



Kerri Carpenter  
Acting Chair / CEO  
Email: kcarpenter@irac.pe.ca

March 21, 2025

Michelle Francis, Vice President, Finance & CFO  
Maritime Electric Company, Limited  
180 Kent Street  
Charlottetown, PE  
C1A 7N2

Dear Ms. Francis:

**RE: Bill Accuracy – Report to the Island Regulatory and Appeals Commission**

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The Commission has experienced a significant increase in customer concerns in relation to the rising monthly costs of their electric service during the 2024-25 heating season. In addition, Maritime Electric and the provincial government have indicated to the Commission they have also been receiving an increase in customer billing concerns.

To address these customer concerns, the Commission requests Maritime Electric review this matter immediately and provide a comprehensive report to the Commission that details the company's measures to ensure billing accuracy. Specifically, the report must address:

1. The measures currently employed to ensure billing accuracy, including any review or audits completed by third parties.
2. An explanation why customers are experiencing significant bill increases during this heating season.
3. In reviewing customer concerns during this heating season, please provide a summary of any billing errors detected during the inquiry process and the results.
4. Actions taken by Maritime Electric to ensure customers are informed on their energy consumption and billing.

The report shall be filed no later than **4:00 p.m. on April 11, 2025**.

Yours very truly,

Kerri Carpenter  
Commissioner & Acting CEO/Chair