

Update

Ministry

Affordability and Utilities

Describe: Basic Job Details

Position

Position ID

Position Name

Manager, Regulatory Operations

Current Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Affordability, Utilities Consumer Advocate

Supervisor's Position ID

Supervisor's Position Name

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2026-02-18

Responsibilities Added:

- Responsible for management of all external contracts with technical consultants for interventions in regulatory proceedings.
- Research and draft budget forecast for regulatory interventions with guidance from the Director, Regulatory Affairs and Manager, Market Policy and Analysis.
- Accountable for establishment of retainer contracts for external legal services for interventions in regulatory proceedings.
- Accountable for accurate vendor invoicing using the Ariba system, including identification of any issues with invoice processing.

Responsibilities Removed:

- Direct Supervision of Regulatory Administrative Coordinator
- Development of processes, performance indicators and objectives, and reporting mechanisms for regulatory

interventions.

- Communicating the results of the UCA's regulatory program externally.
- Representing the ministry on cross-ministry, inter-provincial, or national committees.

Job Purpose and Organizational Context

Why the job exists:

The Office of the Utilities Consumer Advocate represents the interests of electricity and natural gas (residential, farm and small business) consumers in Alberta. The UCA works to ensure Alberta utility consumers have the information, representation and protection they need in Alberta's restructured electricity and natural gas markets. The UCA solicits and analyzes consumer concerns and provides advice and guidance to stakeholders including government, regulators and utilities.

Reporting to the Director, Regulatory Affairs, the Manager, Regulatory Operations has overall responsibility for the delivery of regulatory intervention on behalf of consumers, including active participation on behalf of consumers at Alberta Utilities Commission (AUC) regulatory proceedings. The Manager is accountable for an initial review of each proceeding application. The Manager, Regulatory Operations works collaboratively with the Manager, Market Policy and Analysis to ensure identified issues are evaluated against UCA criteria for intervention, and makes determinations as to which applications and issues require intervention. The Manager, Regulatory Operations determines which proceedings to assign to the Senior Regulatory Analyst, and/or Regulatory Analyst following identification of issues relevant to Alberta consumers. The Manager determines the requirements for the services of external consultants, external legal counsel and external expert witnesses to support UCA interventions in AUC proceedings. The Manager coordinates with the Market Policy and Analysis Team for issues research and analytical support, and directs the Senior Regulatory Analyst and Regulatory Analyst on strategies for UCA policy and technical evidence to be presented at AUC hearings. The Manager is accountable for planning and coordination of hearing activities to ensure effective consumer representation at regulatory proceedings. The Manager is also accountable for collaboration with other consumer interveners to coordinate efficient participation in regulatory and other proceedings affecting small business, residential, and farm electric and natural gas consumer interests. The Manager will measure the effectiveness of UCA regulatory interventions based on the framework approved by the Director, and will manage to performance targets in the UCA business plan.

A critical responsibility is to initiate and maintain effective working relations and partnerships with various internal and external stakeholders to develop, design, advocate and implement strategies and provide advice and input into regulatory interventions and initiatives.

Responsibilities

Leading a professional team responsible for ensuring that small energy consumer interests are effectively represented in proceedings of the Alberta Utilities Commission and other bodies whose decisions may affect the interests of those consumers. This will include:

- Accountable for the review of all regulatory applications to the AUC to identify material issues that are relevant to consumers.
- Responsible for independently determining the degree of UCA involvement in each application to the AUC
- Accountable for complex analysis on regulatory issues, consults and works closely with the Market Policy and Analysis team and provides recommendations to senior staff and management
- Supervising the development of and approving all UCA written information requests on utility and other intervener evidence, UCA policy evidence, legal argument and reply
- Accountable for collecting, reviewing, maintaining, and disseminating regulatory information such as regulatory applications, proceeding schedules, motions and decisions

- Responsible for managing the active participation of the UCA in regulatory proceedings before the AUC, including ensuring comprehensive technical support and resources are provided for the intervention process (legal counsel, external consultants, expert witnesses); planning and overseeing research; overseeing the drafting of UCA policy and technical evidence, including responses to related information requests; training and coaching of witness panels as appropriate; drafting of cross-examination and providing instructions to legal counsel
- Responsible for implementing direction on regulatory interventions from the Director.
- Responsible for ensuring services provided by external consultants support respective regulatory interventions and that they meet the terms of signed contracts.
- Responsible for contributing to a more effective system of regulatory intervention with improved results for consumers through an increase in negotiated settlements and incentive regulation that benefits consumers
- Responsible for working with other intervener organizations to develop collaborative intervention positions

The Manager will be responsible for day to day management of the Regulatory Operations Team:

