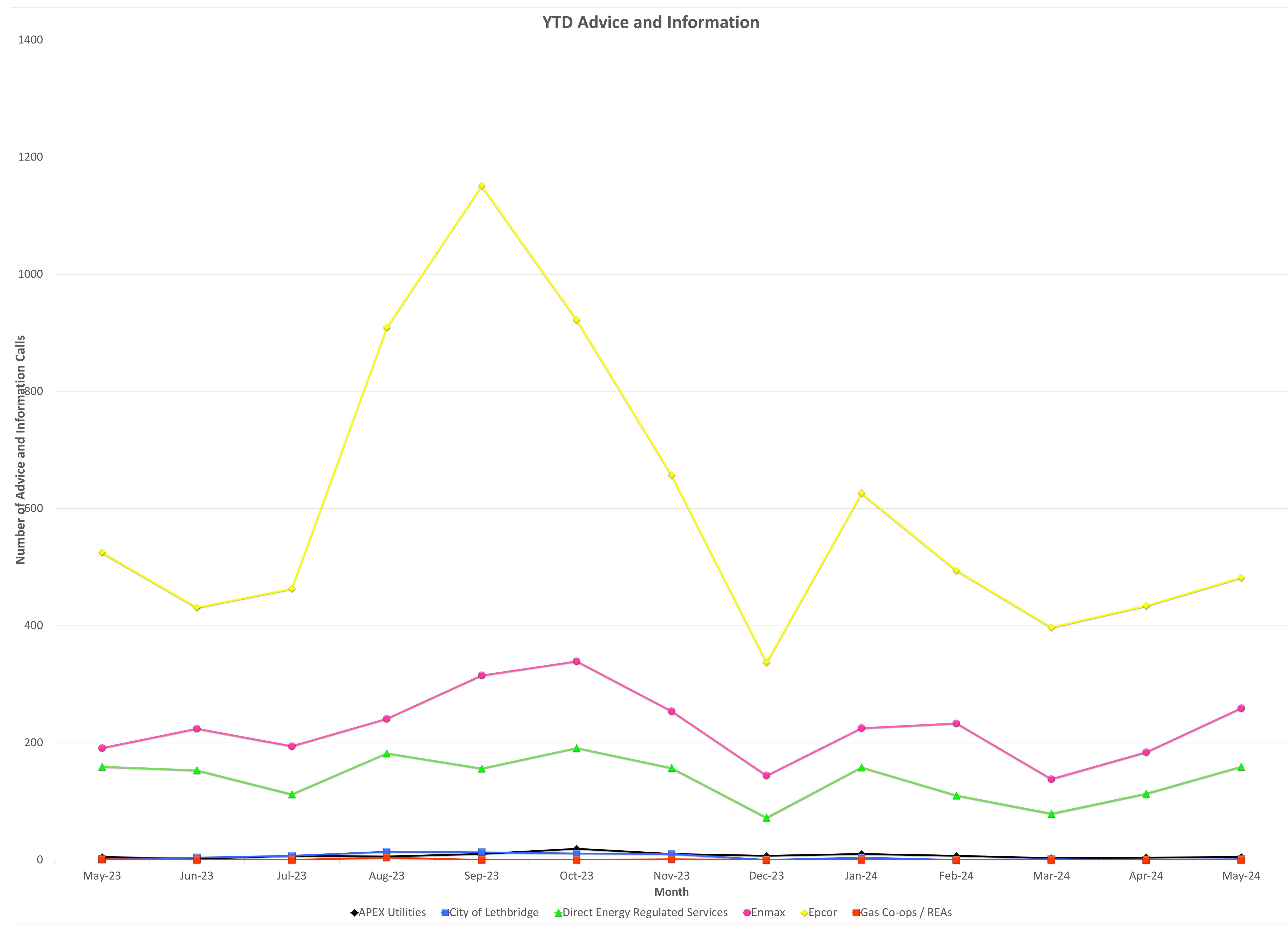
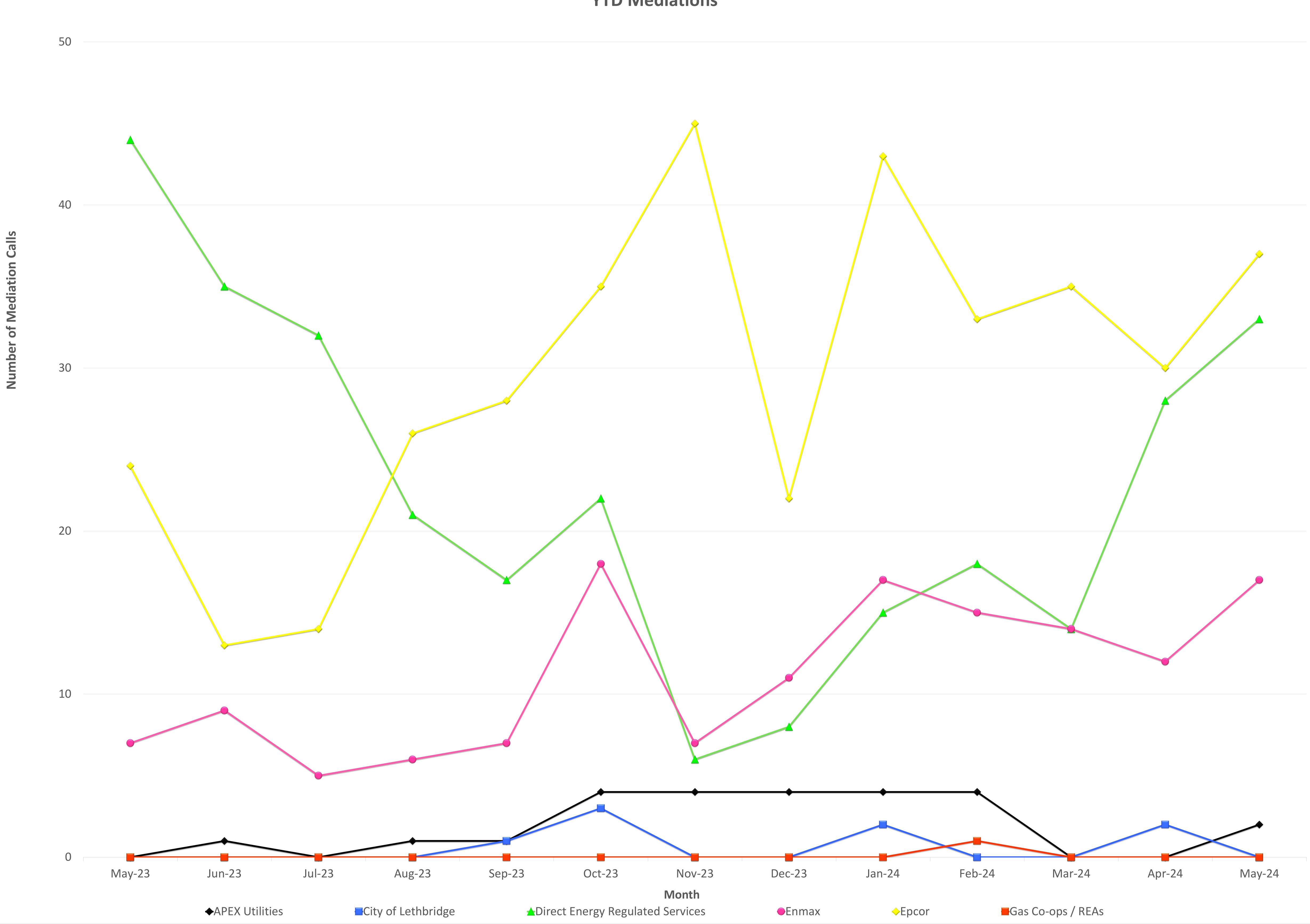
Category	<b>APEX Utilities</b>		CITY of LETHBRIDGE		DIRECT ENERGY		ENMAX		EPCOR		GAS CO-OP/REA	
	Advice and Information	Mediation										
Billing	1	0	1	0	41	16	21	13	56	19	0	0
Carbon Levy	0	0	0	0	0	0	0	0	1	0	0	0
Contracts	1	0	0	0	3	0	2	0	5	0	0	0
<b>Customer Service</b>	0	0	0	0	32	0	149	0	228	0	0	0
Disconnection	1	2	0	0	26	15	21	3	40	15	0	0
Distribution	1	0	0	0	8	1	1	0	7	0	0	0
Education	1	0	0	0	46	1	64	1	136	2	0	0
Metering	0	0	0	0	0	0	1	0	2	1	0	0
Other	0	0	0	0	3	0	0	0	7	0	0	0
Total	5	2	1	0	159	33	259	17	482	37	0	0

