

March 7, 2025

Yukon Utilities Board
Box 31728
Whitehorse, Yukon Y1A 6L3

Attention: Colleen Henry
Executive Secretary

Re: Formal Complaint regarding ATCO Electric Yukon Service Disconnection
[REDACTED]

Please accept ATCO Electric Yukon's (AEY) following response to the Yukon Utilities Board's (the Board) email of March 5, 2025, regarding a customer complaint dated March 3, 2025, from [REDACTED] (the Customer). AEY takes all customer inquiries and complaints seriously and welcomes the opportunity to provide the following response to the Customer's requests to AEY.

By way of background:

- December 3, 2024: AEY mailed out the customer statement as part of the normal billing cycle process.
- December 10, 2024: The Customer called the office to inquire about high usage. This was due to a low estimate on October 25, 2024 and true up to actual usage was required when an onsite read was obtained November 26, 2024. The customer requested a plan to continue payments until March when full payment of arrears was to take place. The AEY Customer Service Representative discussed with the customer the steps that would be taken if the payment plan was not followed without a call to AEY's office.
- January 2025: The payment plan was breached when only a \$50 payment was made without any communication with AEY's office.
- January 24, 2025: A reminder letter on payment was issued. Since the full payment was not received, and no contact was made with AEY's billing staff, a Pending Disconnect Notice was issued with a due date of February 12, 2025.
- February 25, 2025: A cut off for nonpayment was issued to the Customer after not receiving acknowledgment or payment of the Pending Disconnect Notice.

- March 3, 2025: The cut off for nonpayment was reviewed by operations / billing staff to confirm action was still required and was subsequently performed.
- March 3, 2025: On the same day, the Customer's service was promptly reconnected upon payment of arrears.

AEY will now respond directly to the Customer's requests below.

1 Reconsider the imposed deposit and reconnection fee, given that I adhered to the spirit of the payment arrangement and have now paid the full outstanding balance.

Response – AEY submits that the treatment of collecting a deposit and connect fee is in accordance with AEY's Terms and Conditions (T&Cs). In *Section 4.6 – Security Deposits* of AEY's T&Cs, a security deposit is requested when an account is disconnected for nonpayment. The amount is calculated by the billing system and is equivalent to the average of three months of charges.

In consideration of the Customer's situation, AEY waived the deposit and reconnect fee. AEY's Customer Service Supervisor explained this to the Customer.

2 Clarify its policies regarding payment plans, ensuring customers receive explicit instruction about the consequences of partial payments.

Response – AEY carefully considers each situation when setting up payment plans with customers. The administrative practice (included with this response) includes clear communication on collections and potential actions to be taken in case the payment plan is breached.

3 Review the decision to disconnect service for households with young children in winter, particularly when a reasonable effort has been made to make payments.

Response – Disconnections are reviewed on a case-by-case basis in winter months. AEY will not disconnect service when temperatures are -15 °C or colder and considers any undue hardships. In this particular situation, a disconnection would only be performed after all attempts on collections have failed. The temperatures on March 3, 2025, were within our practice at -7 to 2.3 °C.

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AEY acknowledges the customer's challenging situation; however, AEY submits it has followed all proper steps to properly provide sufficient notice prior to disconnecting the service. Furthermore, AEY submits that the service was reconnected the same day of the disconnection after payment was made.

If you have any further questions regarding this matter, please contact me at tony.badry@atco.com or (867) 633-7093.

Regards,

Tony Badry
Manager, ATCO Electric Yukon