

PROVIDING MORE



# **Settlement Tariff And Revenue System (STARS) Field Service Request(s)**

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**EPCOR Distribution &  
Transmission Inc.**

## ***BUSINESS PROCESSES***

*EMERGENCY:*

*ENROLL / ENERGIZE*

*DE-ENERGIZE*

*REVOKE DE-ENERGIZE*

*PROCEDURES*

***Prepared by:***

*EPCOR Distribution & Transmission*

*Wholesale Energy- Market Interface Group*

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## 1. DOCUMENT CHANGE LOG

	<b>Document Date</b>	<b>Date of Change</b>	<b>Section</b>	<b>Description</b>
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	20101103	20101103	All	Updated by Wholesale Energy Group
4	20111118	20111118	All	Updated by Wholesale Energy Group - LH
5	20111229	20111229	All	Updated by Wholesale Energy Group - LZ

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## 2. BUSINESS FUNCTIONAL AREA

### Emergency Service Order Request (ENR) Function -

Customers, ONLY through their Retailers, may request services sooner (within 48 hours – **Priority # 1**) than the standard three to five business day (**Priority # 5**) regular energize request. However, Police, Fire or EPCOR Distribution & Transmission Inc. (EDTI) personnel may request Emergency De-energization. Such requests are deemed as an emergency request and may incur additional fees.

EDTI Settlement, Tariff and Revenue System (STARS) manages the receipt and field order generation, tracking and completion of service requests submitted by Retailers for services from EPCOR Distribution & 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 Alberta Utility Commission (AUC) Rules. The AUC Rule #021 transactions include Energize Request (ENR), De-Energize Request (DER), Revoke De-energize Request (RDR) and Request Off-Cycle Read (ROC). The AUC Rule #021 transactions are handled automatically by the EDTI STARS System. The field work is done during business hours (7:30 a.m. to 4:00 pm weekdays (Monday to Friday)

If work is required to be done after business hours (Friday 4:00 pm to Monday 7:00 am weekends and statutory holidays)

**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 Field Crew MUST have access to the meter, and the breaker MUST be off.

Note: If the EDTI crew determines that there is load on the service, the field technician will test to determine the amount. If the load is below 800 watts, the power will be left on. The field technician will leave the site in a de-energized state if they feel there is a safety concern.

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### 3. BUSINESS PROCESSES

Any requests, other than standard AUC Rule #021 transactions, require manual intervention by EDTI staff, including:

- Emergency Energize Requests (ENR) changes after the ENR transaction has been “received” by EDTI
- Emergency De-energize (DER)
- Ad Hoc Service Requests
- If a site was De-energized (DER) in error<sup>1</sup> then a call may be placed directly to our EDTI Emergency Dispatch as a **“LIGHTS OUT” call to 780-412-4500** and a field crew will be dispatched to correct the error as soon as possible.
  - **No ENR transaction is required. EDTI will update the site transactions internally.**
  - **EDTI will validate the STARS requests to ensure that there has been no AUC Rule #021 transaction sent by the Retailer to ensure that the “LIGHTS OUT” call is required.**
  - **If a DER transaction was received by EDTI and the order was completed the “LIGHTS OUT” call WILL NOT be dispatched. The Retailer will be responsible to send EDTI an ENR transaction.**

<sup>1</sup> Error meaning not for safety reasons or at the request of the Retailer.

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## 4. DETAILED BUSINESS PROCESS DOCUMENTATION

### 4.1 PROCESS TITLE & OWNER

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Process Owner – EDTI - Wholesale Energy

### 4.2 BUSINESS PROCESS

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#### 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 marked “received” by EDTI. EDTI picks up all incoming Dropchute transactions every 15 minutes each day of the week.

