

# Yukon Utilities Board

Tuesday, October 15, 2024

By E-mail

Carol Church  
[REDACTED]

Dear Ms. Church:

**Re: Electric Bills**

The Yukon Utilities Board received your email of October 7, 2024, detailing the miscalculation of the demand charge rate that was applied to your electricity bills at both your home and your place of business which resulted in additional fees going back for 10 months.

This complaint falls within the Board's jurisdiction, and the Board is prepared to consider this as two complaints, one residential and one commercial. If you wish to pursue your complaint, the Board requests further information. The Board requests answers to the following:

1. Can you confirm you want the Board to treat your e-mail as a complaint?
2. If so, please provide additional facts for each of the complaints made. Please note that complaints are now public and any correspondence regarding your complaint will be posted to the YUB website.
3. What correspondence have you had with ATCO?
4. What months are affected?
5. What were the specific rates for charges on the bills?
6. What are the service addresses? Please include all details for billing and adjustments to the bills.

Once we have the information, we will inform the manager of ATCO Electric Yukon of the complaint and request a response from him.

Sincerely,



Colleen Henry  
Executive Secretary

Yukon Utilities Board • Box 31728 • Whitehorse, Yukon • Y1A 6L3

Phone 867.667.5058 Fax 867.667.5059