

REGULATED MEDIATION SUMMARY REPORT  
JANUARY 2025

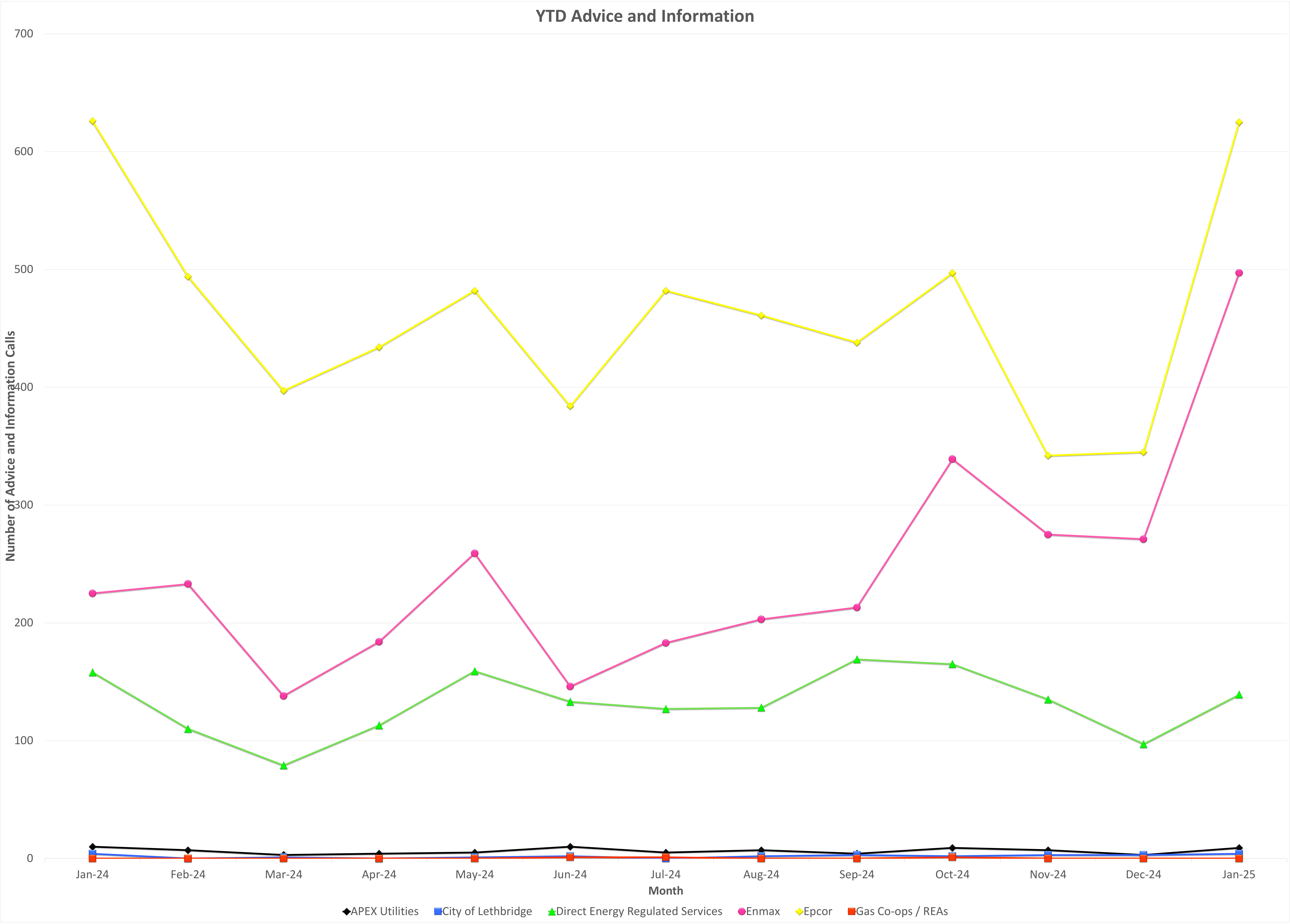
| Category         | APEX Utilities         |           | CITY of LETHBRIDGE     |           | DERS                   |           | ENMAX                  |           | EPCOR                  |           | GAS CO-OP/REA          |           |
|------------------|------------------------|-----------|------------------------|-----------|------------------------|-----------|------------------------|-----------|------------------------|-----------|------------------------|-----------|
|                  | 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          | 2                      | 0         | 0                      | 0         | 26                     | 17        | 35                     | 8         | 46                     | 24        | 0                      | 0         |
| Carbon Levy      | 0                      | 0         | 0                      | 0         | 1                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         |
| Contracts        | 0                      | 0         | 0                      | 0         | 3                      | 0         | 2                      | 0         | 3                      | 0         | 0                      | 0         |
| Customer Service | 2                      | 0         | 2                      | 0         | 44                     | 0         | 326                    | 0         | 367                    | 1         | 0                      | 0         |
