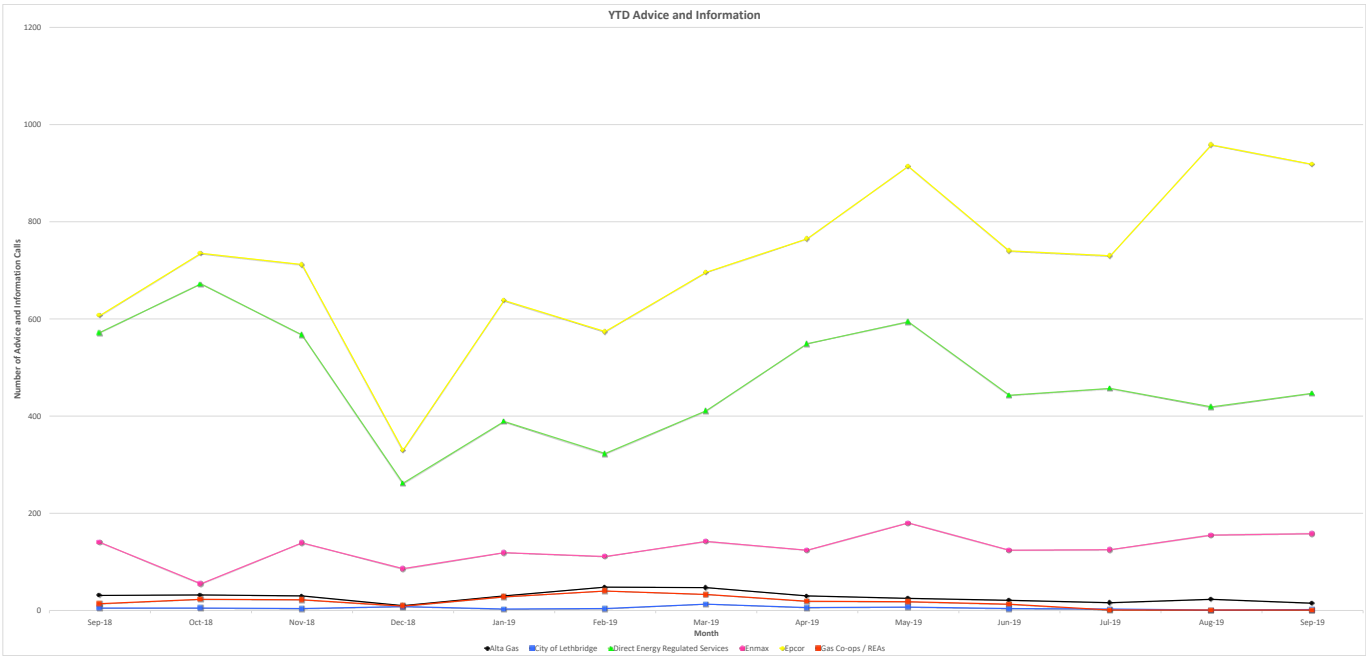
REGULATED MEDIATION SUMMARY REPORT
September 2019

Category	ALTAGAS		CITY of LETHBRIDGE		DIRECT ENERGY		ENMAX		EPCOR		GAS CO-OP/REA	
	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	1	0	0	0	17	16	1	3	8	6	0	0
Carbon Levy	0	0	0	0	0	0	0	0	0	0	0	0
Contracts	0	0	0	0	1	1	0	0	2	0	0	0
Customer Service	0	0	0	0	93	2	111	0	603	0	0	0
Disconnection	1	1	0	0	40	23	8	6	28	4	0	0
Distribution	3	0	2	0	9	3	1	0	2	0	0	0
Education	0	0	1	0	297	2	31	0	285	1	1	0
Metering	11	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	1	0	0	0
Total	16	1	3	0	457	48	152	9	929	11	1	0

