

October 24, 2024

Yukon Utilities Board
Box 31728
Whitehorse, Yukon Y1A 6L3

**Attention: Colleen Henry
Executive Secretary**

**Re: Complaint regarding Demand/Capacity Charges and Yukon Energy Revenue
Shortfall Rider – Invoice – Disagreement with the Calculation Method**

In accordance with the Yukon Utilities Board's (the Board) email of October 3, 2024, regarding a customer complaint dated September 13, 2024, from Alpine Bakery, managed by Walter Streit (the Customer), please find ATCO Electric Yukon's (AEY) response. AEY takes all customer inquiries and complaints seriously and welcomes the opportunity to provide the following response.

By way of background, on January 30, 2024, the customer reached out to AEY, requesting billing adjustments considering the bakery's reduced energy consumption. AEY carefully reviewed the customer's account and confirmed that the current billing parameters were correct. AEY explained that winter demands are billed for a 12-month period following measurement as a ratcheted demand and cannot be reset upon customer request under the approved Rate Schedule 2160. AEY also directed the customer to the AEY website for more information on the approved Rate Schedules. Figure 1 below provides an explanation of the billing demand:

Figure 1: General Service Rate Components

BILLING DEMAND:	The billing demand may be estimated or measured and will be the greater of the following: <ul style="list-style-type: none">(a) The highest metered demand during the billing period.(b) The highest metered demand during the 12 months ending with the current billing month, excluding the months April through September.(c) The estimated demand.(d) 5 kilowatts.
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Unsatisfied with the information provided, on March 28, 2024, the customer escalated their complaint to the AEY's Management team requesting to find an alternative solution for the existing charges during the temporary closure of the customer's business. AEY acknowledged the situation and offered to validate the customer meter readings at the site premises. The customer agreed and offered access to the Alpine Bakery on April 17, 2024. AEY's Meter Reader visited the site and read the meter that day.

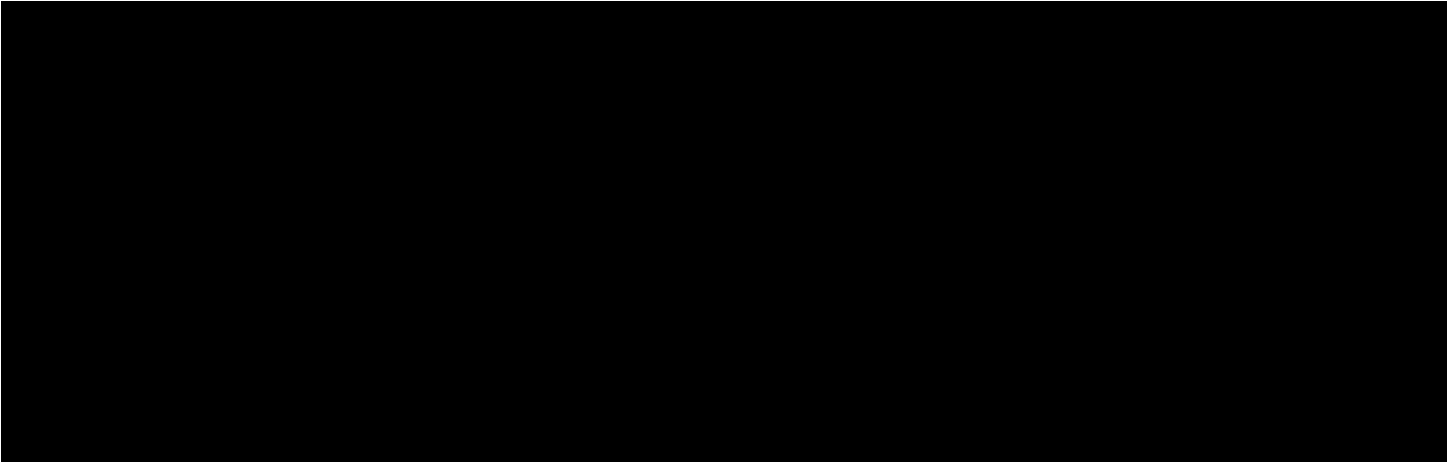
On April 29, 2024, the customer received an updated invoice and asked for further clarification of the new bill statements, which were based on actual meter reads. AEY responded by advising the customer that their bills had been adjusted from estimated to actual readings and explained the demand charges. To provide further clarity and transparency, AEY sent the demand readings at the customer's request on June 7, 2024. AEY clarified the credit they had received and emphasized the 12-month demand charge period per Rate Schedule 2160.

