

**EPCOR DISTRIBUTION &
TRANSMISSION INC.
(EDTI)
Retailer Guidebook
Questions and Answers**

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Definitions of Acronyms:

ACRONYM	DEFINITION
AESO	Albert Electric System Operator
AUC	Alberta Utilities Commission
DCM	Daily Cumulative Meter
DEC	De-Energize Completion
DEF	De-Energize Failure
DER	De-Energize Request
DIM	Daily Interval Meter
DOE	Department of Energy
DSN	De-Select Notification
DSR	De-Select Request
EDTI	EPCOR Distribution and Transmission Inc.
ENC	Energize Completion
ENF	Energize Failure
ENR	Energize Request
LSA	Load Settlement Agent
MDM	Meter Data Management
MSA	Market Surveillance Administrator
POD	Point of Delivery
RDR	Revoke De-Energize Request
ROC	Request Off-Cycle Meter Read Completion
ROR	Request Off-Cycle Meter Read
RRO	Regulated Rate Option
SMC	Site Meter Characteristics
SSC	Settlement System Code
TBC	Tariff Billing Code
TBD	Tariff Bill Dispute
TBF	Tariff Bill File
USA	Update Service Address
UCI	Update Customer Information
WO	Wires Owner
WSP	Wires Service Provider

Energize Request (ENR)

1. What is the definition of an Energize Request (ENR)?

A valid ENR will initiate a site to be energized, by way of a meter installation, existing service reconnection or connecting an unmetered service.

2. What are the costs associated with ENR requests?

This service will be performed for a charge based on EDTI's current AUC approved tariff that may be found at the following link: <http://www.epcor.ca/en-ca/Customers/electricity-customers/Tariffs/Pages/dt-access-tariffs.aspx>.

3. What process does EDTI follow should a customer contact them directly requesting an ENR?

If the Customer contacts EDTI regarding connecting a power service, EDTI will inform the customer that they require a Retailer and direct the customer to <http://www.ucahelps.gov.ab.ca/93.html> for a list of electricity retailers.

The Customer then contacts the retailer of his/her choice and makes arrangements to enroll the site(s) and request the service to be energized.

The Retailer then sends EDTI an SRR transaction and an ENR transaction through DropChute™.

4. What is an emergency ENR?

An emergency ENR is a request to energize a residential site within 48 hours of EDTI receiving the ENR transaction via DropChute™.

5. How does a retailer submit an emergency ENR?

Retailers requesting an emergency ENR will submit an ENR transaction via DropChute™ with the Priority Code of "1" for the same day service, or, by dating the "request energize date" as the same date.

6. If the Energize Request is received during Regular Business Hours:

The ENR will be issued to the field personnel at EDTI based on the Priority Code or "energize request date" listed in the ENR transaction.

7. How can a retailer request to amend an ENR order once the transaction has been issued to EDTI via DropChute™:

Retailers can request an amendment to an ENR already received by EDTI but the request has not yet sent to the field crew for the following situations:

1. Retailer needs to change the priority of a ENR?
2. Retailer needs to cancel the order?

If a retailer requests to cancel an ENR order they must email Retcomm@epcor.ca mailbox. This group will investigate the status of the request, and determine if the ENR can be cancelled. If the request has not yet been completed by the field crew, the field crew will be contacted and advised to cancel the request. The Retailer will receive an ENF (energize request failure) transaction.

3. Retailer needs to modify the entry instructions on an ENR request?

These amendments can be done during business hours only by:

The Retailer emails retcomm@epcor.ca and requests the updates.

These amendments can be done after business hours by: sending a fax to our Power Trouble Crew:

The Retailer sends a fax named AMENDMENT to a current ENR to change priority to today or AMENDMENT to change Emergency ENR to a further date of request.

Please see this link for further detail: <http://www.epcor.ca/en-ca/Customers/resources/ElectricityRetailers/RetailerHandbook/Documents/EDTI-Emergency-Service-Request-Business-Processes.pdf>

8. What are the common energize failure reason codes of an ENR?

Reason Code	Example
“8718” – Meter Access restricted	<ul style="list-style-type: none"> No access to site due to locked gate, key is required.
“8715” – Load Locked	<ul style="list-style-type: none"> Customer did not switch off the main breaker
“8714” – Inspection Required	<ul style="list-style-type: none"> Service has not passed the electrical inspection
“1204” – Site does not have infrastructure	<ul style="list-style-type: none"> Wires, poles have not been installed

9. What are the standard levels of service for each priority code of an ENR?

Priority Code	Explanation
1	Emergency energize, next available technician, life threatening situation, up to 48 hours
5	Standard level of service, up to 5 business days from the service requested date
6	Home Builders request -- the ENR will sit in our system once received until an inspection has been conducted, and if approved, the ENR will be processed the next business day.

