



Alberta's independent utilities regulator

www.auc.ab.ca

About us

The Alberta Utilities Commission (AUC) is an independent, quasi-judicial agency of the province of Alberta. The AUC ensures that the delivery of Alberta's utility service takes place in a manner that is fair, responsible and in the public interest.

We regulate investor-owned natural gas, electric and water utilities and certain municipally owned electric utilities to ensure that customers receive safe and reliable service at just and reasonable rates.

The AUC ensures that electric facilities are built, operated and decommissioned in an efficient and environmentally responsible way. The AUC also provides regulatory oversight of issues related to the development and operation of the wholesale electricity market in Alberta as well as the retail gas and electricity markets in the province.

The AUC's regulatory functions are carried out through both written and oral proceedings and representative groups are encouraged to participate in the process. Participation helps to ensure that the AUC is informed of the issues and that decisions are made in the public interest.



Inspiring public confidence through:

- Public understanding of how to get involved and participate in the review of applications.
- Providing opportunities for meaningful participation in proceedings and hearings.
- Making fair, responsible and timely decisions that serve the public interest.

Ensuring fairness through:

- Informed decisions about the construction, operation, alteration and decommissioning of electric and natural gas facilities to ensure they are operated in a safe, reliable and environmentally responsible way.
- A fair, open and transparent application process, where Albertans have an opportunity to voice their concerns.
- Public notification of applications where parties may be affected by the outcome of a decision.
- Criteria-based eligibility for funding for those affected by a utility facility application, to allow for timely and meaningful participation.
- Ensuring regulated utilities comply with AUC decisions, orders, rules and relevant legislation.



Increasing efficiency and innovation through:

- Streamlining processes and reducing regulatory burden.
- Adapting and modernizing regulatory practices to ensure regulation is ready to meet the challenges of an evolving utilities industry.
- Understanding how emerging technologies impact the utilities industry while incorporating new approaches to how we work.
- Engaging with stakeholders to assist with the development of standards and continuous improvement to ensure an efficient regulatory framework.
- Continuously lowering the cost of regulation for ratepayers.

Principled decisions made:

- By appointed Commission members supported by multidisciplinary expert AUC technical staff.
- To effectively and efficiently address the concerns of participants.
- In a fair, open and transparent manner.

Updated May 2024

In working towards our vision of becoming a trusted leader that delivers innovative and efficient regulatory solutions for Alberta, the AUC is involved in the following regulatory activities, from power generation to retail payment of regulated utilities:



Power generation

It’s the AUC’s responsibility to examine and consider whether it is in the public interest to approve the construction of any electric power plant facility in Alberta, including thermal, hydro, solar and wind power plants.

The AUC has a well-established, independent and respected review process for considering applications for power plants intended to generate power and may be connected to the Alberta electric system.

The AUC determines whether the facility application is in the public interest, with specific focus on environmental, economic and social considerations and it ensures opportunities for public input.

Power generation applications are subject to multi-step process with opportunities for landowner and public involvement and a requirement that landowners will be notified and their concerns considered.



Transmission and distribution

The AUC has a responsibility to ensure that customers receive safe and reliable electric and gas utility service at just and reasonable rates.

Alberta’s utilities sector is a natural monopoly environment where privately owned utilities operate a network of wires and pipelines. In order to protect the public interest, the need for and the associated rates and location of transmission and distribution infrastructure are determined by the AUC.

Regulated transmission and distribution service providers in Alberta are able to recover reasonable and necessary costs, including a reasonable return on their capital investment, necessary to provide safe and reliable utility service to customers.

The AUC’s application process allows for a written or oral proceeding, where individuals, representative groups and applicants are able to participate. The AUC encourages public participation to help ensure that it is informed of the issues and renders decisions that serve the public interest.



Retail service and utility billing

In Alberta utility customers have a choice of retail service providers. If a customer does not choose a retail contract for utility service, that service is typically provided by the default supply provider and will be charged a variable rate based on the market price, also called the regulated rate option. The AUC reviews and approves the terms and conditions of service for regulated retail service providers.

Bills issued by utility retailers include commodity rates, transmission and distribution rates, and administration charges. Albertans have the choice to receive service from a regulated retailer, where retail rates are reviewed by the AUC, or sign a contract with a competitive retailer, agreeing to unregulated but competitive retail rates.

The AUC’s Assistance and Information Services group is available to listen to and respond to customer inquiries and complaints about regulated utility matters. Contact us at 310-4AUC or info@auc.ab.ca.



Contact us

310-4AUC
1-833-511-4282 (outside Alberta)
info@auc.ab.ca
www.auc.ab.ca

Eau Claire Tower
1400, 600 Third Avenue S.W.
Calgary, Alberta T2P 0G5