



Stony Plain Rural Electrification Association Ltd.

Varied Code of Conduct Regulation Compliance Plan

May 12, 2025

Alberta Utilities Commission

Decision 29946-D01-2025

Stony Plain Rural Electrification Association Ltd.

Varied Code of Conduct Regulation Compliance Plan

Proceeding 29946

May 12, 2025

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Alberta Utilities Commission

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The Commission may, no later than 60 days from the date of this decision and without notice, correct typographical, spelling and calculation errors and other similar types of errors and post the corrected decision on its website.

Contents

1	Decision summary.....	1
2	Background	1
3	Analysis.....	1
4	Order.....	3
	Appendix 1 – Proceeding participants	4
	Appendix 2 – Code of Conduct Regulation Compliance Plan	5

1 Decision summary

1. In this decision, the Alberta Utilities Commission approves Stony Plain Rural Electrification Association's (Stony Plain REA) application for a varied *Code of Conduct Regulation* compliance plan.

2 Background

2. On March 26, 2025, Stony Plain REA filed an application with the Commission seeking approval of a varied *Code of Conduct Regulation* compliance plan. The Commission issued a notice of application on March 28, 2025, and requested submissions of intent to participate in the proceeding by April 4, 2025. The Commission received no submissions. On April 10, 2025, Stony Plain REA filed a blackline version of its proposed varied *Code of Conduct Regulation* compliance plan.

3. The Commission considers the record of this proceeding to have closed on April 10, 2025. In reaching the determinations set out within this decision, the Commission has considered all relevant materials comprising the record of this proceeding.

3 Analysis

4. Section 37(1)(a) of the *Code of Conduct Regulation* authorizes the Commission to make a rule to vary the requirements of Section 30(4): "in the case of a distributor with a small number of customers...." In its proposed compliance plan, Stony Plain REA advised that it currently has 453 customers to which it provides energy services or retail services.¹ While *Rule 030: Compliance with the Code of Conduct Regulation* was repealed April 1, 2021,² that rule gave meaning to, "a small number of customers" as 5,000 or fewer. The *Code of Conduct Regulation* Section 41.1(1) defines a "small REA" as one with fewer than 1,400 members; although the definition is only applicable within that Section. The Commission finds that Stony Plain REA is a distributor with a small number of customers and is therefore eligible for a varied *Code of Conduct Regulation* compliance plan.

5. Section 34(1) requires that each distributor give notice to the public that complaints about contraventions of the *Code of Conduct Regulation* may be made to the Commission or the Market Surveillance Administrator (MSA). Section 34(2) requires that the Commission approve the notice, that it be publicized to ensure that the greatest number of people will become aware of the notice, and that it be made clear that the AUC and the MSA are independent of distributors, regulated rate suppliers and affiliated providers. The Commission finds that the proposed notice

¹ Exhibit 29946-X0001, SPREA Revised Varied Compliance Plan 2025, PDF page 1.

² Bulletin 2021-06, Repeal of Rule 030: Compliance with the Code of Conduct Regulation, March 31, 2021.

wording, as reproduced below, satisfies the requirements of Section 34 of the *Code of Conduct Regulation*.

7. Stony Plain REA will provide notice to the public that complaints about contraventions of the *Code of Conduct Regulation* or this compliance plan may be made to the Alberta Utilities Commission or the Market Surveillance Administrator by advertising the following information to the “Links” section of the Stony Plain REA website at <http://www.stonyplainrea.com> to ensure that the greatest number of people will become aware of it.

“Complaints about contraventions of the Code of Conduct Regulation may be made to the Alberta Utilities Commission or the Market Surveillance Administrator. The Alberta Utilities Commission can be reached by contacting 310-4AUC (310.4282) within Alberta or 1.833.511.4282 (outside Alberta) or at info@auc.ab.ca. The Market Surveillance Administrator can be reached by contacting 1.403.705.3181 or compliance@albertamsa.ca. The Alberta Utilities Commission and the Market Surveillance Administrator are independent of Stony Plain Rural Electrification Association Ltd. and the regulated rate suppliers and affiliated providers.”

