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**advocate**  
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**Annual Report to the Minister 2014/2015**

November 16, 2015

November 16, 2015

The Honourable Danielle Larivee  
Minister of Service Alberta  
423 Legislature Building  
10800 97 Avenue  
Edmonton, AB T5K 2B6

Dear Minister Larivee:

The Office of the Utilities Advocate (UCA) proudly represents the interests of Alberta's electricity and natural gas consumers. The UCA has grown over the past 11 years to be a strong voice with a well-respected history of consumer care and dedication.

The success is the direct result of the commitment of its people. The UCA staff under the leadership of Rob Spragins has again taken the level of service to Albertans to a new standard of accomplishment as outlined in our annual report.

My thanks to the dedicated UCA support team who have demonstrated again they are the best.

Rob Spragins retired this year leaving the organization in the very capable hands of Chris Hunt. We wish Rob well and thank him for his vision and drive while welcoming Chris.

I would like to acknowledge the commitment and constructive advice of this past year's UCA Advisory Board Members. Thank you Mr. Bert Paulssen, Vice Chair; Marta Sherk, representing the City of Edmonton ; Ms. Lisa Holmes, representing AUMA; Don Ozli, representing the ACC; Mr. Soren Odegard, representing AAMDC; Mr. Dareld Cholack , representing FedGas; Mr. Paul Dawson, representing the City of Calgary; and, Mr. Dino Wylie, representing AFREA.

The UCA takes its role as the voice of consumers in regulatory matters seriously dedicating the majority of its resources to ensuring the lowest possible rates for Alberta utility consumers consistent with reasonable service. Our success this past year has been exceptional with over \$500 million in savings to Albertans.

The UCA's role of providing important information and advice to consumers to make informed choices in their retail purchase of electricity and natural gas will grow in the years ahead. The UCA is actively preparing for that challenge.

It has been said before but merits repeating...it's hard to imagine how Alberta's consumers would have fared this past 11 years without the Office of the Utilities Consumer Advocate representing their important interests.

On behalf of the UCA Advisory Board please accept our annual report for 2014/2015.

Respectively submitted;

A handwritten signature in black ink, appearing to read 'J. Pound', is displayed on a light beige rectangular background.

Ted Pound  
UCA Advisory Board Chair

November 16, 2015

The Honourable Danielle Larivee  
Minister of Service Alberta  
423 Legislature Building  
10800 97 Avenue  
Edmonton, AB T5K 2B6

Dear Minister Larivee:

**RE: ANNUAL REPORT FOR 2014/15**

The previous Advocate, Mr. Robert Spragins, retired on March 31<sup>st</sup>, 2015. I was fortunate to have a two-week transitional period with Mr. Spragins before he retired. He left the Office of the Utilities Consumer Advocate (UCA) achieving much for Alberta's residential, small business, and farm consumers of electricity and natural gas.

During Fiscal Year 2014/15, the UCA worked with external consultants on the design of a Consumer Education & Awareness program which is now being implemented. Perhaps most significantly, the UCA provided evidence cited in Alberta Utilities Commission (AUC) decisions last fiscal year that resulted in approximately \$522 million in cost disallowances, and ultimately savings for Alberta's electricity and natural gas consumers. UCA staff also received 27,733 calls from Albertans through the 310-4UCA line. Most calls are consumers looking for advice and information about their utility situation; however 4,907 of the total calls included mediation services.

Much was accomplished last year that provides a solid foundation for the UCA to continue to represent the interests of residential, small business, and farm consumers. Looking ahead, the Office of the UCA is well positioned to build upon our strong track record, and implement our four-year strategic plan to enhance our capacity to educate, advocate, and mediate on behalf of Alberta's residential, small business, and farm consumers of electricity and natural gas.

Sincerely,



Chris Hunt  
Advocate

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# 1 Introduction

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This Annual Report for 2014/15 is pursuant to paragraph 6.2(j) of the *Mandate and Roles Document* between Minister of Service Alberta, Deputy Minister of Service Alberta, the Utilities Consumer Advocate and Utilities Consumer Advocate Advisory Board which states the Advisory Board is responsible for preparing an “annual report for approval by the Minister.”

