Regulated Energy Providers Mediation Summary Report

July 1, 2017 To July 31, 2017

Total Advice/Information Contacts: 1,072

Total Mediation Contacts: 143

	Direct Energy		EPCOR		Enmax		REA		Gas Coop		Alta Gas		City of Lethbridge		Other	
Contacts by Issue	**ADI**	**MED**	**ADI**	**MED**	**ADI**	**MED**	**ADI**	**MED**	**ADI**	**MED**	**ADI**	**MED**	**ADI**	**MED**	**ADI**	**MED**
Billing	58	58	7	7	0	3	0	0	0	0	0	1	0	0	1	0
Carbon Levy	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Contracts	2	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer Service	98	15	202	0	109	0	0	0	0	0	0	0	0	0	1	0
Disconnection	58	46	30	3	2	2	1	0	0	0	0	0	0	0	0	0
Distribution	9	3	1	1	5	0	0	0	0	0	0	0	0	0	2	0
Education	265	2	163	1	21	0	3	0	7	0	4	0	7	0	2	0
Metering	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	3	0	0	0	1	0	2	0	0	0	0	0	2	0
Total	492	125	408	12	138	5	5	0	9	0	5	1	7	0	8	0
Average Days to Close	14		6		27		0		0		0		0		0	

The number of Advice/Information and Mediation calls listed above is greater than the actual number of separate consumers contacting the UCA because each separate contact can be assigned more than one issue.

The UCA's Mediation Team provides Advice and Information to all Albertans that contact our office. When the UCA provides first call resolution and does not need to contact an outside agency, these calls are classified as Advice and Information. When a consumer's concern requires the UCA to contact an outside agency, the UCA creates a Mediation. Not all Mediation calls are complaints against the company. The UCA considers a Mediation to be closed when we have received all of the requested information from the outside agency and have communicated this information to the consumer.

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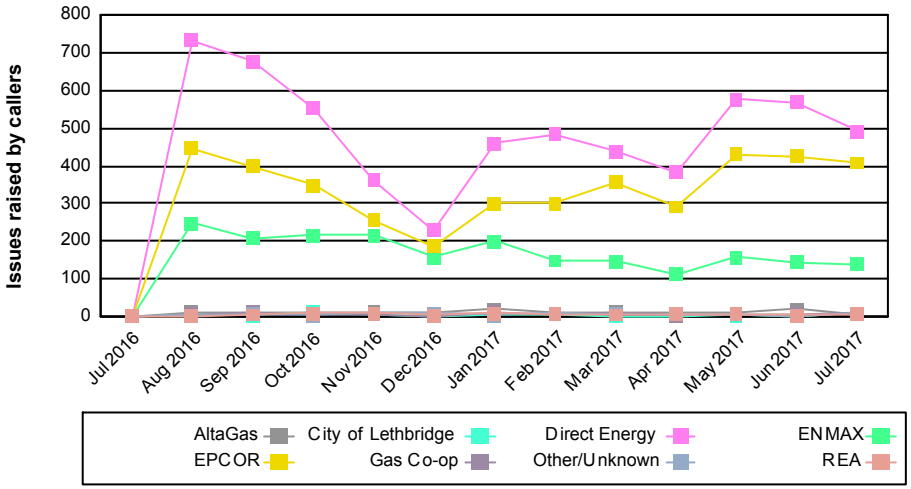
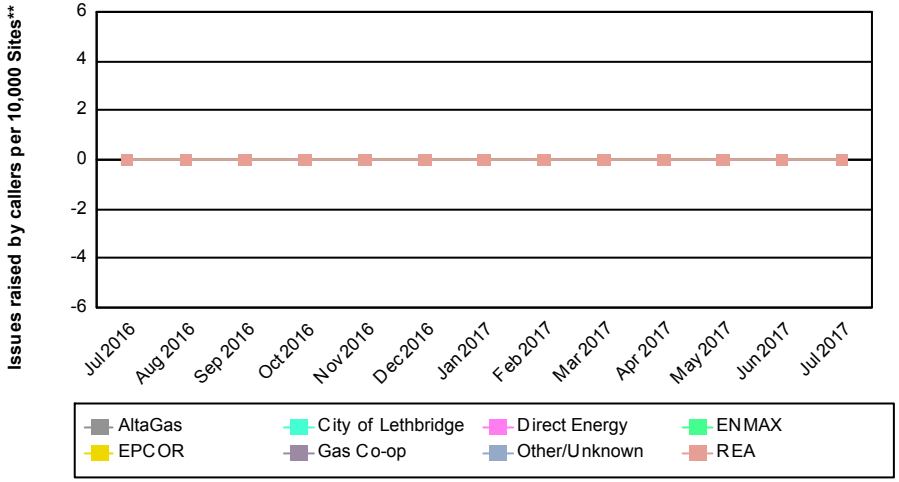
YTD Advice and Information

