

Yukon Utilities Board

March 21, 2025

By E-mail

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

Dear Mr. Badry:

Re: Mercedes Baglee Complaint regarding AEY Service Disconnection

The Yukon Utilities Board (YUB) received the reply e-mail (appended to the covering e-mail), dated March 16, 2025, from Mercedes Baglee.

The YUB requests that AEY provide copies of the following documentation to both the YUB and to Ms. Baglee:

- January 24, 2025 reminder letter to Mercedes Baglee regarding payment and a Pending Disconnect Notice with a due date of February 12, 2025;
- February 25, 2025 cut-off notice for non-payment.

The Board further requests that you provide Ms. Baglee with a copy of AEY's procedures for breaching payment arrangements and policies on winter disconnection of power service, and to indicate whether these procedures and policies are publicly available.

Sincerely,



Colleen Henry
Executive Secretary

c. Mercedes Baglee