

## **Introduction to EPCOR Distribution and Transmission Inc. Retailer Handbook**

This Retailer Handbook has been assembled to communicate the essential information and to assist Retailers to operate their business in the EPCOR Distribution and Transmission Inc. service area.

This guide outlines the EPCOR Distribution and Transmission Inc. retailer certification requirements as well as the steps required to become a certified retailer to obtain Distribution Access Services in the EPCOR Distribution and Transmission Inc. service area. Key business processes, information exchange requirements, Alberta Utilities Commission rules and Alberta Government regulations as well as EPCOR Distribution and Transmission Inc. Tariff and related policies/practices/procedures that must be understood by retailers are all provided within this guide.

Many of our business processes have been modified from past practices or designed to align with new requirements of the competitive Electrical Utility Industry in Alberta. The key objective of this document is to provide Retailers with a tool to assist them to familiar and to align their processes, practices and information systems with those of EPCOR Distribution and Transmission Inc.

Changes to this document may be introduced from time to time to address changes to new Commission Rules or government regulations or changes to EPCOR Distribution and Transmission Inc. business processes, practices or information systems. All changes to this document will be posted on the EPCOR Distribution and Transmission Inc. web page ([www.epcor.ca](http://www.epcor.ca)).

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