



FORTIS ALBERTA

RETAILER GUIDEBOOK



Updated September 2020

MISSION  **ZERO**
Bring it Home Preventable
Injuries

FORTISALBERTA SERVICE AREA



FortisAlberta Retailer Guidebook

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FortisAlberta's Retailer Guidebook is designed to communicate essential information with Retailers regarding participation in the provision of Retailer Access Services within FortisAlberta's regulated Service Area. *The Electric Utilities Act* defines a Retailer as "a person who sells or provides electricity services directly to the Customer". The Retailer may be independent or affiliated with a Wire Owner (WO). A Customer may also act as a Self-Retailer by carrying out Retailer functions to obtain electricity solely for the Customer's own use.

The Retailer Guidebook outlines FortisAlberta's Retailer Certification Requirements and the necessary steps to provide Retailer Access Services in the FortisAlberta Service Area. This includes key business processes, information exchange requirements and Government of Alberta Acts and Regulations, Alberta Utilities Consumer Regulations, Codes and Rules. The Guidebook also includes links to the FortisAlberta Distribution Tariff and related policies that must be understood by Retailers and WOs. A key objective of this document is to provide Retailers with a tool to assist in aligning their processes, practices and information systems with those of FortisAlberta.

Retailers should be aware that under the *Federal Electricity and Gas Inspection Act* and related regulations, all persons selling electricity based on units of measurement must register with Measurement Canada. The Act and Regulations are available at: <https://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00540.html> or you may contact Measurement Canada at (403) 292-5605 or (780) 495-2491 for further information. Self-retailers must also comply with any applicable Regulations but do not require a license or registration with Alberta Energy.

FortisAlberta reserves the right to update this document as required to address the changing Alberta electrical industry; which includes but is not limited to business processes, practices, information systems or rate filings. The most up to date version of this document is posted on FortisAlberta's website at www.FortisAlberta.com under Retailers → New Retailers <http://fortisalberta.com/for-business-industry/retailers/new-retailers>

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Responsibilities of the Stakeholder Relations Manager

The Stakeholder Relations Manager's (SRM) role is to develop and maintain business relationships with external stakeholders (including Customers, Retailers, Load Settlement Agents (LSA), Wire Owners (WO), and Government Agencies) to establish, document and communicate process updates. The SRM provides support for escalations at a management level and resolves any breakdowns that may occur between Retailers and FortisAlberta.

The Stakeholder Relations Manager – Retail Contacts:

SRM General E-mail: RetailAcctReps@FortisAlberta.com

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Kirsten.Lojek@FortisAlberta.com

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Tracy.Babcock@FortisAlberta.com

Mailing Address:
FortisAlberta Inc.
ATTENTION: Kirsten Lojek
100 Poplar St
Red Deer County, AB T4E 1B4

FortisAlberta's Retail Support Team

The Retail Support Team investigates and resolves escalations, when initiated by outside agencies, Retailers, Self-retailers, Industrial Customers, Rural Electrification Associations (REA), or Internal Stakeholders. They are the first point of contact regarding Retailer issues from the Alberta Utilities Commission (AUC), and the Office of the Utilities Consumer Advocate (UCA). The Retail Support Team monitors compliance systems and ensures data integrity with respect to Market Transaction flow. The Team also works with Operations to discuss and verify meter install requests, provide status updates, confirm system information matches with field information and provide explanations for order failures.

Retail Support Team

Hours of Operation: 7:30am -4:00pm
(403) 514-4990 Direct Line
RetailSupport@FortisAlberta.com

Distribution Customer Application and Qualification

Terms and Conditions (T&Cs) of FortisAlberta's Distribution Access Service

FortisAlberta will carry out the necessary functions to:

- Provide electrical facilities to end-use Customers in its service area.
- Allow Customers to purchase electricity from a retailer in accordance with the provisions of the Electric Utilities Act (EUA) and existing Regulations.

FortisAlberta Retailer Terms and Conditions of Electric Distribution Service

The Retailer T&Cs is to govern the relationship between FortisAlberta and Retailers, or any party who acts as an Agent on behalf of a Retailer for Market Transaction sharing, including, but not limited to, Retailer Billing and Load Settlement. Copy of the FortisAlberta Retailer Terms and Conditions can be found on FortisAlberta's website at <https://www.fortisalberta.com/for-business-industry/retailers/retailer-terms-and-conditions>

FortisAlberta Customer Terms and Conditions of Electric Distribution Service

The Customer T&Cs of Electric Distribution Service is compiled to administer the relationship between FortisAlberta and Customers regarding the provisions of wire service on FortisAlberta's electric distribution system. These Customer T&Cs will also manage the relationship between FortisAlberta and a Retailer, or any other person whom the Customer has assigned to act on its behalf in its dealings with FortisAlberta. Copy of the FortisAlberta Customer Terms and Conditions can be found on FortisAlberta's website at <https://www.fortisalberta.com/customer-service/rates-and-billing/customer-terms-and-conditions>

Requirements of Retailers for FortisAlberta Electric Distribution Service

The Retailer must fulfill the following requirements to serve Customers within FortisAlberta service area:

- Meet Alberta Electric System Operator (AESO) requirements and join the AESO as a Pool Participant.
- Conduct business in Alberta as a licensed retailer of electricity services pursuant to the FTA and other applicable Statutes, Regulations and Codes.
- Comply with the provisions of the Fair-Trade Act (FTA).
- Must comply with the Alberta Utilities Commission (AUC) Rules on AUC website <http://www.auc.ab.ca/pages/rules/rules-home.aspx>. Some important ones are:
 - Rule 004 Alberta Tariff Billing Code
 - Rule 021 Settlement System Code Rules
 - Rule 024 Rules Respecting Micro-Generation
- Provide FortisAlberta's SRM with a copy of the Retailer's license issued pursuant to the FTA.
- Establish and maintain the Prudential Requirements set out in **ARTICLE 6: Prudential Requirements** of the FortisAlberta Retailer T&Cs of Electric Distribution Service.
- Enter into a Retail Service Agreement (RSA) with the Load Settlement Agent (LSA) and the Wire Services Provider (WSP) to enroll Customers in the distribution service areas within FortisAlberta settlement zone.
- Meet any other requirements that FortisAlberta and/or other distribution service areas may impose.

Retailer Responsibility for Electric Purchases

The Retailer is solely responsible for the purchase of electricity through the AESO and for arranging the delivery of electricity to the point of service for Customers, as per FortisAlberta T&Cs of Distribution Access Service.

Retailer Arrangements with Customers

The Retailer shall be solely responsible for having appropriate contractual or other arrangements with Customer(s) necessary to provide service to Customer(s), unless otherwise stated herein. FortisAlberta shall not be responsible for monitoring, reviewing or enforcing such contracts or arrangements and shall have no liability for such Customer arrangements.

Retailer Authorized Persons list for FortisAlberta

The Retailer shall e-mail FortisAlberta's SRM a current list of Authorized Persons to communicate with FortisAlberta in relation to Distribution Access Service. All persons named in accordance with this Section shall be an Authorized Retail Representatives for the Retailer's Load Settlement.

FortisAlberta Compliance Testing Procedures

Compliance Testing Purpose

The purpose to test is to verify that the Retailer is compliant with the data transfer standards as specified in Rule 021, and has the necessary technical environment to send, receive, and translate the standard transactions to do business in the Alberta electrical utility market and specifically with FortisAlberta. The installation and configuration of hardware and software as well as the establishment of communications are the responsibility of the Retailer. The stated requirements must be completed prior to the initial testing process.

Communication Hardware – **VLTrader Software**: The Alberta Electric and Gas Utilities Industry implemented a new market-wide software project spearheaded by the AUC, specifically our Regulatory Policy Division.

