Regulated Energy Providers Mediation Summary Report

September 1, 2018 To September 30, 2018

Total Advice/Information Contacts: 1,202

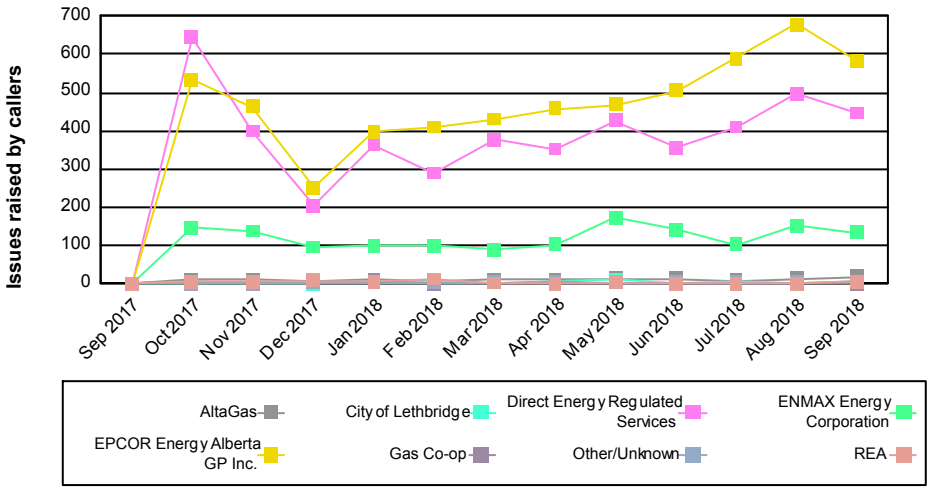
Total Mediation Contacts: 82

	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	26	21	10	8	3	3	2	0	1	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	84	4	290	2	87	0	1	0	0	0	2	0	0	0	1	0
Disconnection	46	26	25	11	5	0	0	0	0	0	0	0	0	0	0	0
Distribution	9	0	12	0	2	0	1	0	0	0	1	0	0	0	0	0
Education	279	5	243	0	37	0	2	0	0	0	17	0	5	0	4	0
Metering	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0
Other	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	446	56	583	23	135	3	6	0	1	0	20	0	5	0	6	0
Average Days to Close	5		2		9		0		0		0		0		0	

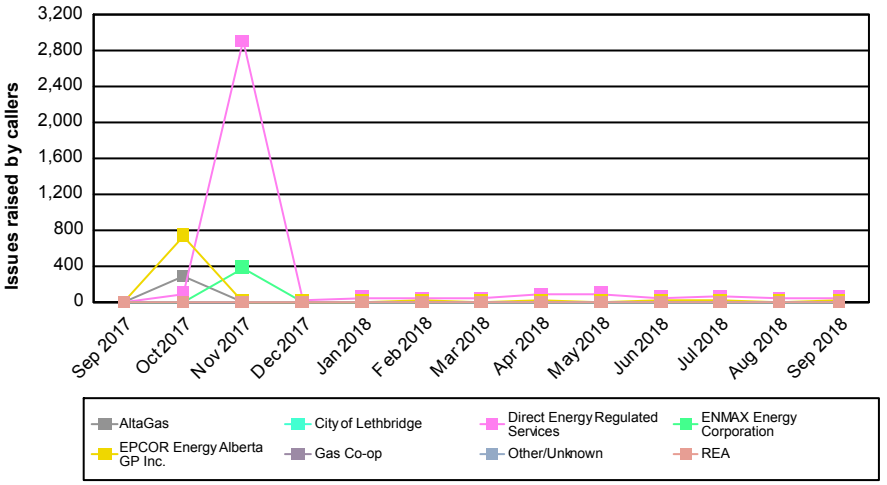
The number of Advice/Information and Mediation calls listed above is greater than the actual number of separate consumers contacting the UCA because each separate contact can be assigned more than one issue.

