



Initial Customer Enrollment Process

EPCOR Distribution Inc.

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1. Definitions and Introduction

1.1 Definitions

- "eligible customer" means a rate classification customer and includes, during the first three years of the transition period, a person other than a rate classification customer if
 - (i) with respect to each separate property on which that person used electricity in 1999, the person's total annual consumption of electric energy was less than 250 MWh, or
 - (ii) it is reasonably forecasted by that person's wire services provider that, with respect to each separate property on which that person will use electricity during the first three years of the transition period, the person's total annual consumption of electric energy will be less than 250 MWh;
- "owner" means the owner of an electrical distribution system;
- "rate classification customer" means
 - (i) a residential rate classification customer,
 - (ii) a farm rate classification customer, or
 - (iii) an irrigation rate classification customer,as defined in a regulated rate tariff;
- "transition period" means the period beginning on January 1, 2001 and ending at 12 midnight on December 31, 2005.
- "certified retailer" means retailers that have been certified by EPCOR Distribution to provide Distribution Access Services to customers in EPCOR Distribution service area.

1.2 Introduction

Throughout the year, electrical customers of Alberta are going to be told by the Government, their current Electricity Suppliers and the new Electricity Retailers in the province that they will have the ability to choose their Electrical Retailer for January 1, 2001. Choices mean options for customers.

Options: Customers in general have two options - choose a competitive retailer or move to one of the two default options

1. RRO Option - Where an eligible customer does not select a retailer by December 1, 2000, the Wires owner is, after December 31, 2000, the retailer for that customer and the customer is deemed to have elected to purchase electricity services in accordance with the terms and conditions of that owner's regulated rate tariff. The Wires owner may choose to outsource the provision of the RRO service to a Electricity Retailer.

2. Default Retailer Option - Where a non-eligible customer does not select a retailer by December 11, 2000, the wires owner must make arrangements with a default retailer to provide that customer with electricity services.

1.3 Customer Initial Enrollment Time Line

- **November 1, 2000** – WSP to publish existing Site Service Directory
- **December 1, 2000** – RRO customers must make a choice of an Electricity Retailer for January 1, 2001 – or be defaulted to EPCOR Energy Services Inc.'s RRO offering.
- **December 11, 2000** – Customers not eligible for RRO must make a choice of an Electricity Retailer for January 1, 2001 – or be defaulted to EPCOR Energy Services Inc.'s Default Rate offering. Any site that is not specifically enrolled by a retailer during this period will be enrolled with the default retailer on January 1.
- **December 11-15, 2000** – Certified Retailers will be required to send EPCOR Distribution a SSG standard enrollment transaction (SRR) file for all sites that they have enrolled on competitive rates for January 1, 2001
- **December 22, 2000** – EPCOR Distribution will send a Select Retailers Notifications (SRN), Power Site Characteristics - Retailer (PSR) and a Notify Old Retailer (SRO) transaction for all sites that were successfully enrolled. Retailers will be able to pull these transaction files from EDI DropChute on December 22, but EDI will not accept any electronic transactions.
- **December 16 – December 26, 2000** – EDI will not accept any electronic transactions during this period. Sites that have enrolled with EDI due to "Move in" in this period will have to stay with EDI until January 1, 2001. The earliest date that EDI would accept the enrollment is December 28 with an effective date of January 2, 2001.
- **December 27, 2000** – Electronic transactions including New Select Retailer Request (SRR), Energize Request (ENR) and De-energize Request (DER) transactions, etc. - with an effective date for January 2, 2001 must be sent to EPCOR on this date. EDI will reject any service request with a required date prior to January 02.
- **January 1, 2001** – Market opens – all new enrollments will be processed as defined in the EPCOR Distribution Business Transaction Procedures document. As stated in the previous bullet – EDI will start processing transactions for the Customer Choice as of December 27, 2000.