change from the prior year.

## **Customer support practices**

Regulated service providers offer budget billing, arrears payment arrangements, and varied reconnection terms to prevent or mitigate disconnected service.