

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

This Retailer Handbook has been assembled to communicate the essential information required by Retailers regarding participation in the provision of Distribution Access Services within the EPCOR Distribution and Transmission Inc. regulated service area.

This guide outlines the EPCOR Distribution and Transmission Inc. retailer certification requirements as well as the steps required to become certified to provide Distribution Access Services in the EPCOR Distribution and Transmission Inc. service area. Key business processes, information exchange requirements, government of Alberta regulations and codes as well links to EPCOR Distribution and Transmission Inc. Tariff and related policies that must be understood by retailers and wires service providers are all provided within this guide.

Many of our business processes have been modified from past practices or designed to ensure the requirements of the competitive Electrical Utility Industry in Alberta can be met. A key objective of this document is to provide Retailers with a tool to assist them in aligning 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 the changing Alberta Electrical Industry environment and / 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)).

For additional information or questions about this Retailer Handbook, please contact:

Shun Fung  
EPCOR Distribution and Transmission Inc.  
(780) 412-4030  
(780) 412-7801 (Fax)  
[sfung@epcor.ca](mailto:sfung@epcor.ca)

-OR-

Lillian Do  
EPCOR Distribution and Transmission Inc.  
(780) 969-7068  
(780) 412-7801 (Fax)  
[retcomm@epcor.ca](mailto:retcomm@epcor.ca)