

- 1 **Q. In the Fortis Inc. 2005 Annual Report (page 22), it is stated "As a result of these**
2 **organizational efforts, response time to trouble calls improved by 7 per cent over**
3 **2004 and FortisAlberta was within its service-level agreements 99 per cent of the**
4 **time." Please provide a copy of the service level agreements.**
5
- 6 A. Attachment A is a copy of FortisAlberta's Retailer Guidebook. The service level
7 agreements are contained therein at page 16 *et. seq.*

FortisAlberta's Retailer Guidebook



Retailer Guidebook

Version 4.0

TABLE OF CONTENTS



- DEFINITIONS: 1**

- INTRODUCTION TO FORTISALBERTA RETAILER GUIDEBOOK 2**

- RETAIL RELATIONS TEAM – CONTACTS:..... 3**

- DISTRIBUTION CUSTOMER APPLICATION AND QUALIFICATION 4**
 - Terms and Conditions of Distribution Access Service..... 4*
 - Conditions For Providing Distribution Access Services to Retailers..... 4*
 - Responsibility for Electric Purchases..... 5*
 - Arrangements with Customers..... 5*
 - Providing List of Authorized Persons to FortisAlberta 5*

- LOAD SETTLEMENT 6**
 - What is Load Settlement?..... 6*
 - Retailer Enrolment..... 7*
 - Select Retailer Request (SRR)..... 7*
 - Select Retailer Notification (SRN) / Notify Old Retailers (SRO)..... 8*
 - De-Enrolment - De-Select Request (DSR) 8*
 - Update Customer Information (UCI)..... 9*
 - Settlement Calculation Factors..... 10*
 - Settlement Calculation Results 13*

- FORTISALBERTA/RETAILER COMPLIANCE TESTING PROCEDURES 14**
 - Purpose 14*
 - Communication Hardware..... 14*
 - Retailer System Readiness 14*
 - Test Plan 14*

- RURAL ELECTRIFICATION ASSOCIATIONS (REAS) 15**
 - Enrolment of Rural Electrification Association Sites: 15*

- SERVICE LEVEL - DISTRIBUTION OPERATIONS..... 16**
 - Purpose 16*
 - Conditions..... 16*

| | |
|--|-----------|
| RECONNECT FEES..... | 17 |
| DISPUTE..... | 19 |
| <i>Handling of Errors and Disputes.....</i> | <i>19</i> |
| <i>Dispute Resolution.....</i> | <i>19</i> |
| <i>Resolution by Company and Responsible Party.....</i> | <i>19</i> |
| CONTACT CENTRE..... | 20 |
| RETAILER INQUIRIES..... | 21 |
| WHOLESALE BILLING FOR DISTRIBUTION ACCESS | 22 |
| APPENDIX A – FORTISALBERTA TERMS AND CONDITIONS OF DISTRIBUTION TARIFF SERVICES | 1 |
| APPENDIX B – FORTISALBERTA DISTRIBUTION TARIFF RATES, OPTIONS AND RIDERS..... | 2 |
| APPENDIX C – RETAIL ACCESS SERVICE FEE SCHEDULE | 3 |
| APPENDIX D – PERMISSION TO RELEASE ELECTRIC CUSTOMER LOAD DATA..... | 5 |
| APPENDIX E – RATES – PROFILES AND LOSS MATRIX – (EFFECTIVE JANUARY 1, 2007) | 6 |
| APPENDIX F– SETTLEMENT SYSTEM CODE EXEMPTIONS GRANTED TO FORTISALBERTA BY THE AESO..... | 7 |
| APPENDIX G - REFERENCES AND WEB LINKS..... | 8 |
| APPENDIX H – REVISIONS | 9 |
| APPENDIX I – IMPROVEMENTS | 10 |

