



Province of Alberta

## GOVERNMENT ORGANIZATION ACT

# UTILITIES CONSUMER ADVOCATE REGULATION

### **Alberta Regulation 183/2018**

With amendments up to and including Alberta Regulation 159/2024

Current as of September 25, 2024

### Office Consolidation

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### **Note**

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(Consolidated up to 159/2024)

**ALBERTA REGULATION 183/2018**

**Government Organization Act**

**UTILITIES CONSUMER ADVOCATE REGULATION**

**Definition**

**1(1)** In this Regulation,

- (a) “electricity services” has the same meaning as in section 1(1)(q) of the *Electric Utilities Act*;
- (b) “Market Surveillance Administrator” means the corporation continued by section 32 of the *Alberta Utilities Commission Act*;
- (c) “regulated rate customer” has the same meaning as in section 1(j) of the *Rate of Last Resort Regulation* (AR 262/2005);
- (d) “Schedule” means Schedule 13.1 to the *Government Organization Act*.

AR 183/2018 s1;159/2024

**Collection and disclosure of consumer information**

**2(1)** The Office of the Utilities Consumer Advocate may collect, use and disclose information, including a consumer’s personal information, for the purposes of carrying out the responsibilities set out in section 3(c) to (f) of the Schedule.

**(2)** A collection or disclosure of information referred to in this section may occur indirectly, without the consent of the consumer.

**(3)** For the purposes set out in subsection (1), the Office of the Utilities Consumer Advocate is authorized to collect and use information, including personal information about a consumer, from

- (a) a distributor,
- (b) the Government of Canada or an agency thereof,
- (c) the Market Surveillance Administrator,
- (d) an organization as defined in the *Personal Information Protection Act*,

- (e) a provider,
- (f) a public body as defined in the *Freedom of Information and Protection of Privacy Act*,
- (g) a retailer, and
- (h) any other persons as reasonably required to carry out the responsibilities set out in section 3(e) and (f) of the Schedule.

**(4)** For the purposes set out in subsection (1), the bodies, organizations and persons referred to in subsection (3) are authorized to disclose information, including personal information about a consumer, to the Office of the Utilities Consumer Advocate.

**(5)** For the purposes set out in subsection (1), the Office of the Utilities Consumer Advocate is authorized to disclose information collected under this section, including personal information about a consumer, to

- (a) a distributor,
- (b) the Government of Canada or an agency thereof,
- (c) the Market Surveillance Administrator,
- (d) an organization as defined in the *Personal Information Protection Act*,
- (e) a provider,
- (f) a public body as defined in the *Freedom of Information and Protection of Privacy Act*,
- (g) a retailer, and
- (h) any other persons as reasonably required to carry out the responsibilities set out in section 3(e) and (f) of the Schedule.

AR 183/2018 s2;159/2024

#### **Regulated rate customer**

**2.1(1)** The Office of the Utilities Consumer Advocate shall contact each regulated rate customer at least once every 90 days from the date the customer begins receiving electricity services under a 2-year term as established in accordance with the *Rate of Last Resort Regulation* (AR 262/2005).

**(2)** The purposes of the contact under subsection (1) are

- (a) to inquire whether the regulated rate customer is aware that their electricity services are being provided by a rate of last resort provider as defined in section 1(1)(oo.1) of the *Electric Utilities Act*, and
- (b) to educate the regulated rate customer about the option to receive electricity services from a retailer of the regulated rate customer's choice.

AR 159/2024 s4

**Repeal**

**3** The *Utilities Consumer Advocate Regulation* (AR 190/2014) is repealed.

**Coming into force**

**4** This Regulation comes into force on the coming into force of *An Act to Empower Utility Consumers*.







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