The Office of the Utilities Consumer Advocate (UCA) represents the interests of Alberta’s electricity and natural gas consumers. The UCA empowers electricity and natural gas consumers in Alberta through its three core functions:

- **Educates**  
The UCA provides information and advice to consumers to make informed choices about how to purchase electricity and natural gas based on their individual circumstances.
- **Advocates**
  - The UCA acts as the voice of consumers in dozens of regulatory proceedings a year to ensure the lowest possible rates for Alberta utility consumers, consistent with reasonable service.
  - The UCA works closely with other governmental agencies and utility service providers to ensure that consumer interests are addressed in policies, regulations and industry practices.
- **Mediates**  
When consumers have exhausted known avenues of issue resolution, the UCA will investigate and attempt to resolve their concerns through mediation with utility companies.

The UCA’s mandate is set out in Schedule 13.1 of the *Government Organization Act* as well as in *The Utilities Consumer Advocate Regulation 190/2014*. The mandate consists of the following core program areas: Regulatory, Mediation, Advocacy Services, and Consumer Awareness. The UCA also administers the budget of the Transmission Facilities Cost Monitoring Committee, a committee established by the Minister of Energy pursuant to Ministerial Order 64/2010.

## 1.1 Vision

The UCA is the trusted representative of Alberta’s residential, farm and small business energy consumers.

## 1.2 Mission

The UCA ensures residential, farm and small business consumers have the information, protection and representation they need in Alberta’s electricity and natural gas energy industries.

### **1.3 Mandate**

The UCA is established by the *Government Organization Act*, Schedule 13.1. The Act assigns the following responsibilities to the Office of the UCA:

- (a) to represent the interests of Alberta residential, farm and small business consumers of electricity and natural gas before proceedings of the Alberta Utilities Commission and other bodies whose decisions may affect the interests of those consumers;
- (b) to disseminate independent and impartial information about the regulatory process relating to electricity and natural gas, including an analysis of the impact of decisions of the Alberta Utilities Commission, other bodies and the courts relating to electricity and natural gas;
- (c) to inform and educate consumers about electricity and natural gas issues;
- (d) to carry out such other responsibilities relating to electricity and natural gas as the responsible Minister determines.

## 2 UCA Educates

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### 2.1 Education and Awareness Plan

In response to customer need, research, the RMRC, and the MLA RIT's strong recommendations surrounding consumer education, the UCA has taken steps to begin an active education and awareness initiative. In November 2014, DDB Canada was hired through a competitive bid process to prepare a robust two-year consumer education and awareness plan for the UCA focused on the availability and value of customer choice in the retail electricity and natural gas market. The process to prepare the plan included a detailed review of past information and research from a variety of sources and a baseline study of 1750 Albertans' understanding of the utility industry and their bills. These pieces of information provided a segmentation analysis of the market and assisted in the identification of three primary audience segments that would be most open to learning more about their retail electricity and natural gas choices. The draft plan defined the goals and objectives and outlines appropriate messaging and media channels to reach all Albertan audiences utilizing the segmentation data to target people who are more likely to benefit and be interested in the topic of utility choice. Within the broader audience there is also a key focus on specific consumer groups such as seniors and new immigrants that may require information in alternate forms. The plan includes performance metrics and targets measured in the baseline study for comparison to at the end of the initiative.

In addition to the overall consumer education and awareness plan, DDB has also prepared a separate web strategy plan focused on improving the UCA's online presence. It is evident from consistently high usage rates and customer research that the UCA's website is a main source of information for Alberta consumers. It is imperative to customer understanding that the website be logical, factual, easy to use, and helpful. To inform the web strategy further, user testing was completed to determine the web content consumers expect to see on the UCA's website, what types of tools would be useful to them, how they prefer to access the tools and information, and what would be logical groupings for the content on the site. This data, plus learnings from the broader research, was used to develop the web strategy.

The draft consumer education and awareness plan was the focus of recent stakeholder conversations in Edmonton and Calgary. Feedback is being utilized to refine the plan as both the consumer education and awareness plan and the website strategy into implementation.

