

**Appendix B**  
**Direct Energy Regulated Services - EUB Inquiries**

COMPLAINT RECEIVED			COMPLAINT ACKNOWLEDGED		COMPLAINT DESCRIPTION TYPE	COMPLAINT RESOLUTION		
Date	Time	Method	Date	Time		Resolution / Actor	Date	Hours
4/Oct/04	11:06	email	4/Oct/04	17:51	Customer is upset with a transfer of money from DERS to AG, and also his corrected statement for his address, and also that his charge cycle wasn't changed and now he has unstatemented charges that he doesn't understand.	Response is being drafted ***Oct 5 - response now sent, giving the EUB a list of all customer's charges and payments to date, and explaining that the statement cycle was not in sync with the billing cycle, which has caused the unstatemented charges.	5/Oct/04	24 hours
5/Oct/04	1:15	phone	5/Oct/04	1:15 AM	EUB indicated customer didn't think we charged the correct re-connect charges	I advised that the 10.70 will be the charges applied from DERS and the 48.15 is the dist company's charges. Advised EUB that these are the correct charges for the gas being off when the customer applied for services.	5/Oct/04	10 min
5/Oct/04	2:15	phone	5/Oct/04	14:15	EUB called about the disconnected service. Advised that she thinks the customer is tampering with the meter	Advised that we know that the service is off. Advised an order to energize was sent however if AG has it's reason for not to connect service we are not aware of that. She thinks that customer has been tampering with the meter. ****2 hours later. Rec'd email from AG asking us to issue the energize. Energize was already issued and customer was transferred to ATCO to make access arrangements.	5/Oct/04	10 min
4/Oct/04	17:45	email	6/Oct/04	15:25	rec'd email from from the EUB asking us to investigate why retail charges are for 11.55 GJ, but distribution charges are only for 10.31 GJ.	I have emailed EUB back that we are currently investigating and will update her asap. called distribution and confirmed that final reading was 712. We have started at a reading of 711, therefore one approx 1 GJ does appear to have been double billed. Have sent to be corrected, and AG will see a corrected final bill changing reading from 712 - 711, and a small refund.		
5/Oct/04	2:45	phone	5/Oct/04	2:45pm	EUB requested that we call customer regarding the \$925.04 that was transferred from DERS to ATCO Singlepoint	Left message for customer to call DERS - ask for CET and anyone in this department could help her. Basically the amount was transferred on the request of ATCO - the reason for the request is because customer was to call back and advised of payment to prevent disconnection - they didn't get any payment so ATCO inquired about any payments to DERS which could have been misdirected. ****6:05****CET Action Q - Customer called back and I explained that the \$925.04 was requested by AG to prevent disconnection	5/Oct/04	20 min
4/Oct/04	3:00 PM	mail	7/Oct/04	5:18 PM	Rec'd letter from the EUB asking for a copy of our response to customer	response has been sent advising that DERS has aligned its billing period with AG so there will be no more stub period as they have requested. Letter cc'd to the EUB and copy faxed to them.	7/Oct/04	20 min
8/Oct/04	11:38	phone	8/Oct/04	11:38	Customer indicated she received the letter from DE and it does not address any of the concerns that she had brought forward	Advised that I will need to check the letter against what has transpired on the account and get back to her.	8/Oct/04	10 min
12/Oct/04	1:43	phone	12/Oct/04	1:43pm	EUB wanted to know why the charges were double on the Sept Stmt.	Advised that the Aug 30 stmt was cancelled and the Sept 29 stmt was for 2 months of charges. She asked if we could call customer and explain how the summary billing works.	12/Oct/04	18 minutes
12/Oct/04	1:08pm	email	12/Oct/04	1:08pm	EUB called to inquire about amount of Fixed charges for Street Light accounts	Spoke with EUB, explaining the recent statement the customer received was a multiperiod billing, showing charges for a 2 month period. This explained why the customer was being charged approx. \$24 for fixed charges on this statement.	12/Oct/04	15 min
