

Village of Hines Creek Council

Request for Decision (RFD)

Meeting:	Regular Council Meeting
Meeting Date:	March 25, 2025
Originated By:	Leanne Walmsley, Chief Administrative Officer
Title:	Unfinished Business – ATCO Electric Energy Systems Franchise Payment
File:	0406

BACKGROUND/PROPOSAL:

According to ATCO terms and conditions for the Customer Care and Billing department and Regulatory department, the Village of Hines Creek will be credited for the 2 years before the correction was completed for energy services that we allocated to Clear Hills County.

The credit will appear on our electric retailer's invoice within the next 3 billing cycles and will be subject to their fees and any applicable taxes. Because of this they cannot verify to me the amount of the refund; to estimate they are suggesting using the increase from 2023 to 2024 as our guide. Please keep in mind the retailer charges etc. will be taken from this total when viewed on our retailer invoice.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

I have a copy of the ATCO Customer Terms and Conditions for Electric Distribution Service as a reference is any Council member should like a copy. I have included section 11.3 Adjustments of Bills pertaining to this issue. The complete customer terms and conditions is 78 pages if you would like a copy.

ATCO Customer Terms and Conditions for Electric Distribution Service

11.3 Adjustment of Bills

11.6.1. Billing Error

Should the Retailer dispute any amount owing, the Retailer shall nonetheless pay such disputed amount and submit the dispute for resolution in accordance with these Terms and Conditions.

For those Customers to which the ROLR Regulations is applicable, where the Company overcharges or undercharges on a bill as a result of a billing error including, but not limited to, incorrect meter reads or any calculation, rate application or clerical error, the Company shall render an adjustment bill, upon resolution of the disputed amount, in accordance with the ROLR regulation, without interest.

For those Customers to which the ROLR Regulation is not applicable, where the Company overcharges or undercharges on a bill as a result of a billing error including, but not limited to, incorrect meter reads or any calculation, rate application or clerical error, the Company shall render an adjustment bill for the disputed amount, without interest, in accordance with the following:

- a) If a Retailer is found to have been overcharged, the Company will calculate the amount of the overcharge and will refund the amount to the Retailer forthwith.
- b) If a Retailer is found to have been undercharged, the Company will bill the Retailer for those billing periods during which a billing error occurred up to a maximum of two (2) years immediately preceding the month in which the billing error was discovered.

In circumstances where a billing dispute has been initiated by the Retailer and the Company has been found not to be in error, the Company may assess a Billing and Meter Dispute fee to the Retailer as established in the Schedule of Supplementary Service Charges.

Whenever the Company renders an adjusted bill to the Retailer in the event of a billing error, the Retailer shall be responsible for adjusting bills and issuing refunds or credits as appropriate to the affected Customers.

COSTS/SOURCE OF FUNDING (if applicable)

2023 Franchise revenue of \$13,673.00
2024 Franchise revenue of \$42,023.00
total difference between 2023 and 2024 \$28,350.00

January 2025 revenue was	\$3,497.75
February 2025 revenue was	\$7,747.96

If this is the indication of the difference between the 2023 and 2024 amounts, we should be receiving three payments of \$9,450.00 equaling the total amount difference. As February indicates an increase, we should receive an additional amount of 18,900.00 (minus all of their fees) for the back payment of franchise fees in 2024.

Predicted amounts going forward should be around $3,500.00 \times 9 = 31,500.00$

Total predicted ATCO Gas Franchise fees for 2025 is \$50,400.00

Total predicted ATCO Electric Franchise fees for 2025 is \$30,000.00

Total Franchise fees for 2025 80,400.00

FINANCIAL IMPLICATIONS COUNCIL STRATEGIC PLAN

- ☐ Make the Village of Hines Creek an attractive and desirable place to live.
- ☐ Create an environment where residents and business feel valued and comfortable airing their concerns, and where their problems, ideas, and inputs are valued.
- ☐ Being progressive and open to innovative ideas.
- ☒ Financially sound management that utilizes public funds efficiently and effectively.
- ☐ Not Applicable

RECOMMENDED ACTION:

Resolution by to receive the 2025 Franchise Fees budgeted amount for the Operating Budget as information and defer it to the 2025 Operating Budget meeting.

Initials show support- Reviewed by:	Manager:	C.A.O. <i>SW</i>
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