



STARS
Service Request(s)

**EPCOR Distribution and
Transmission Inc.**

BUSINESS PROCESSES

EMERGENCY:

ENROLL / ENERGIZE

DE-ENERGIZE

REVOKE DE-ENERGIZE

PROCEDURES

*Prepared by:
Shun Fung
Business Leader
Wholesale Energy
(780) 412-4030*

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1. DOCUMENT CHANGE LOG

	Document Date	Date of Change	Section	Description
1	20090429	20090429	All	Complete review to all sections and departmental and company name changes LZ
2	20091110	20091110	All	Updated by Wholesale Energy based on meeting 20091110.
3				
4				
5				

2. BUSINESS FUNCTIONAL AREA

Emergency Service Order Request (ENR) Function -

Customers, ONLY through their Retailers, may request services sooner (24 to 48 hours) than the standard three to five business day regular energize request (ENR). In addition, Police, Fire or Distribution and Transmission Inc. (EDTI) personnel may request Emergency De-energization. Such requests are deemed as emergency requests and may incur additional fees.

EDTI Settlement, Tariff and Revenue System (STARS), Service Requests manages the receipt and field order generation, tracking and completion of requests submitted by Retailers for services from EPCOR Distribution and Transmission Inc. Processes contained in this document outline the business procedures that will be followed.

Settlement, Tariff and Revenue System (STARS) includes handling of standard SSC (AUC Rule 21) transactions, including Energize Site, De-Energize Site (termination of service) and Revoke De-energize. Standard SSC (AUC Rule 21) transactions are handled automatically by the EDTI STARS System.

A FAX may be sent to the EDTI Emergency Dispatch under the following circumstances ONLY Emergency FAX: 780-412-4565:

- 1. EDTI system is down or Retailer notifies EDTI of their system outage of more than 4 hours.**
- 2. Access instructions have changed on an ENR already received by EDTI.**
- 3. To cancel an ENR order already received by EDTI**
- 4. A priority change from or to “Emergency” if the ENR order is already received by EDTI.**
- 5. The Customer MUST be on site OR the Trouble Crew MUST have access to the meter and the breaker MUST be off.**

3. BUSINESS PROCESSES

Any requests, other than standard SSC (AUC Rule 21) transactions, require manual intervention by Distribution and Transmission Inc. staff, including:

- Emergency Energize Requests (ENR) changes after the ENR transaction has been “received” by EDTI
- Emergency De-energize (DER)
- Ad Hoc Service Requests

4. DETAILED BUSINESS PROCESS DOCUMENTATION

4.1 PROCESS TITLE & OWNER

Process Owner – Rob Reimer – Director, Wholesale Energy Services

Process Manager – Shun Fung – Sr. Manager, Wholesale Energy Services

4.2 BUSINESS PROCESS

4.2.1 EMERGENCY ENROLLMENT / ENERGIZE

The following business process will be followed when an emergency energize request (ENR) is sent from the Retailer and “received” by EDTI. EDTI picks up all incoming dropchute transactions every 15 minutes each day of the week. An ENR may be altered after the transaction is sent by emailing the EPCOR Wholesale Energy Section at www.retcomm@epcor.ca if the request is made during regular business hours, or EPCOR Emergency Response Dispatch FAX **780-412-4565** after regular business hours:

- If the Customer contacts EDTI regarding power service connection we will inform the customer that he requires a Retailer and provide the customer with names and phone numbers of all Certified Retailers in EPCOR Wires service territory (Code of Conduct).
- Customer contacts the retailer of choice and makes arrangements to both enrollment (SRR) and request for energize ENR.
- Retailer sends an SRR and an ENR transaction to Dropchute to inform EDTI of the customer enrollment and to request emergency enrollment and emergency energize services

If the Request is during Regular Business Hours:

- The ENR transaction is picked up from STARS every 15 minutes and will be dispatched in priority order.
- Upon completion of the request the crew will complete the emergency request and transmit the completion (ENC transaction) back to the STARS System.

If the Request is after Regular Business Hours:

- EPCOR Emergency Response Team will complete the orders in a priority manner.