13/Oct/04	14:30	phone	13/Oct/04	14:30	EUB called and wanted to know why the Sept 10 transfer of \$184.00 was done. Customer had been bounced back and forth from DERS to AG.	I call AG and confirmed that the \$184.00 was for unpaid charges from May. She wanted to know why the AG person wouldn't have told the customer, and I had to tell her to call AG to discuss it, as I couldn't speak for another company. I did advise her that a normal DERS cac agent would not be allowed to call AG to find out the way I could, which was why the DERS agent directed the customer to call AG.	13/Oct/04	5 min
15/Oct/04	9:35	phone	15/Oct/04	9:35	EUB has requested a spreadsheet detailing the debits and credits on the account as she is concerned that this is not accurate.	The spreadsheet has been created and reviewed by CET. The cover letter has been written and forwarded for review. The coverletter has been reviewed and emailed.	15/Oct/04	3 hours
15/Oct/04	17:25	phone	15/Oct/04	5:25 PM	EUB called and wanted to know why it took so long to get a corrected final bill for this property since DER rec'd the meter reading June 8/04.	I advised her that because the usage was so high for such a short period of time, the account kept failing our internal audits, until we manually went in and forced a bill out. EUB will let the customer know.	15/Oct/04	5 min
18/Oct/04	9:11	phone	18/Oct/04	9:15	rec'd email from EUB asking us to investigate customer's first bill as he is disputing the usage.	After investigating we have advised the EUB that the previous customer's final charges were based on an estimate which appears to be too low. Have done refinal on previous acct and cancel/recharge on this account in order to redistribute usage using degree days.	18/Oct/04	10 min
18/Oct/04	10:39	phone	18/Oct/04	10:39 AM	EUB was calling to find out why the deposit was \$24,000 for this premise	Advised EUB that the deposit request was \$10,454 for the new tenant. Advised the the deposit request has dropped because there has not been any service at the premise for some time and the annual consumption would then be lowered. Advised that the new tenant was also given the requirements to have the deposit waived. EUB was going to advise customer of this information	18/Oct/04	5 min
19/Oct/04	2:13	phone	19/Oct/04	2:13	EUB requested to have a copy of the septmeber 30 bill faxed to her	041022 EUB received a copy of the bill she requested	19/Oct/04	10 min
21/Oct/04	11:41	email	21/Oct/04	12:48 PM	EUB has requested the site id for a customer	Spoke with EUB, providing her with the Site ID #, so she could contact ATCO Gas with customer's concerns.	21/Oct/04	10 min
22/Oct/04	11:00	phone	22/Oct/04	11:00	EUB was inquiring about how the customer would go about setting up payment arrangement for the deposit to be paid	I advise EUB that C and C would need to deal with this. So I called if in C and c and gave them a heads up then I called customer and advised that he needs to talk to someone in C and C and transferred him thru to assist him.	22/Oct/04	35 min
22/Oct/04	11:00	phone	22/Oct/04	11:00 AM	EUB wanted copies of the bills so she can understand what the customer is referring to	had copies of customers bill faxed to EUB	22/Oct/04	10 min
22/Oct/04	3:13	phone	22/Oct/04	3:13	EUB wanted to advised they have rec'd a letter from customer and they will fax it to us	Confirmed fax number	22/Oct/04	4 minutes
25/Oct/04	15:07	fax	26/Oct/04	15:12	Received fax from EUB requesting a copy of our response to a letter from customer regarding their account	the response is already in process		
25/Oct/04	9:22	phone	25/Oct/04	9:22 PM	EUB called wanting to know if we would correct customers statement if AG sent a new meter reading.	Assured EUB that we would. ****10/26 EUB called again, wanted to know if it was reasonable to charge 1GJ of gas for 5 days. Explained the 1GJ being billed. Have confirmed with her that DD indicate an amount of 0.85GJ. Will process credit on account for 0.15GJ, per EUB request.	25/Oct/04	5 min
