

**From:** Walter Streit walter@alpinebakery.ca    
**Subject:** Alpine Bakery Response to AEY's Response to Alpine Bakery's Complaint to the YUB  
**Date:** October 31, 2024 at 11:56 AM  
**To:** YUB ES yub@utilitiesboard.yk.ca

WS

October 31, 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**

Thank you for explaining the process and for demonstrating that ATCO's invoicing is in line with the existing rules set and maintained by YUB.

We never questioned that ATCO's invoicing was done correctly.

I'm very sorry for creating this confusion. Evidently, I was unable to formulate our request to YUB correctly.

Our goal was and is to ask YUB to review the existing rule for a situation like the one at Alpine Bakery for the past year. We do not think it is fair to apply the existing rule.

We believe that YUB should retroactively adjust the existing regulation to take into account the fact that the existing settlement rule does not take into account the situation of our temporarily closed bakery.

For maintenance reasons, we are forced to operate our convection oven for a few minutes about every two months. This brief maintenance run is the only reason for the high demand recorded after our closure in October 2023.


This maintenance run has not since been carried out during peak periods by others, but in the early afternoon. This short maintenance run could and can easily be carried out in the future at a completely non-critical time, without affecting peak demand in the power grid by other consumers.

In light of the above, we ask that YUB comment on our request to retroactively adjust the regulation. And if YUB agrees, we ask that the regulation be adjusted and forwarded to ATCO to adjust the settlement retroactively to the period of the temporary closure of Alpine Bakery in accordance with this then-amended regulation.


I apologize again for the unclear description in our initial complaint of October 2.


Sincerely

Silvia + Walter Streit  
Owners




ORGANIC  
**Alpine Bakery**

867.668.6871  
411 Alexander Street  
Whitehorse, Yukon, Canada  
Y1A 2L8  
alpinebakery.ca 



CERTIFIED ORGANIC  
PACS  
CERTIFIÉ BIOLOGIQUE 16-878



1%  
FOR THE  
PLANET  
MEMBER

Am 2024-10-25 um 3:44 PM schrieb YUB ES <yub@utilitiesboard.yk.ca>:

Good afternoon,  
Please find attached the response we have received from AEY regarding your complaint. I am also attaching our letter to AEY for your reference. Please provide your reply by November 14, 2024.  
Thank you,  
Colleen Henry  
Executive Secretary

Begin forwarded message:

**From:** "Perry, Bonnie" <[Bonnie.Perry@atco.com](mailto:Bonnie.Perry@atco.com)>  
**Subject:** AEY's Response to Alpine Bakery's Complaint to the YUB  
**Date:** October 24, 2024 at 3:12:55 PM GMT-7  
**To:** "'yub@utilitiesboard.yk.ca'" <[yub@utilitiesboard.yk.ca](mailto:yub@utilitiesboard.yk.ca)>  
**Cc:** "Marghella, Greg" <[Greg.Marghella@atco.com](mailto:Greg.Marghella@atco.com)>, "Badry, Tony" <[Tony.Badry@atco.com](mailto:Tony.Badry@atco.com)>, "Nino, Enrique" <[enrique.nino@atco.com](mailto:enrique.nino@atco.com)>, "Perry, Bonnie" <[Bonnie.Perry@atco.com](mailto:Bonnie.Perry@atco.com)>, "Cullingham, Chris" <[Chris.Cullingham@atco.com](mailto:Chris.Cullingham@atco.com)>

Good Afternoon,

In reference to the email from the Yukon Utilities Board (YUB) regarding Alpine Bakery's complaint, dated October 2, 2024, please find ATCO Electric Yukon's (AEY) response. AEY has included both a redacted and non-redacted version of the response due to the Customer's personal information.

### Redacted Responses

### Un-Redacted Response

Thanks,

### **Bonnie Perry (Yee)**

Clerk VI, Regulatory  
ATCO Electric

E. [Bonnie.Perry@atco.com](mailto:Bonnie.Perry@atco.com)

P. 780-420-8937

A. 10035-105 Street, Edmonton, AB Canada T5J 1C8

<Picture (Device Independent Bitmap) 1.jpg>

[ATCO.com](https://www.atco.com)   [LinkedIn](#)   [Facebook](#)   [Instagram](#)   [X](#)

*In the spirit of reconciliation, we acknowledge the traditional territories and homelands on which many of our ATCO operations and facilities are located. We honour and respect the diverse history, languages, ceremonies, and culture of the Indigenous Peoples who call these areas home.*

<2024-10-24 AEY Response to Alpine Bakery Complaint - Redacted.pdf>

<2024-10-24 AEY Response to Alpine Bakery Complaint.pdf>

| <LT AEY re Alpine Bakery complaint, Oct. 3, 2024.pdf>