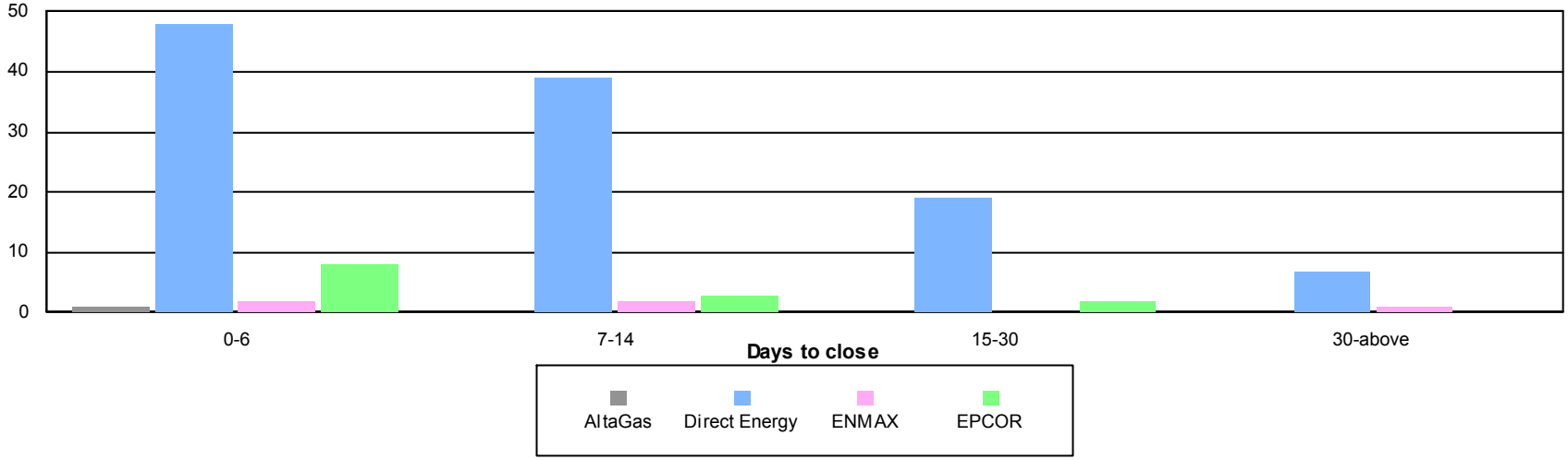


YTD Mediation



*Entries into UCA Consumer Utility Reporting and Tracking Information System (CURTIS).

Days to Close Mediations



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Competitive Energy Marketers Mediation Summary Report

July 1, 2017 To July 31, 2017

Total Advice/Information Contacts: 155

Total Mediation Contacts: 36

Contacts by Issue	Direct Energy		ENCOR		Enmax		JEA		UtilityNet		Other	
	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation
Billing	11	11	2	1	2	1	1	0	1	0	0	1
Contracts	8	12	1	1	5	1	6	1	0	0	0	0
Customer Service	20	4	23	0	33	0	4	0	0	0	0	0
Disconnection	3	2	0	0	2	0	1	0	0	0	0	0
Education	16	1	6	0	4	0	3	0	1	0	0	0
Other	0	0	0	0	2	0	0	0	0	0	0	0
Total	58	30	32	2	48	2	15	1	2	0	0	1
Average Days to Close	13		2		9		10		0		7	