### 2.2 Outreach Presentations

The UCA continues to engage consumers through outreach presentations in a variety of ways. During the 2014/15 fiscal we attended four tradeshows, delivered six presentations, and did sessions at three teacher's conventions as follows:



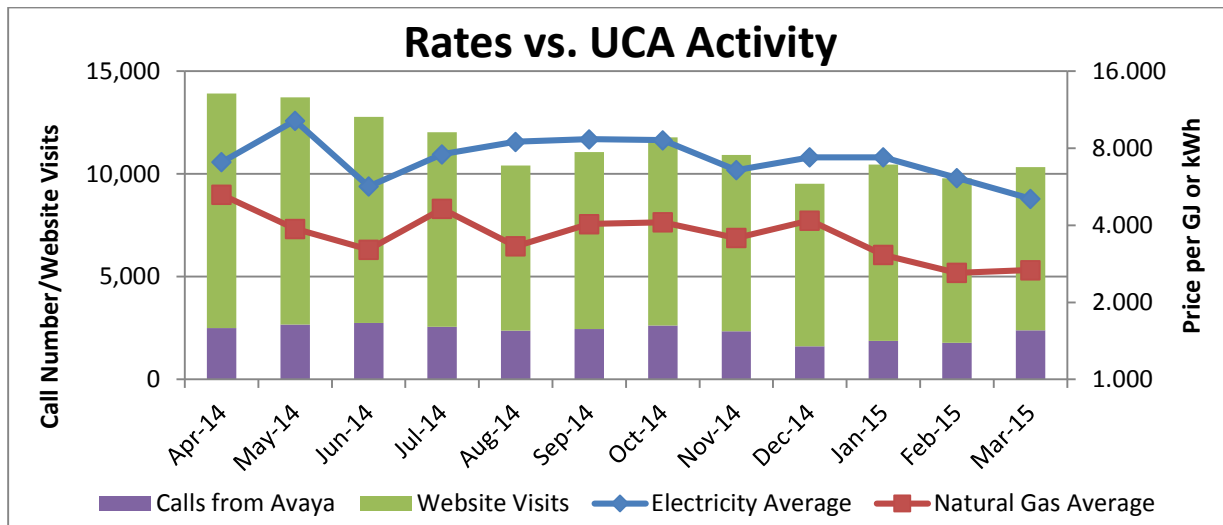
- Tradeshows: Alberta Urban Municipalities Association (AUMA), Seniors Association of Greater Edmonton Housing Forum, Federation of Alberta Gas Co-Ops Ltd. (Fed Gas), and Alberta Federation of Rural Electrification Associations (AFREA).
- Presentations: MLA Electricity Workshops, Knights of the Round Table, Alberta Power Symposium, ATCO Electric Industry Symposium, Manning Center Symposium, and AFREA.
- Teachers Conventions: Central Alberta Teachers Convention, South Western Alberta Teachers Convention, and North Central Teachers Convention

### 2.3 Website

The UCA website is consistently an important source of information for consumers. We utilize this tool as a way to provide customers with information about retail choice, their monthly bills, helpful tips and hints, and where to go for help. For those interested, the site also includes more detailed information about the energy markets, and the regulatory process and decisions.

Although there was a small decrease of approximately 2,000 visits from last fiscal year, the annual site traffic was still 108,836 visits. Consumers are often more active calling the contact center and visiting the website during times of significant price events. As in past years, we see again this fiscal that both calls and web traffic generally increase when the prices rise. See Figure 1 which illustrates this point August thru October 2014 when activity goes up monthly during a high price period.

**Figure 1: Rates vs. UCA Activity Comparison<sup>1</sup>**



<sup>1</sup> Electricity average is a simple average calculated based on the AUC approved rates for: EPCOR- Edmonton, Direct Energy Regulated Services - ATCO, and ENMAX - Calgary regions.

Natural Gas Average is a simple average calculated based on the AUC approved rates for: AltaGas, Direct Energy Regulated Services North and South regions.

Website Visits – A visit is a series of actions that begins when a visitor views the first page from the server, and ends when the visitor leaves the site or remains idle beyond the default idle-time limit of 30 minutes.

## 3 UCA Advocates

### 3.1 Regulatory

The UCA regulatory team reviews all applications submitted to the AUC and determines which proceedings to participate in based on a number of criteria. Some of the major considerations are: expected impact to residential, farm or small business consumers, estimated cost of participation, and resource availability. The team also considers if there will be a regulatory precedent set during a hearing and if there are any principle based issues that should be defended or opposed.

