**CUSTOMER CONTACT SUMMARY REPORT**
**REGULATED PROVIDERS**
**July 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 | 3 | 0 | 26 | 6 | 19 | 5 | 44 | 9 | 0 | 0 |
| Contracts | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 8 | 0 | 0 | 0 |
| Customer Service | 0 | 0 | 3 | 0 | 35 | 0 | 254 | 1 | 271 | 1 | 0 | 0 |
| Disconnection | 1 | 0 | 4 | 1 | 24 | 9 | 51 | 10 | 54 | 10 | 0 | 0 |
| Distribution | 1 | 0 | 0 | 0 | 1 | 1 | 2 | 2 | 6 | 0 | 0 | 0 |
| Education | 1 | 0 | 4 | 0 | 53 | 0 | 171 | 2 | 247 | 0 | 0 | 0 |
| Metering | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 5 | 0 | 0 | 0 |
| Other | 0 | 0 | 1 | 0 | 2 | 0 | 4 | 1 | 3 | 0 | 0 | 0 |
| Total | 3 | 0 | 15 | 1 | 142 | 16 | 504 | 21 | 638 | 20 | 0 | 0 |

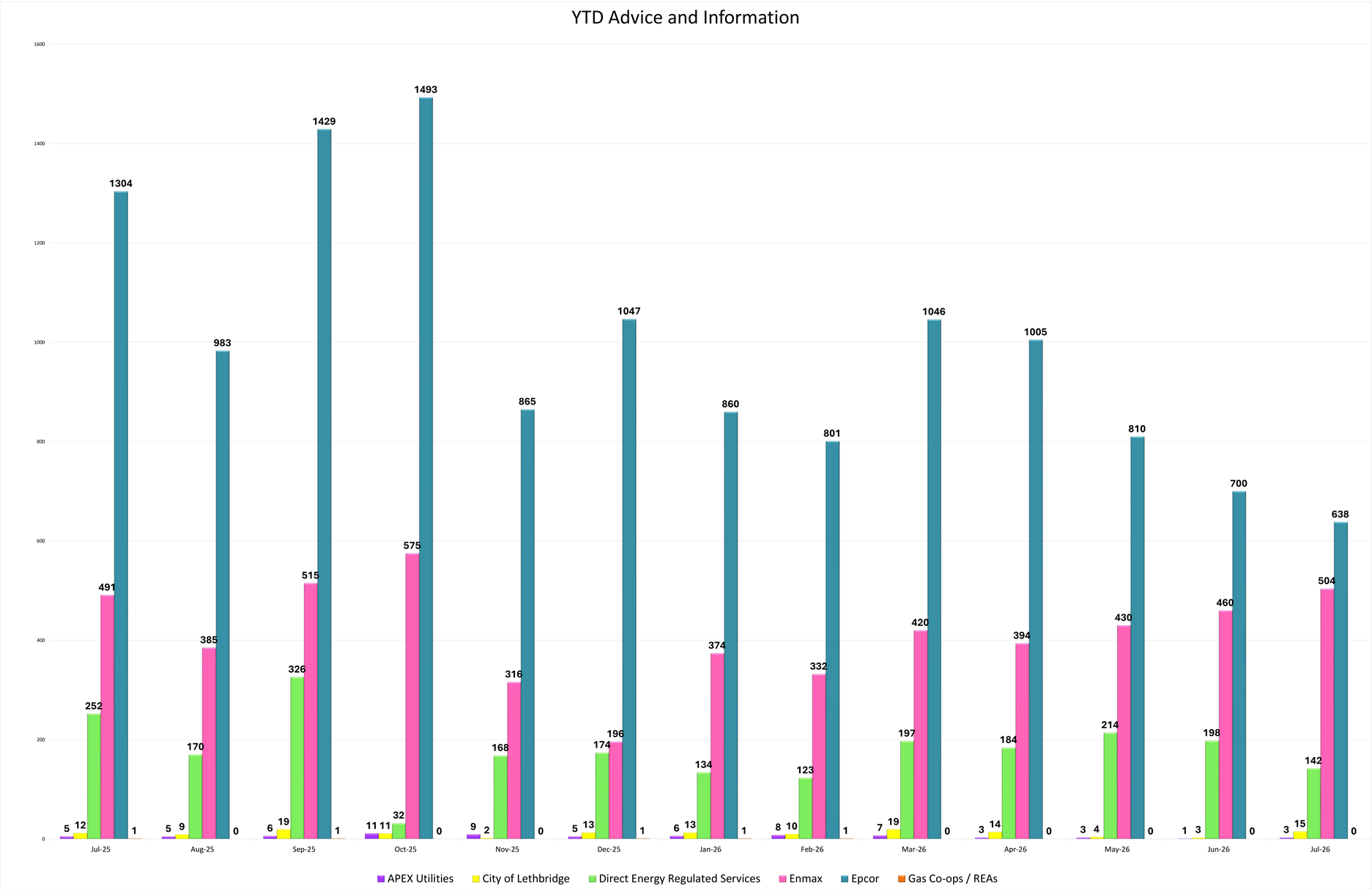
The calls reported above reflect calls and emails directly from the consumer to the UCA.Because each consumer contact can pertain to more than one issue or retailer, the number of issues listed above may be greater than the actual number of consumer contacts received by the UCA.

