

Regulated Energy Providers Mediation Summary Report

October 1, 2016 To October 31, 2016

Total Advice/Information Contacts: 1,157

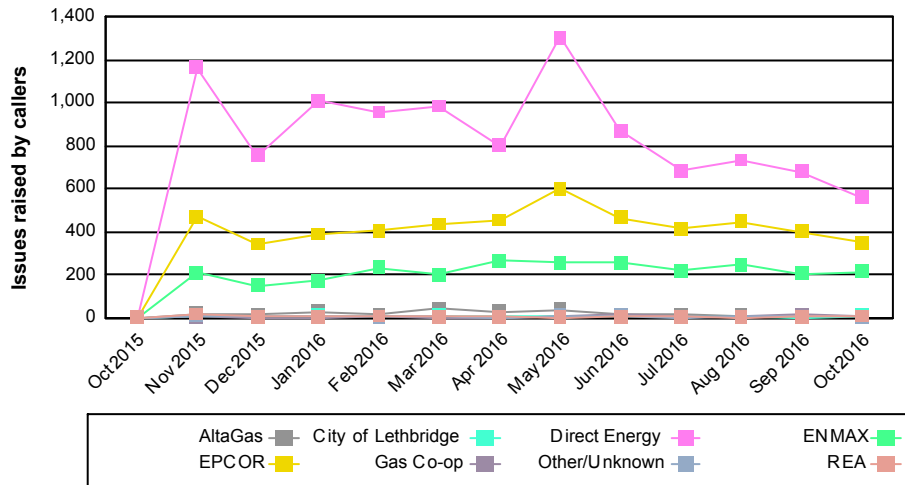
Total Mediation Contacts: 100

Contacts by Issue	Direct Energy		EPCOR		Enmax		REA		Gas Coop		Alta Gas		City of Lethbridge		Other	
	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED	ADI	MED
Billing	18	52	8	4	1	2	0	0	0	0	0	0	0	0	0	0
Contracts	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Customer Service	63	7	100	0	169	0	1	0	0	0	0	0	0	0	0	0
Disconnection	41	14	19	5	2	1	2	0	0	0	0	0	3	0	0	0
Distribution	4	2	5	2	4	0	1	0	0	0	0	0	0	0	0	0
Education	428	5	210	0	38	0	2	0	5	0	11	0	8	0	3	1
Metering	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	1	4	0	1	0	1	0	0	0	0	0	0	0	0	1
Total	558	82	347	13	215	3	7	0	5	0	11	0	11	0	3	2
Average Days to Close	5		6		5		0		0		0		0		0	

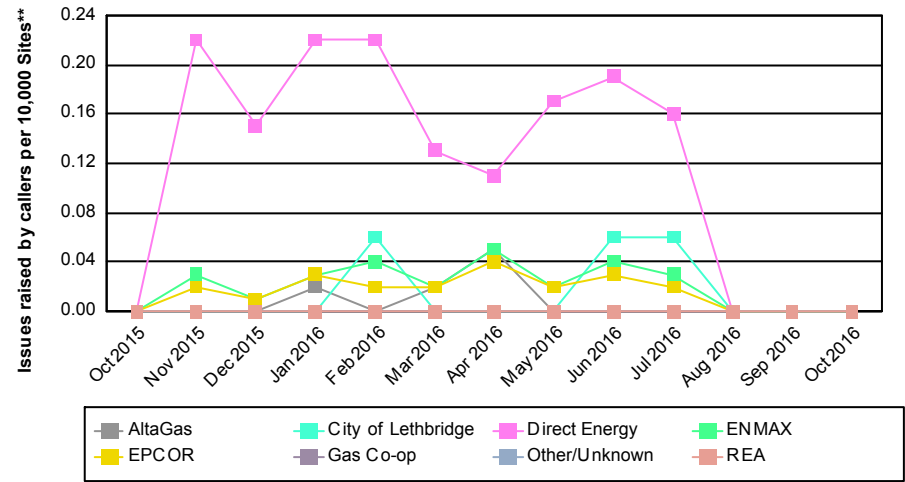
The number of Advice/Information and Mediation calls listed above is greater than the actual number of separate consumers contacting the UCA because each separate contact can be assigned more than one issue.

The UCA's Mediation Team provides Advice and Information to all Albertans that contact our office. When the UCA provides first call resolution and does not need to contact an outside agency, these calls are classified as Advice and Information. When a consumer's concern requires the UCA to contact an outside agency, the UCA creates a Mediation. Not all Mediation calls are complaints against the company. The UCA considers a Mediation to be closed when we have received all of the requested information from the outside agency and have communicated this information to the consumer.