25/Oct/04	3:05	phone	25/Oct/04	3:05	EUB requested I call customer back as he did not know where he could make payments as DE did not have any offices as far as he knew	I advised EUB that DE does have an office where he can make a payment at the 909 11 Ave Sw calgary office the other two have drop boxes only. I called customer and advised him of this and tranferred him to C and C to make arrangement as well.	25/Oct/04	25 min

28/Oct/04	14:40	phone	28/Oct/04	14:50	customer upset about her September statement, does not believe the charges are valid	received call from AEUB wanting to confirm if September statement is an actual read or an estimate, advised her that is based on an actual read, she wanted to know what the annual usage is, I adv from May 18 to Dec. 31, 2004 is 217, she agreed that the charges are in line - she will call the customer back to advise her	28/Oct/04	5 minutes
2004/11/03	11:04	E-Mail	2004/11/03	13:17	Received email from EUB asking for clarification on consumption estimation	emailed EUB and advised that we will investigate. Investigated and found that AG needed to cancel/recharge again as it was not done to a manual estimate. I emailed EUB to inform of this.	2004/11/04	16:05
2004/11/04	15:00	Phone	2004/11/04	15:00	EUB has requested meter numbers on the statements for the customer.	Phone EUB back and left voicemail. 16:00 EUB phoned back. I gave her the information and advised that the billing had been corrected. 16:07 Michelle called back and requested that I send copies of the statements: information faxed	2004/11/04	16:21
2004/11/04	15:13	Phone	2004/11/04	15:13	EUB called and wanted to know what was happening on this customer's account as they were upset that they had to pay close to 900.00	I advise EUB that they are on the BBP but because there was a large a/r balance the budget was increased by 66.00 they are not expected to pay the total a.r balance at once. EUB was okay with that and will advise the customer	2004/11/04	15:19
2004/11/05	14:25	Phone	2004/11/05	14:25	EUB asked that we contact customer as he had some concerns regarding his billing	I called customer back and went thru all the billings from day 1 to current. Bottom line of his concern is that DE does not show the estimations on the statements, or at least indicate that the usage is estimated. He seemed fine with the explanation of the corrected billings. I went thru two ways one with the bills and the other showing him the actual corrected charges less his payments to get to the net balance owing. I called EUB and advised her that I spoke to customer and what was discussed.	2004/11/05	15:14
2004/11/09	19:00	Fax	2004/11/09	19:00	rec'd fax from EUB asking us to respond to customer's letter. He is disputing his billed usage and EUB wants us to reply.	CET has phoned EUB and advised her that this is a distribution issue as all usage is actual based on meter readings, therefore DERS cannot address this. EUB understood and is going to contact AE.	2004/11/10	13:03
2004/11/12	14:10	E-Mail	2004/11/12	20:15	rec'd email from EUB questioning corrected September charges as well as usage allocation from Oct. 31 Nov. 1/04 as m/r's show 0 usage but we have billed 0.33 GJ for this one day.	Have sent response explaining correction, and also why distribution usage does not match retail usage for each period, but showing total usage for both retail & distribution are very, very close (20.66 vs 20.80). Have advised EUB to contact AG to explain the slight difference as all usage is based on actual dom's. Also have explained total consumption of 7.92 GJ from Sept 30 - Nov 1 is allocated using degree days, but have offered to move the 0.33 GJ back into the October billing period. This will result in a credit of \$0.19. Have asked the EUB to advise if this adjustment is desired	2004/11/12	20:58
2004/11/09	10:45	Phone	2004/11/09	10:45	EUB wanted DERS to explain why 107.28 was transferred to AG and that she was not being double billed for any charges	Called customer and reviewed the billing history and the payments. Also advised that I confirmed with AG that they requested the 107.28 to pay their final charges and prevent CONP. Explained the balance forward and what each month's current charges are. Customer was not happy with this. Called and advised EUB of the results of the phone call.	2004/11/09	11:05