10. How many times will EDTI attempt to energize a site before failing it back to the retailer?

As a general guideline, EDTI will attempt to access a site twice before failing back the ENR with a rejected order. If the order cannot be completed the first time, the installer will attempt to complete it the next business day.

11. What are the requirements for breakers when requesting an ENR?

All retailers are required to advise customers to have their main breakers turned off prior to requesting an ENR. EDTI will fail any ENRs where the breakers are left on at time the site is energized. If the ENR is for removing a load limiter, the main breaker is not required to be off.

De-Energize Request (DER)

1. What is the definition of a De-Energize Request (DER)?

A valid DER request will initiate a site to be disconnected, and in some cases, the site will also have the meter removed. DER reason requested reason codes are listed in Rule 021 and have been approved by the AUC.

2. What are the common de-energize reason failure codes?

Reason Code	Example
“8718” – Access Related Issue	<ul style="list-style-type: none"> No access to site due to locked gate, key is required.
“8737” – Difficult Customer	<ul style="list-style-type: none"> Require Police escort to site
“1224” – Limiter Installed	<ul style="list-style-type: none"> Winter Rules applied

3. Is a DER transaction necessary for a de-energize request to be completed?

A site would not normally be de-energized without a DER being submitted by the retailer unless the service becomes an issue of safety at which time EDTI would send a DEC to the Retailer of Record.

4. Is there any time when a DER will not be completed?

EDTI does not de-energize any residential customers for non-payment during the winter months, October 15-April 15 called Winter Rules or when the temperature falls below zero outside of the timeframe for Winter Rules. A load limiter will be attached onto the site(s) meter until the Winter Rules are removed. EDTI would not de-energize an apartment unit during the Winter Rules period as if a load limiter is installed; the customer has no access to the electrical room to re-set the load limiter in the event of a breaker tripping.

EDTI's Disconnect Policy Between October 15 to April 15				
Service Type	Disconnect for Non Payment		Disconnect for Vacant Site	
	Install a Limiter	Fully Disconnect	Install a Limiter	Fully Disconnect
Residential	Yes	No	No	Yes
Residential/Apartment with central heating	No	No	No	Yes
Residential/Apartment without central heating	No	No	No	No
Commercial	No	Yes	No	Yes

5. *What is the Emergency DER Process?*

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

EDTI's Emergency Response Dispatch receives all Emergency DER requests after business hours from Police and Fire. Requests must include: location, party requesting the DER, and the reason.

EDTI's Emergency Response Dispatch sends out an Emergency Response crew to the affected location.

Once the site is de-energized a DEC transaction is sent to the Retailer of record as notification. EDTI will not follow up with the retailer. It will be up to the customer to request the retailer to submit an ENR when required or to de-select the site.

6. *How can a retailer cancel a DER request that has already gone through DropChute™?*

Retailers can submit a Revoke De-energize Request (RDR) through DropChute™ to request that a DER be cancelled immediately. The RDR process is fully automated in EDTI's system.

If the status of the DER has not yet been dispatched to the field personnel, the system will change the DER 'Status' from the original request of "Received" to 'Cancelled' and will issue a De-energize Failure (DEF) transaction back to the retailer with rejection code 0027.

If the status is 'Issued' an email is sent to the Retcomm@epcor.ca mailbox. This group will investigate the status of the request, and determine if the DER can be cancelled. If the request has not yet been completed by the field crew, the field crew

will be contacted and advised to cancel the request. A DEF will be issued to the retailer with rejection code 0027.

If the work has been completed the retailer will receive a de-energize completion (DEC) transaction. Should the retailer require this service to be energized, an ENR transaction must be received by EDTI.

Request Off-Cycle Meter Read (ROR)

1. What is the definition of an Off Cycle Read Request (ROR)?

A valid ROR is initiated by retailer requesting an actual meter reading in situations where customers terminate/start a contract/service or customer moving in/out. EDTI requires at least two business days notice to process an ROR.

2. What is the charge of an ROR request?

The charge for an off-cycle will be performed at a charge of our current AUC approved tariff that may be found at the following link: <http://www.epcor.ca/en-ca/Customers/electricity-customers/Tariffs/Pages/dt-access-tariffs.aspx>

3. Customer requested an ROR and is not satisfied with the verified read?

A consumption history may be conducted at this point to see any possible trends in high consumption during peak seasons. Were there more people than usual residing at the house? Was a hot tub installed?