| Disconnection    | 0                      | 0         | 0                      | 0         | 6                      | 1         | 16                     | 2         | 31                     | 10        | 0                      | 0         |
| Distribution     | 2                      | 0         | 0                      | 0         | 7                      | 1         | 0                      | 0         | 2                      | 0         | 0                      | 0         |
| Education        | 3                      | 0         | 2                      | 0         | 51                     | 0         | 113                    | 0         | 167                    | 2         | 0                      | 0         |
| Metering         | 0                      | 0         | 0                      | 0         | 0                      | 1         | 2                      | 1         | 6                      | 0         | 0                      | 0         |
| Other            | 0                      | 0         | 0                      | 0         | 1                      | 0         | 3                      | 0         | 3                      | 1         | 0                      | 0         |
| Total            | 9                      | 0         | 4                      | 0         | 139                    | 20        | 497                    | 11        | 625                    | 38        | 0                      | 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.

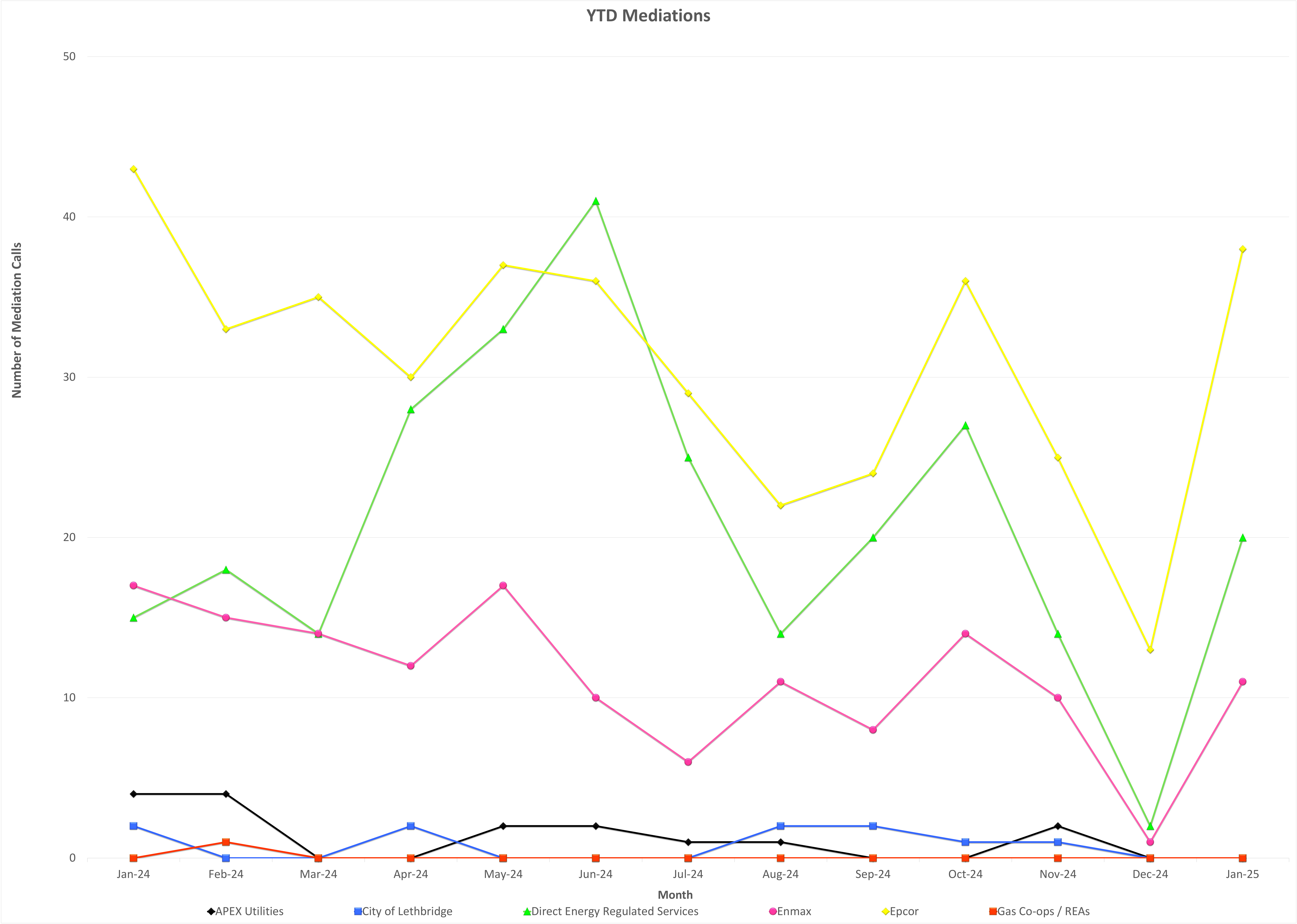
The total number of issues presented are straight data tracked by the UCA Mediation Team for the specified date range and do not reflect the wide variations in the size of each company's customer base. Service Providers vary in size from ~10,000 customers to several million customers.