Participants in the Alberta Retail and Wholesale Markets routinely send information back and forth to support the multi-billion-dollar markets. These participants include the Alberta Electric System Operator (AESO), Load Settlement Agents (LSA), Wire Services Providers (WSP), Meter Data Manger (MDM), and energy Retailers who require reliable and consistent information exchange to produce accurate billing and settlement results. The transfer of information files is supported by managed file-transfer software that is used by all market participants. More information on VLTrader, a product of Illinois-based CLEO Communications, can be found at <https://www.cleo.com/products/cleo-vltrader/>

Retailer System Readiness Setup

Minimum requirements for system readiness for Retailers associated with FortisAlberta are as follows:

- Retailers will install and configure VLTrader the standard information exchange package defined in Rule 021. Technical staff from FortisAlberta will work with the Retailer to establish connection and other system configuration/technical requirements.
- Retailers can be set up in VLTrader as a Client or as a Server.
- To configure a Retailer as a Client we require the following information:
 - (a) Server address of retailer VLTrader (IP or DNS name)
 - (b) Username and Password, what the retailer has set for FortisAlberta.
 - (c) Valid Certificate
- (a) To configure a retailer as a Server, we require the following information: Valid certificate
- (b) Username and password, what FortisAlberta has set for the Retailer
- (c) FortisAlberta VLTrader server address (IP or DNS name – Market.FortisAlberta.com)

Retailer System Readiness Test Plan

Once the application is submitted, validated and approved by FortisAlberta, Retailers will receive appropriate documentation and information to allow connection to the FortisAlberta server through VLTrader, at which time testing can commence.

Prior to testing, the above information should be submitted to the SRM at RetailAcctReps@fortisalberta.com

Load Settlement Responsibilities

FortisAlberta's Load Settlement System is designed to meet the requirements of Alberta Utilities Commission (AUC) Rule 021 Settlement System Code Rules. As the AUC may change their rules, the Rule 021 format and content that are referenced within this document may change or become obsolete.

Please visit the AUC website at <http://www.auc.ab.ca/pages/rules/rules-home.aspx> for a copy of the current version of Alberta Utilities Commission (AUC) Rules. FortisAlberta has attempted to summarize Rule 021 and FortisAlberta's responsibilities within this section of the Retailer Guidebook; however, Retailers must read and be following the Alberta Utilities Commission (AUC) Rules as a condition of Retailing within FortisAlberta's service territory.

FortisAlberta as LSA is responsible for Load Settlement for all the WSPs service territory within FortisAlberta settlement zone.

FortisAlberta settlement zone (1501) consists of following Wire Services Providers (WSPs)

Load Settlement Agent (LSA) Settlement Zone (1501)	Wire Services Provider (WSP) Distribution Service Area provider	Meter Data Manager (MDM)
1040 – FortisAlberta	0040 – FortisAlberta	2040 – FortisAlberta 2170 – MIDAS
1040 – FortisAlberta	0040 – FortisAlberta (for Armena REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Drayton Valley REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Duffield REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Ermineskin REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Lindale REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Mayerthorpe REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Montana REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Niton REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Pegan REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for Stony Plain REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for T-Rural Sites)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for West Liberty REA)	2040 – FortisAlberta
1040 – FortisAlberta	0040 – FortisAlberta (for West Wetaskiwin REA)	2040 – FortisAlberta
1040 – FortisAlberta	0120 – Blue Mountain Power Co-op (previously Rocky REA)	2120 – Blue Mountain Power Co-op (previously Rocky REA)
1040 – FortisAlberta	0130 – EQUUS REA	2130 – EQUUS REA
1040 – FortisAlberta	0140 – Battle River Power Co-op	2140 – Battle River Power Co-op
1040 – FortisAlberta	0153 – Wild Rose REA	2153 – Wild Rose REA
1040 – FortisAlberta	0155 – North Parkland Power REA	2155 – North Parkland Power REA

Questions with respect to FortisAlberta load settlement may be emailed to loadsettlement@fortisalberta.com

What is Load Settlement?

Load settlement activities are performed in accordance with AUC Rule 021. Load settlement is a process of allocating energy consumption at the site level on an hourly basis. Load settlement information provided by the market are used, by the FortisAlberta load settlement agent, to allocate the energy consumption on an hourly bases at the site level, to the assigned retailers based on the retailer enrollment of their sites.

A customer site may or may not have hourly interval metering. In fact, most customer sites do not have an interval meter but rather a cumulative meter. FortisAlberta as an MDM will try to provide reads at the end of month and on the customer's tariff bill cycle, other MDMs for other WSPs may have different reading schedules.

In order to determine how much energy was consumed by each Retailer per hour, it would be necessary to install hourly interval meters at each Customer site in the province. Since hourly global interval metering is expensive and currently only available at the larger metered sites, global interval metering is not justified. Thus, the hourly consumption attributed to each Retailer is estimated by the Load Settlement Agent (LSA). Load Settlement will determine, allocate or estimate hourly energy consumption at each site and employs a load profiling methodology to spread periodic or cumulative meter reads across hours.

Load Settlement has two main processes:

1. Track the enrollment of sites between Retailers.
 - Determine the retailer of record for a given day.
 - Manage the Retailers Site ID relationship for Load Settlement purposes.
2. Allocating and reporting the hourly consumption, at the site level which includes distribution line losses and unaccounted for energy (UFE), for the Retailers and the AESO to settle Retailer accounts with the WSPs.

Retailer Enrollment

FortisAlberta as the LSA manages the enrollment processing, including the assignment of the Retailer to the Site ID. The LSA has no policing responsibility of the switches, so FortisAlberta is not responsible to verify that the Retailer has obtained switch authorization from the Customer. The Retailer is required, by Regulations, to obtain switch authorization and the Market Surveillance Administrator (MSA) will enforce these Regulations.

Select Retailer Request (SRR)

The SRR transaction is issued by a Retailer to the LSA in order to enroll a customer's Site ID. A Retailer can obtain the customer's site ID by using the WSP site ID catalogue published by the WSP responsible for the customer's site.

FortisAlberta's site ID catalogue can be found at:

<http://fortisalberta.com/for-business-industry/retailers> under Retail Site Catalogue.

Customers can enroll (switch retailers) daily, and the switch between Retailers are effective at midnight. FortisAlberta will process enrollment requests upon receipt of the enrollment request at FortisAlberta VLTrader as per Section 7.4 of Rule 021 below, and with the UCI requirements that a Retailer must send an update customer information (UCI) transaction **with** an enrollment request (SRR).

Please refer to Section 7.4 of Rule 021 – Enrollment Mechanics of the Settlement System Code.

1. Customers can switch Retailers no more than once per day.
2. Retailer switches occur at midnight. All enrollment requests shall be processed to be effective the midnight following the receipt of a valid enrollment request. For example, if the enrollment request is received at 23:00 on July 21st, the enrollment (provided the transaction is valid) will be effective at 00:00 on July 22nd; one hour later.
3. Enrollments can occur on any calendar day, regardless of holidays or non-business days. The Retailer shall manage the enrollment queue and shall send the enrollment request transactions to the LSA on the calendar day prior to the desired effective date.
4. The first enrollment request received by an LSA and made effective for a site for a specific day determines the site assignment from that day until the next effective Retailer switch except where an enrollment request is from a Regulated Rate Provider or Default Supplier in response to a De-Select Request (DSR). For example, if two enrollment requests for the same site are received on the same day, one at 1 p.m. from Retailer A and one at 2 p.m. from Retailer B; Retailer A will be assigned the site effective the next day, if the enrollment is not in response to a DSR. However, if Retailer A is a Regulated Rate Provider or Default Supplier and is requesting enrollment in response to a DSR transaction for a site, Retailer B will be assigned the site.
5. The LSA shall process enrollment requests on the day of receipt as follows:
Notification of successful enrollment shall be provided to the new Retailer, the WSP and the MDM, and notification of Retailer switch shall be provided to the Retailer of Record on the day preceding the switch in accordance with the following:
 - (a) Ninety per cent of the enrollment requests received between 7 a.m. and 3 p.m. each day will be responded to within two hours, with the remaining 10 per cent being responded to within four hours. This standard shall be based on the total number of enrollment requests received by each LSA from all Retailers on a calendar day basis.
 - (b) If an enrollment request is received after 3 p.m., it will be processed by the LSA to be effective at midnight, but there is no guarantee that the notifications required by Section 9.6.3 will be sent to the required parties prior to 9 a.m. the following day.
 - (c) An exception to the performance standard stated in Section 7.4(5)(a) above shall be permitted for scheduled maintenance or for other reasons that are specifically approved by the AUC, not to exceed two non-consecutive calendar days per calendar month.
6. An Erroneous Enrollment arises when one of the following situations occurs prior to enrollment:
 - (i) Site ID and service address are mismatched
 - (ii) Incorrect information is provided by customer, applicant or any other party