The UCA Advisory Board (Advisory Board) is also involved in the regulatory process. During monthly meetings with the Advisory Board, the UCA's positions, objectives, and strategic goals related to proceedings are discussed. This gives the public members and the organizations represented by the board an opportunity to participate and provide timely input to issues facing their constituents.

The UCA intervened in 44 Alberta Utilities Commission (AUC) proceedings during the 2014/15 fiscal year. In eight of those proceedings, the UCA's participation led to significant cost savings to consumers, totalling \$522 million in cost disallowances, a 987% increase over the previous fiscal of \$48 million. Without the UCA's participation, these costs may have been passed onto consumers. Details of the eight significant proceedings are as follows:

- **Decision 2014-283: ATCO Electric 2012 Transmission Deferral Account**  
October 2, 2014  
UCA participation saved consumers \$3.2 million, which will be reflected in 2015 rates.
- **Decision 2014-297: ATCO Electric 2012 Distribution Deferral Account**  
October 29, 2014  
UCA intervention saved consumers \$355,500, which will be reflected in 2015 rates.
- **Decision 2014-347: ENMAX 2014-2015 General Tariff Application**  
December 16, 2014  
The AUC relied on evidence put forward by the UCA regarding ENMAX's depreciation expenses and operating and maintenance costs, resulting in a \$6.9 million savings to consumers. These savings will be reflected in ENMAX's 2014-2015 rates.
- **Decision 2014-348: ATCO Electric 2013-2014 General Tariff Application**  
December 15, 2014  
UCA intervention saved consumers \$59.9 million. These savings will be reflected in 2015 transmission rates.
- **Decision 2014-378: ENMAX Transmission Tariff Reopener Compliance Filing**  
December 30, 2014  
The UCA's participation reduced a one-time payment from the Alberta Electric System Operator to ENMAX, which was the result of a negotiated settlement agreement, by \$990,000.
- **Decision 2191-D01-2015: Generic Cost of Capital Proceeding**  
March 23, 2015

In making its determination, the AUC relied on the UCA's evidence regarding Return on Equity and Debt-to-Equity Ratios. As a direct result of the UCA's intervention, consumers saved \$209.6 million from 2013 – 2015.

- **Decision 2941-D01-2015: Generic Regulated Rate Option Proceeding**

March 10, 2015

The AUC accepted the UCA's proposal for Return Margin and Risk Compensation, resulting in savings to consumers expected to total \$239.6 million through April 30, 2018.

- **Decision 2954-D01-2015: ATCO Utilities 2013 Pension Application**

January 15, 2015

UCA participation saved consumers \$1.8 million. It has yet to be determined how these savings will be incorporated into ATCO's rates.

A more detailed account of the UCA's participation in AUC regulatory proceedings can be found in Table 1, below:

**Table 1: UCA Participation in AUC Regulatory Proceedings, 2014/15**

<b>UCA Participation in AUC Regulatory Proceedings</b>		
	<b>2013/14</b>	<b>2014/15</b>
Initiated participation in	60 proceedings	44 proceedings
Intervened in	115 issues	232 issues
Filed evidence on	21.2% of the issues	18.2% of the issues
Filed Argument on	94.6% of the issues	96.9% of the issues
The AUC agreed with the UCA on	58.7% of the issues	59.9% of the issues
The UCA was the sole intervener on	48.3% of the issues	35.0% of the issues
Resulted in cost disallowances of	\$48 million <sup>(2)</sup>	\$522 million

### **3.2 Retail Market Review Committee**

The MLA Retail Market Review Committee Implementation Team (MLA RIT) Report to the Minister of Energy was released on December 18, 2014. The report provides advice to the Minister of Energy on the 'timely and sensible implementation' of the recommendations made by the Retail Market Review Committee (RMRC) in September 2012. The MLA RIT's proposal included enhancements to four areas of policy:

1. Protect vulnerable Albertans by enhancing and aligning support programs.

<sup>2</sup> The \$48 million was experienced by customers during 2013/14.

2. Improve advocacy and undertake an education and awareness campaign.
3. Support customer choice by enabling an effective default option.
4. Increase customer choice by removing barriers to retail competition.