An ENR may be altered/amended after the ENR transaction is sent/received by emailing the EPCOR Wholesale Energy Section at [retcomm@epcor.ca](mailto:retcomm@epcor.ca) if the request is made during regular business hours (7:30 am to 4:00 p.m. Monday to Friday excluding holidays), or EDTI Emergency Dispatch FAX **780-412-4565** after regular business hours (4:00 p.m. till 10:00 p.m. 7 days a week):

- If the Customer contacts EDTI regarding power service connection we will inform the customer that they require a Retailer and provide the customer with the Fair Competition Statement of “**Electricity products and services are competitive. You are free to choose a retailer. Regulated wires services are not dependent upon the retailer you choose. You can find a listing of the licensed Alberta retailers at [www.ucahelps.gov.ab.ca](http://www.ucahelps.gov.ab.ca) or call 780-310-4UCA (4822) (toll free in Alberta)**”.
- The Customer contacts the retailer of choice and makes arrangements to both enroll (SRR) and Request for Energize (ENR).
- The Retailer sends an SRR and an ENR transaction to EDTI for the customer enrollment and to request emergency enrollment and emergency energize services.

**If the Request is during Regular Business Hours (7:30 a.m. – 4:00 p.m. Monday to Friday excluding holidays):**

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

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**If the Request is after Regular Business Hours (4:00 p.m. to 10:00 p.m. – weekdays and 7:00 a.m. to 10:00 p.m. Saturday, Sunday and Holidays):**

- EDTI Field Crew will complete the orders in a priority manner (as time permits due to trouble emergencies being the crew's main priority).

NOTE: The system has a built in function that will not allow site energize completion if the site is not enrolled (SRR) with that retailer or an ENR transaction has not been received by EDTI.

#### **4.2.2 EMERGENCY DE-ENERGIZE**

In the event that EDTI Emergency 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:

- EDTI Emergency Dispatch receives an Emergency De-energize request, complete with location, party requesting the service, and a reason for the De-energize request.
- EDTI Emergency Dispatch records the information in the trouble log.
- EDTI Emergency 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 Internal Emergency De-energize form.
- On the next business day the information is entered into the Site Characteristics 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 and a De-energize Completion (DEC) transaction is sent to the retailer.

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

- Once the STARS System has been updated, electronic notifications have been built in to ensure that all of the required parties receive any required AUC Rule #021 transactions.
- If there is a change to a meter or any other equipment at a site, when the STARS system is updated the information will be sent to the Retailer as required (see AUC Rule #021 transactions).

*\*Please see the [www.auc.ab.ca](http://www.auc.ab.ca) Rule 021 for further details*

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**EDTI Field Crews sent to disconnect a site for non-payment – retailer making request:**

For any questions or concerns a Retailer may call or e-mails the EPCOR EDTI Wholesale Energy Group at 780-412-7899 or [www.retcomm@epcor.ca](mailto:retcomm@epcor.ca)

- If the Retailer would like to revoke a de-energize request they must send a Revoke De-energize Request (RDR) transaction to EDTI. The Wholesale Energy Group will:
  - If the status in the field order 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 crew who is responsible for the request to inform them 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 is already in the field, we will call the 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.

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### **4.3 ROLES AND RESPONSIBILITIES**

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#### **Emergency Dispatch–**

- Receive emergency enrollment, energize “AMENDMENTS”, and de-energize requests after regular business hours.
- Record or completes the appropriate requests as per the internal process.
- Dispatch a field crew to the affected location.
- Forwards the completed Emergency Energize Corrections Faxes for changes to be entered into the STARS system the next day.

#### **Daily Operations –**

- Receive emergency energize requests (ENR transactions) during regular business hours via STARS.
- Enters any applicable information into the STARS System that may be required.
- When faxed amendments are received, verify that all the correct information and valid the charges that have been applied to the site in the STARS database.

#### **EDTI 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 process and forward any required information to be entered into the STARS system that is not already automated through the Advantex database.

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### **4.4 TRAINING REQUIREMENTS**

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#### **Metering & Emergency Response Field Crews –**

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

#### **EDTI Emergency Dispatch –**

- Trouble Log

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- Emergency Service Request processes
  - Meter and Field Crew dispatch process

#### ***4.6 PROCESS OWNER SIGNOFF***

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Business Owner: Shun Fung DATE: December 29, 2011

Process Owner: Lisa Zuger DATE: December 29, 2011

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**A GLOSSARY OF TERMS**

**EDTI** – EPCOR Distribution and Transmission Inc.

**STARS** – Settlement, Tariff and Revenue System

**AUC**– Alberta Utilities Commission

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## **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 [retcomm@epcor.ca](mailto:retcomm@epcor.ca) to review/update.