(iii) Error by the WSP or the Retailer or its Agent

- (a) When a Retailer identifies that an erroneous enrollment has occurred, that Retailer shall notify the LSA of the error within one business day of the discovery of the error.
 - (b) When the LSA discovers that a Retailer has potentially erroneously enrolled a site, the LSA shall provide notification simultaneously to both Retailers affected, including the Retailer that has potentially erroneously enrolled a site and the previous Retailer, within one business day of the discovery of the potential error. The Retailer that has potentially erroneously enrolled a site shall investigate whether the Site ID or the service address was erroneously enrolled and respond simultaneously to the LSA and to the other affected Retailer within five business days, confirming or denying that the site was erroneously enrolled.
 - (c) The LSA shall confirm the receipt of the notification given in accordance with Section 7.4(6)(a) above or the confirmation received from the retailer in accordance with Section 7.4(6)(b) above.
 - (d) The LSA shall contact the previous Retailer within one business day from the receipt of the notification (a) or confirmation (b) from the retailer responsible for the erroneous enrollment.
 - (e) The previous Retailer shall re-enroll the site within two business days from the date of notification from the LSA.
 - (f) Compliance with sections 7.4(6)(a) or (b) above does not preclude the Retailer from de-selecting the site at any time during this process.
7. When a group of sites is enrolled together in the same file with one Retailer in accordance with Section 4.6.4(1)(d):
- (a) A grouped site is identified by the Cluster Correlation Key (sequence 38 of the SID transaction)
 - (i) A parent site has its own site ID in the Cluster Correlation Key field; and
 - (ii) A child site has its parent site ID in the Cluster Correlation Key field.
- With the exception of a new site addition to a grouped site, if an enrollment or de-enrollment request is received without an enrollment or de-enrollment request for all sites in a grouped site at the same time within the same file, the LSA will reject an enrollment or de-enrollment request with a transaction status code of 0019 – Incomplete grouped site information (Table A-9).
8. Abandoned Oil & Gas well sites or lighting sites affiliated with Oil & Gas sites located on rural land:
- (a) A Retailer must perform a search on the Orphan Well Association's (OWA) Orphan Wells to be Abandoned list to verify whether the company (i.e., Licensee Name) is on the list;
 - (b) Retailers must use DSR with reason code of "0004" where:

- (i) There is a trustee for abandoned oil and gas well site; or
 - (ii) The customer is in receivership or part of the OWA; or
 - (iii) When bankruptcy occurs to the customer.
- (c) A Regulated Rate Provider will enroll the customer (by issuing SRR and UCI) and de-energize the site (by issuing a DER with de-energize reason code “0006” for “Vacant premises”).
- (d) Billing must be handled in accordance with the WSP’s and the regulated rate provider’s terms and conditions of service.

Select Retailer Notification (SRN) / Notify Old Retailers (SRO)

The Retailer requesting the enrollment is notified if the switch was successful and of the corresponding switch date. The prior Retailer will also be notified of a successful retailer switch; however, neither retailer will know the identity of the other.

De-Select Request (DSR)

The De-select request (DSR) transaction enables a Retailer to notify the WSP that they will no longer provide electricity services for the site. The Retailer may request a de-enrollment of the site for several reasons, including but not limited to the following circumstances:

- Customer Moving Out
- Retailer Drops Customer
- Erroneous Enrollment
- Abandoned Oil and Gas Well Site or Lighting Site

FortisAlberta will only accept electronic requests from Retailers who wish to discontinue as the active Retailer for a specific site. This electronic request is called a De-Select Request (DSR) and is submitted through the VLTrader. If no enrollment request is received within the requested de-select date or the deemed 5 calendar days of having received the DSR, the Regulated Rate Provider (RRP) or default supplier will then enroll the site. The Electric Utilities Act Regulation defines the RRP as a Retailer appointed by the owner that provides electricity services to eligible customers in the WO service area under a Regulated Rate Tariff (RRT). An RRP must provide retail electricity services to a customer that otherwise cannot secure a Retailer. Many of the rules and procedures surrounding the transfer of the customers to the RRP are at the discretion of the individual WOs and WSPs, as defined by their T&Cs of Service.

Customer Information

Update Customer Information (UCI)

The UCI transaction allows for the transfer of important customer and emergency contact information to the WSP. This information is needed so that the WSP may execute its duties to facilitate customer transfer to the regulated rate provider or the default supplier, if either is required, and to permit safe and secure operation of the wires environment. To that end, references to the “customer” refer to the person, company or legal entity financially responsible for the site, specifically with regards to enrollment with the regulated rate provider or the default supplier, should either become necessary. Additionally, reference to the site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.

A Retailer **must** send an update customer information (UCI) transaction **with** an enrollment request (SRR) for the site to be enrolled.

A Retailer **must** send an update customer information (UCI) transaction **with** a de-select request (DSR) for when the Retailer drops the customer or de-selects the customer for reason of abandoned Oil and Gas Well Site.

Where FortisAlberta is the WSP, FortisAlberta will check that an UCI transaction has been received within 4 hours of receiving enrollment request (SRR) or de-select request (DSR) for when retailer drops customer. Where the UCI transaction is not received within the 4 hours of receiving the SRR or DSR transaction, the enrollment (SRR) or de-select (DSR) transaction will fail, in which instance the Retailer would be required to resubmit the SRR and UCI, or the DSR and UCI.

Retailers are also required to send an updated customer information transaction (UCI) whenever any of the customer information listed in the UCI transaction has changed.

WSP can also request an update to customer information from the retailer using the request update to customer information (RUC) transaction, in which the retailer must respond within five business days by providing a new UCI.

Please visit the AUC’s website for a clear breakdown of UCI requirements and the applicable table under section 9.6.4 or Rule 021.

<https://www.auc.ab.ca/Shared%20Documents/rules/Rule021.pdf>

Settlement Calculation Factors

Zone Definition: Generally, each WSP is responsible for settling the sites within its distribution system (or service territory). Each LSA can define the number of settlement zones for which settlement will be calculated separately. Currently, FortisAlberta has a single Settlement Zone ID – 1501 for multiple WSPs within the settlement zone.

In accordance with Section 4.2.1 (2), FortisAlberta will not allocate UFE for customers directly connected to the transmission system.

The total zone load is determined by netting the hourly energy that enters the settlement zone at the system level through pods, distributed generators (excluding small micro-generation), distribution interchange import points with other settlement zones, isolated community generation and extra-provincial suppliers of border customers, and the hourly energy that leaves the settlement zone at the system level through distribution interchange export points with other settlement zones and transmission substations to the transmission system.

The settlement approach is “global” and all customers will be handled equally regardless of the retailer the customer are with.

Load Settlement Interval: Load Settlement occurs at one-hour intervals.

Deemed Time-Of-Day: The timing of cumulative meter reads and site energization/de-energization are at the WSP discretion. FortisAlberta WSP has deemed energization and de-energization to occur at the beginning of the day serviced (i.e. 00:00:00) for sites, except for de-energization of interval sites which will occur at the ending of the day serviced. FortisAlberta MDM cumulative meter reads are populated with a deemed time value of midnight (i.e. 00:00:00).

Load Settlement Timing: there are four settlement runs for each day of flow. The specific timing and data requirements for daily, monthly, interim and final load settlements are specified in Section 4.4 of Rule 021 as follows:

1. Daily settlement results provided on or before fifth (5) business days after the day of flow
2. Monthly (MAAT) settlement results provide on or before ten (10) business days after the end of the month being settled
3. Interim MAAT settlement results provide on or before 15th business day of the second month following the month being settled
4. Final MAAT settlement results provide on or before second-last business day of the fourth month following the month being settled

Profiling Methods: Under Rule 021, the following profile generation methods are acceptable.

