

Yukon Utilities Board

March 5, 2025

By E-mail

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

Dear Mr. Badry:

Re: Formal Complaint regarding ATCO Electric Yukon Service Disconnection

The Yukon Utilities Board (YUB) received the complaint (appended to the covering e-mail), dated March 3, 2025, from Mercedes Baglee regarding the recent disconnection of her power service and the excessive charges she has incurred. The YUB received a further e-mail (also attached) on March 5, 2025.

On an expedited basis, the Board requests that AEY provide a response to the complaint within the week. The complainant will then have an opportunity to provide a written response.

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. Mercedes Baglee