The UCA and the consumers we represent could be affected by all of these proposals to some extent. The most immediate policy enhancement we are working on is a consumer education and awareness initiative. Recognizing the importance of education in the retail market and energy industry as a whole, the UCA began working on the plan early. Learn more about the steps we have taken to date in Section 2.1, Education and Awareness Plan.

In addition to consumer education, three other specific recommendations were actioned by the Department of Energy. These will see the natural gas and electricity code of conducts combined; the name of the benefitting municipality listed beside the local access fee on consumers' electricity statements; and a review of standardized billing practices and name of the Regulated Rate Option by the AUC.

## 4 UCA Mediates

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### 4.1 Mediation

The UCA regulation was approved on October 15, 2014. The new regulation enables the UCA to be an effective mediator for Albertans whose electricity or natural gas needs reconnecting. The regulation gives the UCA ongoing authority to indirectly collect, use and disclose customer information to retain or restore utility service, or resolve disputes.

The UCA received 27,733 calls from Albertans through the 310-4UCA or 310-4822 line. The majority of calls to the UCA are customers looking for advice and information about their utility situation. Mediation Officers provide consumers with a list of retailers and product offers, education about the energy market, and information that will help a customer to make an informed choice about their service. For 4,907 of the total calls, customers were provided with mediation services. This included investigating concerns raised by consumers and attempts to resolve their concerns through mediation with utility companies. The most common reasons for mediation are billing issues; concerns about misrepresentation and sales tactics; early exit fees; and disconnections for non-payment or non-application.

Each year, the UCA participates in the AUC's Disconnection Project which received the Leadership and Innovation Award from the Canadian Association of Members of Public Utility Tribunals (CAMPUT) in September 2013. The UCA is supplied with the names and contact information for Albertan consumers whose electricity and/or natural gas services are disconnected at the beginning of the winter season. Multiple attempts are made to reach those individuals through phone calls and letters in an effort to assist in the reconnection process. This includes providing information and advice, mediating payment arrangements, and connecting consumers with support programs if they require it. As part of the AUC Disconnection Project, the UCA helped reconnect 129 disconnected consumers during the 2014/15 winter season.

## 5 UCA Advisory Board

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The Advisory Board provides advice to the Advocate and Minister of Service Alberta on multiple issues affecting the UCA. These include: positions to be taken on policy and regulatory issues that could impact Alberta residential, farm, and small consumers of electricity and natural gas; public awareness of the UCA; consumer education initiatives; and the use of mediation to resolve customer complaints with their retail service provider.

The Advisory Board normally consists of up to five members-at-large and five members representing organizations. Collectively, Board Members represent the interests of Alberta's residential, small business, and farm electricity and natural gas consumers. Those Board Members representing organizations are also able to bring a unique perspective from their constituents. The organizations represented are: AUMA, Alberta Association of Municipal Districts & Counties (AAMDC), FedGas, Alberta Federation of Rural Electrification Associations (AFREA), and the Alberta Chamber of Commerce (ACC).

### 5.1 Advisory Board Members FY 2014-2015

#### **Mr. Ted Pound, Chair**

Founding chair of the Advisory Board in 2004 (Advisory Council at that time). Mr. Pound served as a Member-at-Large between 2008 and 2013 when he was again appointed chair by Minister Bhuller effective September 6, 2013. He also served as Chair of the Retail Market Review Committee in 2012 in response to the Minister of Energy's request for a review of the retail electricity market in Alberta.

#### **Mr. Bert Paulssen, Vice Chair**

Appointed Vice-Chair of the Advisory Board effective September 6, 2013 and has been a member since 2009. Mr. Paulssen also sits on the Board of the G.L.D.C Gas Co-op Ltd., is Chairman of the FedGas, and is a Director of FedGas Zone 6 representing the interests of 11 rural gas utilities.

#### **Mr. Dareld Cholak, Member representing Alberta Federation of Gas Co-operatives (FedGas)**

An Advisory Board member since 2009, Mr. Cholak is also a Director on the FedGas Board, the Chair of the Smoky Lake County Gas Utility Board, and a Councillor for Smoky Lake.

