CUSTOMER CONTACT SUMMARY REPORT
REGULATED PROVIDERS
January 2026

Category	APEX Utilities		CITY of LETHBRIDGE		DERS		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	0	0	1	1	24	10	22	9	58	24	0	0
Contracts	0	0	0	0	1	0	4	0	14	1	0	0
Customer Service	1	0	3	0	44	0	201	0	372	1	0	0
Disconnection	0	0	3	1	4	0	28	5	41	9	0	0
Distribution	1	0	0	0	1	1	5	0	21	1	0	0
Education	3	0	6	0	59	0	110	1	343	3	1	0
Metering	0	0	0	0	0	0	1	1	2	0	0	0
Other	1	0	0	0	1	0	3	0	9	0	0	0
Total	6	0	13	2	134	11	374	16	860	39	1	0

The calls reported above reflect calls and emails directly from the consumer to the UCA.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 require the UCA to contact the energy company for assistance; not all mediation calls are necessarily complaints against the company.

Classification: Protected A

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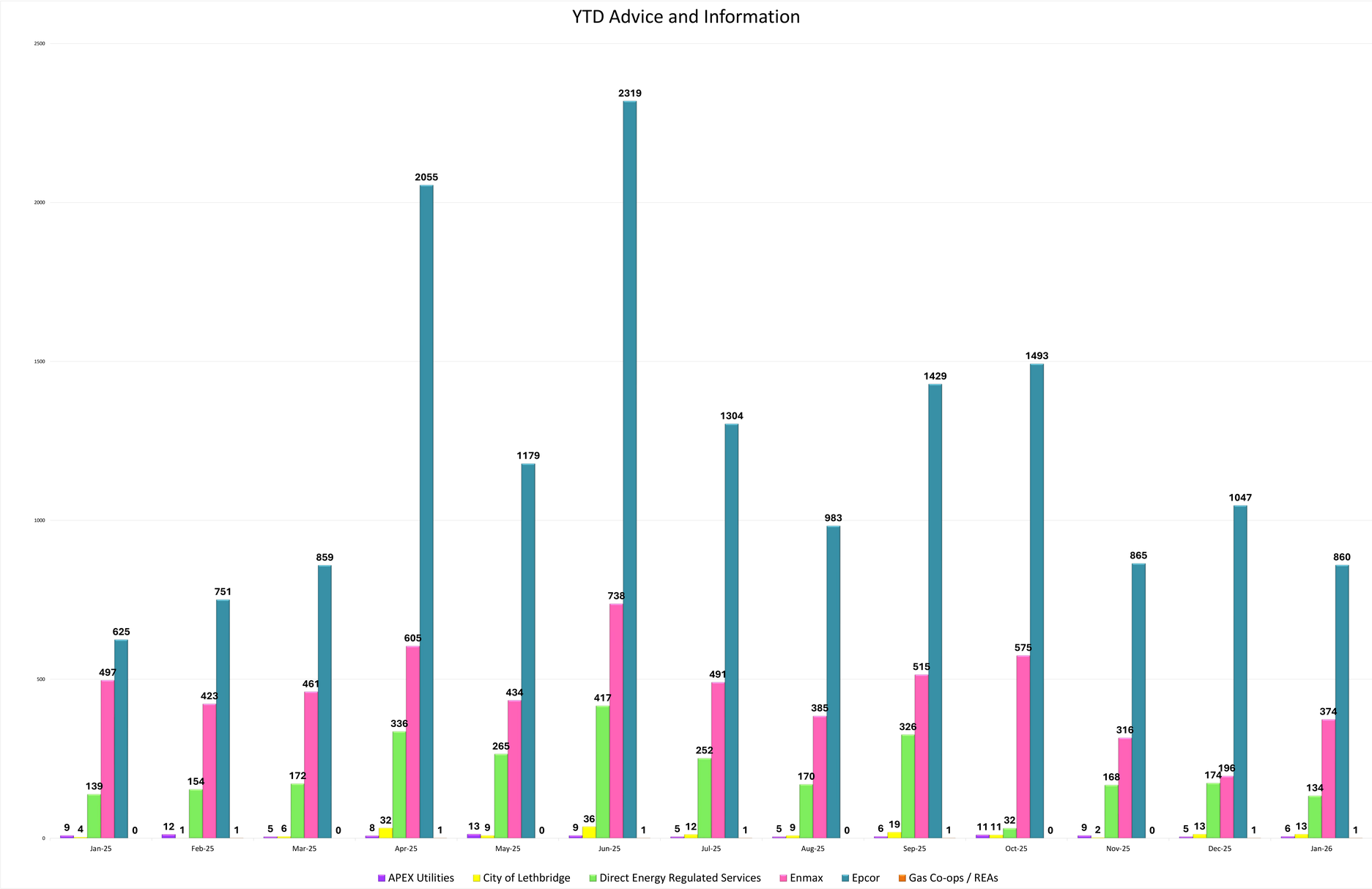
REGULATED PROVIDERS
January 2026



