

Yukon Utilities Board

Monday, November 18, 2024

By E-mail

Tony Badry
Manager
ATCO Electric Yukon
100-1100 First Avenue
Whitehorse, Yukon Y1A 3T4

Dear Mr. Badry:

Re: Complaint regarding Electrical Billing

The Yukon Utilities Board received the complaint (appended to the covering e-mail), dated October 7, 2024, from Carol Church regarding the recalculation of her home and business electrical bills dating back 10 months. The Board requested additional information from the complainant who provided a written response on October 22, 2024. In her correspondence, she requested an opportunity to redact some information as files related to the complaint will be posted online. The complainant provided the redacted files on November 13, 2024.

The Board requests that AEY provide a response to the complaint in three weeks, or by December 9, 2024. The complainant will then have three weeks from receipt of the AEY's response to provide a written reply.

Please note that the complaint and all subsequent correspondence and filed documents related to it will be posted on our website.

Sincerely,



Colleen Henry
Executive Secretary

c. Carol Church