#### **Mr. Paul Dawson, Member-at-Large representing the City of Calgary**

An Advisory Board member since 2008, Mr. Dawson previously served as the Chief Commissioner/CEO as well as the Treasurer/CFO of the City of Calgary. He received the Lt. Governor General's Award for exceptional and distinctive leadership in public administration in Alberta and is a Chartered Accountant and a FCA. His appointment to the board ended on April 30<sup>th</sup>, 2015.

#### **Mr. Soren Odegard, Member representing AAMDC**

An Advisory Board member since 2011, Mr. Odegard is a County of Two Hills Councillor and an AAMDC Board Member responsible for District 5 Edmonton East.

**Mr. Don Oszli, Member representing ACC**

A founding Advisory Board member since 2004, Mr. Oszli is a managing partner at Heywood, Holmes & Partners LLP and a Director on the Red Deer Chamber. His appointment to the Board expired on February 9<sup>th</sup>, 2015.

**Ms. Lisa Holmes, Member representing AUMA**

Appointed to the Advisory Board in March 2014, Ms. Holmes is one of two new members to join in 2014. She is the Mayor of Morinville and owner of Holmes Professional Services Corp. Ms. Holmes is also the President of the AUMA and member of the Premier's Council on Alberta's Promise

**Mr. Dino Wylie, Member representing AFREA**

Joining the UCA Advisory Board in May 2014, Mr. Wylie is the newest member. He has been a rural electrification association director since 1996 and currently serves as the President of Lindale REA.

**Ms. Marta Sherk, Member-at-Large representing the City of Edmonton**

An Advisory Board member since 2008, Ms. Sherk is a lawyer with over 32 years' experience in the private and public sectors. She has authored a number of legal articles and is a frequent speaker at seminars. Her appointment to the Board expired on April 30<sup>th</sup>, 2015.

**5.2 Advisory Board Activities**

Advisory Board activity during fiscal year 2014/15 was consistent with years past. The Advisory Board met regularly twice each month for an in person review of ongoing activities and a teleconference to discuss the UCA's participation in current regulatory proceedings. As part of the regular schedule, the Advisory Board also met for an annual two-day strategic planning session in September 2014. The focus of the session was to update the UCA's four-year strategic plan. The key sections identified for review were the consumer education and awareness initiative and how the UCA could work to increase the effectiveness of the regulatory program.

Throughout the year, the Advisory Board had numerous discussions about the regulated rate option in preparation for the Generic Regulated Rate Option proceeding described in section 3.1. The AUC decision on this hearing resulted in significant cost savings to Albertans. A second key focus throughout the year was the consumer education and awareness initiative. Input from the Advisory Board on the various stages of the process was important to move forward with an informed plan of action.

During the last quarter of the year, a committee of the board was struck to review and refresh the mandate and roles and related documents required under the *Alberta Public Agencies Governance Act*. New governance documents for the Advisory Board have been developed and will be finalized shortly.

## 6 Financial Information

The UCA's financial results (unaudited) for the 2014/15 fiscal year are presented in Table 2.

**Table 2: Financial Report, 2014 – 15 Fiscal Year, Period Ending March 31, 2015**

<b>STATEMENT OF OPERATIONS<sup>3</sup></b>			
(thousands of dollars)	2014 – 15	2014 – 15	2014 - 15
Expense	Budget	Actual	Variance
Advocacy Services	1,109	1,154	(45)
Mediation Services	644	605	39
Regulatory Affairs	5,205	5,025	181
Consumer Education & Awareness	1,644	261	1,383
Advisory Board	256	280	(24)
Transmission Facilities Cost Monitoring Committee <sup>4</sup>	306	283	23
<b>Total Expense</b>	<b>9,165</b>	<b>7,608</b>	<b>1,557</b>

For fiscal year 2014/15, the UCA had an overall budget surplus of \$1,557,000. The majority of the surplus came from two programs. First, the Consumer Education and Awareness program, with a surplus of \$1,383,000, was the single largest contributor to the overall variance. This variance was due to delayed commencement of the consumer education and awareness initiative. As a result, a large portion of the costs for this initiative were deferred to fiscal year 2015/16. The second largest variance was for the Regulatory Affairs program, which had a surplus of \$181,000. This program saw lower than expected costs in all areas including, manpower, contract services, and office, administration and travel expenses. Also of note was the Advocacy Services program with a deficit of \$45,000. This variance was due to the UCA contributing its share of the cost to upgrade and maintain the Avaya telephony system used by the UCA and Service Alberta Contact Centres. This cost was not expected at the beginning of the fiscal year.

