

across the board

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Complaint process results in \$75 credit for some customers

CUSTOMERS OF EPCOR IN THE Aquila Networks service area have the option of contacting the EUB if their bills don't accurately reflect the electricity they've consumed.

A regulation that came into effect on December 2, 2002, allows customers to file a complaint with the EUB if they believe their bill inaccurately reflected the electricity they used. As a result, a call centre specifically set up to handle these complaints has received over 1400 disputes, of which 823 were eligible for the \$75 credit, as of March 25, 2003.

"Customers received the \$75 credit because their bills were 20 per cent above or below what they should have been. In the cases where customers

received the \$75 credit because their bill was 20 per cent too low, they will receive higher bills the next month, as the amounts are corrected," says Becky

Torrance, Manager of the EUB's Utilities Branch in Edmonton.

In early November, the Alberta Government passed a new regulation requiring a utility to compensate its customers when bills inaccurately represent the amount of electricity used. Due to a large number of consumer complaints, Energy Minister Murray Smith determined that EPCOR's Regulated Rate Option customers in the Aquila Networks (Canada) service area would be compensated for billing errors.

If EPCOR does not resolve a com-

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New EnerFAQs now available

The EUB's EnerFAQs series of information pamphlets helps the public learn more about the EUB and Alberta's energy and utility industries. The newest EnerFAQs is a landowner's guide to proposed oil and gas development. This and six others are available from any of the eight EUB Field Centres, EUB's Information Services, and on the EUB Web site <www.eub.gov.ab.ca>.

Please forward your suggestions for future EnerFAQs pamphlets to <acrosstheboard@gov.ab.ca> or call (403) 297-2252.

*Dial toll free in Alberta using the Rite Line: 310-0000

About the EUB

Our mission is to ensure that the discovery, development, and delivery of Alberta's resources take place in a manner that is fair, responsible, and in the public interest. We regulate oil, natural gas, oil sands, coal, hydro and electric energy, pipelines, and transmission line development. On the utilities side, we regulate investor-owned natural gas, electric, and water utilities to ensure that customers receive safe and reliable service at just and reasonable rates. Regulation is done through four core functions: adjudication and regulation, applications, surveillance and enforcement, and information.

Are you an EPCOR Regulated Rate Option customer in the Aquila service area? Check your bill to find out.

Your utilities bill
Statement Date July 18, 2002

Page 2 of 2

MARY SMITH
For service at 205 ANY STREET
Your account number 20000000

Details of your previous payments

Amount of your last bill	\$121.14
Payment by mail on June 1	-121.14
Amount overdue from your last bill	\$0.00

Details of your new charges

ELECTRICITY Provided by EPCOR

Site 40226200002 - EESAI RRO RS - 50 KVA

Billing period Jun 15 to Jul 15

A meter reading of 72438 was taken by your delivery provider on Jun 22

Metered Consumption Jun 22	151.3 kWh
Estimated Consumption Jun 23 to Jul 15	3,02.5 kWh
Amount of electric energy you used in the period	453.8 kWh

Cost of electric energy used (at \$0.07 per kWh)

Fixed Service Charge	\$7.80
453.8 kWh at 6.64¢ per kWh	30.15

Meter reading and delivery provided by and billed on behalf of UTILICORP NETWORKS CANADA 1-800 332-1002

Cost of delivering electricity to you (Delivery Charges July 1 to July 31, 2002)

Distribution charge	48.26
Transmission charge	14.54
Rate Rider charge	13.74
Total	\$114.26
GST (registration 888460536RT) at 7% on \$114.26	7.99
Your total electricity charges	\$122.25
\$74.66 has been paid to your delivery provider	
TOTAL NEW CHARGES	\$122.25

For your information

- LATE PAYMENT CHARGE**
We charge a one-time late payment charge of 2.5% on amounts outstanding after the due date shown.
- PLEASE ALLOW TWO BUSINESS DAYS NOTICE FOR CLOSING ACCOUNTS**
The customer in account is responsible for all charges until service is formally disconnected.

To determine if the regulation applies to you, check the Site ID line on your bill. If the ID number begins with a "4" and "RRO" appears in the description following the ID number, you are eligible for the new complaint process for bills issued on or after December 2, 2002.

This new regulation applies only to concerns about the amount of electricity you use. This is typically shown as kWh or kilowatt hours. Complaints that are not specifically related to electricity consumption will not be considered under this Regulation.

For Your Information...