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.

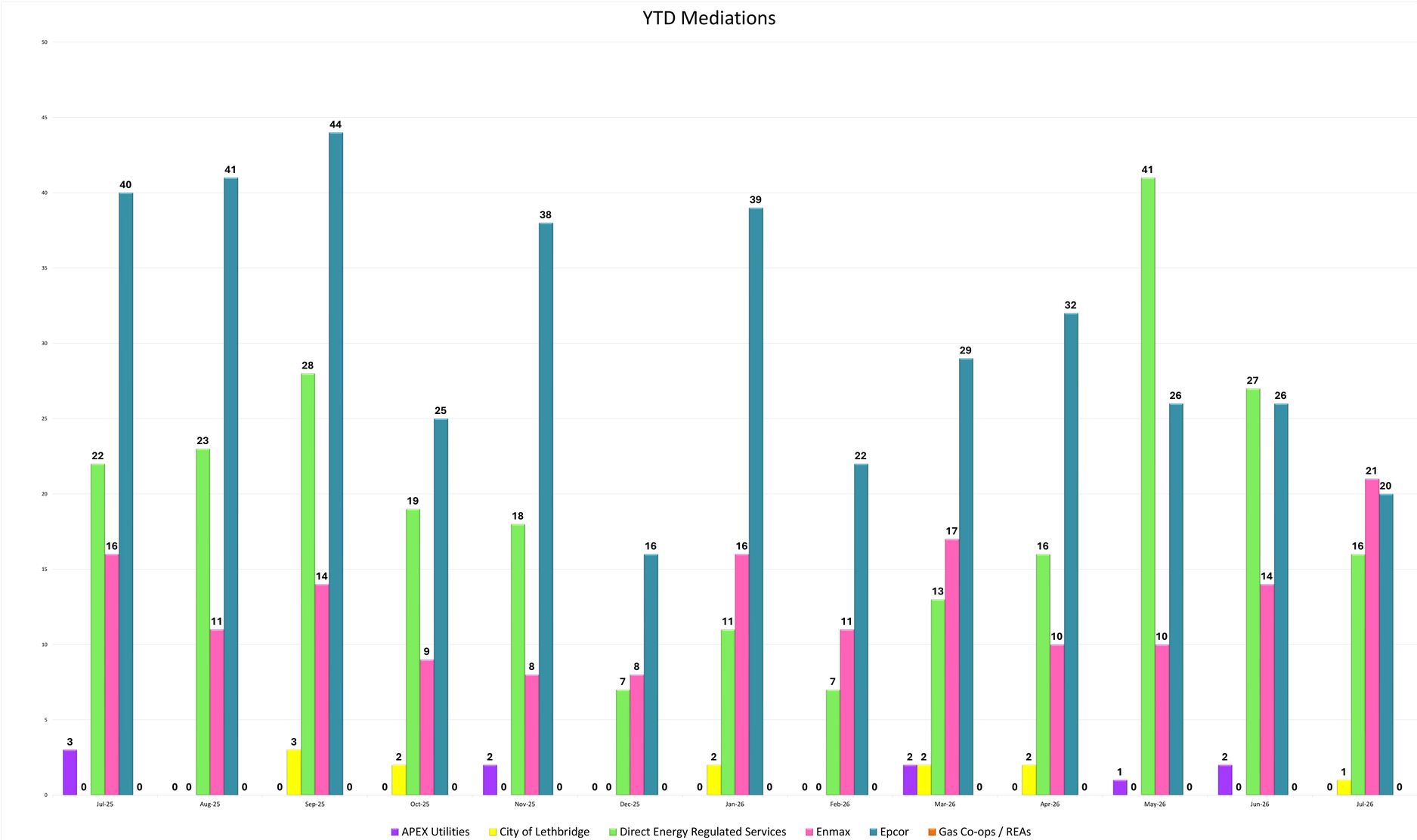
Classification: Protected A

**CUSTOMER CONTACT SUMMARY REPORT**
**REGULATED PROVIDERS**
**July 2026**




Classification: Protected A

**CUSTOMER CONTACT SUMMARY REPORT**
**REGULATED PROVIDERS**
**July 2026**




Classification: Protected A

# CUSTOMER CONTACT SUMMARY REPORT
# COMPETITIVE PROVIDERS
## July 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 | 2 | 1 | 20 | 9 | 11 | 1 | 9 | 3 | 3 | 2 | 0 | 0 | 4 | 0 |
| Contracts | 11 | 0 | 11 | 6 | 7 | 0 | 3 | 0 | 4 | 2 | 0 | 0 | 0 | 0 |
| Customer Service | 45 | 0 | 66 | 0 | 123 | 0 | 36 | 0 | 0 | 0 | 1 | 0 | 4 | 0 |
| Disconnection | 4 | 2 | 5 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 1 |
| Distribution | 2 | 0 | 4 | 1 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| Education | 44 | 1 | 50 | 4 | 88 | 0 | 42 | 2 | 3 | 1 | 2 | 0 | 6 | 0 |
| Metering | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **108** | **4** | **156** | **23** | **236** | **1** | **94** | **6** | **11** | **5** | **3** | **0** | **17** | **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.
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.

