

April 16, 2025

AEY-YEC-NY-001

**ATCO Electric Yukon (AEY) & Yukon Energy Company (YEC)
2025 Terms & Conditions of Service**

**Information Responses Round 2 to:
Nathaniel Yee (NY)
Received: April 2, 2025**

AEY-YEC-NY-001

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.

Request:

- (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.

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

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- (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?

Response:

- (a-b) Regarding bill simplification, the Utilities note that a proceeding was initiated in January 2023, which led to Board Order 2023-08 issued on April 17, 2023. In Board Order 2023-08, the Utilities were directed to roll base rate adjustment Riders J and R into base rates on billing statements only (referred to option 4). The Utilities have complied and altered the bill accordingly. Subsequent to this review, AEY provided further discussion in response to Board Order 2023-24 Appendix B, PDF p.11 to AEY-NY-005 in October 2023:

“AEY’s new billing system has gone live as of August 2023. In Q2 2024, following a stabilization period of approximately 6 months, AEY will consider Mr. Yee’s suggestions and is committed to working with YEC to update the billing statement presentation in accordance with Board Order 2023-08, whereby AEY’s and YEC’s respective Rider R and Rider J amounts will be rolled into base rates. The findings in Board Order 2023-08, however, suggest that temporary adjustment riders, rate stabilization mechanisms, and government subsidies that are temporary in nature and updated from time to time should continue to be displayed separately for greater transparency.³

With respect to the Rider F Fuel Adjustment rider, AEY notes that once AEY’s Rider R and YEC’s Rider J amounts are adjusted to reflect AEY’s and YEC’s respective GRA approved revenue requirements (which include the latest forecast fuel prices), the Rider F Fuel Adjustment rider will virtually be reset to zero (or very close to zero, depending on residual carryovers). As the Rider R and Rider J amounts will be rolled into base rates on the billing statements and as Rider F will be close to zero, these updates should help streamline and improve the information presented on the billing statements.”

The Utilities note that changes as directed in Order 2023-08 were made effective December 2024. To ensure full transparency, the Utilities have also maintained

³ Board Order 2023-08, PDF p. 13, para. 55.

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the details of the various riders in the sample bill calculation on their websites. Given the recent reviews and changes to customer bills, the Utilities submit that a further proceeding is not necessary at this time.

- (c) The Utilities understand the importance of providing accurate and clear billing information to customers and in recent years have made progress to simplify the bill for customers as outlined in response to parts (a-b) above.
- (d) The Utilities frequently interact with customers on a case-by-case basis, upon customer requests, to provide clarification and educate customers on the applicability and understanding of the rates and their bills.

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AEY-YEC-NY-002

**ATCO Electric Yukon (AEY) & Yukon Energy Company (YEC)
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**Information Responses Round 2 to:
Nathaniel Yee (NY)
Received: April 2, 2025**

AEY-YEC-NY-002

Topic: Bill Simplification.

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

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.

Request:

- (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?

Response:

- (a-c) Please refer to AEY-YEC-NY-001(a-b). In accordance with the directive in Board Order 2022-07, simplifying the display of customer bills has been reviewed

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as a separate proceeding in 2023. In that proceeding, the Utilities outlined four options for billing statement simplification that took into account that some of the riders that still appear on bills are temporary in nature, and come on and off bills as required to collect or refund costs needed for each rider's designated purpose, unlike the two rate riders, Rider R and Rider J, that were rolled up in the rates for billing illustration purposes. The Utilities continue to believe that the option that was approved by the Board in Order 2023-08 by the Board is the most effective option for simplifying bills for customers.

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AEY-YEC-NY-003

**ATCO Electric Yukon (AEY) & Yukon Energy Company (YEC)
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**Information Responses Round 2 to:
Nathaniel Yee (NY)
Received: April 2, 2025**

AEY-YEC-NY-003

Request:

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.

Response:

As directed by the Board in the letter dated March 31, 2023, the Utilities have reviewed the T&Cs based on several considerations from both an operational and customer perspective. As outlined in the Application, the proposed changes are driven by the need to modernize the T&Cs, as well as add clarity and transparency.

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**Information Responses Round 2 to:
Nathaniel Yee (NY)
Received: April 2, 2025**

AEY-YEC-NY-004

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.

Request:

- (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?

Response:

- (a) As outlined in Section 7.1 of the currently approved T&Cs:

Unless otherwise specifically provided in a contract with a Customer, meters shall be read monthly or bi-monthly or at such other intervals as are practical in the circumstances. Customers' bills will be based on meter readings made by the Company or on estimates for those billing periods when the meter is not read. Whenever a bill is based on an estimate, an adjustment to reflect actual Energy consumption and Demand (if applicable) used will be made when the meter is next read.

- (b) With manual meter reading there are several factors that can prevent actual meter reading such as weather and road conditions, property access issues, unexpected

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staff leave or illness, or workload driven by other system requirements. Given these factors, the Utilities do not have a set number of estimates that would be considered reasonable. In general, however, the Utilities' objective is to ensure as accurate a billing statement at all intervals as possible. The Utilities are in the process of implementing AML, which will have remote meter reading capabilities, such that actual meter readings for billing purposes would be more readily accessible upon implementation. Regarding the meter reads in Faro for the timeframes referenced in the preamble, meters were read on August 28 and October 29 of 2024, January 29 and March 27 of 2025 - all of these actual reads showed as actual (A) on the statements provided to the customers. For the remaining months, the consumption was estimated due to weather conditions and the unavailability of the staff member.

- (c) Under this scenario, the Utilities work with the customer to develop a payment plan upon the customer's request and have the discretion to waive late payment fees if an extended period for the payment plan is necessary. Further, the Utilities offer additional services such as a budget plan offered between April and May which manage customer electricity bills by equalizing payments throughout the year.