Recent EUB publications

General bulletins

February 11: GB 2003-05: Clarification of Submission Standards for Well Testing

February 5: GB 2003-04: Revised EUB *Guide 46: Production Audit Handbook*

January 29: GB 2003-02: EUB *Guide 29* on Applications and the Hearing Process Now Available

January 29: GB 2003-03: Licensee Liability Rating (LLR) Program: 2003 Industry Parameters and Clarification of Requirements

Interim directives

January 30: ID 2003-01: 1) Isolation Packer Testing, Reporting, and Repair Requirements; 2) Surface Casing Vent Flow/Gas Migration Testing, Reporting, and Repair Requirements; 3) Casing Failure Reporting and Repair Requirements

Informational letter

February 10: IL 98-04 Revised 2003: Revised Negotiated Settlement Guidelines: Tolls, Tariffs, and Terms and Conditions of Service

Publications

February 5: Guide 46: Production Audit Handbook

January 29: Guide 29: Energy and Utility Development Applications and the Hearing Process, released together with the Guide 29 brochure

January 29: LLR Program - Frequently Asked Questions

January 28: PSSG Quarterly Report covering October-December 2002

Recent decisions

February 18: Decision 2003-015: The EUB issues a decision for ATCO Gas South and ATCO Gas North regarding their application to include certain delivery costs, that effective April 1, 2002, are now included in the Gas Cost Recovery Rate, in the reconciliation of their deferred gas account balances (a true-up of forecast costs with actual costs). As well, ATCO Gas South applied to reconcile similar costs and revenues in its deferred company-owned storage account, which is used to determine the amount of the net benefit of using the Carbon gas storage facility that is allocated to distribution customers in its service area.

February 11: Decision 2003-013: The EUB issues a decision for Canadian Natural Resources Ltd.

regarding new and amended primary recovery schemes and applications for 55 well licences in the Lindbergh sector of the Cold Lake Oil Sands area.

February 11: Decision 2003-014: The EUB issues a decision for Petrovera Resources Ltd. regarding a primary recovery scheme and applications for 16 well licences in the Lindbergh sector of the Cold Lake Oil Sands area.

February 4: Decision 2003-011: The EUB issues a decision for a compliance filing submitted as part of ATCO Electric Ltd.'s 2002 Investment and Contribution Policy.

January 28: Decision 2003-010: The EUB issues a decision for ATCO Electric Ltd. regarding the highest bids obtained for their isolated generation unit sale.

January 28: Decision 2003-009: The EUB issues a decision for ConocoPhillips Canada Resources Corp. regarding an application for a sour gas well, battery, and associated pipelines, approximately 30 kilometres northwest of Beaverlodge.

January 28: Decision 2003-008: The EUB issues a decision for Bonterra Energy Corp. regarding an application for a well licence in the Pembina area.

News releases

February 11: NR 2003-07: EUB Approves CNRL Crude Bitumen Project Lindbergh - Elk Point Area

February 11: NR 2003-08: EUB Approves Majority of Petrovera Crude Bitumen Recovery Scheme - Denies One Well Based on Water Concerns - Lindbergh - Elk Point Area

January 29: NR 2003-05: New EUB Guide Provides Information on Energy and Utility Development Applications, Public Hearings and Costs

January 28: NR 2003-04: EUB Approves Bonterra Energy Sweet Gas Well Licence Near Drayton Valley

January 28: NR 2003-06: EUB Approves ConocoPhillips Canada Non-Critical Sour Gas Well, Pipelines, and Battery

Recent AGS publications

February 7: MAP 265 Surficial Geology of the Southeast Buffalo Head Hills Area (NTS 84B/NW)

February 7: MAP 266 Surficial Geology of the Lubicon Lake Area (NTS 84B/SW)

February 7: MAP 267 Surficial Geology of the Peerless Highlands Area (NTS 84B/NE)

February 7: MAP 266 Surficial Geology of the Trout River Area (NTS 84B/SE)

Complaint process results in \$75 credit for some customers

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plaint within 60 days of receiving it from the EUB, or if the original bill is found to be significantly inaccurate, customers may receive a \$75 credit on their account.

This new complaint process applies only to:

- EPCOR Regulated Rate Option customers in the Aquila service area;
- EPCOR/Aquila electricity bills issued on December 2, 2002, or later; and,
- bills that inaccurately reflect the amount of electricity used.

Bills issued before December 2, 2002, are not eligible for this new complaint process. However, if a past error remains on a customer's bill after the December 2 deadline, the EUB will investigate it.