Tests performed to ensure meters are functioning at the customers request will be charged to the customer in the event that the testing results show that the meter is functioning properly. If the meter is shown to be functioning incorrectly, there will be no charge to the customer and prior usage will be adjusted. The details would be explained during the initial conversation with the Retailer/Customer.

Site ID Requests

1. What is the process for requesting a new Site ID?

A retailer would first check in the Site ID Catalogue <http://www.epcor.ca/Customers/resources/ElectricityRetailers/Pages/SitesDirectories.aspx> to confirm the site as per the site address.

2. How often is the Site ID Catalogue updated?

The Site ID Catalogue is updated daily and available at: <http://www.epcor.ca/en-ca/Customers/resources/ElectricityRetailers/Pages/SitesDirectories.aspx>

Update Customer Information (UCI)

1. What is the purpose of an Update Customer Information (UCI) transaction?

This transaction allows the retailer to transfer the customer contact information to the W0 along with critical to have power information.

2. Which fields does EDTI store from the UCI?

EDTI stores the following 7 fields

- Customer name
- Customer phone number
- Customer fax number
- Customer cellular number
- Customer work number
- “Critical to have Power Flag”
- “Critical to have Power” Reason

3. What are examples when the “Critical to Have Power Flag” is “Yes”?

- If medically necessary – oxygen, dialysis
- Health care facilities, Banks
- Emergency services – fire, police, ambulance
- Large farming operations

Request Update to Customer Information (RUC)

1. What is a Request Update to Customer Information (RUC) transaction?

This transaction may be sent by the WSP if they suspect that the customer information for a specific site is not up to date. The WSP would send a request (RUC) to the retailer, who would then send a UCI back to the WSP with the updated customer information.

2. How long does a retailer have to respond to the RUC?

The retailer must respond within five (5) business days of receiving the request. The WSP must specify which Site ID’s require the new UCI transaction.

3. How often are RUC transactions sent?

Each WSP can make a maximum of 25 different Site ID requests per retailer each week.

Site Metering Characteristics (SMC)

1. What is a Site Metering Characteristics (SMC) transaction?

This type of transaction is sent to the Retailer that contains information about the metering setup of a site for which the WSP is responsible.

2. What if the site has more than one meter socket associated with it?

If the site has more than one socket, a transaction will be sent for each socket associated with it. This allows for different meters at the same socket measuring different functions.

3. When would an SMC be sent?

- Successful enrollment of a site
- Change to metering configuration
 - Type of metering
 - Energized state
 - Loss compensation
 - Subtract metering
 - Load limiter

Alberta Tariff Billing Code (TBC)

1. What is the Alberta Tariff Billing Code (TBC)?

The Alberta Utilities Commission (AUC) announced a new directive, Directive 012: the Alberta Tariff Billing Code (TBC) AUC Rule 004 effective July 1, 2006. The TBC is an AUC driven initiative based on the recommendations arising from the Retailer Information Management Committee (RIMC) report published November 2002. The TBC was created to develop one (1) Tariff Bill File (TBF) format for communicating site-specific distribution and transmission tariff charges and usage information from a Wires Owner to Retailers.

2. What is the Tariff Billing Code project detail?

The project detail of the TBC was to set up a defined protocol for the delivery of distribution and transmission tariff billing information to Retailers from the WSP. Main components of the TBC are to define the new daily Tariff Bill File structure, new transaction sets between Retailers and WSP's, performance requirements and metrics, monitoring of the performance metrics and self-certification by the WSP.

3. What tools are available to assist with billing and meter reading information?

A retailer can align customer bill production according to the tariff bill publish date for a bill cycle which is reported in the Tariff Calendar File (TCF). A retailer can

align a site's tariff bill cycle which is reported in the site cycle file (SCF). The site cycle file (SCF) and the Tariff Calendar File (TCF) is available on EPCOR's website at:

<http://www.epcor.ca/en-ca/Customers/resources/ElectricityRetailers/Pages/SitesDirectories.aspx>

4. What information can be found in the Tariff Cycle File (TCF)?

The tariff calendar file provides a common format for WSP's to disclose yearly and monthly, tariff bill cycle schedules to retailers.

5. What information can be found in the Site Cycle File (SCF)?

The Site Cycle File provides a common format for WSP's to disclose site and bill cycle data to a retailer to enable the retailer to cross reference sites to a WSP's bill cycle.

6. When does EDTI produce the Tariff Bill File (TBF)?

This file will be sent through DropChute™ on or one day prior to the day that the TBF is due, as per the TCF, before midnight. The TBF's are available on business days only.