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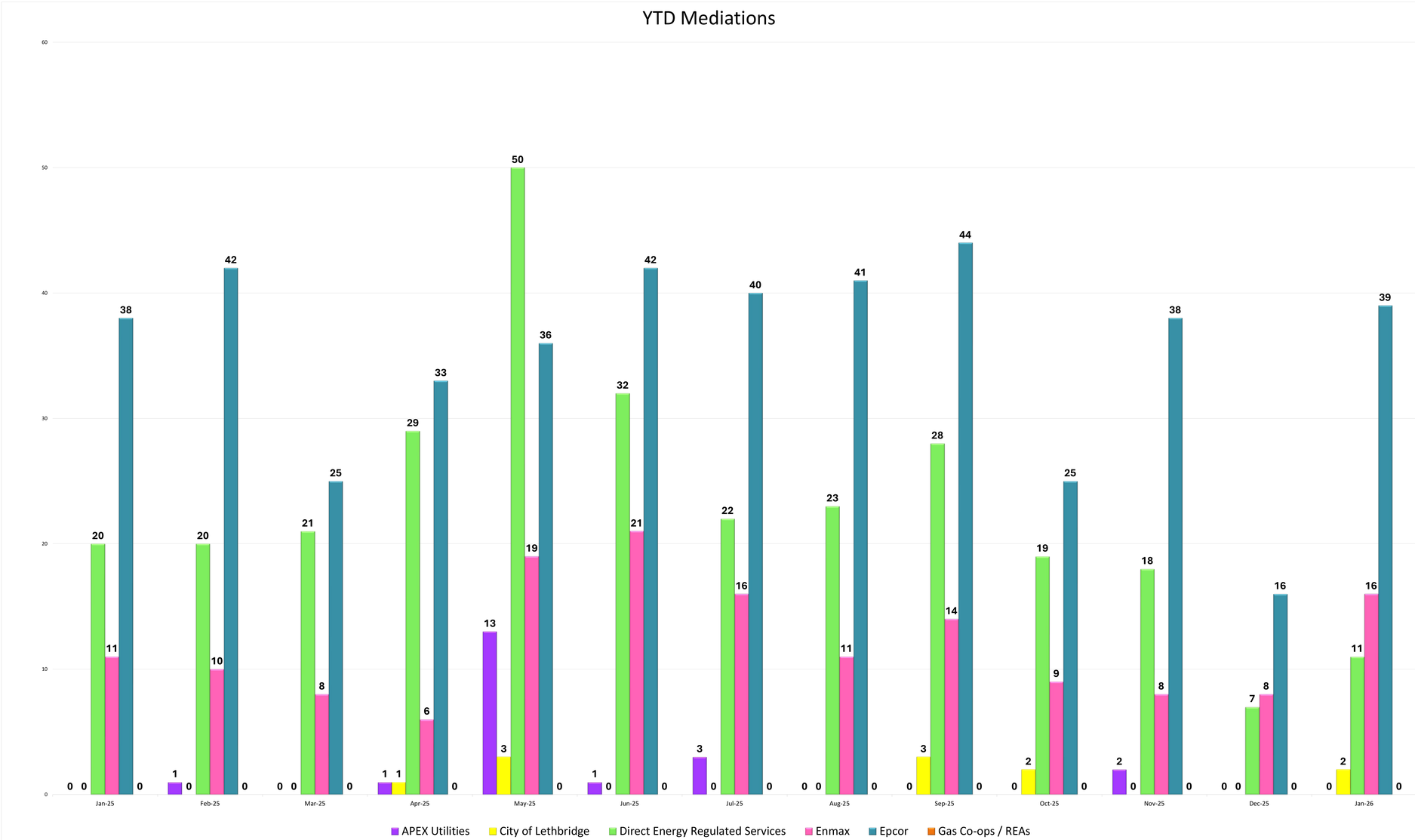