1. Net system load profile
2. Dynamic estimation from load research samples
3. Any load-research-based method, in accordance with the accuracy standards set out in Rule 021
4. Deemed profiles

Table 2 - FortisAlberta Profiles

FORTISALBERTA PROFILE	APPLICATION
NET SYSTEM LOAD SHAPE (NSLS) OR RESIDUAL	Uses the System Residual calculation (Total Zone - \sum interval metered - \sum deemed load - \sum known distribution losses) and is a dynamic and residual profile generated with each settlement run. Applies to sites without interval meters that do not qualify for any of the deemed profiles Net System Load Shape data and the other profiles are available on FortisAlberta web site at: http://www.fortisalberta.com/for-business-industry/retailers/load-settlement
DEEMED FLAT	Applied to unmetered sites with a consistent load profile that does not qualify as Pumping or Lighting profiles, such as digital carrier traffic signals and cathodic protection services.
DEEMED PUMPING	Used for oil and natural gas field services, both cumulative metered and unmetered. The deemed consumption varies by hour and remains constant from day to day throughout the year. The motor horsepower of the service and a load factor of 40% are used to calculate the consumption of unmetered pump jack services.
DEEMED LIGHTING	Used for streetlights and yard lights. Lighting deemed consumption is based on historic analysis of monthly burn hours combined with wattage and ballast efficiency ratings. For example, a 150 W HPS light uses 150 W in the bulb and 42 W in the ballast for a total of 192 watt-hours per hour. The deemed consumption varies daily along with daytime and nighttime hours and monthly with seasonal daylight hours.
DEEMED IRRIGATION	Used for cumulative-metered irrigation sites. The deemed consumption does not vary by hour in a day and is seasonal (April-October), consistent with the expected irrigation requirements throughout the year. The April-October irrigation season is supported both by load research done on irrigation in the early 1990s and by current irrigation sites with interval meters which show evidence of some consumption in April. Cumulative-metered irrigation sites are not allocated any energy during the months of November to March.

Please refer to the Profile and Loss Matrix in Appendix D of this Guidebook to cross reference the settlement profiles to the corresponding FortisAlberta rate. Copies of the underlying profiles are available on FortisAlberta website:

<http://www.fortisalberta.com/for-business-industry/retailers/load-settlement>

Additionally, the Settlement Profile Information (SPI) transaction in Rule 021 will be made available to all retailers, along with the settlement results, to show the NSLS and deemed profiles that are used for each settlement run.

Profile Freezing: Rule 021 states that the residual profile and each class load profile must be frozen on its first usage for all MAAT settlement runs. As such, FortisAlberta freezes profiles for all settlements, as per section 6.1.

Profiling Cap: To ensure accuracy, FortisAlberta installs interval meters at no additional cost to Customers with a demand 500 kW or larger.

FortisAlberta will install interval metering for sites with a demand below 500kW. The load for the site will be settled based on the interval meter readings versus its designated class profile. Please refer to Appendix A - Fee Schedule contained in this Guidebook.

Metering Data: The Meter Data Manager (MDM) is responsible for providing metering data. The LSA is responsible for providing consumption estimates for settlement purposes if a meter read is not available.

Unmetered Loads: On an individual site basis for unmetered loads, the deemed consumption used in Load Settlement will be provided to the retailer using the standard consumption transaction (i.e. Daily Cumulative Meter (DCM)).

Line Loss Calculation: Distribution line loss formulas are established and allocated to the sites. The LSA may:

- Calculate losses on a Customer-specific basis and aggregate those losses to the retailer or
- Calculate total losses based on POD load and then allocate those losses to the retailer.

FortisAlberta uses the “bottom-up” approach to calculate loss estimates. Each site will be assigned a loss class with a defined loss factor. The loss percentages are static. Please refer to the matrix in Appendix D of this Guidebook that cross-references FortisAlberta loss classes and percentages to WSPs rates.

Unaccounted for Energy (UFE): The hourly UFE is the total system load for the hour MINUS the sum of the allocated hourly loads at the Customer meters plus their allocated losses. UFE is allocated proportionally to all sites within the settlement zone. FortisAlberta has a single settlement zone in which all sites that are not connected directly to the transmission system are settled and allocated as UFE.

Settlement Calculation Results

Basic AESO Invoice Requirements: LSAs are required to provide a Wholesale Settlement Information (WSI) transaction with the retailer-total results per settlement zone including a breakdown of settled load, distribution loss allocation, and UFE allocation for each hour. FortisAlberta meets this requirement by providing both retailers and AESO the WSI transaction.

Site-Specific Settlement Results: FortisAlberta currently offers retailers daily consumption on a site-specific basis through an official transaction known as the Wholesale Settlement Details (WSD) as per Section 9.6.2.6 of Rule 021.

Profiles: The profiles used in each settlement run are sent out along with the settlement results. FortisAlberta freezes the NSLS profile for all settlement runs. FortisAlberta does not provide retailers or customers with forecasts of load profiles.

Retailer Verification of AESO Invoice: LSAs are to provide sufficient information, on request, for a retailer to reconstruct interim and final settlement calculations for its own Customer sites. This includes a snapshot of the Load Settlement input database at the run “as at” date/time. FortisAlberta meets this requirement by providing retailers with all metering inputs plus frozen profiles and site-specific daily results.

Settlement Error Corrections

Handling of Errors and Disputes of Load Settlement Results:

Settlement disputes will be handled as outlined in Rule 021, Section 5 - Settlement error correction.

Dispute Resolution - Load Settlement:

Procedures for dispute resolution among parties affected by settlement calculations are described in Rule 021, Section 5.3.4 – Dispute Resolution.

Resolution by FortisAlberta and Responsible Party:

Disputes between FortisAlberta and a Responsible Party with the respect to the T&Cs, shall be resolved as soon as possible in an amicable manner, as defined in Article 13.1 of the FortisAlberta’s Retailer T&Cs.

FortisAlberta's Retailer Inquiry Tracking System (RITS)

FortisAlberta's Retailer Inquiry Tracking System (RITS) manages Retailer General Inquiries, Pre-Final Error Corrections (PFEC) and Post Final Adjustment Mechanisms (PFAM) from receipt to resolution. A RITS ticket **must** be created to log:

General Inquiries – May include questions or concerns regarding rates, DCMs, site statuses and billing data. FortisAlberta's Service level is ten (10) business days apart from adjustment requests.

Settlement error correction inquiries:

The settlement error corrections can be found in Section 5 of Rule 021.

Pre-Final Error Correction (PFEC) –PFEC is a formal mechanism that corrects settlement errors prior to a subsequent settlement run and ultimately improves settlement results before final settlement. PFEC ticket error types and service levels are identified in Rule 021.

Post Final Adjustment Mechanism (PFAM) – PFAMs are a formal mechanism that corrects settlement errors after final settlement. PFAM ticket error type and service levels for are also outlined in Rule 021.

Retailers must enter a valid retailer and site ID in the RITS ticket so that FortisAlberta can confirm the retailer of record for the site in question.

Access to the RITS system is available on the FortisAlberta website at www.FortisAlberta.com

1. Select "Retailers".
2. Select "Inquiries".
3. Choose either: PFEC, PFAM or General Inquiry from the drop-down menu.
4. For General Inquiries choose the appropriate category i.e.: site inquiry.
5. Update the general inquiry with the mandatory information outlined in red.
6. Validate the information.
7. Submit information.

Once the RITS ticket is submitted a reference email will be provided to the requestor.

If you have any questions, please do not hesitate to contact the Retail Support Team at RetailSupport@FortisAlberta.com.

Wholesale Billing for Distribution Access

FortisAlberta, as WSP, will bill all FortisAlberta Distribution Tariffs through the end-use Customer's Retailer as per Alberta Regulation 159/2003– Billing Regulation 2003 (as amended from time to time). FortisAlberta sends daily TBFs and aggregates the usage on a weekly basis for their Distribution tariff Billing. Retailers can expect to receive an invoice every Tuesday from FortisAlberta. Direct Connect Retailer invoicing occurs on a monthly basis which is on the fifteenth (15) business day of each month.