2004/11/08	9:46	Phone	2004/11/08	9:46	EUB called in regards to a letter that customer sent. The letter is in regards to his consumption, the dom that we have shows from May - August there was 14000kwh of consumption. EUB is faxing the letter to us & would like us to investigate & respond back to customer via writing	Provided EUB with the fax # to send letter to & will forward for a response.	2004/11/08	9:52
2004/11/09	10:20	Phone	2004/11/09	10:20	EUB called back as I left a message that I had spoken to customer on Friday Nov 5	I advised EUB what I had discussed with customer and that he seemed satisfied with my explanation so she can close her file with him	2004/11/09	10:26
2004/11/10	13:45	Phone	2004/11/10	13:45	EUB called as customer had concerns about the BBP settlement amount on his bill	Advised EUB that I will investigate this for the customer as the a/r balance for September statement is 104.12 then he requests to go off the BPP and the Oct statement is 110.24 the total owing should be 214.36 but yet the total billing charges are 241.66 which looks like 27.30 was added to the total and then subtracted? The bill is correct, we had to debit the credit to balance out the account as the customer went off the BPP. I also went thru the amount owing less the amount paid and the balance is 214.36 that is required to be paid.	2004/11/10	14:52
2004/11/08	16:25	E-Mail	2004/11/09	8:15	Received email from the EUB, customer has concerns over the customer service he received. EUB has requested a copy of the conversation that had taken place.	Have provided the EUB with a copy of the conversation per their request.	2004/11/09	10:31
2004/11/08	15:40	Phone	2004/11/08	15:40	EUB called wanting to know when the deposit would be refunded on the account	I advised EUB that the deposit process started on Oct 26/04 and takes up to 5 business days to be mailed	2004/11/08	15:43
11/15/2004	#####	Phone	11/19/2004	11:00:47 AM	EUB has requested a copy of the letter that was sent to this customer.	I contacted R&C and the letter has been provided. I wrote a cover letter which was reviewed and it was emailed	11/19/2004	11:06:00 AM
11/15/2004	#####	Phone	11/15/2004	10:03:00 AM	customer wrote letter of complaint to EUB regarding the reconnection fee charged by AG to restore services at his property	received call from the EUB, customer sent letter of complaint regarding the rec. fee of 48.15 as he feels that he should not be charged for prior customer's fault, EUB wanted to know who turned off. I advised it appears was AG, she wanted to know when it was turned off, I advised June 28 (I also advised that DERS would not have turned off at this point as only had acct for 1 month), confirmed with EUB that a vacancy agreement only covers vacancies not CONP as this would breach privacy laws, EUB asked for site ID # and will call AG to find out why services turned off, she understands that charges to current customer for reconnection and will advise customer of this	11/15/2004	10:10:00 AM
2004-11-29	13:14	Phone	2004-11-29	13:14	EUB requested an activity freeze on this acct. She is currently investigating the high usage with AE	Called C&C; he is put a suspension on this acct until Dec 15.	2004-11-29	13:24
2004-12-02	15:30	Phone	2004-12-02	15:30	EUB asked me to phone customer back regarding his questions about allocation of consumption.	I advised that the consumption comes from AG in GJ and then using our Degree Day Calculation we allocate over the charge period. This answer is not technical enough for him and wants to know the baseline of all information that goes into the degree day calculation. As I don't have this information, I have emailed EUB with the results of this call and a request for further direction. She will contact DER operations to see what kind of response should be given at this point.		