Classification: Protected A

CUSTOMER CONTACT SUMMARY REPORT
COMPETITIVE PROVIDERS
January 2026

Category	ATCO Energy		Direct Energy		Easymax		Encor		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
Billing	5	1	18	4	4	1	6	1	21	5	0	0	1	1
Contracts	0	0	7	1	2	1	1	1	1	0	1	0	0	0
Customer Service	28	0	70	0	92	0	37	0	3	0	0	0	14	0
Disconnection	2	0	7	0	0	0	0	0	0	0	0	0	6	1
Distribution	0	0	3	0	2	0	0	0	1	0	0	0	5	0
Education	22	0	38	0	39	0	31	0	3	0	5	0	23	0
Metering	0	0	1	1	0	0	0	0	1	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Total	58	1	144	6	139	2	75	2	31	5	6	0	49	2

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
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.
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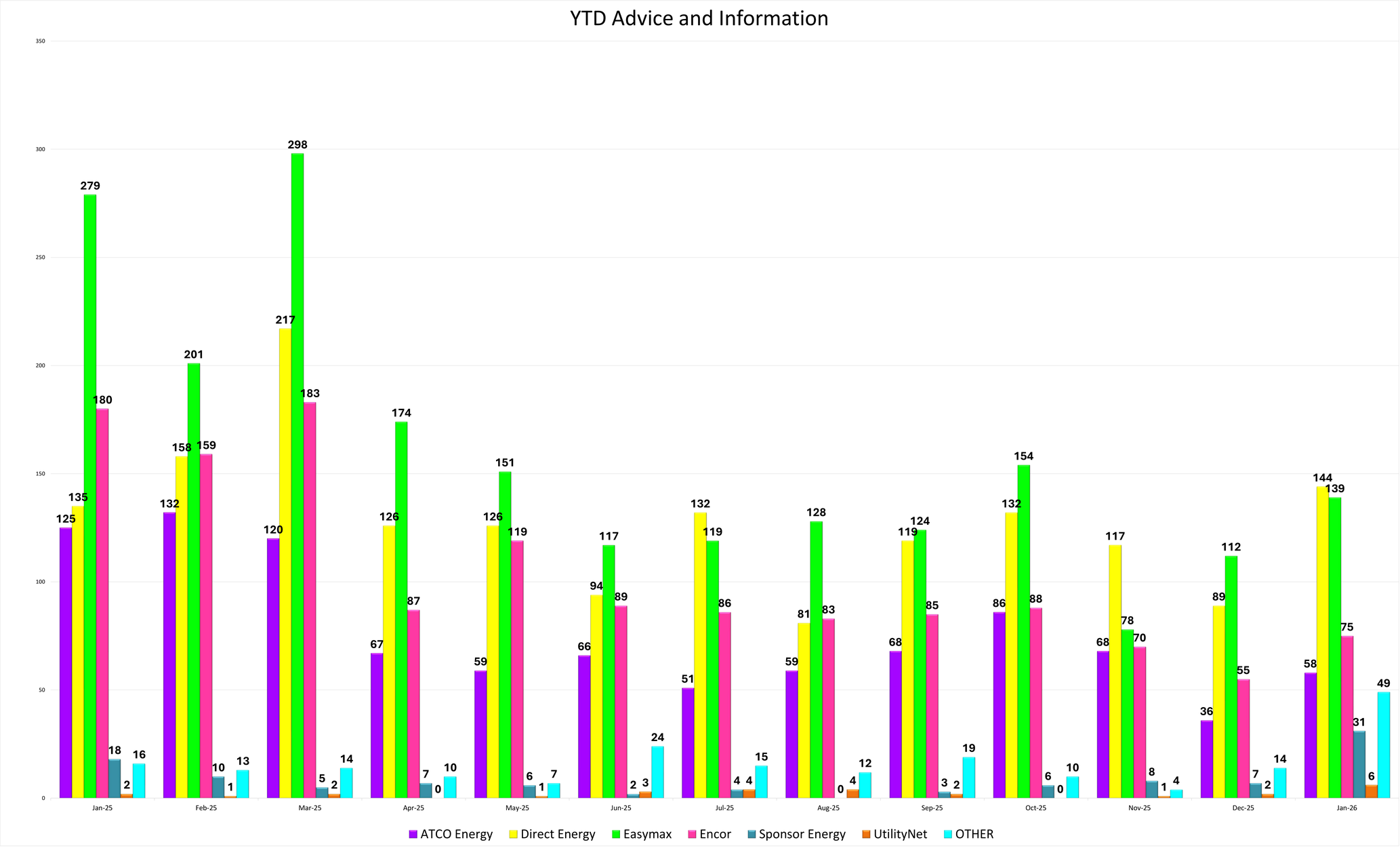