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.

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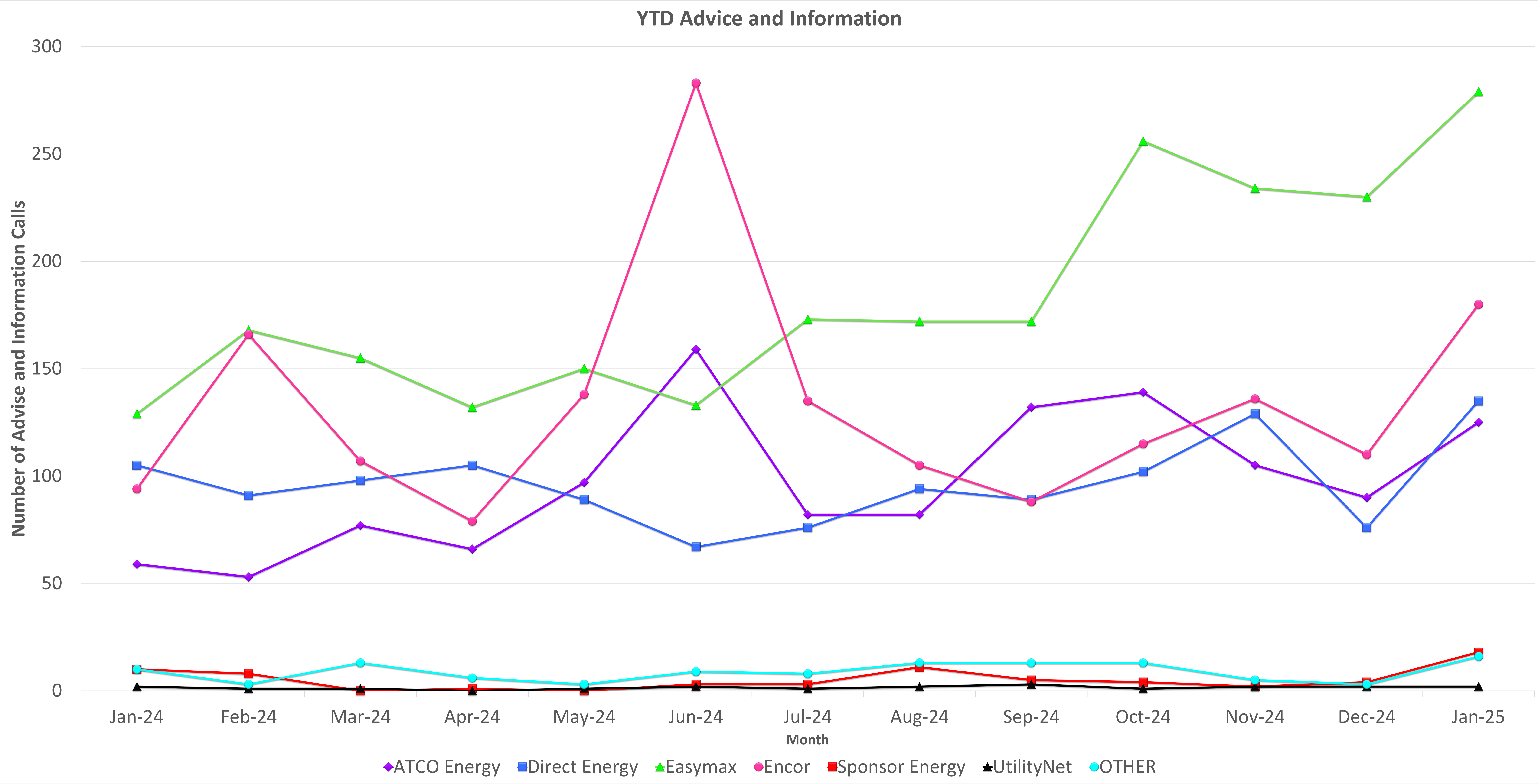
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| Category         | ATCO Energy            |           | Direct Energy          |           | Easymax                |           | Encor                  |           | Sponsor Energy         |           | UtilityNet             |           | OTHER                  |           |
|------------------|------------------------|-----------|------------------------|-----------|------------------------|-----------|------------------------|-----------|------------------------|-----------|------------------------|-----------|------------------------|-----------|
|                  | 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          | 20                     | 9         | 16                     | 6         | 16                     | 3         | 12                     | 2         | 4                      | 1         | 0                      | 1         | 1                      | 2         |
| Carbon Levy      | 1                      | 0         | 1                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         |
| Contracts        | 9                      | 5         | 8                      | 1         | 10                     | 0         | 4                      | 0         | 3                      | 1         | 0                      | 0         | 0                      | 0         |
| Customer Service | 44                     | 1         | 51                     | 0         | 156                    | 0         | 101                    | 0         | 1                      | 0         | 1                      | 0         | 3                      | 0         |
| Disconnection    | 5                      | 1         | 5                      | 1         | 0                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         |
| Distribution     | 9                      | 1         | 7                      | 0         | 2                      | 1         | 2                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         |
| Education        | 36                     | 1         | 45                     | 1         | 95                     | 0         | 61                     | 0         | 10                     | 0         | 1                      | 0         | 11                     | 0         |
| Metering         | 1                      | 1         | 0                      | 1         | 0                      | 1         | 0                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         |
| Other            | 0                      | 0         | 2                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         | 0                      | 0         | 1                      | 0         |
| Total            | 125                    | 19        | 135                    | 10        | 279                    | 5         | 180                    | 2         | 18                     | 2         | 2                      | 1         | 16                     | 2         |

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