Any customer with a complaint that meets the above qualifications may submit it to the EUB call centre by telephoning 1-866-215-1181, toll free, from Monday to Friday, 7:00 a.m. to 9:00 p.m.

If a meter reading conducted in response to a complaint shows that the disputed bill was reasonable and the EUB considers the complaint to be frivolous or vexatious, the EUB may order the customer to pay a meter reading charge of up to \$75. However, no complaints have been found to be frivolous or vexatious to date, as customers appear to be using the complaint process in an appropriate manner.

Customers served by other electricity providers should continue to contact their utility provider with any concerns about the consumption on their bill. ❖

EUB air monitoring covering new ground

IF YOU HAPPEN TO SEE THE truck pictured below cruising the back roads and rural highways of Alberta, throw its driver/operator a confident wave, knowing that our province's air quality is being monitored and your concerns are being effectively addressed.

The state-of-the-art vehicle is one of two existing mobile air quality monitoring units being used by the EUB to detect, track, and follow up on hydrogen sulphide (H₂S) and sulphur dioxide (SO₂) odour complaints associated with the upstream petroleum industry.

In 2001, the EUB began enhancing its air monitoring capabilities. This led to the hiring and training of three air monitoring technicians and a second air monitoring unit (AMU), a white 3/4 ton, four-wheel drive GMC Suburban, being added to the EUB fleet. The AMUs contain state-of-the-art H₂S and SO₂ analyzers that measure emissions in the parts per billion (ppb) range. Other tools include a speed/wind direction monitor, data logger, and global positioning system.

"The most common complaints we get include odours, flaring, and smoke," says Glen Brosinsky, Environment Provincial Coordinator, Midnapore Field Centre. "Odour complaints alone represented more than 36 per cent of all public complaints received by the EUB in 2002, and that's just not acceptable."

The units can be set up to monitor oil and gas wells and batteries, drilling and

service rigs, well tests, pipeline and trucking terminals, gas plants, waste facilities, and compressor stations. The AMUs are also used in complaint investigation and can be set up at various locations.

Odours in Glen's area and around Alberta are also caused by various other sources, including animal corrals and the burning of brush, garbage, and even creosote-contaminated wood. These fall under the jurisdiction of Alberta Environment.

Provincewide in 2002, there were 869 petroleum-related public complaints, which is down for the third straight year. Glen credits industry with striving to continuously improve on measures that address and eliminate complaints.

The AMUs are used for routine, non-routine, and emergency monitoring across the province. Emergency monitoring takes priority, and each Field Centre schedules six weeks a year for routine monitoring, with Field Centre inspectors requesting nonroutine monitoring when required. There are currently 115 EUB staff located strategically across the province. Main offices located in northern Alberta include Bonnyville, Grande Prairie, St. Albert, and Drayton Valley, with sub-offices located in Fort McMurray and High Level. Southern Alberta offices include Red Deer, Wainwright, Midnapore, and Medicine Hat. ❖



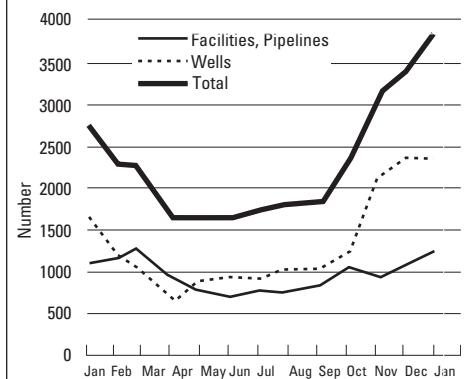
Applications summary January 2003

Facilities

Production facilities	217
Pipelines	1214
Wells	2325
Total received	3756
Total approved	3599
Closed	53
Withdrawn	71

Facilities

January 2002 - January 2003



Resource

Equity	50
(rateable take, common carrier, common purchaser, common processor, compulsory pooling, special spacing)	
Conservation	109
(resources – oil, gas, and in situ bitumen; gas removal, enhanced recovery, water disposal, concurrent production, underground storage, commingled production, reserves)	
Depletion administration	.9
(good production practice, penalty relief)	
Corporate (transfer)	10
Mining (coal and mineable oil sands)	.0
Total received	178
Total completed	207

Utilities

Electric	.5
Gas	.7
Facilities	11
Franchises and others	.6
Total received	.29
Total approved	.42

Corporate transfers and name changes

Well licence transfers	813
Well licence name changes	475
Pipeline licence transfers	162
Facility licence transfers	.67
Total received	1517
Total completed	1439

This list is subject to change at any time, so please check the complete list of upcoming public hearings on the EUB Web site at <www.eub.gov.ab.ca/bbs/applications/hearings/hearings.pdf>. If you do not have Internet access, contact EUB Information Services at (403) 297-8190.

