

Yukon Utilities Board

March 24, 2025

By E-mail

Mercedes Baglee
E-mail: cedes@live.ca

Dear Ms. Baglee:

Re: Complaint regarding ATCO Electric Yukon Service Disconnection

On March 16, 2025, the Yukon Utilities Board (Board) received your e-mail reply to the ATCO Energy Yukon (AEY) response dated March 7, 2025 to your complaint regarding your recent disconnection of power service. Your complaint was detailed in an e-mail dated March 3 and another dated March 5, 2025.

The Board understands that your power service was reconnected on March 3, 2025, the same day that it was disconnected, on payment of the outstanding arrears. In addition, AEY waived the deposit and reconnect fee, in light of your circumstances. However, you have the outstanding concerns noted in your reply of March 16, 2025 which the Board addresses below.

Notice of Pending Disconnection

The Board notes that AEY stated that, on January 24, 2025, it issued a reminder letter about payment and a Pending Disconnect Notice with a due date of February 12, 2025. It added that, on February 25, 2025, a cut off for nonpayment was issued to you after not receiving acknowledgment of the Pending Disconnect Notice or payment. Your complaint and reply indicate that you did not receive any notices or letters regarding disconnection of your power service. The Board has asked AEY for copies these documents and that you be provided with a copy. Also, the Board will ask questions in the Terms and Conditions of Service Proceeding currently before the Board as to the manner in which notices or letters of disconnection of service should be given to ensure that customers are adequately notified.

Payment arrangements and Clarity of Consequences if payments not made in accordance with Plan

The Board notes you dispute that the AEY representative informed you of the consequences of not making the payments of \$250.00 per month from December 2024 to March 2025 until full payment was made, and that you explained that you could only afford

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a small monthly amount. A written statement of all the details of the payment arrangements and consequences of non-payment in accordance with the arrangement, including disconnection of power service, may have avoided your disconnection situation. Given the situation outlined in your complaint, the Board will ask questions in the Terms and Conditions of Service Proceeding currently before the Board on including in the terms and Conditions of Service the documentation needed for recording payment arrangements.

The Board has asked AEY to provide you with a copy of its procedures for breaching payment arrangements and to indicate whether these procedures are publicly available.

Timing of Disconnection

The Board notes that section 11.3 of the existing Terms and Conditions of Service states:

11.3 Company Termination Other Than For Safety

The Company, or anyone acting under its authority, may, upon giving at least 48 hours' notice to the Customer, terminate the Customer's Service or install a Current-Limiting Device to restrict the Service to such Customer if the Customer:

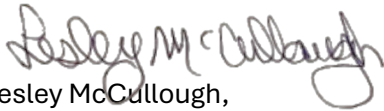
- (a) fails to meet its obligation under these Terms and Conditions, the terms of a contract for Service, or of the Company's Rate Schedules;
- (b) uses their Service Connection in such a way that causes interference with operation of the Company's Facilities or any other Customer's use of a Service Connection such as abnormal voltage levels, frequency levels and harmonic levels.
- (c) tampers with any Company Facilities;
- (d) neglects or refuses to pay the amount billed for Service due and owing to the Company by the date indicated on the bill for Service;
- (e) changes Service requirements without the permission of the Company; or
- (f) makes use of the Service for illegal purposes or in circumstances where the Company has evidence of Energy theft, or fraud by the Customer.

There are no provisions on disconnection in the late Fall or winter months. The Board will ask questions in the Terms and Conditions of Service Proceeding currently before the Board on including in the terms and Conditions of Service about disconnections of power service in the late Fall and winter months and the use of a Current-Limiting Device during such months instead of disconnection. Such provisions may address your concerns. The Board will also ask the utilities whether they keep annual statistics on winter residential disconnections and, if yes, to file those statistics in the proceeding.

The Board has asked AEY to provide you with its policies regarding winter disconnections of service and to inform you as to whether these are publicly available.

Although the Board understands that you made genuine efforts to pay the outstanding balance of your electricity bills and that the disconnection was difficult for your family, the Board hopes that the steps outlined above address your outstanding concerns.

Yours truly,

A handwritten signature in black ink, appearing to read "Lesley McCullough". The signature is written in a cursive style with a large, prominent "L" and "M".

Lesley McCullough,
Chair

c. Tony Badry
Manager, AEY