DEFINITIONS:

| Acronym | Definition |
|----------------|---|
| CSE | Cumulative Switch Estimate |
| DCM | Daily Cumulative Meter |
| DEC | De-Energize Completion |
| DEF | De-Energize Failure |
| DER | De-Energize Request |
| DIM | Daily Interval Meter |
| DSN | De-Select Notification |
| DSR | De-Select Request |
| ENC | Energize Completion |
| ENF | Energize Failure |
| ENR | Energize Request |
| EUA | Energy Utilities Act |
| EUB | Energy Utility Board |
| FTA | Fair Trade Act |
| GTS | General Tracking System |
| ISO | Independent System Operator |
| MDM | Meter Data Management |
| PFAM | Post Final Adjustment Mechanism |
| PFEC | Pre-Final Error Correction |
| POD | Point of Delivery |
| RDR | Revoke De-Energize Request |
| REA | Rural Electrification Association |
| RITS | Retailer Inquiry Tracking System |
| ROC | Request Off Cycle Meter Read Completion |
| ROR | Request Off Cycle Meter Read |
| SCA | Site Characteristics |
| SSC | Settlement System Code |
| SMC | Site Meter Characteristics |
| SRN | Select Retailer Notification |
| SRO | Notify Old Retailer |
| SRR | Select Retailer Request |
| T&C | FortisAlberta Terms and Conditions |
| TBC | Alberta Tariff Billing Code |
| TBF | Tariff Bill File |
| TCF | Tariff Bill Calendar File |
| UCI | Update Customer Information |
| UFE | Unaccounted for Energy |
| WO | Wire Owner |
| WSD | Wholesale Settlement Details |
| WSP | Wire Service Provider |

INTRODUCTION TO FORTISALBERTA RETAILER GUIDEBOOK

The FortisAlberta Retailer Guidebook has been assembled to communicate the essential information required by 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. 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 Guidebook outlines FortisAlberta's Retailer Certification Requirements and the steps required to provide Retailer Access Services in the FortisAlberta Service Area. Key business processes, information exchange requirements, Government of Alberta regulations and codes and links to the FortisAlberta Distribution Tariff and related policies that must be understood by Retailers and Wire Service Providers, are all provided within this guide.



Many business processes have been modified from past practices or have been newly 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 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 Industry Canada. The Act and regulations are available at: <http://strategis.ic.gc.ca/epic/internet/inmc-mc.nsf/vwGeneratedInterE/Im01485e.html> or you may contact Industry Canada at (403) 292-5605 or (780) 495-2491 for further information. Self-Retailers must also comply with any applicable regulations, but do not need to obtain a license from Alberta Government Services or register with the Alberta Department of Energy.

Changes to this document may be introduced, from time to time, to address the changing Alberta electrical industry environment and/or changes to FortisAlberta's business processes, practices or information systems. The most up to date version of this document will be posted on the FortisAlberta web page at <http://www.fortisalberta.com> under Retailers - Documentation.

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

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RETAIL RELATIONS TEAM – CONTACTS:

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Account Representatives, Retail - Our roles are to develop and maintain business relationships with all Retailers; to establish, document and communicate process updates with retailers; to deal with breakdowns occurring between FortisAlberta and Retailers and to provide support for escalations at a management level.

Stakeholder Relations Coordinator – The role of the Stakeholder Relations Coordinator (SRC) is to assign, review and manage the Retailer Inquiry Tracking System (RITS) Database. This role also includes being the point of contact for both internal and external Stakeholders concerns and inquiries and to support the development and maintenance of customer (both internal and external) relationships.

Resolution Team – This team is comprised of four contacts focused on monitoring the systems compliancy and ensuring the success of direct data flow. They are also the contacts to verify Meter Install Requests, verify meter connection status, to confirm if an order was created correctly, reasons for order failure as well as escalation for meter installations.

In addition, they manage all of the applications currently being used to track customer and Retailer inquiries, such as EUB escalations and General Tracking System (GTS).

Resolution Team: Telephone: (403) 514-4990
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DISTRIBUTION CUSTOMER APPLICATION AND QUALIFICATION

Terms and Conditions of Distribution Access Service

In accordance with the provisions of the Electric Utilities Act (EUA) and the Regulations made there under (Regulations), FortisAlberta, in its role as a Wire Owner will carry out the functions necessary to furnish electric facilities to end-use Customers in its service area to enable Customers to purchase electricity from a Retailer for that Customer's use. The FortisAlberta Terms and Conditions, which are available on FortisAlberta's web site at <http://www.fortisalberta.com> under Retailers-Documentation, are intended to govern the relationship between FortisAlberta and all Customers that require a Service Connection to FortisAlberta's electric distribution system and Retailers that are authorized to act on behalf of Customers. As well, the FortisAlberta Terms and Conditions outlines how a Retailer shall deal with FortisAlberta regarding the provision of wire service to Customers on FortisAlberta's electric distribution system.