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



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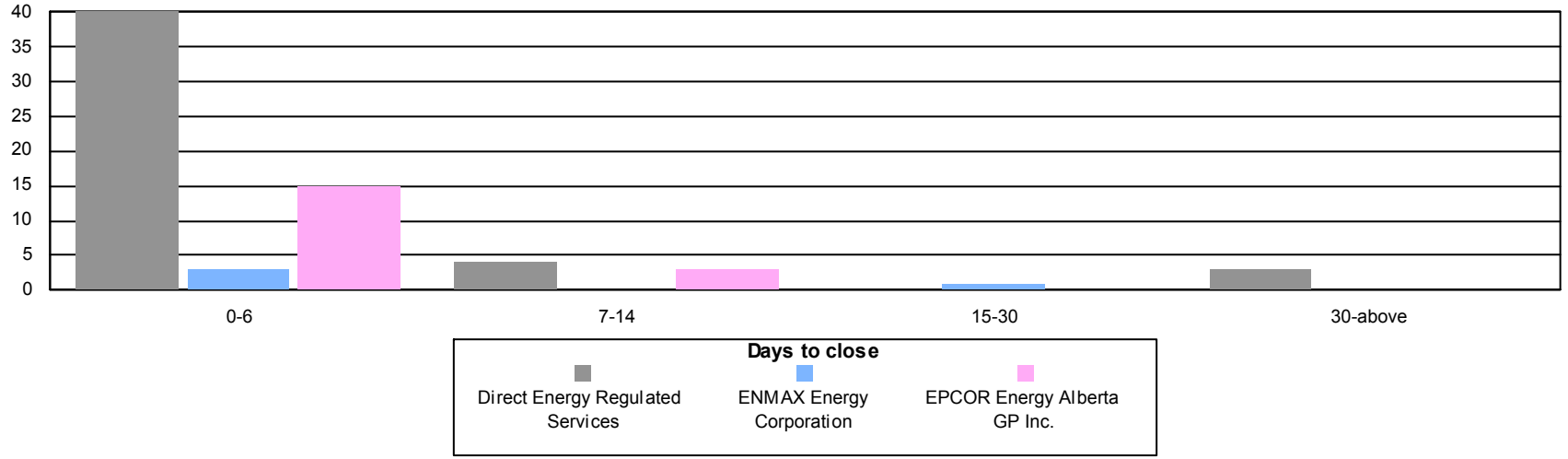
*Entries into UCA Consumer Utility Reporting and Tracking Information System (CURTIS).

Days to Close Mediations



Competitive Energy Marketers Mediation Summary Report

September 1, 2018 To September 30, 2018

Total Advice/Information Contacts: 192

Total Mediation Contacts: 18

	Direct Energy		EPCOR		Enmax		JEA		UtilityNet		Other	
Contacts by Issue	**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	6	4	2	0	2	1	2	0	0	0	0	1
Contracts	3	4	0	1	3	1	0	1	0	0	1	0
Customer Service	40	2	17	0	33	0	5	1	0	0	0	0
Disconnection	1	0	1	0	0	0	0	0	0	0	0	0
Distribution	0	0	0	0	5	0	0	0	0	0	0	0
Education	28	1	12	0	23	0	7	0	0	0	1	0
Other	0	0	0	0	0	0	0	1	0	0	0	0
Total	78	17	32	3	66	3	14	37	0	0	0	0
Average Days to Close	0		0		0		1		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. 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