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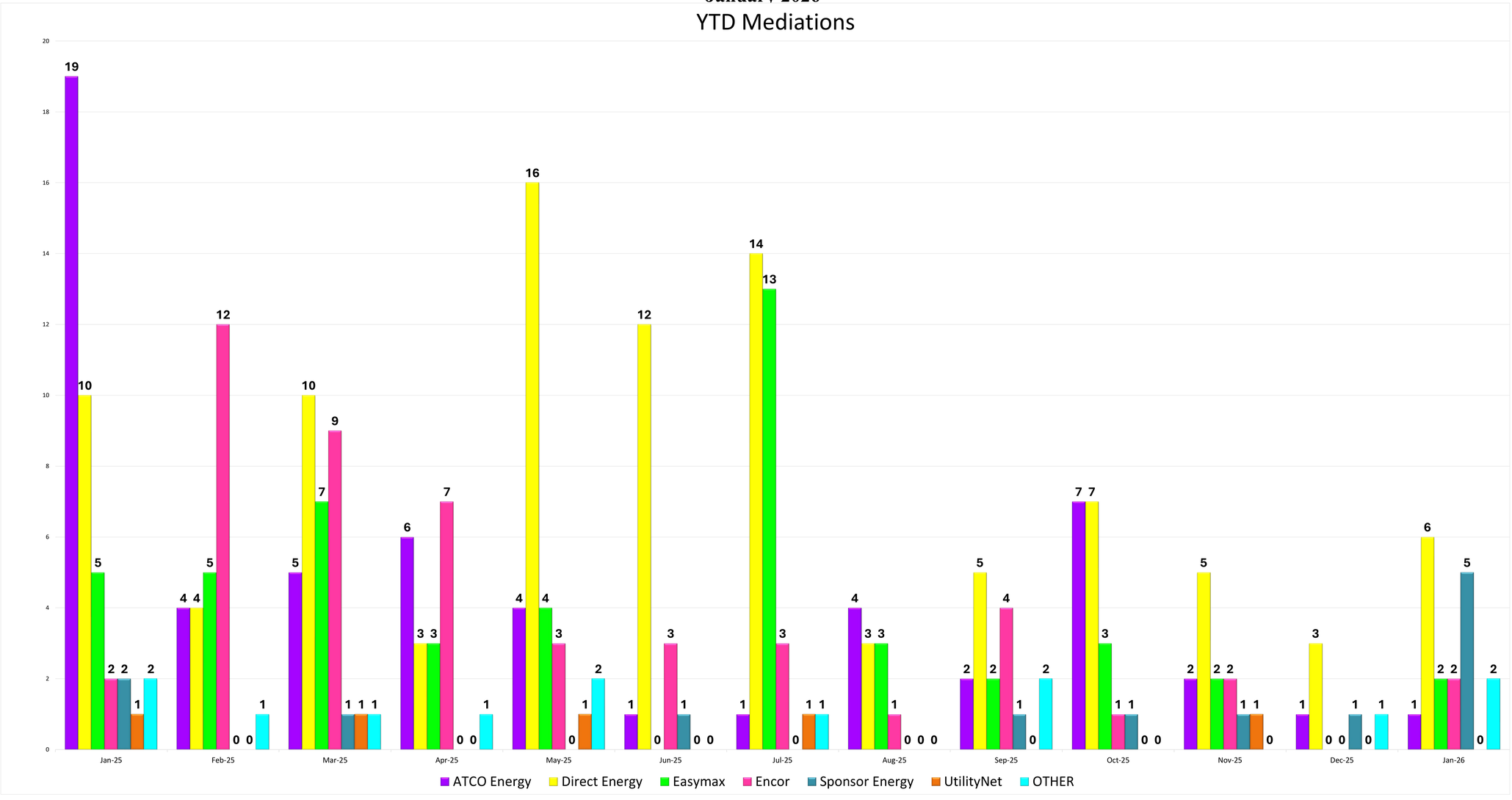

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