6. The Commission observes that the proposed varied *Code of Conduct Regulation* compliance plan also includes a description of the contents to be included in the annual compliance report required to be sent to the Commission under Section 33, a description of how the notice required by Section 34 will be given to the public, and a description of the procedure that may be used for the voluntary resolution of complaints about non-compliance with this Regulation or the compliance plan.

7. The proposed compliance plan submitted by Stony Plain REA and appended to this decision meets the requirements for a varied *Code of Conduct Regulation* compliance plan. It is therefore approved by the Commission effective May 13, 2025, and, if applicable, should be distributed to the regulated rate supplier and affiliated providers.

8. The Commission is mindful that the list of retailers included in the varied *Code of Conduct Regulation* compliance plan will change over time. Should the list of retailers require updating, Stony Plain REA may include the updated list in its annual report filed with the Commission, rather than seeking approval of a revised compliance plan, as long as no retailers are affiliated with Stony Plain REA.³

9. The Commission reminds Stony Plain REA of the following two reporting requirements. Under Section 33(1) of the *Code of Conduct Regulation*, an annual compliance report is required and must be approved by the board of directors of Stony Plain REA and filed with the Commission within 90 days after the end of each calendar year. The next such report will be due in March 2026 for the 2025 calendar year.

10. These documents should be filed as reports in the AUC’s eFiling System as “*Code of Conduct Regulation* – self reporting” or “*Code of Conduct Regulation* – annual compliance report.” For assistance with the AUC’s eFiling System, please contact info@auc.ab.ca or 403-592-4500.

³ An affiliated provider or affiliated electricity retailer as defined by the *Code of Conduct Regulation*, Section 1(1)(a) or 2(2).

4 Order

11. It is hereby ordered that:

- (1) The wording and method of providing notice to the public in paragraph 7 of the Stony Plain Rural Electrification Association Ltd. varied *Code of Conduct Regulation* compliance plan, appended as [Appendix 2](#) to this decision, is approved.
- (2) The Stony Plain Rural Electrification Association Ltd. varied *Code of Conduct Regulation* compliance plan, appended as Appendix 2 to this decision, is approved effective May 13, 2025.

Dated on May 12, 2025.

Alberta Utilities Commission

(original signed by)

Matthew Oliver, CD
Commission Member

Appendix 1 – Proceeding participants

Name of organization (abbreviation) Company name of counsel or representative
Stony Plain Rural Electrification Association Ltd. (Stony Plain REA)

Alberta Utilities Commission
Commission panel M. Oliver, CD, Commission Member
Commission staff A. Hollis

Appendix 2 – Code of Conduct Regulation Compliance Plan

[\(return to text\)](#)



Appendix 2 - Code of
Conduct Regulation C

(consists of 3 pages)

STONY PLAIN RURAL ELECTRIFICATION ASSOCIATION LTD.
Code of Conduct Regulation (Alta Reg58/2015)
Compliance Plan

Effective Date: May 13, 2025

Introduction

1. Stony Plain Rural Electrification Association Ltd. (“Stony Plain REA”) is a distributor of electricity to members within a geographical service area approved by the Alberta Utilities Commission pursuant to the *Hydro and Electric Energy Act*, RSA 2000, c H-16. This compliance plan has been prepared as a varied compliance plan in accordance with Section 37(1) of the Code of Conduct Regulation, Alta Reg 58/2015 (“*Code of Conduct Regulation*”).
2. Stony Plain REA has 453 members to which it provides energy services.
3. As of January 15, 2025, EQUUS REA Ltd. and Stony Plain REA entered into an electric distribution system operator agreement whereby EQUUS REA Ltd. would operate Stony Plain REA’s electric distribution system.
4. The contact for any compliance matters relating to this compliance plan for Stony Plain REA is:

