

# Regulated Energy Providers Mediation Summary Report

June 1, 2019 To June 30, 2019

Total Advice/Information Contacts: 1,170

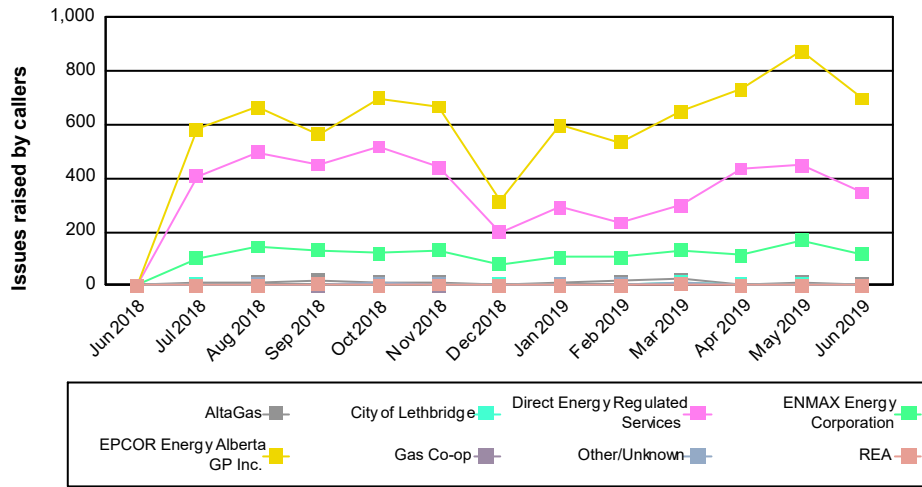
Total Mediation Contacts: 87

Contacts by Issue	Direct Energy		EPCOR		Enmax		REA		Gas Coop		Alta Gas		City of Lethbridge		Other	
	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED
Billing	27	25	13	3	6	2	0	0	0	0	0	0	0	1	0	0
Carbon Levy	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contracts	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer Service	54	1	364	0	58	0	0	0	0	0	0	0	0	0	0	0
Disconnection	26	36	23	10	11	1	0	0	0	0	0	0	0	0	0	0
Distribution	3	1	1	2	1	0	0	0	0	0	0	0	2	0	0	0
Education	233	3	294	2	40	0	0	0	0	0	6	0	1	0	2	0
Metering	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
<b>Total</b>	<b>346</b>	<b>66</b>	<b>696</b>	<b>17</b>	<b>116</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>
<b>Average Days to Close</b>	4		5		5		0		0		0		0		0	

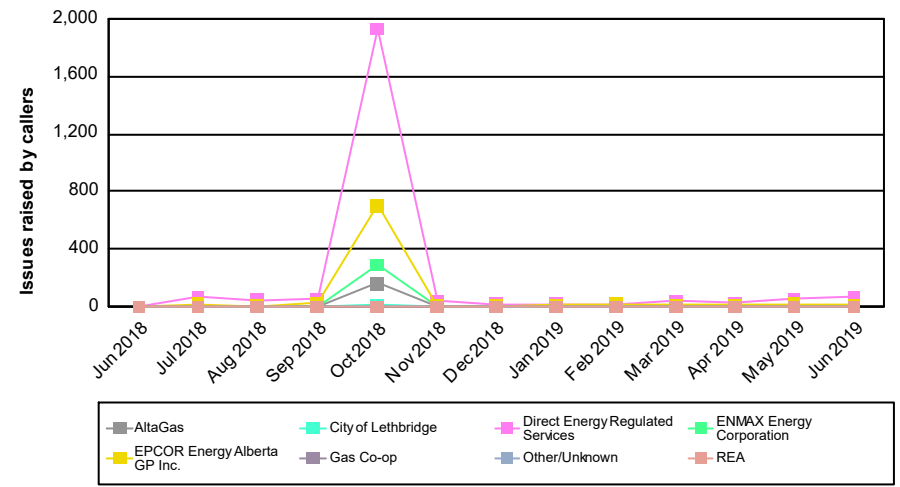
The number of Advice/Information and Mediation calls listed above is greater than the actual number of separate consumers contacting the UCA because each separate contact can be assigned more than one issue.

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.