On July 11, 2024, AEY suggested an in-person meeting to explain the charges and resolve the billing issues. The meeting was scheduled for August 6, 2024, at 1:30 PM. On October 3, 2024, AEY received a notice of complaint from the Board.

By way of illustration, Figure 2 summarizes the energy and demand charges for the two billing accounts assigned to the customer. This includes the actual consumption the

Customer used during the billing period in question. For reference, AEY has also included the customer bills in Appendix A.

Figure 2: Customer Billed Energy and Demand Charges



AEY notes that the application of the demand charge is in accordance with the approved Rate Schedule 2160. During this time, the customer continued to receive service by AEY and did not request disconnecting of the service as per Section 11.1 of AEY's Terms and Conditions of Service (T&Cs).

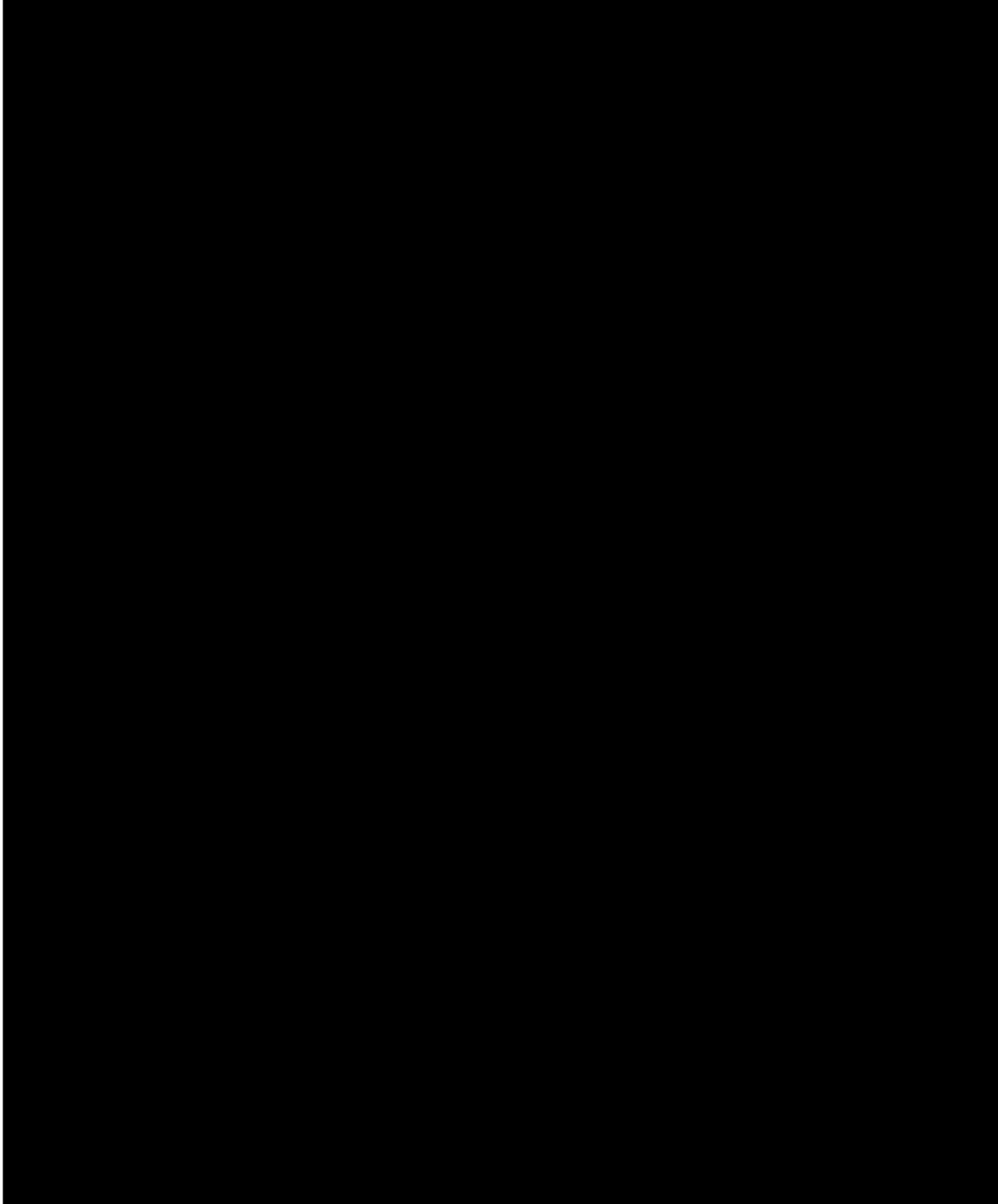
Given the foregoing, AEY acknowledges the customer's challenging situation; however, AEY believes it has followed the necessary steps to uphold the T&Cs, and the Board-approved rates, and has made a reasonable effort to communicate the same to the customer. Accordingly, AEY respectfully requests the complaint be dismissed.