Name:	Mrs. Jody Schlacht
Position with the Organization:	Secretary
Address:	P.O. Box 2774 Stony Plain AB T7Z 1Y3
Phone Number:	780-717-7840
Email:	stonyplainrea@gmail.com

Affiliated Providers

5. EQUUS REA Ltd. is the regulated rate supplier, as defined in Section 1(1)(o) of the *Code of Conduct Regulation*, to Stony Plain REA members, effective January 15, 2025.
6. Stony Plain REA has made arrangements with the following retailers to provide retail energy services to Stony Plain REA members:
 - Alberta Co-operative Energy;
 - ATCO Energy Ltd.;
 - Direct Energy Marketing Limited;
 - Hudson Energy Canada Corp.;
 - Just Energy Alberta LP;
 - TransAlta Energy Marketing Corp.; and
 - Utility Network & Partners Inc.

Stony Plain REA is not affiliated with any of the above retailers. Updates to the list of the above retailers will be provided in Stony Plain REA's annual compliance report submitted to the Alberta Utilities Commission on or before March 31 of each year.

Description of how information about complaints as required by Section 34 of the *Code of Conduct Regulation* will be given to the public

7. Stony Plain REA will provide notice to the public that complaints about contraventions of the *Code of Conduct Regulation* or this compliance plan may be made to the Alberta Utilities Commission or the Market Surveillance Administrator by advertising the following information to the "Links" section of the Stony Plain REA website at <http://www.stonyplainrea.com> to ensure that the greatest number of people will become aware of it.

"Complaints about contraventions of the Code of Conduct Regulation may be made to the Alberta Utilities Commission or the Market Surveillance Administrator. The Alberta Utilities Commission can be reached by contacting 310-4AUC (310.4282) within Alberta or 1.833.511.4282 (outside Alberta) or at info@auc.ab.ca. The Market Surveillance Administrator can be reached by contacting 1.403.705.3181 or compliance@albertamsa.ca. The Alberta Utilities Commission and the Market Surveillance Administrator are independent of Stony Plain Rural Electrification Association Ltd. and the regulated rate suppliers and affiliated providers."

Description of the procedure that may be used for the resolution of complaints about non-compliance with this compliance plan

8. Stony Plain REA will follow the process outlined below for voluntary resolution of complaints about non-compliance with the *Code of Conduct Regulation* and this compliance plan.
 1. Initial contact to Stony Plain REA Secretary.
 2. The Stony Plain REA Secretary has five (5) business days to acknowledge receipt of the complaint, and initiate a process to resolve the complaint.
 3. The Stony Plain REA Secretary initiates an investigation of the complaint, with a ten (10) business day limit on the time to investigate. The ten business days start after notification of receipt in step 2 above.
 4. If upon due investigation, the complaint is not valid, or is a result of a failure of a retailer, the Stony Plain REA Secretary will communicate the result of the investigation to the complainant and close the file.
 5. If after due investigation, the complaint is valid, and the result of the action (or inaction) of the Stony Plain REA, the Stony Plain REA Secretary will communicate the results to the Stony Plain REA board of directors, and establish a timeline to

- resolve the issue. This will be communicated to the complainant.
6. If after due investigation, the complaint is valid, and the result of the action (or inaction) of a load settlement agent, the Stony Plain REA Secretary will communicate the results to the Stony Plain REA board of directors, file a complaint with the load settlement agent, and establish a timeline to resolve the issue. This will be communicated to the complainant.
 7. When the issue is resolved, the Stony Plain REA Secretary will close the file.

The Stony Plain REA Secretary will also create a log of complaints and keep a log of each of the steps listed above for each complaint for at least 6 years.

No later than March 31 of each year, the Stony Plain REA Secretary will send the Alberta Utilities Commission an annual compliance report that has been approved by the Stony Plain REA board of directors for the previous calendar year which will include any non-compliance(s), complaints and remedies.