<sup>3</sup>The UCA is funded 80% by the Balancing Pool and 20% by Natural Gas Utilities.

<sup>4</sup> Transmission Facilities Cost Monitoring Committee is funded 100% by the Balancing Pool.



# Appendix 1: Advisory Board Remuneration and Attendance

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Remuneration of Advisory Board Members is identified in Service Alberta Ministerial Order 012/2010 sections 13(a), (b), and (c) which state:

- (a) The members including the Chair and the Vice-Chair shall be paid remuneration in accordance with OC 466/2007 Appendix 2, Schedule 1, Part A which includes the standard government travel and living expenses. The payment of remuneration shall comply with all applicable laws and regulations.*
- (b) Fees payable to members of the Board shall not exceed those set out in sections 1 and 2 of Part A of OCT 466/2007 Appendix 2, Schedule 1.*
- (c) Board members shall not be paid fees and expenses for more than three meetings per month.*

Note that OC 433/2007 Appendix 2 is rescinded effective April 1, 2009 and replaced by OC 433/2007 Appendix 3. A summary of remuneration Board Members are eligible to receive is as follows:

## **Board Chair**

\$219 for up to and including four hours in any day, \$383 for over four hours and up to and including eight hours in any day, or \$601 for over eight hours in any day. In addition, the Board Chair is paid a monthly amount of \$2,022.

## **Board Member**

\$164 for up to and including four hours in any day, \$290 for over four hours and up to and including eight hours in any day, or \$427 for over eight hours in any day. In addition, Board Members are paid a monthly amount of \$1,445.

## **All Board Members**

Travel and living expenses are in accordance with the *Travel, Meal and Hospitality Expense Directive*.

## **Remuneration**

The total remuneration received by Board Members for the 2014/15 fiscal year was \$222,849.85.

## **Meeting Attendance**

In 2014/15, Board Members attendance at Advisory Board and Regulatory Roster meetings was as follows:

**Table 3: Advisory Board Meeting Attendance**

<b>Member Name</b>	<b>Member Position</b>	<b>Board Meeting</b>	<b>Regulatory Roster</b>	<b>Total Meeting Attendance</b>	<b>Percent Attendance</b>
Pound, Ted	Chair	10/12	8/8	18/20	90%
Paulssen, Bert	Vice-Chair	11/12	8/8	19/20	95%
Cholak, Dareld	Member	12/12	8/8	20/20	100%
Dawson, Paul	Member	11/12	8/8	19/20	95%
Holmes, Lisa	Member	5/12	4/8	9/20	45%
Odegard, Soren	Member	8/12	8/8	16/20	80%
Oszli, Don <sup>5</sup>	Member	6/9	0/8	6/17	35%
Sherk, Marta	Member	12/12	8/8	20/20	100%
Wylie, Dino <sup>6</sup>	Member	7/10	7/7	14/17	82%
<b>Total</b>		<b>82/103</b>	<b>59/71</b>	<b>141/174</b>	
<b>Percent Attendance</b>		<b>80%</b>	<b>83%</b>	<b>81%</b>	

<sup>5</sup> Don Oszli's appointment expired February 9, 2015, meeting attendance pro-rated accordingly.

<sup>6</sup> Dino Wylie appointed May 15, 2014, meeting attendance pro-rated accordingly.

## Appendix 2: References

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AAMDC	Alberta Association of Municipal Districts and Counties
ACC	Alberta Chambers of Commerce
Advisory Board	Utilities Consumer Advocate Advisory Board
AFREA	Alberta Federation of Rural Electrification Associations
AUC	Alberta Utilities Commission
AUMA	Alberta Urban Municipalities Association
CAMPUT	Canadian Association of Members of Public Utility Tribunals
FedGas	Federation of Alberta Gas Co-op Ltd.
FY	Fiscal Year
MLA RIT	MLA Retail Market Review Committee Implementation Team
RMRC	Retail Market Review Committee
UCA	Utilities Consumer Advocate