

Yukon Utilities Board

Box 31728

Whitehorse, Yukon

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Attention: Colleen Henry

December 26, 2024

Executive Secretary

RE: Response to Atco to their reply to my billing complaint Dated October 7, 2024

To whom it may concern,

I am writing this letter to respond to Atco's letter regarding my billing complaint.

First, I must say thank you for the response, but unfortunately they seemed to have missed entirely what my complaint was about.

I was not looking for a refund in anyway as I know ATCO would NEVER consider that and I recognize the fact the billing was eventually corrected after my original inquiries regarding the inflated bills.

My complaint was about ATCO's lousy business practices. Mainly going back 10 months to fix in inaccurate demand charge. To this day I have not been told what that inaccurate amount was and what it was changed to. If your staff makes an error...HONOR it! Just as the rest of the businesses in this country have to.

My whole complaint is about ATCO doing whatever they want, whenever they want and expecting the consumer to cough up a bunch of money they had not budgeted for. After Atco's lack of reading meters cause inaccurate estimates to the point where one gets a bill for less then \$300 one month and then the next month \$700 +/- . How in the world do you expect people to be able to cough up the extra money at the snap of Atco's billing.

I will also say that I was not told the reason for estimating my bills. Either at work or at home. It does appear that the manager has information about the reason for estimates that no one else was able to provide to me, or he is assuming. I can say...that I know the reason for not reading my meter at home WAS NOT because they couldn't get access to my meter.

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I received a call in the past, I believe it was in winter 2022/2023 saying they could not get access. I checked with the person charged with the task of keeping the access open and as it turns out he had been shoveling outside of the gate not realizing the inside also needed to be done. That affected only that month. All other months that pathway has been cleared and the electrical meter and my propane tank had full access.

So giving me bills 3 or 4 months in a row that has been estimated is not reasonable. Especially when they are estimated low causing huge adjustment bills down the road. Then there is the estimate at my work address for June. What's the excuse there?

Estimates should only be acceptable in extreme situations, and not just because. To avoid huge adjustment bills that are expected to be paid in short order they need to be read every single month.

In looking up the weather history on the day that my meter normally gets read (15th) I see that October was hovering around zero and stepping into the plus numbers, November was hovering around -1 to -10, January 2024 was -15 to -20 and February was -1 to -10. So to say the cold was the reason, is not true, to say they couldn't get access is not true. So what is the truth? I would love to hear the real reason.

So in the future , I will be taking pictures of my meters so if I get any more unnecessary estimates, I will be touching base. I used to give you my credit card for auto payments, but I will not be doing that again in the future. To give you permission to charge me whatever you feel like is not going to happen on my credit card.

I have talked with many others and have seen numerous other electrical bills and this has not just happened to me. It appears that this last year has been extremely "estimated " to many individuals and the anger out there over it is huge.

In fact...maybe you have seen this ...maybe not but this is the type of thing floating around the internet.

Electricity Bills Be Like:
usage: \$40.21
distribution fee: \$152.30
processing fee: \$75.92
accessing fee: \$45.21
transmission fee: \$34.50
fee fee: \$15.80
fee fi fo fum fee: \$17.75
might as well fee: \$5.00
WTF you gonna do fee: \$3.00
Another dollar won't hurt fee:
\$1.00

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In fact, maybe that is a question to the Utility Board. Why are my electric bills pretty much double the usage charge? Why does this company get to charge for short falls, why are my tax dollars being applied as a credit from YG? That is NOT normal business practice. Just as the estimates and fixing incorrect rider amounts 10 months later are not ok.

I am encouraging anyone that feels the same to file their own complaint. These practices need to stop and bill us for only what the usage is and stop the estimates immediately!

Disgruntled Atco customer

A handwritten signature in blue ink, consisting of several overlapping, sweeping strokes that form a stylized, somewhat abstract shape.

Carol Church