- Tariff Bill File (TBF) information will be sent to retailers in accordance with FortisAlberta's Tariff Bill Calendar File (TCF).
- The record format and rules surrounding the file format are set out by the AUC in Rule 004. Rule 004 can be reviewed at the AUC's website:
<https://www.auc.ab.ca/Shared%20Documents/rules/Rule004.pdf>
- Detailed meter read information is provided to retailers from MDMs according to its associated schedule.

The retailer is expected to indicate, on the Customer's account, the information as identified in the Alberta Regulation 290/1999 – Billing Regulation (as amended from time to time) in Sections 4 and 4.1.

The payment terms for retailers to FortisAlberta, as WSP, are specified in the approved FortisAlberta Retailer T&Cs of Distribution Access Service. This can be found on FortisAlberta's website at <https://www.fortisalberta.com/for-business-industry/retailers>

Micro-generation

Effective February 2008, the AUC introduced the Micro-Generation Regulation (AR 27/2008) that allows Albertans to generate their own environmentally friendly electricity and receive a credit from their retailer for power they send back into the Alberta electrical grid. Micro-generation has been defined by the Regulation as: “being five megawatt or less, connected to the distribution system, with the generator intended to meet all or a portion of the Customer’s electricity needs.” Micro-generation units must use electricity generated by a renewable, environmentally friendly fuel source such as solar, small-scale hydro, wind, biomass, micro-cogeneration and fuel cells.

Two (2) categories based on size have been defined as follows:

- Small – less than 150 kilowatts in generation capacity
- Large – least 150 kilowatts but not exceeding 5-megawatt generation capacity

Additional information may be obtained from the Alberta government website or Rule 024 Rules Respecting Micro-Generation:

<https://www.alberta.ca/micro-generation.aspx>

<http://www.auc.ab.ca/pages/rules/rules-home.aspx>

Micro-Generation Business Transactions

The site ID catalogue will identify a site ID with an active micro-generator by an indicator of “Y” in the Micro-Generator Indicator field (field 41).

The Micro-Generation Retailer Notification (GRN) transaction will notify the retailer of record upon enrollment that a micro-generator is commissioned at the site ID location. It will also notify the retailer of record that a micro-generator has been de-commissioned.

The Micro-Generation Cumulative Meter Consumption (GCM) and the Micro-Generation Interval Meter Readings (GIM) transactions will communicate to the retailer the energy sent to the electrical grid by the micro-generator using cumulative and interval meters respectively.

Using the information above or by estimation, as applicable, the retailer is then expected to create the Micro-Generation Retailer Summary (GRS) and deliver it to the AESO once per month for all “small” micro-generators. The GRS will identify the Customer credit for power they sent to the grid. Further details and transaction layout specifications are available in Rule 021.

Rule 010 Standards for Requesting Site-Specific Historic Usage

June 2008 the AUC implemented Rule 010 - Rules on Standards for Requesting and Exchanging Site-Specific Historic Usage Information for Retail Electricity and Natural Gas Markets. Rule 010 outlines business processes and rules that govern the exchange of site-specific historic usage information between a WSP and a retailer.

Rule 010 requires all retailers to provide the WSP with a Representation and Warrant document as proof that the retailer has obtained customer consent. A new Representation and Warrant document is required for each new Historical Consumption Request Agreement. Where FortisAlberta is the WSP the Historical Consumption Request Agreement form can be found on FortisAlberta's website at:

<http://fortisalberta.com/for-business-industry/retailers/new-retailers>

Retailer responsibilities:

- Providing the WSP a representation and warrant document which will recognize the retailer has obtained customer consent each time when making a request for historic usage information.
- Obtain the customer consent prior to requesting all historical consumption information.
- Documenting all Customer consent in a consistent and verifiable format.
- Issuing a Request for Usage (RFU) transaction via VLTrader. The RFU transaction provides a mechanism for retailers to request site-specific historic usage and demand information.

FortisAlberta's responsibilities, as WSP:

- Validating each RFU received from retailers.
- Gathering the historical usage and demand information for the site.
- Issuing a Historic Usage File (HUF) transaction via VLTrader, in response to the RFU. The HUF transaction will present the site-level historic usage and demand information for a period not greater than 425 days. The HUF is presented in a hierarchical structure which presents summary site information, detailed historic usage information, detailed historic interval usage information, detailed historic demand information, and summary file information. The HUF is provided and transmitted as a comma separated value (CSV) file.

Please visit the AUC's website for additional information on Rule 010.

<http://www.auc.ab.ca/pages/rules/rules-home.aspx>

Rural Electrification Associations (REAs) in FortisAlberta Service Area

FortisAlberta has a WO Agreement with REAs within the FortisAlberta service area.

The FortisAlberta Operated REAs which have a Distribution System Operators Agreement (DSO) in place. The DSO Agreement allows FortisAlberta to take on responsibilities and to act as the WSP on behalf of the REA. Any REA that has a DSO Agreement with FortisAlberta has site IDs that have the same prefix as FortisAlberta owned site ID's (0040).

The Self-Operating REAs within FortisAlberta's service area, operate and maintain their own distribution systems, including metering, construction, and system transactions, and site IDs. Self-Operated REAs have site IDs that have the prefix of the REA as WSP. For retailers to enroll members of a self-operating REA, the retailer must have setup an agreement with the REA to allow the retailer access to their members.

Each REA is a distribution system owner and any retailers operating in the REAs service area must have a Retail Service Agreement (RSA) executed for the REAs service area.

The following FortisAlberta Operated REAs have the same prefix as FortisAlberta owned site ID's (0040) and require a REAs Retail Service Agreement (RSA) with FortisAlberta:

1. Armena REA
2. Drayton Valley REA
3. Duffield REA
4. Ermineskin REA
5. Lindale REA
6. Mayerthorpe & District REA
7. Montana REA
8. Niton REA
9. Peigan REA
10. Stony Plain REA
11. West Liberty REA
12. West Wetaskiwin REA

The following Self-Operating REAs, within FortisAlberta's settlement zone, have site IDs that have the prefix of the WSP of the REA and require a Retail Service Agreement (RSA) with the REA:

1. Blue Mountain Power Co-op (0120)
2. EQUUS REA (0130)
3. Battle River REA (0140)
4. Wild Rose REA (0153)
5. North Parkland Power REA (0155)

Enrollment of REA Sites for Self-Operating REAs

FortisAlberta, as Load Settlement Agent (LSA), processes enrollment requests from retailers for all the site IDs within the FortisAlberta settlement zone, including self-operating REAs site IDs. FortisAlberta as

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LSA will notify the self-operated REAs and MDMs of the successful enrollment within their service area, using the SRW transaction.

Self-operated REAs will communicate retailer information to the LSA, (FortisAlberta) using WO to WO transactions, such as the Site Characteristics Adjustment (SCA) transaction.

The following web page link provides a map showing the location of each REA in Alberta
<http://afrea.ab.ca/map-services>

For additional information on REAs, please feel free to contact:

Mr. Tom Kee
Manager, Rural Electric Programs and Information Services, Alberta Government
(780) 427-0944 Direct Line
Tom.Kee@gov.ab.ca

Service Level – Distribution Operations

Purpose

This section outlines FortisAlberta's service level commitments for customer or retailer requests.

Conditions

- FortisAlberta's Standard Level of Service is comparable to a Priority Level 3 (Standard Service Level – 3 business days) as outlined in Rule 021.
- Unless otherwise specified, services are offered between the hours of 8:00am - 4:00pm, Monday to Friday, excluding statutory holidays.
- Service levels are tracked from time **received and verified** in the FortisAlberta Dispatch Centre and are based on our total service territory, not on the service provided to any one Retailer.
- Service levels will not apply when FortisAlberta is faced with a large volume of unplanned power outages, trouble calls or when the daily volume of a single request type exceeds 200.¹
- **Priority 1 (Completed within 24 Hours)** requests are accepted in emergency situations which are classified as:
 - Life threatening situation (e.g. occupant is on oxygen)
 - Weather related (extreme weather conditions)
 - Safety issue
 - Wire Service Provider or Retailer error
- **Priority 2 (Completed within 48 Hours)** requests are classified as:
 - Reconnection for Non-Payment
 - Reconnection for Vacant Premise (DER 0006/1301 & 1302)
 - Reconnection for Customer Request
- **Priority 3 (Completed within 3 Business Days)** requests are regular reconnect orders for sites that have a disconnected meter on site.
- **Priority 4 (Completed within 3 Business Days)** requests are used for new construction where a site has never had a meter installed.