NOTE: The system has a built in function that will not allow site energize completion if the site is not enrolled or an ENR transaction has not been received.

4.2.2 EMERGENCY DE-ENERGIZE

In the event that EPCOR Emergency Response Dispatch receives a phone call from Police, Fire or Distribution and Transmission Personnel ONLY; requesting power services to be de-energized, the business process below will be followed:

- EPCOR Emergency Response Dispatch receives an Emergency De-energize request, complete with location, party requesting the service, and a reason for the De-energize request.
- EPCOR Emergency Response Dispatch records the information in the trouble log.
- EPCOR Emergency Response Dispatch sends out an Emergency Response crew to the affected location.
- The Emergency Response crew completes the required work and records the appropriate information on the Emergency De-energize form.

See Appendix 4.2 – B

- At the end of their shift, the Emergency Response crew forwards all completed Emergency De-energize forms to the Metering Department – this will be accomplished via EPCOR inter office mail the following day
- The Metering Section enters the information into the Site Field Order Screen in the STARS System.
- Once the information has been entered into the Site Field Order screen, the order is closed out on the STARS System.

NOTE: In the future charges may apply for this service. See ‘Billing Rate’ in the STARS System Site Service Order Screen.

- Once STARS System has been updated, electronic notifications have been built in to ensure that all of the required parties receive the appropriate information.
- If there is a change to a meter or any other equipment, the Metering Section will create and close a Site Service field order and update the required information.

**Please see the Standard Service Requests Business Procedures Document for details.*

Field Crews sent to disconnect for non-payment – retailer making request

- Retailer calls, or e-mails the EPCOR Wholesale Energy Group at retcomm@epcor.ca to request that a DER (De-energize Request) be cancelled immediately.
- The Wholesale Energy Group will forward the request to be processed
 - If the status is ‘Pending’ the request has not yet been dispatched – the DER may be cancelled.
 - If the status is ‘Issued’, investigate as to where the request is
 - If the request is still with the field crew, we will contact the field crew who is responsible for the request to inform the field crew of the cancellation and then we will go into the Service Order Request Completion screen to fail the request by changing the ‘Status’ to ‘Cancelled’
 - If the request has already gone out, we will call the field crew responsible for the request to check on its status
 - If the work has not yet been completed the work should not be carried out, the original service request should be failed in the same process as described above.
 - If the work has been completed the original request should be completed and the retailer contacted to inform them of the outcome

If the original request is completed the Site Service Order must be entered in STARS System as explained in the Energize/De-Energize section 3.2.2.2 in the Standard Service Requests Business Process Document

4.3 ROLES AND RESPONSIBILITIES

Emergency Response Dispatch–

- Receive emergency enrollment, energize “CORRECTIONS”, and de-energize requests after regular business hours; completes Emergency form(s)
- Record appropriate requests in Trouble Log
- Dispatch an Emergency Response crew to the affected location
- Forwards the completed Emergency Energize Corrections Faxes for changes to the Metering Section for Next Day

Metering Section –

- Receive emergency energize requests (ENR transactions) during regular business hours via STARS.
- Enters any applicable information into the STARS System that may be required.

Emergency Field Crews –

- Complete emergency requests via Advantex Orders created from STARS or confirmed creation from FAX if priority changes or EDTI system outage.
- Complete Emergency Energize and De-energize forms and forward to Metering Section

4.4 TRAINING REQUIREMENTS

Metering Section –

- Emergency Service Order Request processes
- STARS System Enrollments/Field Service Orders
- Crew dispatch process

Emergency Response Dispatch –

- Trouble Log
- Emergency Service Request processes

4.6 PROCESS OWNER SIGNOFF

Business Owner: Rob Reimer DATE: _____

Process Owner: Shun Fung DATE: _____

A GLOSSARY OF TERMS

EDTI – EPCOR Distribution and Transmission Inc.

STARS – Settlement, Tariff and Revenue System

SSC – Settlement System Code AUC – Rule 21

B DOCUMENT CHANGE REQUEST FORM

It is very important that these business process documents are kept current for reference and training purposes. If you should find that a process or procedure described in this document is not accurate, or has been modified, please send an e-mail to the process manager and ask for a review/update.