

Utilities for Alberta Small Businesses



Utilities Consumer Advocate
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November 18, 2020

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Agenda

-  What is the Utilities Consumer Advocate (UCA)?
-  Utilities for Small Businesses
-  Consumer Protection & Resources for Small Businesses
-  How Alberta's Utility Market Works

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Small Business Utilities Discussion


The UCA is increasing our engagement with small businesses

- What utilities issues are you seeing in your business?
- What utilities resources and services would be helpful for your business?


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What is the Utilities Consumer Advocate?



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What is the Utilities Consumer Advocate?

- Established in October 2003
- Branch of Service Alberta
- Represent interests of Alberta’s electricity and natural gas consumers



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How the UCA Helps

Advocate by representing consumer interests in regulatory proceedings

Mediate disputes between consumers and utility companies

Educate through a wide range of outreach activities

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Advocacy

Shareholder Interests

Utility companies

Ratepayer Interests

utilitiesconsumer advocate

Public Interest

Utilities companies apply for rates and infrastructure approvals from the AUC to provide reliable service to customers and a reasonable return to their shareholders.

The UCA intervenes in AUC proceedings to ensure residential, small business, and farm customers receive reliable services at reasonable prices.

Alberta Utilities Commission

The AUC regulates the utilities sector, and natural gas and electricity markets to protect social, economic and environmental interests of Alberta where competitive market forces do not.

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Mediation

Help resolve disputes between consumers and utility providers

Provide unbiased advice and information

| | |
|----------------------------------|-----------------------------------------------------------|
| Billing | Respond to over 2,000 consumer calls and emails per month |
| Metering | How to choose providers |
| Contracts | What the charges on the bill mean |
| Customer service | |
| Disconnections and reconnections | |

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Community Outreach

- Presentations
- Stakeholder meetings
- Information booths
- Trade shows
- Networking events

Consumer Resources

- Informative website
- Online tools
- Social media updates (Facebook, Instagram, Twitter)
- Educational materials

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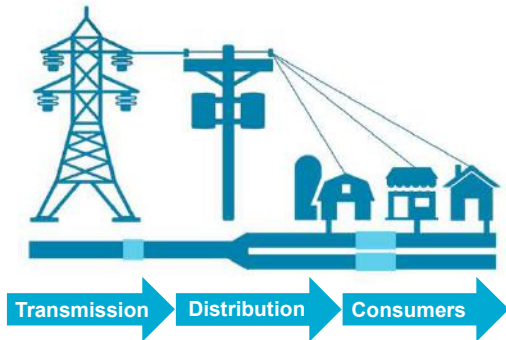
How Alberta's Utilities Market Works



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Utilities Delivery System



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Regulated Rate Providers



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Competitive Retailers



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Regulated vs. Competitive Rates

| Regulated Rate | Competitive Rate |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Immediate start date • No term commitment • Current market rate • No credit check | <ul style="list-style-type: none"> • Choice of rate type • One bundled bill • May offer incentives • Choice of retailer |
| <ul style="list-style-type: none"> • Separate bills for heat and power • Changing rates • May require deposit | <ul style="list-style-type: none"> • May require a credit check • Potential exit fees |

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UCA Website

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Cost Comparison Tool



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Cost Comparison Tool – Comparing Rates

| Utility Plan | Rate Details | Contract | Rate per kWh | Estimated bill | Notes |
|----------------|---------------------------------------------------------------|------------------------------------|-------------------|----------------|---------------|
| Utility Plan A | 3-Year Guaranteed Electricity and Natural Gas Fixed Rate Plan | 3-Year Contract Early Exit Fee: No | \$0.082 / \$0.794 | \$668.75 | \$\$\$ 000000 |
| Utility Plan B | 1-Year Fixed Electricity and Natural Gas Fixed Rate Plan | 1-Year Contract Early Exit Fee: No | \$0.082 / \$0.794 | \$673.52 | \$\$\$ 000000 |
| Utility Plan C | 3-Year Guaranteed Electricity and Natural Gas Fixed Rate Plan | 3-Year Contract Early Exit Fee: No | \$0.082 / \$0.794 | \$673.52 | \$\$\$ 000000 |
| Utility Plan D | 3-Year Guaranteed Electricity and Natural Gas Fixed Rate Plan | 3-Year Contract Early Exit Fee: No | \$0.082 / \$0.794 | \$673.52 | \$\$\$ 000000 |
| Utility Plan E | 3-Year Guaranteed Electricity and Natural Gas Fixed Rate Plan | 3-Year Contract Early Exit Fee: No | \$0.082 / \$0.794 | \$673.52 | \$\$\$ 000000 |
| Utility Plan F | 3-Year Guaranteed Electricity and Natural Gas Fixed Rate Plan | 3-Year Contract Early Exit Fee: No | \$0.082 / \$0.794 | \$673.52 | \$\$\$ 000000 |