Upcoming public hearings

Application No.	Applicant	Hearing Purpose
1095525	Stylus Exploration Inc.	Approval to produce gas - Hardy Field
1092256		
1095602		
1275288		
Start Date: April 10 at West Hall, Energy and Utilities Board Building, 640 5th Avenue SW, Calgary		
1284230	ATCO Electric Ltd.	2003-2005 General Tarrif Application, Rate Case
1284228		Deferrals, 2001 Deferral Application
1284240		
Start Date: April 15 at EUB Edmonton Office, 12th Floor, 10055-106 Street, Edmonton		
1279926	Westridge Utilities Inc.	Residential customers of Westridge Utilities Inc. Utility Rate Review
Start Date: April 16 at the Springbank Park for All Seasons, Springbank, MD Rocky View		
1280382	Husky Oil Operations Limited	Oil well effluent pipelines - Hayter Field
Start Date: April 22 at Provost Recreational Centre, 5113 - 43 Street, Provost		
1275405	Belair Energy Corp.	Application for a licence to drill a vertical sour gas well - Lochhead Field
Start Date: April 22 at Cremona Community Hall, 302 Centre Street, Cremona		
1290391	Monothith Oil Corp.	Compulsory pooling and Application for a well licence
1290420		Erskine Field
Start Date: April 29 at Govier Hall, Energy and Utilities Board Building, 640 5th Avenue SW, Calgary		

Pending decisions

Application No.	Applicant	Hearing Purpose
1261514	Prince Resource Corporation	Review request of Abandonment Cost Order No. ACO 2001-06, pursuant to section 40 of the ERCA
1285476	Aquila Networks Canada (Alberta) Ltd.	2001 Deferral Accounts
1286912	ATCO Gas	Determination of fair market value of uncontracted Carbon storage for 2003-2004
1285072	ATCO Electric	RROT exit-entry fee compliance refiling pursuant to Decision 2002-051
1271597	City of Calgary	Generic cost of capital hearing - standardized approach module
2000234	ATCO Electric Ltd., ATCO Gas and Pipelines Ltd., Northwestern Utilities Limited	Part B: Code of Conduct
1277912	South Alta Rural Electrification Association Ltd.	Approval to Amend the service boundary
1275505	City of Airdrie	Determination of Purchase Price
1244140	ESBI	Finalization of Article 24 - Determination of 2001 Refund Interest and Payment of 2001 and 2002 Refunds
1270094	Battle River Rural electrification Association Ltd.	Amalgamation of Battle River, Central Community, Fenn and Fort REAs as a single REA designated as Battle River REA
1279345	Altalink Management Ltd.	2002/03 - 2003/04 GRA
127 9347	TransAlta Utilities Ltd.	

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For Alberta Geological Survey (AGS) documents on geological research:

Information Sales
4th Floor, Twin Atria, 4999-98th Avenue
Edmonton, Alberta T6B 2X3
Telephone: (780) 422-1927* Fax: (780) 422-1918
E-mail: <EUB.AGS-InfoSales@gov.ab.ca>
Web: <www.ags.gov.ab.ca>

Questions, complaints, problems?

Utilities: For information or to file a consumer utility complaint, contact us at:
EUB Utilities Branch, 10th floor, 10055-106 Street, Edmonton, Alberta T5J 2Y2
Fax: (780) 427-6970
Complaints: (780) 427-4903*
E-mail: <utilities.concerns@eub.gov.ab.ca>

Oil and gas: For information or complaints about new or existing oil and gas developments and facilities, we recommend contacting the operating company first. If the company does not respond appropriately, you may contact the nearest EUB Field Centre.

EUB Field Centres (24-hour service)

Bonnyville	(780) 826-5352*
Drayton Valley	(780) 542-5182*
Grande Prairie	(780) 538-5138*
Medicine Hat	(403) 527-3385*
Midnapore	(403) 297-8303*
Red Deer	(403) 340-5454*
St. Albert	(780) 460-3800*
Wainwright	(780) 842-7570*

*To call toll free from anywhere in Alberta, dial 310-0000 and enter the phone number, including area code, or press zero for a RITE operator.

Across the Board Advisory Committee

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