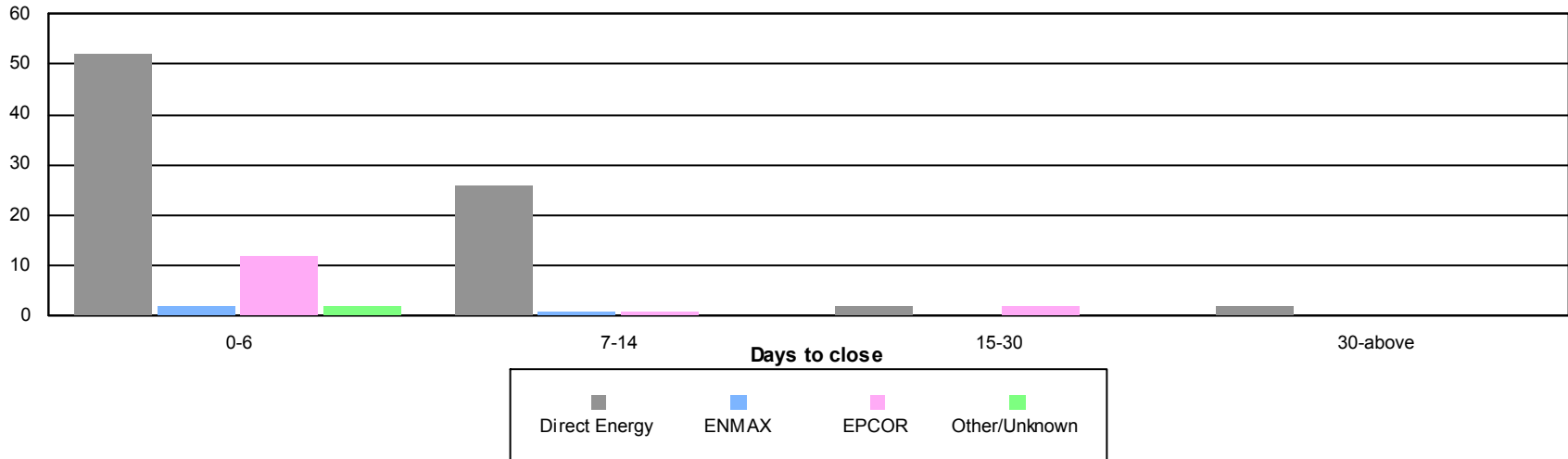
YTD Advice and Information



YTD Mediation



Days to Close Mediations



Competitive Energy Marketers Mediation Summary Report

October 1, 2016 To October 31, 2016

Total Advice/Information Contacts: 192

Total Mediation Contacts: 58

Contacts by Issue	Direct Energy		ENCOR		Enmax		JEA		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
Billing	8	18	0	1	2	4	4	4	0	0	0	1
Contracts	14	15	0	1	2	3	8	6	0	0	0	0
Customer Service	18	3	11	0	43	0	2	0	0	0	0	0
Disconnection	1	1	0	0	0	1	0	0	0	0	0	0
Distribution	1	0	0	0	3	0	0	0	0	0	0	0
Education	56	0	1	0	7	0	10	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	1	0
Total	98	37	12	2	57	8	24	10	0	0	1	1
Average Days to Close	14		5		4		5		0		0	

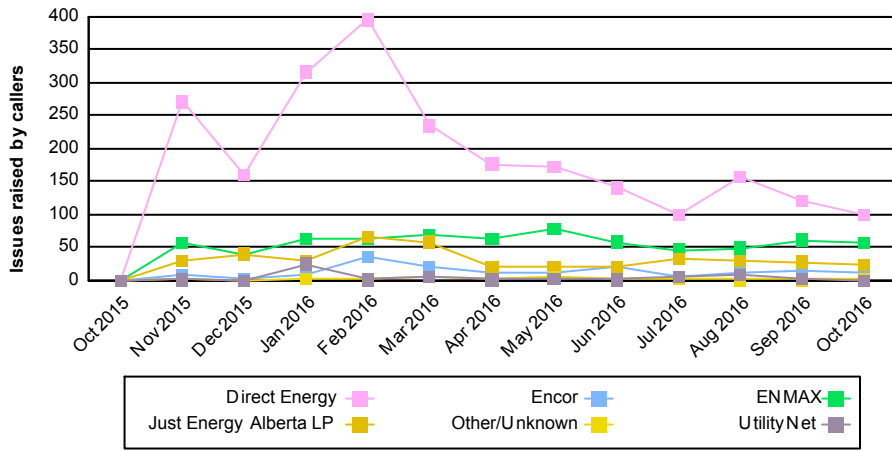
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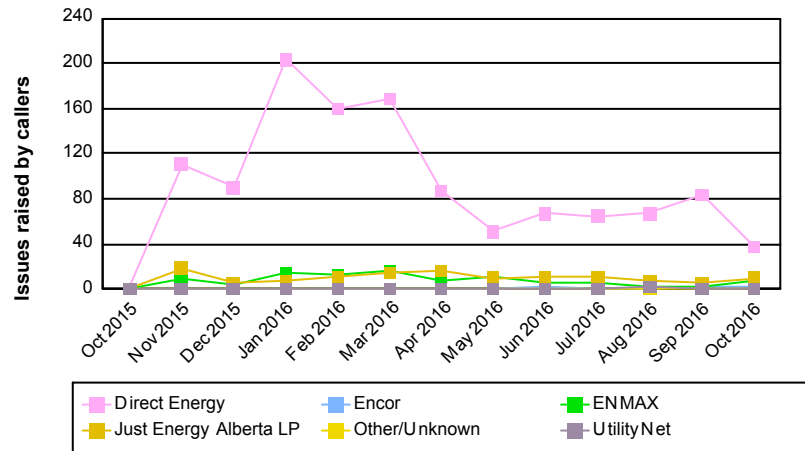
*List of [UTILITYNET](#) companies

** The YTD Mediations have been standardized using retail statistics posted on the [Market Surveillance Administrator](#) website.

YTD Advice and Information



YTD Mediations



* Entries into UCA Consumer Utility Reporting and Tracking Information System (CURTIS).

Days to Close Mediations