7. How many TBF's are expected to be sent to each retailer on a daily basis?

TBF's are issued by cycle, so the number of transactions sent each day will vary. Files will only be sent on working days based on the SCF. Alberta Statutory holidays (with the exception of Easter Monday) are not working days.

8. How many Tariff Bill Dispute (TBD) Codes are there and what is an example?

There are twelve (12) four-digit dispute codes available to dispute at TBF. Below are a few examples (Please see the AUC Rule 012 for further information

<http://www.auc.ab.ca/acts-regulations-and-auc-rules/rules/Documents/Rule004.pdf>):

Dispute Code	Explanation
7001	Failed site ownership
7011	Current "from" dial reading does not match previous "to" dial reading
7012	Duplicate one-time charge

9. What does EDTI do when they receive a TBD?

Upon receipt of a TBD transaction, EDTI will either:

- Advise the Retailer, with a supporting explanation, that the TBD is invalid

- Correct the reported file content error(s) according to the cancel/rebill processing rules as outline in the Tariff Bill Code.

10. How does a retailer know about the status of their TBD?

The Tariff Bill Dispute Notification (TDN) transaction enables a distributor to inform a retailer of the status and outcome of a Tariff Bill Dispute (TBD) transaction.

Other Frequently Asked Questions

1. How does EPCOR identify seasonal sites?

EPCOR does not have seasonal sites.

2. What are the rules/processes around permanent site id salvage?

EDTI annually (in December) identifies sites that are de-energized, have the meter removed and no service activities for three (3) years. These sites will be salvaged. If a site is enrolled with a retailer but there has been no activity for 3 years then the Retailer is notified that the site will be salvaged.

3. What communication does EDTI send to the retailer that the site is being salvaged?

Retailers are notified by an SRO (Notify Old Retailer) transaction and will be sent to the Retailer of Record.

4. Is the retailer expected to specifically ask for a load limiter to be installed?

No, EDTI installs load limiters based on their approved terms and conditions as listed on www.epcor.ca.

5. What are the rules/processes around site addresses (new and changes)?

All addresses/sites are set up based on the address which appears on the electrical permit. The electrical inspection company cannot assign an address which is not in the City of Edmonton address system.

6. How are new or changing addresses communicated?

New addresses/sites are communicated through the Site Directory. Effective July 1, 2010, any address changes to a site will be communicated through the USA (Update Service Address) transaction.

7. Are the site addresses validated to Canada Post standards?

All EDTI addresses comply with Canada Post standards with the exceptions of some of the unmetered sites.

8. Does EDTI validate the site address to the owner of the address?

The electrical inspection company is responsible for ensuring that the address exists in the City of Edmonton's address system before an electrical permit is issued

9. In a situation where multiple unmetered locations are grouped to one site ID, how is information regarding the number of units, wattage of units and location of units communicated to the retailer of record?

This situation is applicable for street lights, lane lights and traffic control sites only and any necessary information will be communicated directly to the owner. Retailers do not require equipment information to do their billing.

10. Can a retailer send an enrollment request and an energize request the same day? If not, how would the retailer handle the situation where a customer wants to be energized ASAP and also be billed by a new retailer?

A retailer can first submit an SRR and then submit an ENR half an hour later. Both SRR and ENR cannot be submitted at the same time.

11. How would a retailer handle a customer call where the customer is asking for their meter to be moved?

Moving a meter should only be coordinated by the electrical contractor. An electrical permit will also be required. The electrical contractor should contact our Meter Shop to coordinate a meter move.

12. Where do I find the Alberta Utilities Commission Rules that the Wire's Owner is obligated to follow?

The link below is the SSC (AUC Rule#021) that EDTI is to follow in regards to communication of site information and the energy settlement in Edmonton. This rule will precede any information above.

<http://www.auc.ab.ca/acts-regulations-and-auc-rules/rules/Documents/Rule021.pdf>

The link below is the TBC (AUC Rule #004) that EDTI is to follow in regards to communication of site tariff billing information. This rule will precede any information above.

<http://www.auc.ab.ca/acts-regulations-and-auc-rules/rules/Documents/Rule004.pdf>

13. Is there more information about EDTI that I could read up on?

EDTI has a “Retailer Handbook”. This is to assist you in information such as: becoming a Retailer in Edmonton, the transaction types, the processes and the Load Settlement profiles in Edmonton, the Loss factors etcetera.

<http://www.epcor.ca/en-ca/Customers/resources/ElectricityRetailers/RetailerHandbook/Pages/RetailerHandbook.aspx>