2004-12-08	10:39	Mail	2004-12-08	10:39	Rec'd copy of letter customer wrote the energy minister. They have asked us to respond directly to the customer and to provide them with a copy. The customer says in their letter that they have been trying for 6 months to have charges at this property cancelled as they have nothing to do with it and never did. They also claim to have paid well over \$150.00 and that we have only refunded \$46.87.	Have sent reply advising of all details in comm events, and apologizing if the original request in May was not completed correctly. Have advised however, that based on the circumstances we feel the problem was addressed and resolved in a timely manner. Have also advised that only one payment has been received, but if they would like to provide proof of payment for the \$150.00 they claim to have paid we will be happy to investigate further. Letter cc's EUB, Dept of Energy and Energy Minister.	2004-12-08	16:30

2004-12-08	09:30	Phone	2004-12-08	09:30	EUB wanted to know what was going on as the customer feels that she does not owe 277.62 that was transferred into her active account. EUB said the DE did not have authorization to do this. EUB also wants to know if there were any orders on the system to have the service disconnected.	I advised EUB that I will need to investigate this and call her back. She then indicated that she needs to know ASAP if the services would be Disc. I said there is nothing on file for this, however I could check with C and C and let her know. I left msg for EUB that this balance of 277.62 was not paid so it was transferred to customers other active account.	2004-12-08	11:15
2004-12-14	13:20	E-Mail	2004-12-14	12:55	Received request from EUB in regards to what has happened on the customers account.(regulated CET action queue)	Sent an email response to EUB questions. EUB will discuss with customer. Advised that customer was not billed beyond the September 24 date it's just that he never paid the final balance so he keeps getting reminder notices, also advised that the account can be backdated if we can get the new owner to take the services in their name. If no they will need to settle privately.	2004-12-14	14:15
2004-12-14	11:17	Phone	2004-12-14	11:17	Services were not cancelled in Nov. when wife called to final services	received call from AEUB, she wanted to confirm that customers wife called in on Nov. 2/04, I advised that yes she did, EUB wanted to know what had happened, I advised her that we advised the wife that her name is not on the account so services could not be finalled and that we need to speak to her husband, EUB said she needs to listen to this call.	2004-12-14	11:28
2004-12-15	15:15	Phone	2004-12-15	15:15	Customer called the board because she is getting billed for 2 properties when she is only responsible for one. Advised EUB that I would call the customer to go over what has happened.	Called and spoke to customer and explained that there was another statement added to her billing because there was another customer with the exact same name that applied for services at another address.	2004-12-16	17:37
2004-12-17	15:02	Phone	2004-12-17	15:02	EUB called and wants us to rush the energize through because customer has paid his bill in full.	I asked her why we would rush it and she said because he paid it in full and he shouldn't have to go a weekend without power. I advised her I would look into it and call her back. I called FS Supervisor to find out if it was okay to authorize the same day reconnect fee, and called the client to find out. DERS would not authorize the same day fee, and will call EUB back.	2004-12-17	15:13
2004-12-20	09:55	Phone	2004-12-20	09:55	EUB wanted to know when the energize was issued.	I checked and advised that it was issued on Friday 12/17	2004-12-20	10:03
2004-12-20	10:15	Phone	2004-12-20	10:15	AEUB phoned re: corrected billing & ask that I phone the customer and clarify the usage on their account. She also advised that AE e-mailed her the usage from August 26-Oct 27 of 10440 KWH, she forwarded me the e-mail to confirm.	I advised EUB that the usage that AE is speaking of we are showing as being the August 26-November 25 period. I am going to send a breakdown of consumption to customer as I had intended previously to be sent, and advise EUB that the billing in October had to do with an incorrect "DERS Estimated Distribution Charge" of 7169.37 for the August 26-Oct 4th time period, which was corrected on the November statement to bill 885.05 for the entire Aug 26-Oct 27th time period. Faxed the account reconciliation to customer and EUB. Customer is satisfied at this time.	2004-12-22	14:14
2004-12-20	15:06	Phone	2004-12-20	15:06	Customer (arp) upset about the reconnection fees, feels that he should not have to pay them twice	received call from EUB wanted to know why 2 reconnection fees, I advised that we have only charged one reconnection fee and it was on Sept. 30/04 but reflected on his Dec. statement there was only 1 charge not 2, EUB advised that customer told her that he already paid the r/f, I advised EUB that we have only received 1 payment on this account and it was for the charges billed on Aug. 10/04 statement, no other payments and no over payment of 48.15 - she said she would call the customer back to explain, she asked about having someone call customer about his cancel/recharge - I advised EUB that we spoke to this customer today about the cancel recharge and that he was OK with the cancel of charges but he does not want to be re-charged, she said that she would talk to the customer	2004-12-20	15:15
2004-12-22	11:33	E-Mail	2004-12-23	14:45	EUB requested that we contact this customer regarding deposit and possible payment arrangements.	Forwarded to C&C for action		
2004-12-23	14:15	Phone	2004-12-23	14:15	EUB requests that we contact this customer regarding deposit on the account. EUB says that the customer says that she requested a call back from a supervisor yesterday and has yet to have a call back. Notes do not indicate a request for a supervisor call back.	Forwarding concern to C&C		