

**From:** Carol Church [REDACTED]   
**Subject:** electric bills  
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**To:** yub@utilitiesboard.yk.ca



Good day....

I understand you folks are the ones that set rates etc for Atco so I thought I would share with you what has happened to me this year at both my home and my business.

My electric bill at home was recalculated and I was sent a bill for over \$700... twice what it usually is. This apparently was due to two months worth of estimates over 10 months so they deleted all the bills, came up with one huge amount owing and applied my payments leaving over \$700 .

Now they are doing the same thing with my business bill. Apparently someone put the wrong "demand charge rate" in so since January they reversed all my bills came up with a huge amount owing and applied my payments leaving over \$2500 for me to pay...\$1000.00 more then it should be.

I am sure its not you guys that deal with complaints but I do have a question for you.... Why is it that Atco can make a mistake dating back 10 months and they have the right to go back and change past billing and expect the consumer to just pay it. In my business if my employees make an error in billing, I certainly do not go back to the client and ask for more....let alone 10 months later. They should honor the bills they produce and get payment for. Going back and adjusting is not normal or welcome business practices and just because they are a utility company it should not change anything.

I have been receiving their bills for 40 years n o problems. This year has been an absolutely nightmare with two of my locations...not just one...

Thanks for listening

Carol