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News Release

FOR IMMEDIATE RELEASE

EUB TO IMPLEMENT SERVICE QUALITY PLANS FOR REGULATED UTILITY PROVIDERS

Calgary, Alberta (December 19, 2003) The Alberta Energy and Utilities Board (EUB) today announced the implementation of service quality plans for regulated gas and electric rate tariff providers and electric wire owners on January 1, 2004.

The plans establish a process of receiving and reviewing information that will be used to confirm performance standards and have been created as a consequence of the implementation of the Alberta Government's policy on the restructuring of Alberta's electric industry and in response to complaints from customers about metering, billing, and customer-care issues.

The EUB will begin overseeing service quality of regulated rate tariff providers and electric wire owners in a measured and responsible manner to ensure fairness to both customers and utilities. Given that detailed benchmarking information has not been universally available to date, particularly since the municipal utilities have not previously been regulated by the EUB, the plans establish a means by which the EUB can ensure that the quality of each regulated service provider's customer service performance is being maintained.

One performance standard will be enforced with penalties beginning January 1st: Customers whose utilities are disconnected in error will be eligible for a \$75 credit under the new plans.

Utilities that carry out the functions of a regulated rate tariff provider and the wire owners who provide the associated distribution service will be required as of January 1, 2004 to regularly submit reports that will enable the EUB to measure their performance in providing quality customer service against established service quality benchmarks. The EUB will monitor utility service performance with the goal of ensuring customer's bills are accurate and issued in a timely fashion and customers' complaints are resolved in a prompt and helpful manner.

The EUB was given the authority to create service quality standards under the new Electric Utilities Act and the Gas Utilities Act, released June 2003. Since EPCOR and ENMAX in their respective municipalities become subject to EUB jurisdiction on January 1, 2004, they will also be part of this initiative.

The EUB has a mandate to ensure that customers receiving gas or electricity under a regulated rate tariff receive safe, adequate, and proper service at just and reasonable rates. These Service Quality and Reliability Plans are one way the EUB is fulfilling this mandate.

- 30 -

This news release and the service quality plans for regulated service providers and wire owners are available on the EUB Web site at <http://www.eub.gov.ab.ca>.

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