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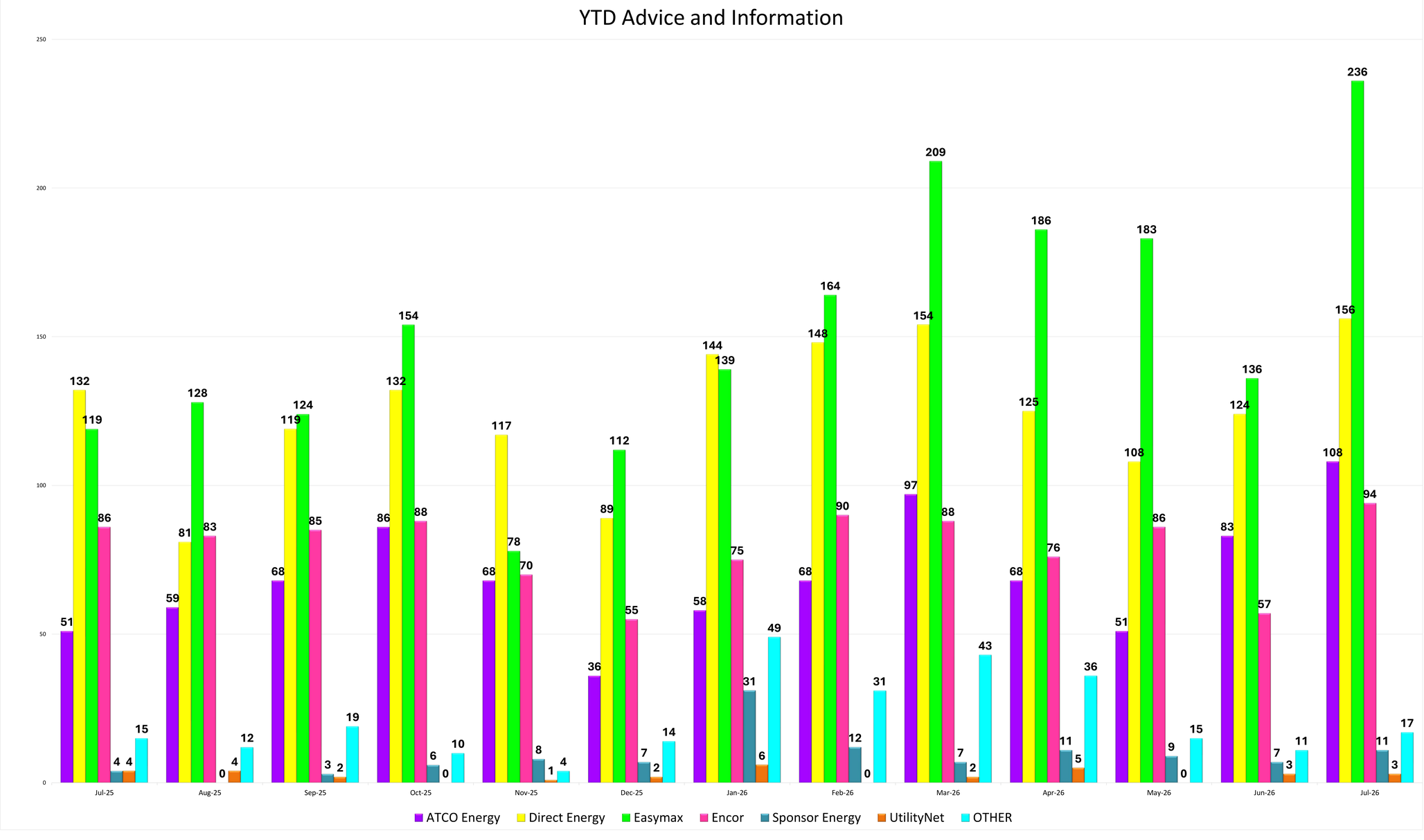
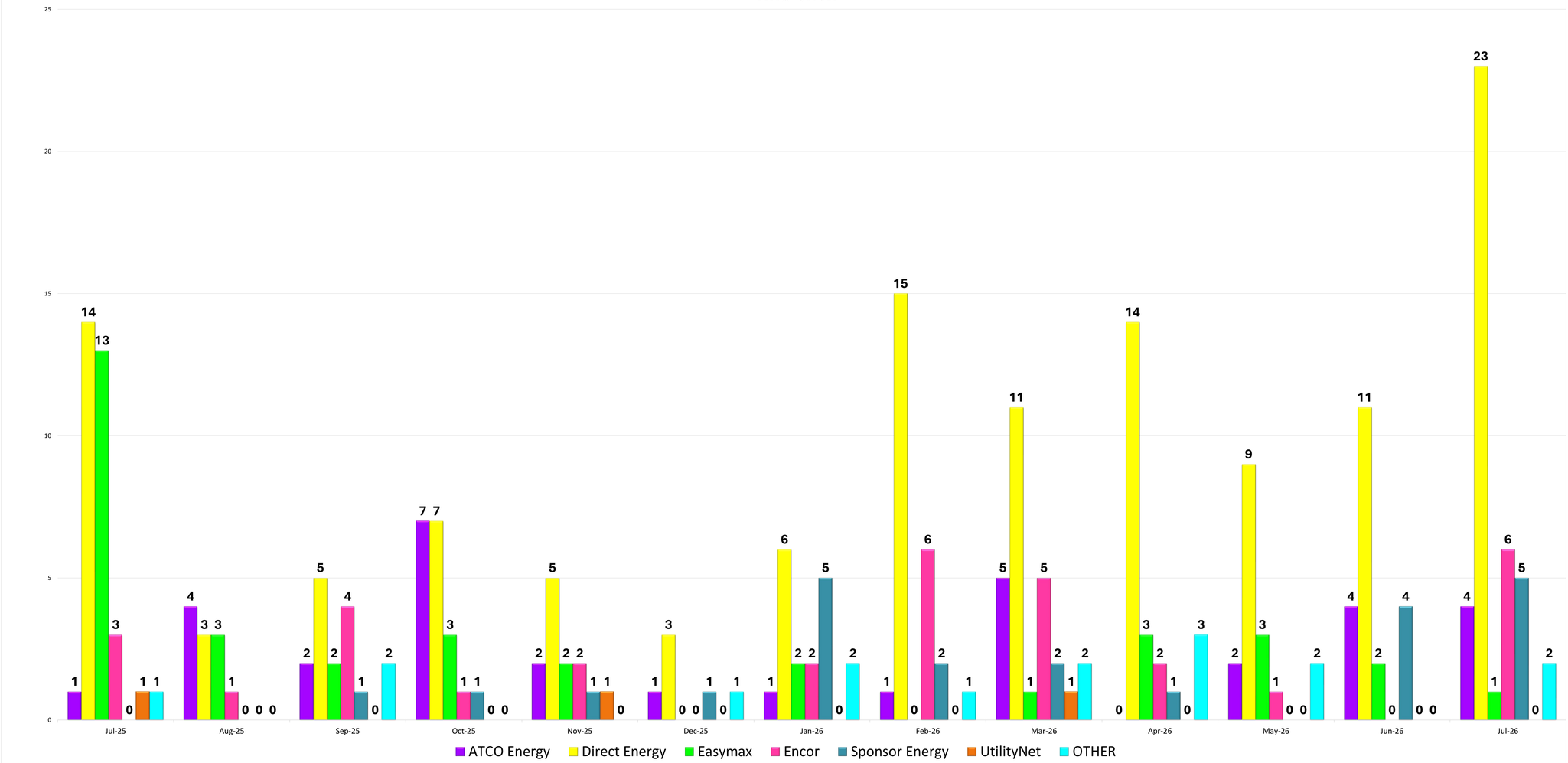
**CUSTOMER CONTACT SUMMARY REPORT**
**COMPETITIVE PROVIDERS**
**July 2026**




YTD Mediations

Classification: Protected A

# CUSTOMER CONTACT SUMMARY REPORT
# COMPETITIVE PROVIDERS
# July 2026




Classification: Protected A