- Accountable for managing and evaluating area operations to deliver outcomes in accordance with Branch business plans; providing leadership, coaching and mentoring to the team to support continual improvement and capacity development and effectively managing human and financial resources
- Direct supervision and management of Senior Regulatory Analysts, and Regulatory Analysts
- Day-to-day management of all contract employees serving the Regulatory Operations Team
- Liaise with contracted regulatory experts and legal counsel for proceedings

The Manager will be responsible for managing the UCA's information systems and processes for regulatory interventions. This will include:

- Accountable for managing UCA information in the AUC e-filings system to ensure the UCA has electronic access to all relevant information filed with the AUC.
- Interfacing with AUC staff to ensure systems remain compatible
- Evaluating the need for changes to information systems and ensuring the required changes are implemented

Liaise with internal and external stakeholders:

- Responsible for developing and maintaining collaborative, open and consultative relationships with AUC staff, consumer organizations and representatives, other ministries and other governments to ensure open lines of communication resulting in the sharing of information to identify and leverage common interests and achieve business goals
- Consults with UCA's Consumer Education and Engagement, and Mediation teams on utility rates and terms and conditions issues, and to provide advice on those issues when requested.
- Consults with stakeholders to take consumer perspective into account when implementing energy utility legislation, policy and programs.
- May represent the Branch with ministry, agency and private sector committees and teams to facilitate decision-making and projects; communicate positions and requirements; remain aware of perspectives and initiate and foster innovation in relation to regulatory matters.

Leadership and Business Know-how:

- The Manager requires well developed and demonstrated:
- Planning and development skills to develop and encourage commitment to new approaches and to lead the

development and ongoing evolution of a comprehensive regulatory intervention program.

- Must be able to lead in the development of projects and initiatives to ensure sound information and advice is provided to decision-makers. Must be able to work with other managers and executives to manage significant ministry initiatives which build on experience in project management, strategic and business planning, communications and negotiations with a variety of stakeholders.
- Ability to operate effectively within a complex organization.
- Conceptual, critical, analytical thinking and problem-solving skills including the ability to analyse information and risks and make decisions in alignment with Branch and Department business plan goals.
- Interpersonal relationship management and facilitation skills including demonstrated abilities relating to consultation and negotiation with stakeholders, clients and senior ministry representatives with varying perspectives, expectations and priorities.
- Ability to manage internal and external resources, including partnerships to meet goals.
- Commitment to staff development, team building, continuous improvement and innovation.

Problem Solving

Typical problems solved:

The various regulatory program issues are diverse and complex and at times high/profile/sensitive in nature and impact all electricity and natural gas consumers in Alberta. Issues include utility rates, the contributing factors to those rates and the allocation of costs.

The Manager position requires:

- Significant related experience in utilities regulatory intervention, administrative tribunals and hearings
- Understanding of Alberta's electricity and natural gas markets
- Knowledge and understanding of the legislation, regulations, programs, policies, practices and precedents governing utility operations in Alberta
- Must have extensive knowledge of utility rate structures as well as AUC and Alberta Court of Appeal Decisions and Alberta's regulatory construct
- Knowledge of the utilities industry, including trends and issues
- Detailed knowledge of cost-of-service regulation, including knowledge of revenue requirements, deferral accounts, utility finance, income taxes, cost allocation, cost of service studies, rate design and terms and conditions of service
- Knowledge of performance-based regulation and the history in Alberta
- Knowledge of economic principles relating to utility rates and costing methodologies
- Knowledge of the principles of accounting and auditing
- Knowledge of program and project management, performance measurement and accountability frameworks
- Knowledge of project management theory and methodologies including planning, resource management, risk analysis and management, program controls, process monitoring and reporting
- Knowledge of budgeting and contracting methods
- Ensuring regulatory processes and practices are comprehensive, cost-effective and efficient in meeting the requirements for consumers and interveners; developing measures to determine success in accomplishing

objectives and developing reporting mechanisms to highlight effectiveness of intervention efforts

- Effective facilitation, negotiation, influencing and conflict resolution skills
- Demonstrated ability to develop and maintain collaborative working relationships within the organization, across government and with stakeholders including the ability to balance the needs and interests of these diverse groups
- The ability to prepare and present comprehensive reports in a manner that is easily and clearly understood
- Ability to analyze, identify problem areas and create innovative solutions to address issues identified
- Excellent verbal, written, listening and interpersonal skills
- Demonstrated ability in leading complex initiatives and projects
- Experience in effectively managing human and financial resources
- Team building and management skills with commitment to create, support, and sustain an environment to enable staff to achieve results and develop and build organizational capacity for the future.

Types of guidance available for problem solving:

The challenges faced by this position require superior analysis, reasoning, judgment and problem-solving skills. Significant interpretative, evaluative and developmental thinking is required along with the ability to understand complex relationships and facilitate decision-making processes involving stakeholders and senior decision-makers. Issues are complex and often without precedent, requiring consultation with industry and regulatory experts throughout North America. Excellent professional judgment is required given the politically sensitive nature of information dealt with and the often-conflicting perspectives and positions of the various interveners and stakeholders.