The calls reported above reflect calls and emails directly from the consumer to the vertailers. 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



# **REGULATED MEDIATION SUMMARY REPORT** May 2024



Classification: Protected A

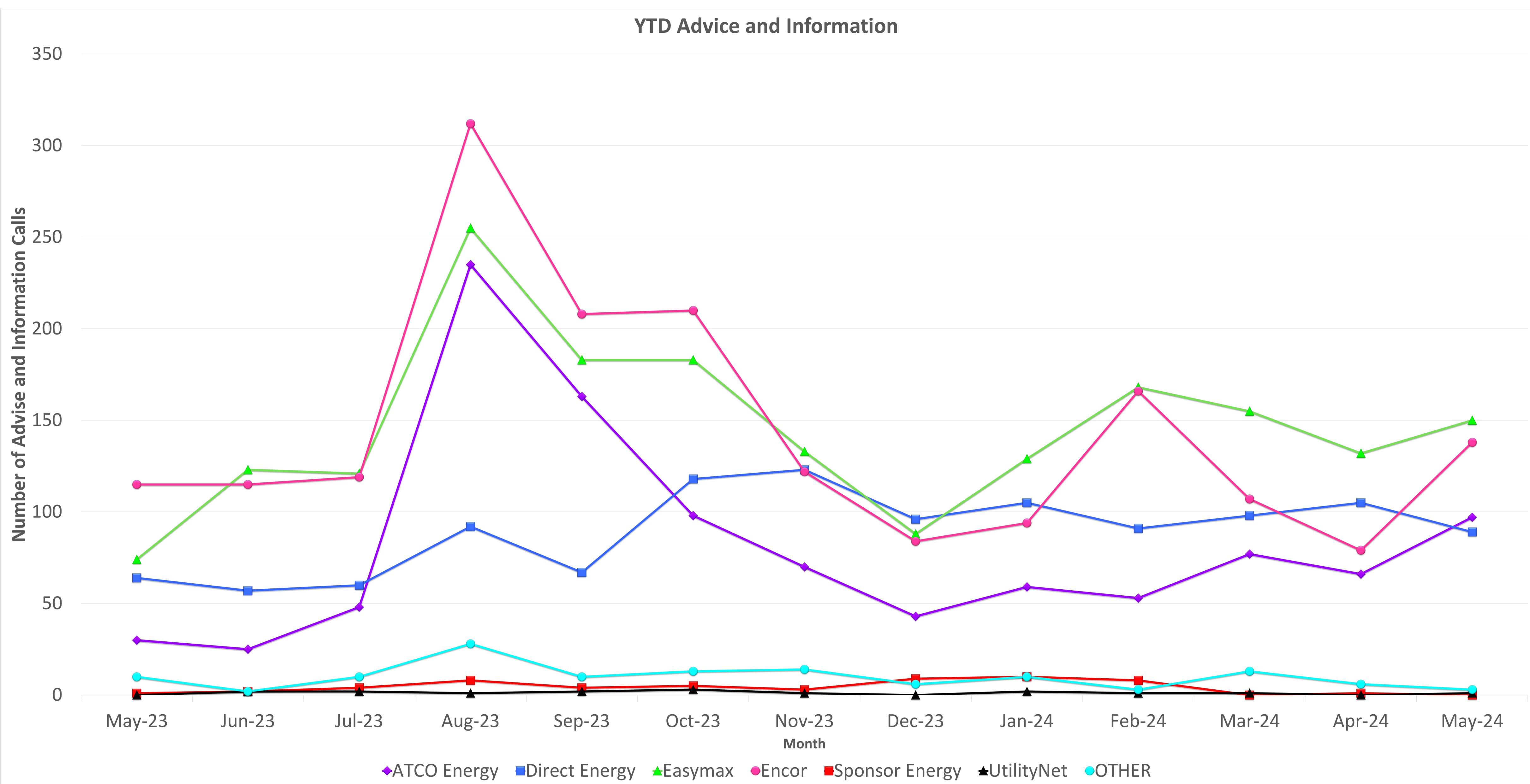
**REGULATED MEDIATION SUMMARY REPORT** May 2024