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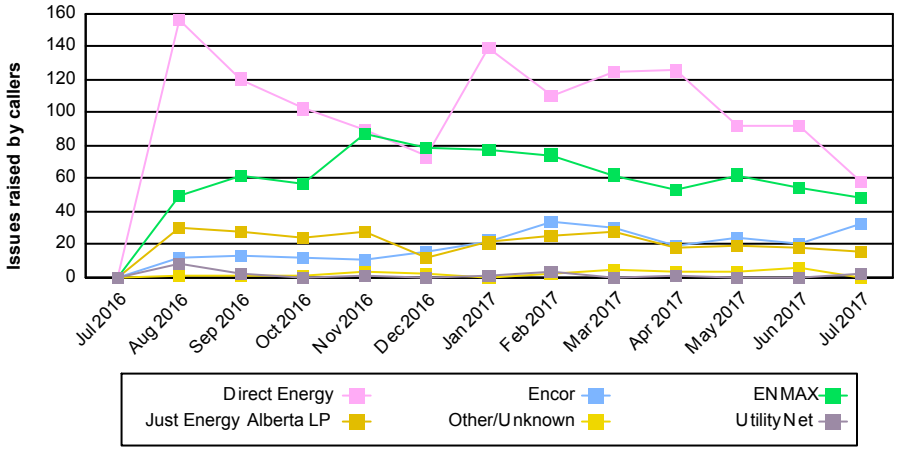
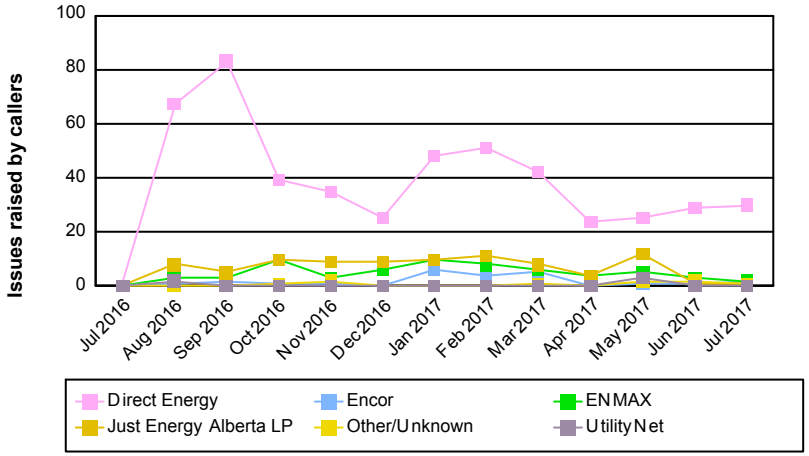
*List of UTILITYNET companies

** The YTD Mediations have been standardized using retail statistics posted on the Market Surveillance Administrator website.

YTD Advice and Information



YTD Mediations



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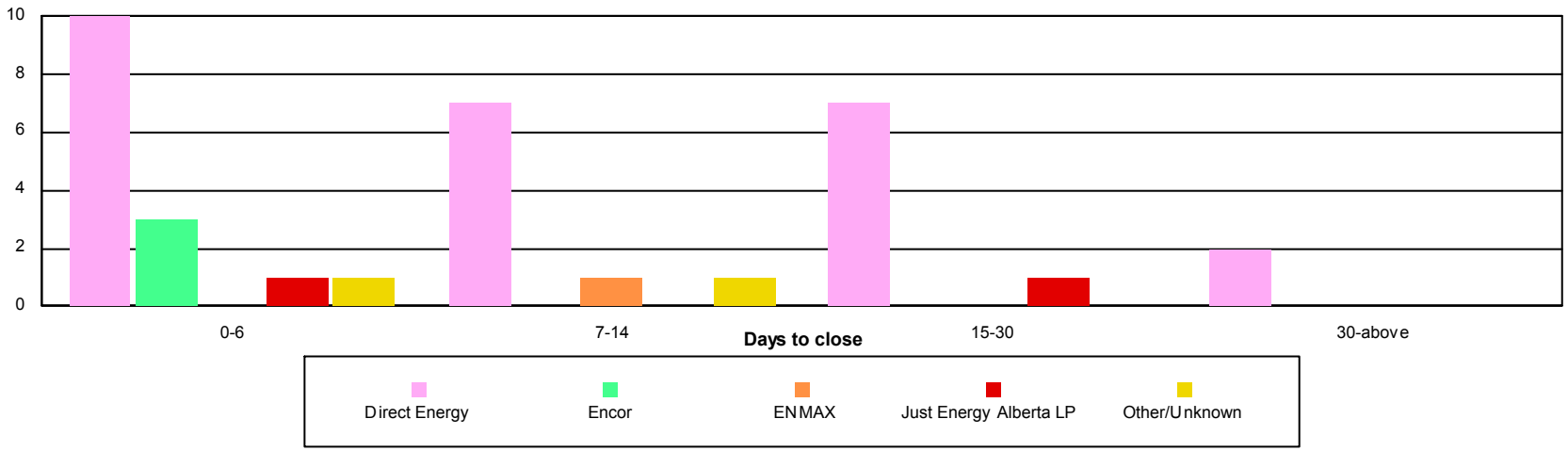
Days to Close Mediations



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