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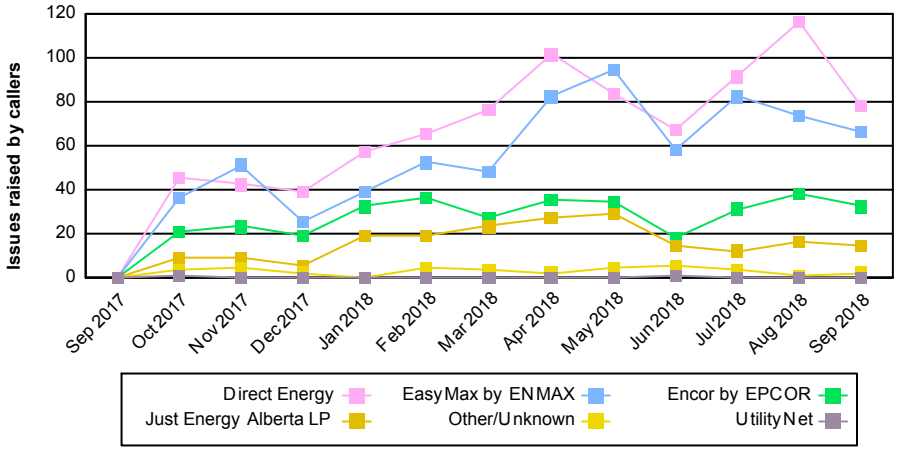
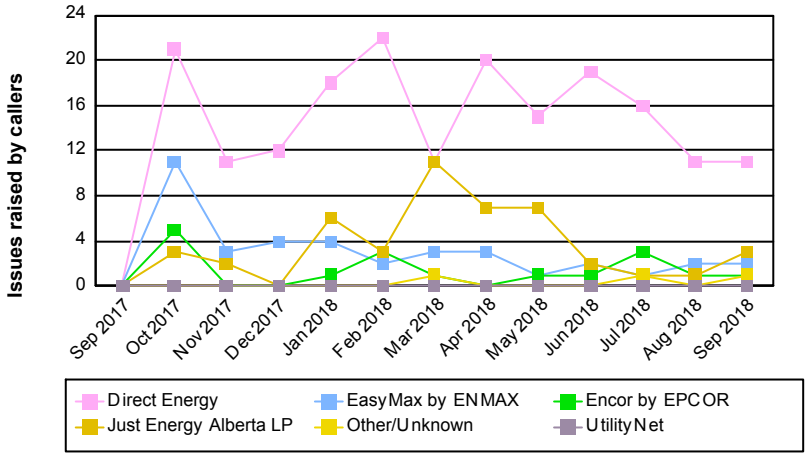
YTD Advice and Information

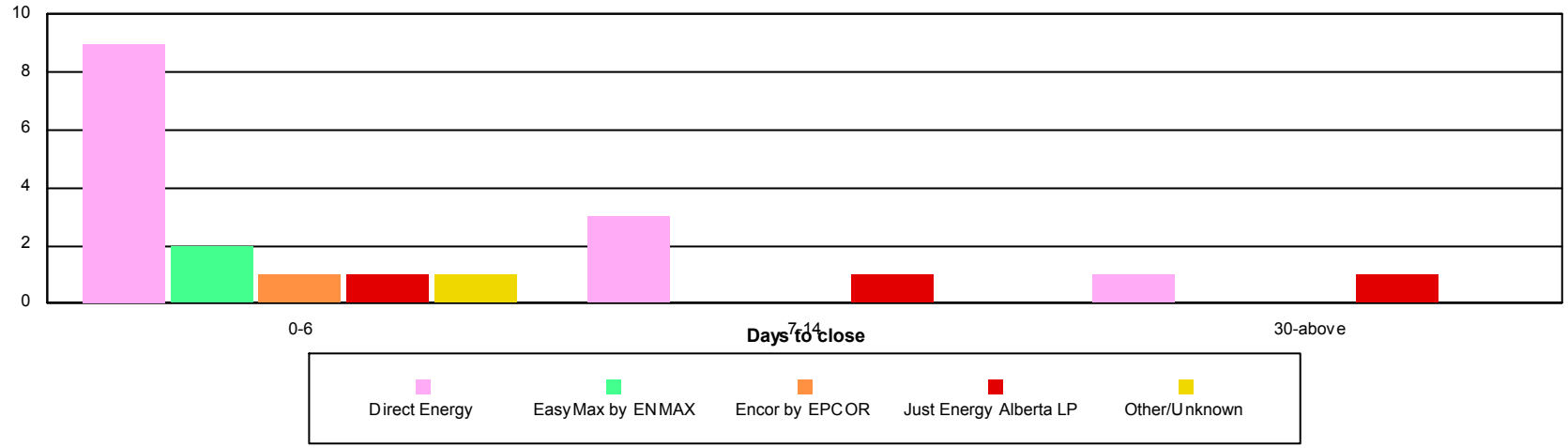


YTD Mediations



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

Days to Close Mediations



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