Reconnect Fees

FortisAlberta posts a reconnect fee based on the time and date FortisAlberta receives the Energize Request (ENR) transaction. Please note that FortisAlberta's hours of operation are Monday to Friday 8:00am – 4:00pm.

Priority 1 Reconnect Fees are subject to change from time to time upon AUC approval:

- **Scenario:** If a Priority 1 ENR transaction is received at any time, during or outside regular business hours, the service will be energized within 24 hours.
 - FortisAlberta will post a **\$262 reconnect fee** (excluding GST).

¹ Emergency response and unplanned power outages will be responded to immediately, 24 hours/day, 7 days/week and prioritized along with any other emergency/outage requests in the queue.

Priority 2 Reconnect Fees are subject to change from time to time upon AUC approval:

- **Scenario 1:** If a Priority 2 ENR transaction is received between Sunday at 4:00pm and Friday at 4:00pm, the service will be reconnected within 48 hours.
 - FortisAlberta will post a reconnection fee of \$120 (Reconnect Fee) + \$120 (Rush Fee) for a total of **\$240 reconnect fee** (excluding GST).
- **Scenario 2:** If a Priority 2 ENR transaction is received between Friday at 4:00pm and Sunday at 3:59pm, the service will be reconnected within 48 hours.
 - FortisAlberta will post an after-hours charge of **\$262 reconnect fee** (excluding GST).

Priority 3 Reconnect Fees are subject to change from time to time upon AUC approval:

- **Scenario 1:** If a Priority 3 ENR transaction is received at any time, during or outside regular business hours, the service will be energized within 3 business days.
 - FortisAlberta will post a **\$120 reconnect fee** (excluding GST).

As mentioned above, unplanned power outages are the top priority and may impact the completion of ENRs. If a large volume of ENRs are received, FortisAlberta will continue to negotiate completion times.

Exception to the above:

- If FortisAlberta receives an escalation from a Retailer of record requesting a service be reconnected during overtime hours, FortisAlberta will do so and charge \$262 (excluding GST).

The Retailer of Record must:

- **During business hours,** contact the Retail Support Team (403) 514-4990 and send an e-mail to RetailSupport@FortisAlberta.com which includes the site ID, customer name and the name of the Supervisor authorizing the \$262 (excluding GST) charge.
- **Outside business hours,** contact 310-WIRE (9473) and send an e-mail to RetailSupport@FortisAlberta.com as well as the 310-WIRE (9473) Customer Care Centre Representative prior to any action being taken. The e-mail must include the site ID, reason for the Priority change, customer name and the name of the Supervisor authorizing the \$262 (excluding GST) charge.

Customer Care Centre

Customer Care Centre contact information and operational hours:

- **310-WIRE (9473)** or **1-855-333-WIRE (9473)** from anywhere in Alberta
- Emergency: 24 hours a day, 7 days a week
- Customer Service: Monday to Friday 8:00 AM – 6:00 PM

The FortisAlberta Customer Care Centre is located in Airdrie and provides service for Customers in the FortisAlberta service territory. It is also the central point of contact for all departments within FortisAlberta.

Contact assistance for **Retailers** is coordinated through the **Retail Support Team** who can be reached at (403) 514-4990 between the hours of 7:30 AM – 4:00 PM. In the event of an after-hours emergency, please call the Customer Care Center at 310-WIRE (9473) for assistance.

The Customer Care Centre's priority is to respond to trouble calls, working closely with the Dispatch Team to process work to the Powerline Technicians in FortisAlberta's service territory.

Customers may also call the Customer Care Centre for the following types of requests:

- Automated Metering Infrastructure Information
- Energy efficiency tips
- Meter reads and Consumption Inquiries
- Power outage reporting
- Power quality issues
- Requests for construction of new services
- Safety questions, including electric magnetic fields concerns
- Vegetation management concerns

APPENDIX A – Customer/Retailer T&Cs Fee Schedule

The fees and charges indicated by this schedule are non-refundable and are charged to the Retailer for flow-through to the customer, unless otherwise specified.

#	DESCRIPTION	FEE
1	Reconnection This fee is applicable to a reconnection request that is to be completed during the normal business hours of FortisAlberta (which are currently 8:00 AM – 4:00 PM, Monday through Friday, excluding holidays), including a reconnection after a disconnection as a result of: <ul style="list-style-type: none"> • Non-compliance with applicable laws, codes, rules or FortisAlberta requirements; • Non-payment; • Customer initiated alterations to the electrical system; or • A Customer-requested disconnection. 	\$120.00 reconnection fee, plus, an additional \$84.00 fee if the following criteria are met: (1) the Customer is reconnected less than 12 months after the Customer requested a disconnection; (2) the Customer did not pay appropriate Idle Service Charges during the period of disconnection.
2	Rush Connection This fee is applicable to an immediate or urgent reconnection request during business hours. This fee is posted in addition to the Reconnection fee, as outlined above, when reconnect orders are received during business hours, (which are currently 8:00 AM – 4:00 PM, Monday through Friday, excluding holidays) and completed within 48 hours of receipt.	\$120.00
3	After Hours Reconnection This fee is applicable to a reconnection request that is to be completed outside of the normal business hours of FortisAlberta (which are currently 8:00 AM – 4:00 PM, Monday through Friday, excluding holidays). An afterhours reconnection is only available during business hours if a life threatening/safety issue, weather related, or Retailer or FortisAlberta error has occurred.	\$262.00
4	Service Trips (a) This fee is applicable to a Customer when a trip to a Customer's Point of Service is required as a result of any of the following: <ul style="list-style-type: none"> • non-compliance with applicable laws, codes, rules, the Terms and Conditions or other requirements of FortisAlberta; • unsafe conditions; • deficiencies related to Customer facilities; or • the request for service is cancelled or deferred after FortisAlberta field staff have been mobilized; or • A request to install, remove, maintain, test, or operate non-standard metering equipment as approved by FortisAlberta. (b) A Customer will be required to pay the actual costs of a Customer requested service call if it is determined by FortisAlberta that the source of the Customer's problem is the Customer facilities and not FortisAlberta's Facilities.	\$120.00

#	DESCRIPTION	FEE
5	No Access This fee is applicable when access to a site is considered by FortisAlberta's employees, agents or other representatives as unsafe or is otherwise prevented, hindered or refused.	\$120.00
6	(a) Off-Cycle Meter Reading This fee is applicable when an off-cycle meter read is Requested for a standard (AMR) meter. (b) Non-AMR Reading This fee is applicable when electronic polling of the meter is not possible due to the customer's request for a non-standard (AMR) meter and manual meter reads, and other non-standard operational support activities are therefore required.	\$37.00 \$121.00 per read
7	Interval Meter Installation For Interval Meter installation at Points of Service with a Contract Minimum Demand of less than 333 kW (which coincides with an Operating Demand of less than 500 kW) (does not apply to DG Customers who own and poll the meters). <i>This will be charged directly to the Customer.</i>	Incremental cost on a per site basis (including time and materials but excluding additional cost of meter itself)
8	Meter Testing This fee is applicable when a request to test a meter is received. The fee is will be refunded by FortisAlberta if the meter is determined by FortisAlberta to be faulty through no fault of the Customer. <i>This fee may be charged directly to the Customer.</i>	\$115.00 for Residential and Farm Customers and \$136.00 for all other Customers
9	Meter Signal This fee is applicable to cover the time and material associated with meter signal requests. Costs can vary a great deal by service and must be determined on a site-by site basis. <i>This will be charged directly to the Customer.</i>	<ul style="list-style-type: none"> • Material cost to be determined on an individual site basis. • Time cost is \$26.00/hr for a regular meter and \$52.00/hr for an interval meter • Subject to a 1-hour minimum charge
10	Meter Tampering FortisAlberta shall be entitled to recover its direct and indirect costs and damages suffered as a result of any unauthorized use of Electricity Services, including, but not limited to, a broken seal, unauthorized connection or reconnection, energy theft, fraud or any other unauthorized use that requires FortisAlberta to take corrective action. This is exclusive of any costs or damages that may be imposed or suffered as a result of consumption and demand adjustments.	Costs incurred and damages suffered (in each case, both direct and indirect) by FortisAlberta