## YTD Advice and Information

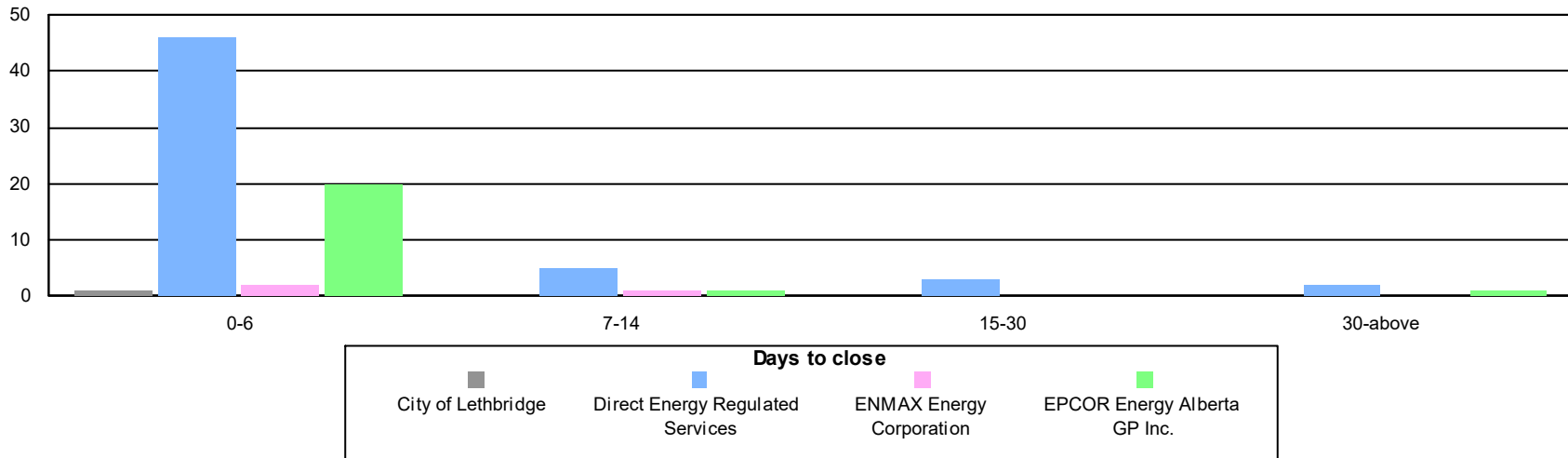


## YTD Mediation



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

## Days to Close Mediations



# Competitive Energy Marketers Mediation Summary Report

June 1, 2019 To June 30, 2019

Total Advice/Information Contacts: 162

Total Mediation Contacts: 24

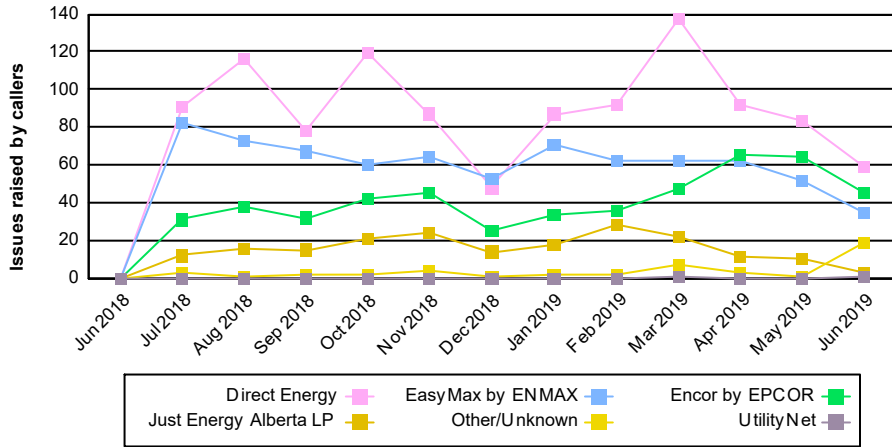
Contacts by Issue	Direct Energy		EPCOR		Enmax		JEA		UtilityNet		Other	
	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation	Advice and Information	Mediation
Billing	5	2	2	2	3	1	1	0	0	0	1	1
Contracts	7	3	1	1	0	1	0	1	0	0	0	0
Customer Service	17	3	21	0	21	0	0	1	1	0	2	0
Disconnection	2	1	0	1	0	0	0	0	0	0	0	0
Distribution	0	1	0	0	1	0	1	0	0	0	0	0
Education	28	2	21	0	10	0	1	1	0	0	16	0
Metering	0	1	0	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>59</b>	<b>17</b>	<b>45</b>	<b>17</b>	<b>35</b>	<b>4</b>	<b>3</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Average Days to Close</b>	<b>1</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>	

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

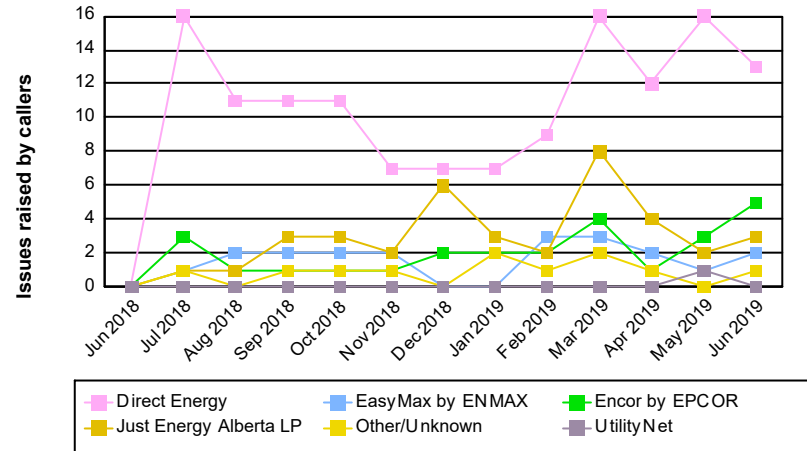
The UCA's Mediation Team provides Advice and Information to all Albertans that contact our office. When the UCA provides first call resolution and does not need to contact an outside agency, these calls are classified as Advice and Information. Examples of these calls include providing customers with their choice for electricity and natural gas providers, providing current electricity and natural gas rates, etc. When a consumer's concern requires the UCA to contact an outside agency, such as a retailer or distributor, on behalf of the consumer, 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.

\*List of [UTILITYNET](#) companies

### YTD Advice and Information



### YTD Mediations



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

### Days to Close Mediations