Problem solving requires disciplined technical research and analysis of precedent, previously submitted evidence and best practices from other jurisdictions. Creativity and flexibility are required in order to adapt to various task and resolve issues in a fast-paced environment.

The Manager is relied on to provide strategic and business advice relating to regulatory matters. The Manager provides direction and analysis for ongoing operations and must be thoroughly knowledgeable of issues and trends.

The position models a highly collaborative approach when reaching decisions and achieving outcomes, both within the area, the Department and Government and when consulting, negotiating and communicating with senior client and stakeholder representatives.

Direct or indirect impacts of decisions:

This position is directly accountable for coordinating the delivery of regulatory interventions. The Manager's work will directly impact on the success of consumer regulatory interventions based on the quality of evidence the UCA submits. As a member of the UCA management team, the Manager is accountable for contributing to defining and achieving the UCA goals.

Provides consultation, recommendation and advice to senior ministry representatives that impact the direction of consumer regulatory interventions.

This position is delegated extensive freedom to develop and recommend initiatives, determine strategies and set direction.

Key Relationships

Major stakeholders and purpose of interactions:

Manager has contact with stakeholders to obtain information, explain/exchange information, to discuss and resolve issues and to research opportunities. Weekly contact with consultants and counsel is required to address issues and provide direction and feedback. Regular contact with Executive Director, Director, and Market Policy Analysis team of

the UCA is required to stay up to date on current branch and department direction and to provide information on UCA undertakings. Daily contact with UCA team as part of the day-to-day work will occur.

Internal - Regular and Ongoing

- UCA Regulatory Affairs Team
- UCA Team
- Director, UCA Regulatory Affairs
- Executive Director, UCA
- Management in Utilities Division

Purpose

- Coordinate and initiate operational plans and day-to-day operations; provide guidance and direction
- Plan, strategize and prepare regulatory documents; provide advice; contribute to development of UCA plans and strategies; collaborate on operations and initiatives
- Sharing and developing ideas and addressing consumer concerns
- Gathering and supporting data
- Provide advice, information and analysis; consultation and briefings, resolve issues and concerns; exchange and clarify information relating to regulatory hearings

External Regular and ongoing and as Required

- Legal counsel and technical consultants
- Other interveners including Rural Electrification Associations, Alberta Municipalities, Rural Municipalities of Alberta, City of Calgary, City of Edmonton, Consumers Coalition Association, Independent Power Consumers Association of Alberta, the Alberta Federation of Rural Electrification Associations, the Federation of Alberta Gas Cooperatives, Chamber of Commerce; management of utility companies; industry organizations (IPPSA, IPCC, ADC)
- Government agencies including Alberta Electric System Operator, Alberta Utilities Commission staff, Market Surveillance Administrator and Balancing Pool staff, Power and Natural Gas Consumer Panel members

Purpose

- Establish linkages and collaborative working relationships
- Exchange information; provide clarification of UCA positions
- Identify, negotiate, correlate and resolve complex issues
- provide consultation and advice; communicate key initiatives, with objective of gaining acceptance and commitment
- Collaborate on major initiatives; encourage innovation
- Ensure UCA regulatory intervention positions are well understood; provide submission, motions and applications on behalf of consumers.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)			

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

Degree in law, engineering, economics, accounting, business, mathematics or equivalent with extensive related experience in regulatory and utilities operations. At least five years of related energy, utility, or other relevant regulated industry experience. A graduate degree and experience as a technical or policy witness are desirable.

Behavioral Competencies

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Develop Self and Others	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	<p>Time constraints and competing tasks can be significant during peak periods. This role will need to balance various requirements while meeting deadlines. The role will need to ensure changes, redrafts, revisions are assigned and actioned in a timely manner, that the resulting products meet requirements and are of a high quality.</p> <p>The role is expected to reflect on past experiences in order to manage and continually improve our own performance and develop new and innovative approaches to meeting the UCA mandate.</p>
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>The role demonstrates a commitment to working cooperatively and productively with others to achieve results and possesses excellent communication skills, clearly conveying and receiving messages to meet the needs of all. This involves listening, interpreting, formulating, and delivering: verbal, non-verbal, written messages.</p>
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to 	<p>The role will be required to efficiently and effectively advance and direct deliverables in a timely manner, ensuring they are</p>

		<p>understand a problem</p> <ul style="list-style-type: none"> • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>accurate and on time.</p> <p>The role is expected to have the ability to assess options and implications and determine the best solution in regulatory interventions. Support outward facing negotiations, working level and internal steering or decision making committees. The position will need to trouble shoot or inform on issues as they arise.</p>
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>The role requires a willingness and ability to effectively work in, and adapt to change.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>The role demonstrates an understanding that results are important, focusing resources to achieve them in alignment with the goals of the organization.</p>