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Cost Comparison Tool – Plan Details

Overview
Customer type: Small Business
Pricing type: Fixed rate
Contract length: 3 years

Features
Green energy
Incentives and Bonuses

Cooling off period
10 days to cancel without cool or penalty

Eligibility Criteria
Subject to credit check

Terms and Conditions
You're free to cancel your plan at any time with no penalty. Depending on the results of your credit assessment, your card-pro authorized payment may be required.

Pricing Changes
Not applicable

Green Plan Description
You may choose to add Green Electricity (25%) for an additional \$0.028/kWh, or Green Electricity (100%) for an additional \$0.028/kWh. Your green contribution supports Canadian renewable energy sources like solar, wind and hydro.

Incentives and Bonuses

Early Exit Fee
Not applicable

Estimated bill for July
\$668.75

Estimated bill for July
\$673.52

Estimated bill for July
\$758.19

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Cost Comparison Tool - Overview

Utility Plan A

Customer type: Small Business
Pricing type: Fixed rate
Contract length: 3 years

Features
Green energy
Incentives and Bonuses

Estimated bill for July
\$668.75

Utility Plan B

Customer type: Small Business
Pricing type: Fixed rate
Contract length: 3 years

Features
Green energy
Incentives and Bonuses

Estimated bill for July
\$673.52

Utility Plan C

Customer type: Small Business
Pricing type: Fixed rate
Contract length: 3 years

Features
Green energy

Estimated bill for July
\$758.19

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Cost Comparison Tool – Plan Pricing

| Utility Plan A | Utility Plan B | Utility Plan C |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Estimated bill for July \$668.75 | Estimated bill for July \$673.52 | Estimated bill for July \$758.19 |
| <p>Retail</p> <ul style="list-style-type: none"> Admin Fee: \$12.95 Electricity Retail Charge: \$206.39 Natural Gas Retail Charge: \$49.27 Electricity Distribution Fees Distribution Demand: \$23.09 Distribution Demand Coverage: \$67.39 Distribution Energy Capacity: \$26.79 Per Day: Variable Transmission: \$19.95 Transmission Demand: \$70.83 Balancing Pool Rider: \$8.57 Per kWh Rate Rider: \$20.01 Transmission Rate Rider: \$0.31 Local Access Fee: \$38.81 Gas Distributor Fees Variable Distribution: \$10.53 Fixed Distribution: \$24.46 Per Day Rider: \$0.24 Per GJ Rate Rider: \$0.13 Per GJ Rate Rider: \$12.51 Municipal Franchise Fee: \$12.16 Taxes: Federal Carbon Tax: \$20.45, GST: \$31.95 | <p>Retail</p> <ul style="list-style-type: none"> Electricity Admin Fee: \$7.11 Electricity Retail Charge: \$211.75 Natural Gas Admin Fee: \$7.11 Natural Gas Retail Charge: \$49.27 Electricity Distribution Fees Distribution Demand: \$23.09 Distribution Demand Coverage: \$67.39 Distribution Energy Capacity: \$26.79 Per Day: Variable Transmission: \$19.95 Transmission Demand: \$70.83 Balancing Pool Rider: \$8.57 Per kWh Rate Rider: \$20.01 Transmission Rate Rider: \$0.31 Local Access Fee: \$38.81 Gas Distributor Fees Variable Distribution: \$10.53 Fixed Distribution: \$24.46 Per Day Rider: \$0.24 Per GJ Rate Rider: \$0.13 Per GJ Rate Rider: \$12.51 Municipal Franchise Fee: \$12.16 Taxes: Federal Carbon Tax: \$20.45, GST: \$32.07 | <p>Retail</p> <ul style="list-style-type: none"> Admin Fee: \$12.95 Electricity Retail Charge: \$206.39 Natural Gas Retail Charge: \$49.27 Electricity Distribution Fees Distribution Demand: \$33.09 Distribution Demand Coverage: \$67.39 Distribution Energy Capacity: \$26.79 Per Day: Variable Transmission: \$19.95 Transmission Demand: \$70.83 Balancing Pool Rider: \$8.57 Per kWh Rate Rider: \$20.01 Transmission Rate Rider: \$0.31 Local Access Fee: \$38.81 Gas Distributor Fees Variable Distribution: \$11.53 Fixed Distribution: \$24.46 Per Day Rider: \$0.24 Per GJ Rate Rider: \$0.13 Per GJ Rate Rider: \$12.51 Municipal Franchise Fee: \$12.16 Taxes: Federal Carbon Tax: \$20.45, GST: \$36.18 |