**YTD Mediations** 

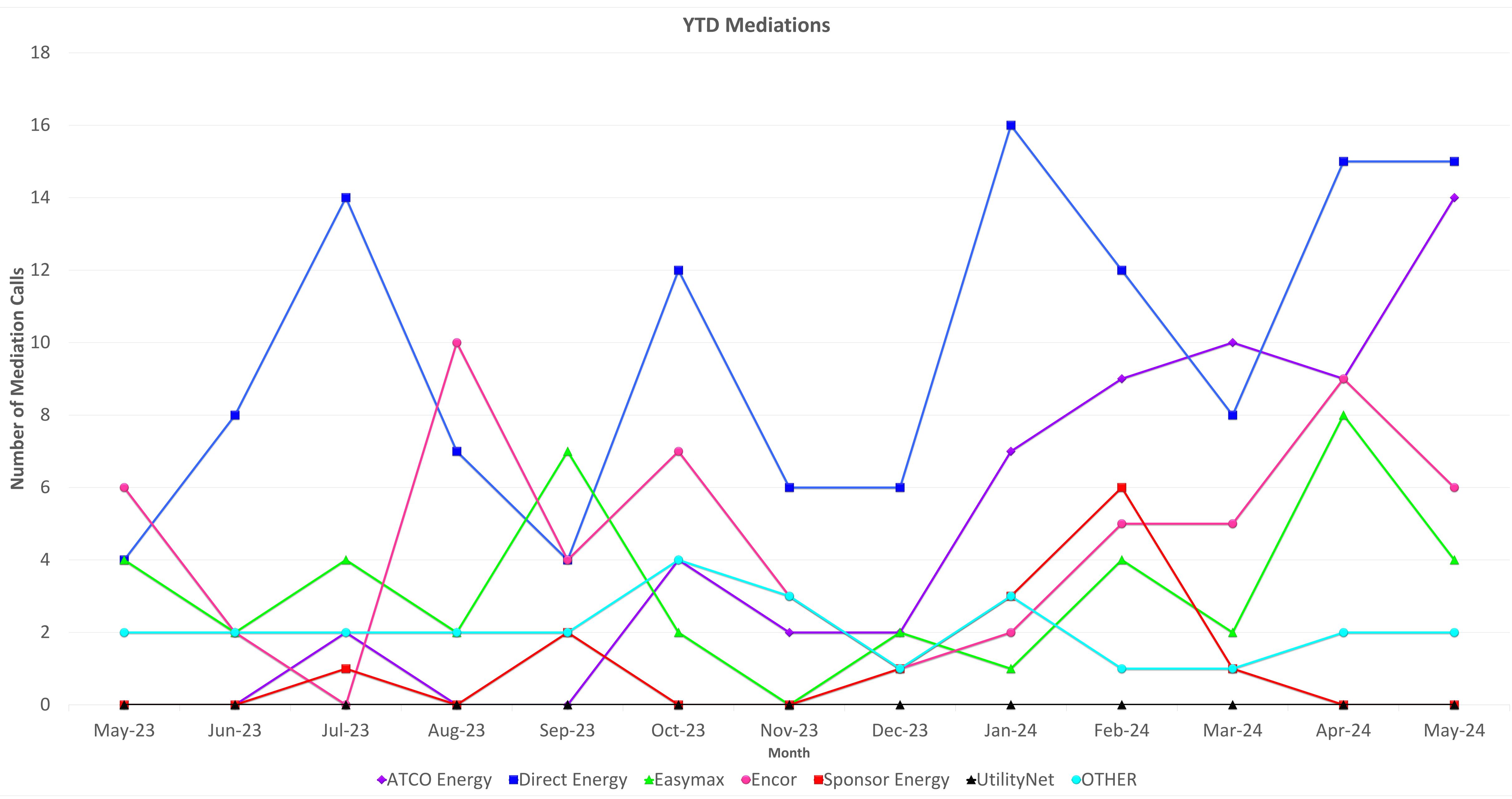
	ATCO Energy		Direct Energy		Easymax		Encor		Sponsor Energy		UtilityNet		OTHER	
Category	Advice and Information	Mediation												
Billing	14	9	18	9	9	4	11	4	0	0	0	0	1	2
Carbon Levy	1	0	0	0	1	0	0	0	0	0	1	0	0	0
Contracts	12	1	6	5	11	0	8	2	0	0	0	0	2	0
<b>Customer Service</b>	<b>43</b>	0	45	1	68	0	68	0	0	0	0	0	0	0
Disconnection	0	0	1	0	0	0	3	0	0	0	0	0	0	0
Distribution	2	2	1	0	2	0	0	0	0	0	0	0	0	0
Education	24	0	18	0	57	0	48	0	0	0	0	0	0	0
Metering	1	2	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Total	97	14	89	15	150	4	138	6	0	0	1	0	3	2

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 The total number of issues presented are straight data tracked by the UCA Mediations 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.

## **COMPETITIVE MEDIATION SUMMARY REPORT May 2024**



# **COMPETITIVE MEDIATION SUMMARY REPORT May 2024**



## **COMPETITIVE MEDIATION SUMMARY REPORT May 2024**