Please contact the undersigned if you require any further information.

Sincerely,

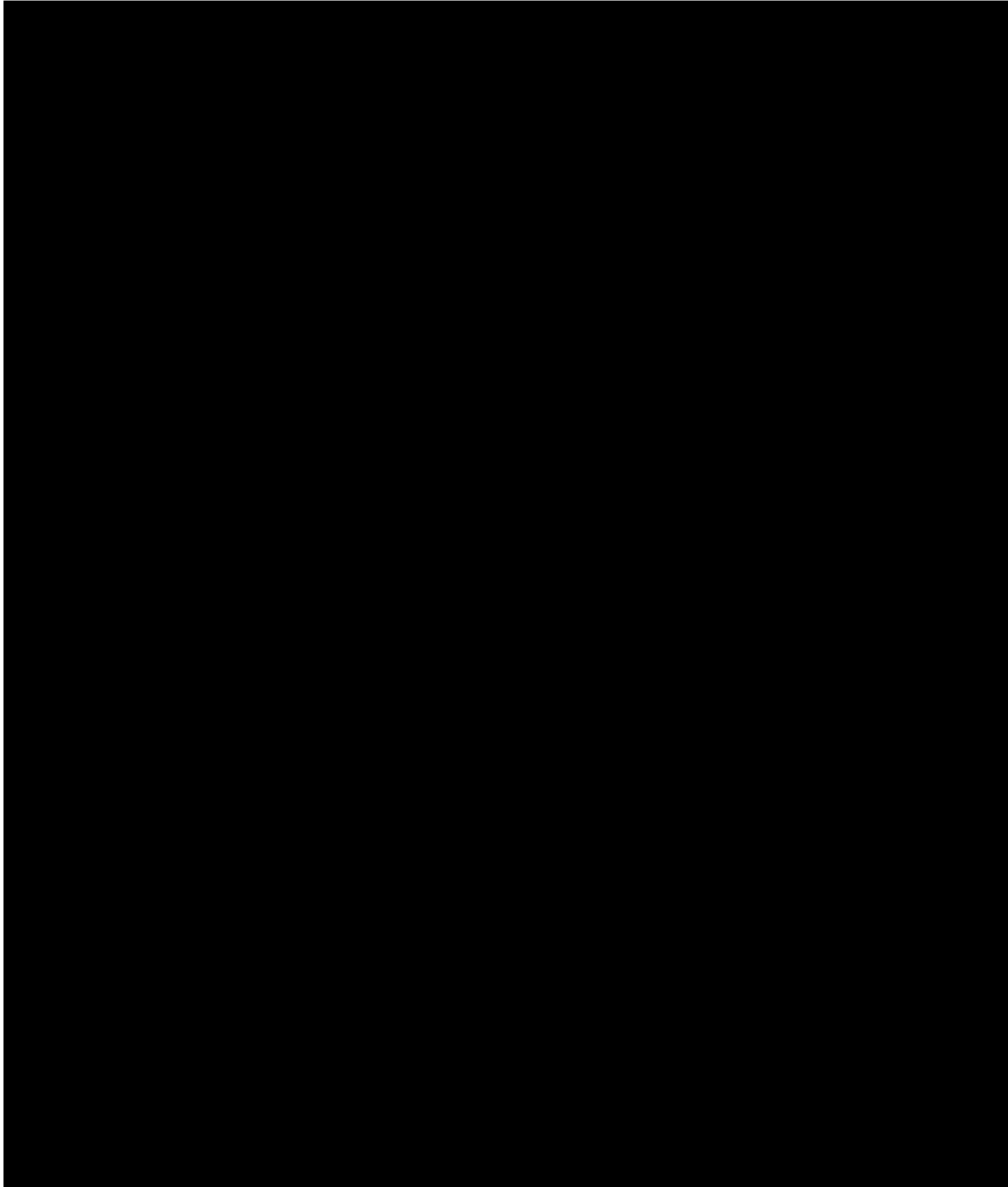
Tony Badry
Manager, ATCO Electric Yukon

Appendix A: Customer Bills Per Actual Meter Read



ATCO Electric

YUKON



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