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Understanding Utility Bills

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Understanding Energy Utility Bills

ucahelps.alberta.ca

ucahelps.alberta.ca/understanding-your-bill.aspx

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Detailed Breakdown – Page 1

Your electricity and gas bill

Bill date February 18, 2017

You owe 260.06
Pay by February 28, 2017

| | |
|---------------------------------|---------------|
| Your last bill | 180.19 |
| We advanced your payment Dec 25 | -152.56 |
| You still owe | 26.63 |
| Electricity charges | 27.88 |
| Gas charges | 141.64 |
| Late payment fee | 0.00 |
| GST | 32.25 |
| Total new charges | 201.77 |
| Total you owe now | 260.06 |
| After Feb 28 pay | 260.06 |

Important
You are behind to your payment. Please contact us or check your payment. We'd like to avoid cutting off your service.

Jane Doe
456 Main St
Springshire AB T1U 1E1
Account number: 123456789

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Detailed Breakdown – Page 2

Electricity charges Jun 5 to Jul 4

Changes to buy electricity from a retailer named...

| | |
|---------------------|--------------|
| Electricity charges | 43.87 |
| Administration fee | -0.00 |
| Total | 43.87 |

Changes to deliver electricity from distributor named...

| | |
|----------------------|--------------|
| Electricity charges | 27.88 |
| Distributor charge | 13.13 |
| Local service charge | 1.89 |
| Basic service charge | 1.17 |
| Basic service charge | 1.17 |
| Total | 45.24 |

Total electricity charges: 77.83

Gas charges Jun 5 to Jul 4

Changes to buy gas from a retailer named...

| | |
|--------------------|---------------|
| Gas charges | 141.64 |
| Administration fee | -0.00 |
| Total | 141.64 |

Changes to deliver gas from distributor named...

| | |
|----------------------|---------------|
| Gas charges | 39.27 |
| Distributor charge | 69.69 |
| Local service charge | 19.99 |
| Basic service charge | 2.22 |
| Total | 129.17 |

Total gas charges: 125.56

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Understanding Energy Utility Bills

| Fixed Costs | Variable Costs |
|--------------------------------------------------|-------------------------------------------------------|
| Administration Fees (\$/month) | Energy Usage (¢/kWh, \$/GJ) |
| Fixed Distribution Fees (e.g. daily rate: ¢/day) | Variable Distribution Fees (e.g. usage: ¢/kWh, \$/GJ) |
| Local Access/Municipal Franchise Fees (\$/month) | Transmission Fees (¢/kWh) |
| | Rate Riders (¢/kWh, \$/GJ) |
| | Electricity Demand Charges (\$/kW/day) |

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Summary

- Consumer Knowledge = Consumer Power
- The more you know, the easier it is to make informed decisions
- Learn and understand the products and services you consume
- Research resources available to you

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Questions?



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My Contact Information

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Electricity & Natural Gas | Home | Rates | Retailers & Distributors | Regulatory Policies | About Us | How You Can Help

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If you need assistance resolving an issue with your utility company or have questions about your electricity and natural gas charges, we can help.

Phone: 318-4822 (in Alberta)
Phone: 318-4822 (toll-free, outside Alberta)
Fax: 1-866-744-4276
Email: ucahelps@gov.ab.ca
Hours of operation: Monday-Friday 8:30am - 3:30pm

First Name: Last Name:
 Email: Phone Number:
 Subject:
 Message:

Send




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Thank You

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