

APPENDIX 1

LINDALE RURAL ELECTRIFICATION ASSOCIATION LTD.
Code of Conduct Regulation (AR 58/2015)
Compliance Plan

Introduction

1. Lindale Rural Electrification Association Ltd. is a distributor of electricity. This compliance plan has been prepared as a varied compliance plan in accordance with AUC Rule 030: *Compliance with the Code of Conduct Regulation*, Section 3.
2. Lindale Rural Electrification Association Ltd. has 505 customers to which it provides energy services or retail services which is less than the 5,000 limit, as specified in Section 3(1) of Rule 030.
3. The system is operated by FortisAlberta Inc. on behalf of Lindale Rural Electrification Association Ltd. The operator currently does not have a code of conduct compliance plan which includes compliance provisions for the services provided to Lindale Rural Electrification Association Ltd. It is contemplated that subsequent operating agreements between the parties will contain compliance provisions for the services provided.

4. The contact for any compliance matters is:

Name:	Mrs. Lynne Martin
Position with the Organization:	Secretary
Address:	PO Box 85, Lindale, Alberta T0C 1W0
Phone Number:	780-542-2380
Email:	lindalerea@gmail.com

5. The following section numbering has been retained for consistency with Rule 030 and reference to the sections of the *Code of Conduct Regulation* are also provided:

3(3) (a) List of affiliated providers (Code of Conduct Regulation Section 30(4)(a))

6. The following is a list of the affiliated providers of the distributor:
7. Epcor Energy Alberta GP Inc. is the regulated rate supplier, as defined in Section 1(1) (o) of the *Code of Conduct Regulation*, to Lindale Rural Electrification Association Ltd. customers.
8. These Retailers: Epcor Energy Alberta Inc., Enmax Energy Corporation, Nexen Inc., Alta Gas Energy Limited Partnership, Utility Network and Partners Inc., Direct Energy Partnership, and Fluent Utilities Inc., provide retail energy services, as defined in Section 1(1) (q) of the *Code of Conduct Regulation*, to Lindale Rural Electrification Association Ltd. customers and are not affiliated with Lindale Rural Electrification Association Ltd.

3(3) (b) Description of how the notice required by Section 34 of the Code of Conduct Regulation will be given to the public (Code of Conduct Regulation Section 30 (4) (i))

9. Lindale Rural Electrification Association Ltd. 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 Commission or the Market Surveillance Administrator by displaying the following wording on its website <http://lindalerea.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 1-780-427- 4903 or consumer-relations@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 Lindale Rural Electrification Association Ltd. and the regulated rate suppliers and affiliated providers.”

3(3) (c) Description of the procedure that may be used for the voluntary resolution of complaints about non-compliance (Code of Conduct Regulation Section 30(4) (j))

10. Lindale Rural Electrification Association Ltd. will follow the process outlined below for voluntary resolution of complaints about non-compliance with the *Code of Conduct Regulation*.
 1. Initial contact to REA Board Secretary.
 2. The Board Secretary has 5 business days to acknowledge receipt of the complaint, and initiate a process to resolve the complaint.
 3. The Board Secretary initiates an investigation of the complaint, with a ten business day limit on the time to investigate. The ten days starts 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 Board 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 REA, the Board Secretary will communicate the results to the REA Board, 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 Board Secretary will communicate the results to the REA Board, 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 REA Secretary will close the file.The 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.