

YOUR COMMUNITY.
OUR COMMITMENT.
Report to Communities

Item for LNT0 0406
ATCO

The Village of Hines Creek

Serving 280 Customer Sites in the Village of Hines Creek

ATCO Electric strives to improve the lives of our customers by providing reliable, sustainable, innovative and comprehensive electricity solutions to our franchise communities.

Customer Breakdown

Rate Class	2019 Number of Sites	2020 Number of Sites
Company Farm	0	0
General Service	41	41
Industrial	2	2
Oilfield	0	0
Residential	170	175
Sentinel Lights	4	4
Street Lights	56	58
Total Number of Sites	273	280

Franchise Fee and Taxes

	2020 Actual	2021 Forecast
Wires Distribution Revenue	\$396,733	\$420,621
Franchise Fee %	@ 2.75%	@ 2.75%
Franchise Fee on Revenue	\$10,910	\$11,567
Distribution Linear Taxes	\$12,575	\$13,293
Total Estimated Fee + Tax	\$23,485	\$24,860

Based on 2020 actual revenue, a franchise fee increase of 1% would increase fee payments by \$3,967 per year.

System Reliability

Reliability data is derived from the number of outages (frequency) and length of outage (duration). Most unplanned outages are due to weather or third-party contact with lines. ATCO requires planned outages to conduct maintenance and repair work or to build a new electrical line. (*SAIDI/SAIFI definitions under Supporting Information).

Outages	2019	2020
*SAIFI (Feeder Average)	0.7	2.3
*SAIDI (Feeder Average)	1.7	10.7
ATCO Electric (System Average) SAIFI (Major Events Included)	1.6	1.7
ATCO Electric (System Average) SAIDI (Major Events Included)	4.1	6.2

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Distribution Asset Maintenance Programs

Completed in 2019

- Patrol and Consenting Program
- Brushing Mechanical Program

Completed in 2020

- LED Streetlight Conversion

Proposed for 2021

- Brushing Mechanical Program

Street Lights

Inventory Summary

Lamp Type	Investment Rate
High Pressure Sodium	0
LED	58
Total	58

Community Engagement

Our ATCO EPIC program is a grassroots initiative involving employee-led committees that plan, implement and administer workplace fundraising campaigns within the company. The program combines fundraising events, auctions, friendly team competitions and employee pledges that support more than 800 charitable and non-profit organizations. **In 2020, our people raised \$2.15 million.**

Regulatory Information

- The ATCO Electric Annual Rule 002 Service Quality and Reliability Performance Report for 2020 can be found at: http://www.auc.ab.ca/regulatory_documents/Pages/Service_quality_and_reliability_plans.aspx
- 0 Customer complaints were received by the Alberta Utilities Commission for the Village of Hines Creek
- ATCO Electricity rates: <https://www.atco.com/en-ca/for-home/electricity/rates-billing.html>

Supporting Information

*SAIFI (System Average Interruption Frequency Index): The average number of interruptions per customer.

*SAIDI (System Average Interruption Duration Index): The total average number of hours each customer power is interrupted.

Active outage information can be found at: <https://www.atco.com/en-ca/for-home/electricity/outages-emergencies/current-outage-map.html>

More detailed information available upon request.



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Contact Us

If you have questions about ATCO's electricity distribution operations, customer service or community involvement in your area, please contact us.

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