#	DESCRIPTION	FEE
11	Customer Usage Information Request This fee is applicable when a request is made for specific Customer Usage Information for a period more than 425 calendar days from the request date. This will be charged directly to the requesting party.	\$26.00/hr for a regular meter and \$52.00/hr for an interval meter With a 1-hour minimum charge
12	Settlement History or Confirmation of Settlement Data This fee is applicable when a request is made for historical Load Settlement data and an investigation is required to be performed by FortisAlberta in respect of suspect data or suspected undelivered data. If the data is, in the opinion of FortisAlberta, substantively incorrect or undelivered, the fee will be waived. This will be charged directly to the requesting party.	\$52.00/hr With a 1-hour minimum charge
13	Site ID Search <i>This fee is applicable when a site ID has been requested which already exists in the wire service provider site ID catalogue.</i>	\$16.00
14	Dishonored Payments This fee is applicable for all dishonored cheques or other payment dishonored, rejected or reversed by any financial institution for any reason. This will be charged directly to the defaulting party.	\$21.00
15	Excess Wattage Festive lighting service is available to municipalities who require decorative lighting for the Christmas season or other festive occasions during the months of December through February. A municipality may install festive lighting with a total wattage of up to 15% of their total street lighting wattage for a six-week period at no charge. Any wattage in excess of 15% is charged the Excess Wattage charge. This will be charged directly to the Municipality.	\$1.00 per kW per day

APPENDIX B – Retailer Requests Service Level

SERVICE	DESCRIPTION	STANDARD SERVICE LEVEL	TRANS ACTION
CUSTOMER CONNECTION (ENERGIZE)	Connection of existing or newly constructed sites, having all necessary equipment, connections and permits in place. This includes installation of a meter, connection to source and flat rate services.	Within 3 business days	ENR
RECONNECT CUSTOMER	Retailer has initiated a reconnection request to be completed for: <ul style="list-style-type: none"> • Electrical non-compliance • Reconnect after Non-Payment • Customer initiated alterations to the electrical system • Reconnect from a Customer-requested disconnect • Vacant premise reconnection 	Completed within 24 hours Completed within 48 hours	ENR
CUSTOMER DISCONNECTION (DE-ENERGIZE REQUEST (DER))	Disconnection of Customer for the below reasons: <ul style="list-style-type: none"> • 0001 - Customer Request • 0002 - Cut off for Non-payment • 0003 - Premise Demolished/Salvaged • 0004 - Safety Shut Off • 0005 - Seasonal Shut off <i>Note: timelines for full salvage of facilities will be negotiated.</i>	Within 3 business days	DER
DISCONNECT FOR NON-PAYMENT ACTIONED FOR REGULATED RATE PROVIDERS ONLY	Disconnection of Customer for the purposes of vacancy. <ul style="list-style-type: none"> • 0006 - Vacant premises 	Within 3 business days	DER
OFF-CYCLE METER READ (ROR)	Any meter reads requested off the normal meter reading cycle.	Within 5 business days	ROR
METER DISPUTES	Initial visit to investigate meter reading dispute. Further visits may be required to complete investigation.	Within 5 business days	ROR

APPENDIX C – Additional resource web page links:

REFERENCE	DETAILS	WEB PAGE LINKS
AUC	The AUC is a quasi-judicial independent agency established by the Government of Alberta, responsible to ensure that the delivery of Alberta's utility service takes place in a manner that is fair, responsible and in the public interest.	http://www.auc.ab.ca/Pages/Default.aspx
AESO	The AESO leads the planning and operation of the power system, facilitates competitive electricity markets and ensures open access to the grid.	www.AESO.ca
CUSTOMER CHOICE	The UCA works to ensure Alberta consumers have the information, representation and protection they need in Alberta's restructured electricity and natural gas markets.	http://www.UCAhelps.gov.ab.ca/4.html
FORTISALBERTA	FortisAlberta's primary focus is the safe and reliable delivery of electricity to our customers in Alberta. FortisAlberta is dedicated to providing exemplary customer service to meet the needs of more than 493,000 customers in more than 259 communities in Alberta.	www.FortisAlberta.com
FORTISALBERTA'S CUSTOMER TERMS AND CONDITIONS	The Customer T&Cs are intended to govern the relationship between FortisAlberta and customers.	https://www.fortisalberta.com/customer-service/rates-and-billing/customer-terms-and-conditions
FORTISALBERTA GUARANTEE AGREEMENT	This document is a guarantee agreement acceptable to FortisAlberta as per the FortisAlberta Retailer T&Cs.	https://www.fortisalberta.com/customer-service/rates-and-billing/customer-guides
FORTISALBERTA'S GUIDE TO CUSTOMER CONTRIBUTIONS	The Guide to Customer Contributions is a toll to assist customers in FortisAlberta WO area to understand the application of FortisAlberta's investment policy.	https://www.fortisalberta.com/customer-service/rates-and-billing/customer-guides
FORTISALBERTA'S HISTORICAL CONSUMPTION REQUEST AGREEMENT	A retailer must provide to the Distributor a representation and warrant document. This document is to be recognized as being demonstrative proof that customer consent was obtained by the retailer each time a retailer initiates an RFU.	https://www.fortisalberta.com/for-business-industry/retailers/new-retailers

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REFERENCE	DETAILS	WEB PAGE LINKS
FORTISALBERTA'S LOAD SETTLEMENT AGENT APPOINTMENT FORM	This document should be completed by the retailer authorizing an agent for the purposes of exercising the rights and obligations of the retailer.	https://www.fortisalberta.com/for-business-industry/retailers/new-retailers
FORTISALBERTA'S PERMISSION TO RELEASE CUSTOMER CONTRACT INFORMATION	This document should be completed by the end use customer to request the release of customer contract information to a third party.	http://fortisalberta.com/customer-service/documents-forms/-in-category/categories/documents/retailers
FORTISALBERTA'S PERMISSION TO RELEASE ELECTRIC CUSTOMER LOAD DATA	This document should be completed by the end use customer to request the release of electric customer load data to a third party agent.	http://fortisalberta.com/customer-service/documents-forms/-in-category/categories/documents/retailers
FORTISALBERTA'S RATES, OPTIONS, AND RIDERS SCHEDULES	This document includes detailed Rate, Options and Rider breakdowns within FortisAlberta's WO area.	http://fortisalberta.com/customer-service/rates-and-billing/rates-options-and-riders
FORTISALBERTA'S RETAIL SITE CATALOGUE	This document provides legal descriptions and information to manage retail services.	http://fortisalberta.com/for-business-industry/retailers
FORTISALBERTA'S RETAILER CREDIT APPLICATION FORM	This form is to be completed for all new retailers that FortisAlberta will be dealing with. The information provided will be used to determine what, if any, level of credit will be granted to retailers, in accordance with FortisAlberta's T&Cs.	https://www.fortisalberta.com/for-business-industry/retailers/new-retailers
FORTISALBERTA'S RETAILER GUIDEBOOK	The Retailer Guidebook outlines Retailer Certification Requirements and the steps required to provide Retailer Access Services in FortisAlberta's WO area. It contains key business processes, information exchange requirements, Government of Alberta Regulations and Codes and links to the Distribution Tariff and related policies that must be understood by retailers and WOs.	https://www.fortisalberta.com/for-business-industry/retailers/new-retailers