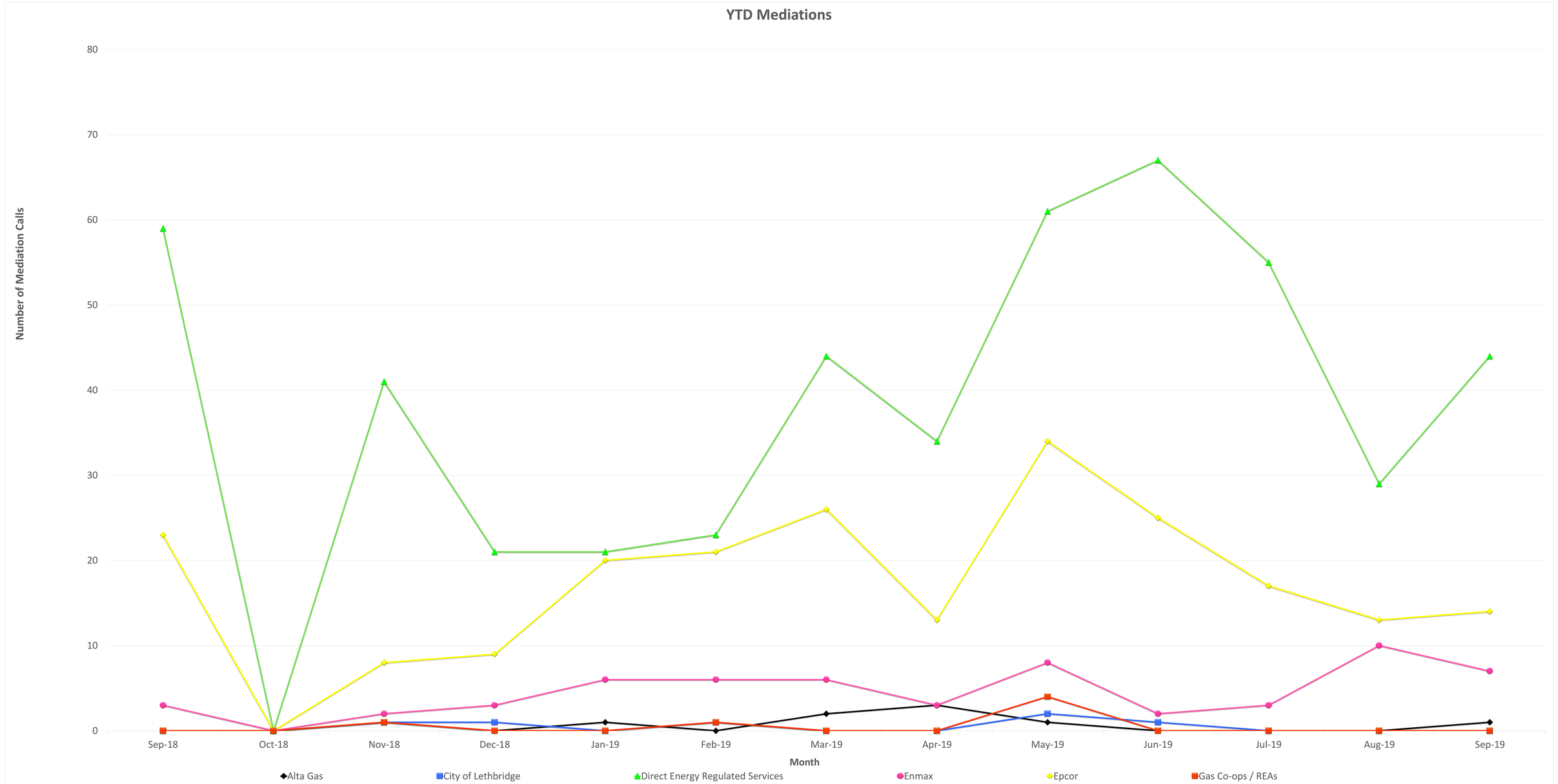
The calls reported above reflect calls and emails directly from the consumer to the UCA and do not reflect direct calls to the retailers.Because each consumer contact can pertain to more than one issue or retailer, the number of issues listed above may be greater than the actual number of consumer contacts received by the UCA.

The total number of issues presented are straight data tracked by the UCA Mediation Team for the specified date range and do not reflect the wide variations in the size of each company's customer base. Service Providers vary in size from ~10,000 customers to several million customers.

Calls listed under Advice and Information reflect a consumer calling with general questions. Mediations are when the UCA is required to contact the energy company for assistance; not all mediation calls are necessarily complaints against the company.


