



All disputes, complaints or inquiries concerning FortisAlberta's Inter-Affiliate Code of Conduct (the "Code") or the FortisAlberta Inter-Affiliate Code of Conduct Compliance Plan (the "Compliance Plan") should be directed to FortisAlberta's Compliance Officer:

**Compliance Officer**  
320 17th Avenue SW  
Calgary, Alberta Canada T2S 2V1  
Phone: (403) 310 – 9473  
Fax: (403) 514 – 5378  
E-mail: [privacyofficer@fortisalberta.com](mailto:privacyofficer@fortisalberta.com)

The Compliance Officer will keep a record of all written (or e-mailed) disputes, complaints or inquiries from within FortisAlberta or from external parties respecting the application of, or alleged non-compliance with, the Code. The identity of the party making the dispute, complaint, or inquiry will be kept confidential.

The Compliance Officer will acknowledge all disputes, complaints or inquiries in writing (which includes e-mail) within five working days of receipt.

The Compliance Officer shall respond to the dispute, complaint or inquiry within 21 working days of its receipt. The response shall include a description of the dispute, complaint or inquiry and the initial response of FortisAlberta to the issues identified in the submission. FortisAlberta's final disposition of the dispute, complaint or inquiry shall be completed as expeditiously as possible in the circumstances, and in any event within 60 days of receipt of the dispute, complaint or inquiry, except where the party making the submission otherwise agrees.

In the event that the complainant is not satisfied with FortisAlberta's disposition of the matter, the complainant may contact the Alberta Utilities Commission at:

**Alberta Utilities Commission**  
**Complaints Group**  
Phone: (780) 427-4903  
E-mail: [utilitiesconcerns@auc.ab.ca](mailto:utilitiesconcerns@auc.ab.ca)