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AEY-YEC 2024-25 Terms and Conditions of Service Application

IRs, round 2.

1) Topic: Actual Rates, and display of actual rates on billing statements and billing calculator.

"In AEY's view, the primary advantage to customers of being informed of what they are actually paying for electricity is that it allows them to make informed decisions about energy usage, including adjusting their energy usage to save on their monthly bills. That advantage only arises if the information on billing statements is useful and comprehensible."¹

At the Rebasing proceeding, it was indicated that these display issues were to be handled in the GRA. However, despite the Board's request that AEY update Terms and Conditions of Service in the GRA, AEY declined to provide the update in that proceeding, indicating that AEY and YEC would work together on a T&C proceeding in the future on billing and display issues.² And now the Utilities claim it is out of scope of this T&C hearing.

- a) Given that AEY has stated that knowing actual rates would benefit customers, when do the Utilities propose to present actual rates inclusive of the riders on billing statements in a manner that is useful and comprehensible?
- b) If not in the Rebasing, GRA or T&C proceedings, what proceeding will address this issue?
- c) Why are the Utilities resistant to providing actual rates to customers? And if not resistant to it, please provide a plan for providing actual rates.
- d) If customers would like to know actual rates before the Utilities have added this valuable information to billing statements, will the Utilities provide this information on request?

2) Topic: Bill Simplification.

The Rebasing proceeding was supposed to answer a YUB directive in Board Order 2022-07 which read as follows:

¹ AEY Response to Motions and YUB Directions - Oct. 27, 2023, pdf p.5 response to AEY-NY-005.

² Board Order 2023-24 Appendix B, p. 11

The Board is concerned that customers may find the application of YEC's and AEY's riders to be confusing. Therefore, the Board directs YEC and AEY to provide, within 180 days of issuance of this Order, a proposal to the Board on incorporating these riders into existing base rates.

Years later, in late 2024 after the results of the Rebasing proceeding were finally implemented there were 5 riders on residential billing statements. Before implementation, there were also 5 riders.

Changing a few riders for different riders did not provide a less confusing billing statement.

- a) When do the Utilities propose to address this issue of the riders being confusing, if not in this T&C proceeding?
- b) Do the Utilities have any ideas that might be more effective than replacing a couple of riders with different riders?
- c) Have customers commented on or appreciated that the new riders are less confusing than the old ones?

3) Are there any issues being addressed in this proceeding that were not suggested by the Utilities, or do the Utilities control the agenda? If there are any issues being addressed other than changes suggested by the Utilities, please provide a list.

4) Topic: Estimated Meter Readings:

In Faro, meters were read only twice between August 28 and March 26. That is two readings in a full six months of billing.

- a) While the customer agrees to pay for power used, what is the responsibility of the Utilities in terms of reading meters and providing accurate monthly billing statements?
- b) How many estimated readings in a six month period do the Utilities consider reasonable? Why?
- c) When the Utilities repeatedly fail to provide accurate billing statements due to estimated readings, the customer can eventually be surprised by a bill many times higher than the estimated billings. Is the customer then permitted to spread payments over months without penalty?