FortisAlberta Retailer Guidebook

REFERENCE	DETAILS	WEB PAGE LINKS
FORTISALBERTA'S RETAIL SERVICE AGREEMENT - RURAL ELECTRIFICATION ASSOCIATION	This document is a formal agreement between retailers and FortisAlberta acting as a WSP on behalf of a REA.	https://www.fortisalberta.com/for-business-industry/retailers/new-retailers
FORTISALBERTA'S RETAILER SERVICE AGREEMENT	This document is a formal agreement between FortisAlberta and retailers, and self-retailers.	https://www.fortisalberta.com/for-business-industry/retailers/new-retailers
FORTISALBERTA'S RETAILER TERMS AND CONDITIONS OF SERVICE	The Retailer T&Cs are intended to govern the relationship between FortisAlberta and retailers, or any party who will be acting as an agent on behalf of a retailer for transactions. These Retailer T&Cs also govern the relationship between FortisAlberta and a customer of a retailer, or any other party acting as an agent of the customer, in their dealings with FortisAlberta.	https://www.fortisalberta.com/for-business-industry/retailers/retailer-terms-and-conditions
FORTISALBERTA SERVICE AREA MAP	FortisAlberta delivers power to more than 259 communities in Alberta.	https://service.fortisalberta.com/
FORTISALBERTA'S SITE CYCLE CATALOGUE (SCF)	The SCF provides site and bill cycle information.	http://fortisalberta.com/for-business-industry/retailers
FORTISALBERTA'S SITE ID REQUEST FORM	This document should be used if your search for a Site ID number in the FortisAlberta Site Catalogue is unsuccessful.	http://www.fortisalberta.com/customer-service/documents-forms/-in-category/categories/documents/get-connected
FORTISALBERTA'S SITE MANAGEMENT REQUEST FORM FOR OIL AND GAS (EXCEL)	The purpose of the Site Management form is to initiate service changes specific to oil and gas customers. The form should be used for processing flat to metered requests, review of minimum requests, load changes and salvage requests.	http://www.fortisalberta.com/customer-service/documents-forms/-in-category/categories/documents/get-connected

FortisAlberta Retailer Guidebook

REFERENCE	DETAILS	WEB PAGE LINKS
FORTISALBERTA'S TARIFF BILL CALENDAR (TCF)	The TCF provides the bill cycle schedule.	http://www.fortisalberta.com/for-business-industry/retailers
REA SERVICE AREA MAP	A map identifying the ATCO, FortisAlberta, and REA service area	http://afrea.ab.ca/map-services
SETTLEMENT SYSTEM CODE RULES	Rule 021 outlines the rules for market participants and can be found on the AUC website.	http://www.auc.ab.ca/pages/rules/rules-home.aspx
TARIFF BILLING CODE STANDARDS	The AUC developed Rule 004 (TBC) that defines the necessary business rules and processes to enable the transfer of billing information between AUC-regulated electric and natural gas distribution companies and the retailers.	http://www.auc.ab.ca/pages/rules/rules-home.aspx

APPENDIX D – FortisAlberta Rates – Profiles and Loss Matrix

Rate	Rate Class Description	Profile Type	Distribution Line Loss %	Loss Group Code
Residential				
11	Residential Services	NSLS	2.9%	RESIDENT
Farm				
21	UNC Farm Service	NSLS	3.7%	UNCFARM
23	UNC Grain Drying Service	NSLS	3.7%	UNCFARM
24	REA Farm Service	NSLS	3.8%	REAFARM
25	REA Large Farm Service	NSLS	3.8%	REAFARM
26	UNC Irrigation Service	IRRIGATION2000	5.4%	UNCIRRIGAT
26	UNC Irrigation Service effective April 1st 2004	IRRIGATION2004	5.4%	UNCIRRIGAT
26	UNC Irrigation Service effective April 1st 2004	Interval Metered	5.4%	UNCIRRIGAT
29	REA Irrigation Service	IRRIGATION2000	3.8%	REAIRRIGAT
29	REA Irrigation Service effective April 1st 2004	IRRIGATION2004	3.8%	REAIRRIGAT
Exterior Lighting				
31	Street Lighting Service (Invest. Option)	LIGHTING2000	3.1%	EXTERLITE
33	Street Lighting Service (No. Invest. Option)	LIGHTING2000	3.1%	EXTERLITE
37	Festive Lighting Service	LIGHTING2000	3.1%	EXTERLITE
38	Exterior Lighting	LIGHTING2000	3.1%	EXTERLITE
Commercial				
41	Small General Service without option D	NSLS	3.9%	SMGENERAL
41	Small General Service	FLAT2000	3.9%	SMGENERAL
41	Small General Service without option D	Interval Metered	3.9%	SMGENERAL
43	Small General Temporary Service	NSLS	3.9%	SMGENERAL
44	Oil & Gas (Capacity) Service	PUMPING2000	5.4%	PUMPING
44	Oil & Gas (Capacity) Service	PUMPING2000	5.4%	PUMPING
44	Oil & Gas (Capacity) Service	Interval Metered	5.4%	PUMPING
45	Oil & Gas (Energy) Service	PUMPING2000	5.4%	PUMPING
General Services				
61	General Service	NSLS	6.4%	GENERAL
61	General Service	FLAT2000	6.4%	GENERAL
61	General Service	Interval Metered	6.4%	GENERAL
63	Large General Service	Interval Metered	3.3%	LGGENTOU
64	Transmission Service (withdrawn)	n/a	n/a	6400
65	Direct Connected Service	Interval Metered	0.0%	DCONNECT
66	Opportunity Transmission	Interval Metered	4.5%	TEMPENERGY
Wholesale Service				
81	Wholesale Service (closed 2003/08/01)	Interval Metered	n/a	n/a

APPENDIX E – Contact for Suggested Improvements

FortisAlberta is committed to improving processes whenever possible. If you have suggestions for improving or clarifying this document, please contact:

Kirsten Lojek
Stakeholder Relations Manager
(403) 340-6035 Direct Line
(403) 510-9366 Cellular

SRM General E-mail:

RetailAcctReps@FortisAlberta.com

Mailing Address:

FortisAlberta Inc.
ATTENTION: Kirsten Lojek
100 Poplar St
Red Deer County, AB T4R 1B4

APPENDIX F – Acronym Names

ACRONYM	DEFINITION
AESO	Alberta Electric System Operator
AMI	Automated Metering Infrastructure
AUC	Alberta Utilities Commission
CSV	Comma Separated Value
DCM	Daily Cumulative Meter
DER	De-Energize Request
DSM	Daily System Measurement
DSO	Distribution System Operators Agreement
DSR	De-Select Request
ENR	Energize Request
EUA	Electric Utilities Act
FTA	Fair Trade Act
GCM	Micro-Generation Cumulative Meter Consumption
GIM	Micro-Generation Interval Meter Readings
GRN	Micro-Generation Retailer Notification
GTS	General Tracking System
HUF	Historic Usage File
LSA	Load Settlement Agent
MAAT	Month-At-A-Time
MDM	Meter Data Manager
MSA	Market Surveillance Administrator
NSLS	Net System Load Shape
PFAM	Post Final Adjustment Mechanism
PFEC	Pre-Final Error Correction
PLT	Power Line Technician
POD	Point of Delivery
PPO	Planned Power Outage
REA	Rural Electrification Association
RFU	Request for Usage
RITS	Retailer Inquiry Tracking System
ROR	Request Off-Cycle Meter Read
RRO	Regulated Rate Option
RRP	Regulated Rate Provider
RSA	Retail Service Agreement
SCA	Site Characteristics
SCF	Site Cycle Catalogue
SPI	Settlement Profile Information
SRN	Select Retailer Notification
SRO	Notify Old Retailer
SRR	Select Retailer Request
SRM	Stakeholder Relations Manager
T&C	FortisAlberta Terms and Conditions
TBF	Tariff Bill File
TCF	Tariff Bill Calendar File

FortisAlberta Retailer Guidebook

ACRONYM	DEFINITION
UCA	Office of the Utilities Consumer Advocate
UCI	Update Customer Information
UFE	Unaccounted for Energy
WO	Wire Owner
WSD	Wholesale Settlement Detail transaction
WSI	Wholesale Settlement Information transaction
WSP	Wire Service Provider