YTD Advice and Information
1200
1000
800
600
400
200
0
Number of Advice and Information Calls
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19
Mar-19
Apr-19
May-19
Jun-19
Jul-19
Aug-19
Sep-19
Month
Alta Gas
City of Lethbridge
Direct Energy Regulated Services
Enmax
Epcor
Gas Co-ops / REAs

REGULATED MEDIATION SUMMARY REPORT
September 2019



COMPETITIVE MEDIATION SUMMARY REPORT
September 2019

Category	ATCO Energy		Direct Energy		Easymax		Encor		Just Energy		Sponsor Energy		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	Advice and Information	Mediation	Advice and Information	Mediation
Billing	2	1	3	0	2	1	1	3	1	0	1	1	0	0	1	0
Carbon Levy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contracts	0	1	12	5	0	0	1	0	2	1	0	0	0	0	3	1
Customer Service	10	0	49	0	28	0	33	0	0	0	0	0	1	0	2	0
Disconnection	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0
Distribution	0	1	0	1	1	0	0	0	0	0	0	0	0	0	1	0
Education	10	0	21	0	9	0	11	0	4	0	1	0	0	0	8	0
Metering	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Micro Generation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Total	22	3	86	6	40	2	47	3	7	1	2	1	1	0	16	1

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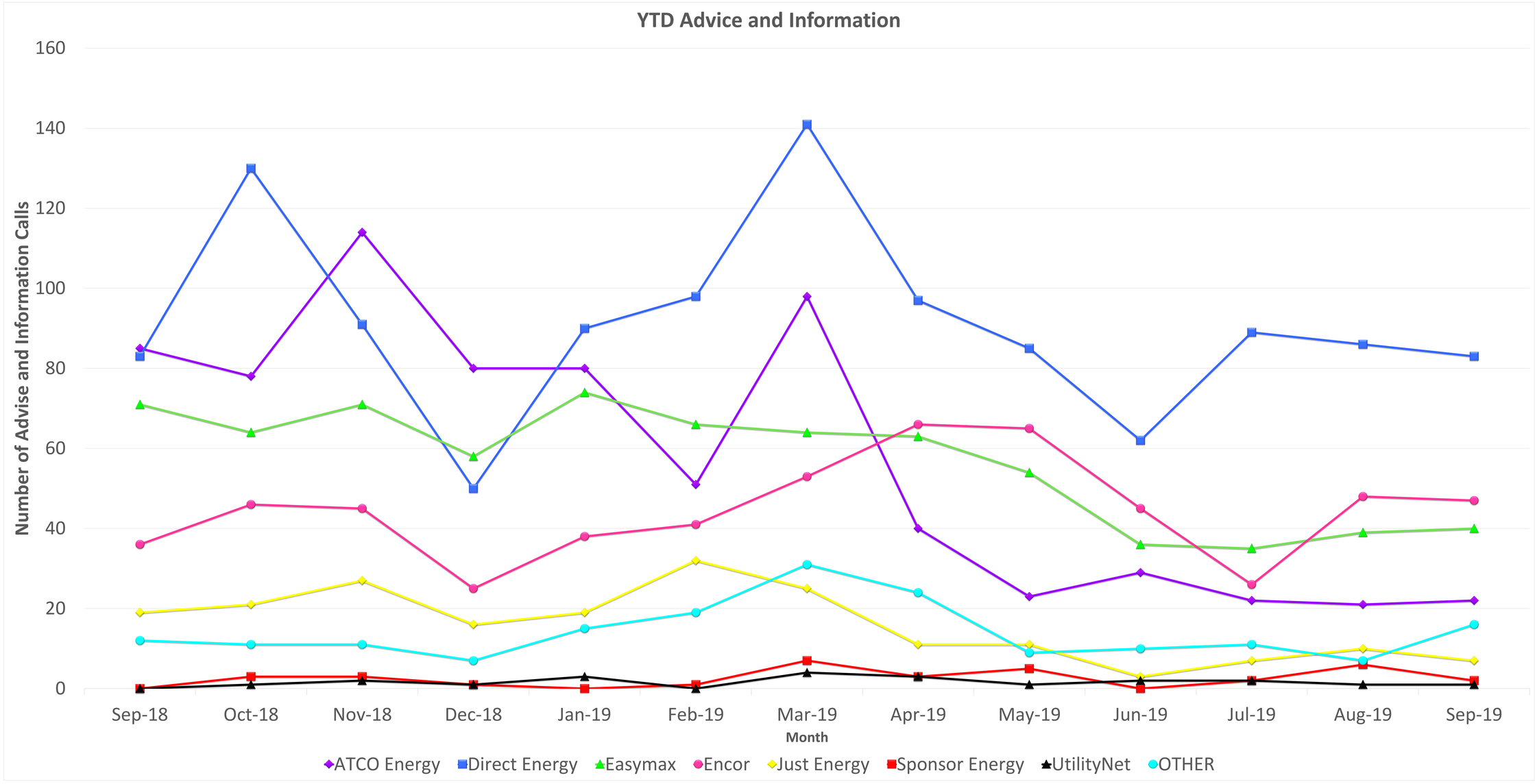
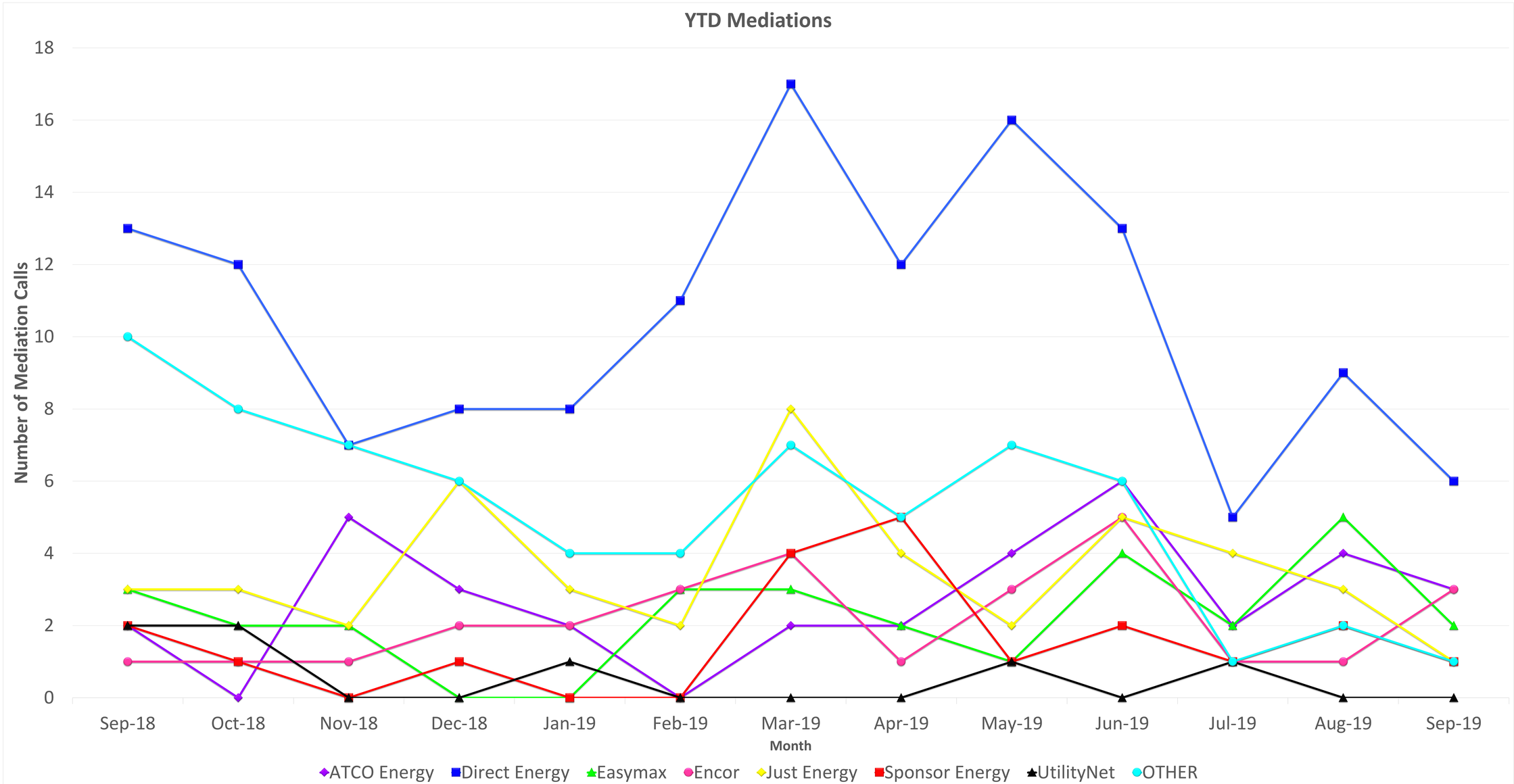
COMPETITIVE **MEDIATION SUMMARY REPORT**
September 2019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