

Rule 002 Compliance Summary Report

In 2004, the Alberta Utilities Commission (AUC) introduced [Rule 002: Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors](#) to establish minimum service standards for electric and gas distribution utilities. These standards cover a wide range of customer service areas, such as meter reading, connecting sites to the distribution system, outage frequency and duration, and customer satisfaction. The performance standards are categorized into the following:

- Category A: High-priority standards with system-wide impact (e.g., outage duration and emergency response times).
- Category B: Standards affecting smaller customer groups or specific services (e.g., meter reading frequency and customer appointments made and kept).
- Report-only: Metrics tracked for future target development or transparency, without current targets (e.g., work completion for providing service to new sites and worker safety).

Utilities submit regular reports to the AUC, through which the AUC assesses compliance with Rule 002 standards. The utilities' performance is analyzed to determine customer service impacts and identify trends for future monitoring.

2023 reporting year highlights:

1. **High overall performance:** Most electric and gas utilities met all the established service standards for 2023. Though one utility missed one outage target by a small margin, the utility is implementing several strategic initiatives to improve its performance.
2. **Technological changes and AMI deployment:** Advanced Metering Infrastructure, which relates to the installation of meters that can be read remotely, is an emerging technology that has the potential to transform how utilities will operate and consequently measure and manage service standards. However, the industry-wide full-scale deployment is still years away.
3. **Microgeneration and grid integration:** The number of [microgeneration](#) facilities (small-scale generation units that offset a customer's consumption) has grown exponentially over the last few years. Though not currently included in Rule 002, the AUC may consider microgeneration reporting in the future. This would help the AUC better understand how utilities are addressing administrative and customer service needs related to microgeneration facilities.

Successful strategies reported by industry:

Utilities shared the evolving strategies they have undertaken to achieve and maintain strong performance under the Rule.

Examples include:

- Scheduling site visits for meter reading in advance, in conjunction with other work when possible.
- Conducting the most crucial repair work and grid reinforcement during planned system outages to minimize customer impacts.
- Engaging in more robust asset management practices, especially regarding poles.
- Tracking outages by location to identify trends based on geography and age of infrastructure.
- Operational personnel of the distribution utilities meet monthly to share experiences and situations with one another. At times, this includes discussion of operational strategies that relate to service quality and reliability.

Updates to reporting process:

In November 2024, the AUC made administrative updates to the Rule 002 reporting template to improve the clarity and consistency of the instructions, to be used for February 2025 submissions.