



Office of the Minister
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Jason Sharpe
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Via Email: Jason.Sharpe@atco.com

Dear Mr. Sharpe

Thank you for meeting with us earlier this month and for taking the time to discuss the work ATCO Electric Yukon has undertaken to address ongoing billing and customer service concerns. We appreciate the frank and open discussion about our concerns with the billing and service issues that many Yukoners have been experiencing over the past year. We also appreciate your commitment to improving the experience of Yukon customers.

We recognize that your team has been working to resolve a number of issues. However, we also want to be clear that our expectation is that these issues are fully addressed in a timely manner. Yukoners deserve confidence that their electricity bills are accurate, that customer concerns are resolved promptly, and that they are treated fairly and transparently when interacting with their utility.

The serious concerns raised by Yukon customers have extended beyond isolated billing errors. They include inaccurate or delayed bills, unexpected adjustments, questions regarding meter reads, challenges with automatic payments and payment processing, late payment charges, payment arrangements, disconnection notices, customer communications, complaint resolution, and the overall responsiveness of the utility. Collectively, these issues have affected public confidence in the billing system and customer service.

Although the Yukon Utilities Board can be directed to investigate these matters, we also recognize that Yukoners are struggling due to increased electricity rates and that the costs of any investigation by the Board would ultimately be paid for by Yukoners.

Yukoners are already facing significant electricity cost increases following the approval by the Yukon Utilities Board of the Yukon Energy Corporation's General Rate Application in early 2025, which is resulting in an approximately 34 per cent increase in rates. Given the significant affordability issues facing Yukon families we do not believe Yukon customers should bear additional costs arising from an investigation into issues that have occurred within the utility's billing and customer service systems. That said, this could be revisited in the future if we do not believe issues are being addressed.

For that reason, we request ATCO to commission an independent third-party audit of its billing and customer service practices, at its own expense. The audit should review its practices during the relevant time, from December 2025 [or when issues first arose] to July 2026.

The audit should include:

- an independent review of billing accuracy and the integrity of customer accounts;
- an assessment of ATCO's compliance with all applicable Yukon Utilities Board Orders regarding terms of service and rates that may be charged; an assessment of the billing system and the root causes of recurring errors or defects;
- a review of customer service practices, communications and complaint resolution processes;
- an assessment of the implementation and effectiveness of corrective actions taken to date;
- recommendations for actions ATCO should take to prevent similar issues from recurring, improve transparency and strengthen accountability; and
- a process that allows customers to voluntarily register to have their individual billing or service concerns reviewed as part of the audit where appropriate.

We encourage ATCO to engage as broad a cross-section of customers as possible throughout this work. Providing customers with an opportunity to participate and have their experiences considered will help rebuild public confidence while offering greater transparency regarding the delivery and billing of electricity in the Yukon.

We expect the audit's findings, recommendations and ATCO's implementation plan to be made public. We also require regular updates on progress as this work proceeds.

We value the longstanding relationship between the Government of Yukon and ATCO Electric Yukon and recognize the important role your organization plays in delivering reliable electricity service across the territory. We believe that undertaking a comprehensive, independent review now represents the best opportunity to restore public trust while avoiding unnecessary costs for Yukon ratepayers.

We look forward to your response and to working together to ensure Yukon customers receive the accurate billing and high standard of service they deserve.

Sincerely,



Hon. Laura Lang

Minister of Justice, Attorney General



Hon. Ted Laking

Minister of Energy, Mines and Resources