Conditions For Providing Distribution Access Services to Retailers

A Retailer must fulfill the following requirements before FortisAlberta can provide or continue to provide Distribution Access Services to the Retailer. The Retailer must:

- ✓ Meet and maintain the Prudential Requirements set out in Section 6.1 of the FortisAlberta T&C's.
- ✓ Be entitled to exchange Energy through the Independent System Operator (ISO)
- ✓ Be in compliance with and maintain compliance with the provisions of the Fair Trade Act (FTA)
- ✓ Be duly licensed to carry on business in Alberta as a Retailer of Electricity Services pursuant to the FTA and other applicable statutes, regulations and codes.
- ✓ Provide FortisAlberta Distribution with a copy of the Retailer's license issued pursuant to the FTA.
- ✓ Have entered into a Retailer Services Agreement with FortisAlberta in the form which is available on FortisAlberta's web site at <http://www.fortisalberta.com> under Retailers-Documentation, and FortisAlberta must be satisfied that the Retailer Services Agreement is binding upon the Retailer.
- ✓ Be in compliance with the Settlement System Code (SSC) of Alberta (accessible on the Web at <http://www.aeso.ca/loadsettlement/settlementcode/371.html>) and subsequently meet the compliance testing requirements for information exchange set out in Section 4 and Section 5 of the Settlement System Code of Alberta to FortisAlberta's satisfaction.
- ✓ Be equipped with the communications and other capabilities necessary to comply and remain in compliance with the standards that are set by the SSC of Alberta and, further, have in place all necessary information technology to enable it to receive and send data to and from FortisAlberta and to otherwise satisfy its obligations under the Retailer Services Agreement to which it is a party and any other relevant agreements.
- ✓ Meet any other requirements that FortisAlberta, acting reasonably, may impose.

Responsibility for Electric Purchases

The Retailer will be solely responsible for the purchase of electricity through the ISO and for arranging the delivery of electricity to the Point of Service for Customers, subject to the T&Cs.

Arrangements with Customers

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

Providing List of Authorized Persons to FortisAlberta

The Retailer shall provide FortisAlberta with a current list, as any changes occur, of Authorized Persons of the Retailer who are authorized to communicate with FortisAlberta in relation to Distribution Access Service. All Persons named in accordance with this Section shall be Authorized Retail Representatives for the Retailer's Load Settlement.

LOAD SETTLEMENT

This section of the Guidebook summarizes the *Settlement System Code (SSC)* of Alberta, which all market participants, including the Load Settlement Agents (LSAs) must comply with. In accordance with the SSC, FortisAlberta as a Wire Services Provider (WSP) performs the function of load settlement within its distribution service territory. The load settlement function and the responsibilities of the WSPs are detailed in the SSC.

For a copy of the current version of the SSC, visit the Alberta Electrical System Operator (AESO) website at <http://www.aeso.ca/loadsettlement/settlementcode/371.html>

FortisAlberta has attempted to summarize the SSC and FortisAlberta's responsibilities within this section of the guide; however, Retailers must read and be in compliance with the SSC as a condition of retailing within FortisAlberta's service territory.

In implementing load settlement, several options are available to WSPs. In some cases, the choices are available because the SSC provides more than one option or leaves decisions to the WSPs discretion. In other cases, certain enhanced functions of a settlement system are not covered by the standards. Specific settlement rules and services provided by FortisAlberta are shown in italics. Additionally, FortisAlberta has received several SSC exemptions from the AESO. For current exemptions, visit the AESO website at <http://www.aeso.ca/loadsettlement/settlementcode/9348.html> More information regarding the exemptions are outlined in Appendix F.

What is Load Settlement?

To facilitate an hourly electricity market between the ISO and Retailers, Wire Services Providers (WSPs) are required to perform the Load Settlement function.

Prior to deregulation, the Power Pool sold all energy at a limited number of Points of Delivery (POD) to a single "Retailer" – the regulated distribution company. The amount of energy sold each hour was easily determined as the metering at the PODs was on a quarter hour basis. With customer choice, Retailers enroll individual customer sites served by the PODs, thus resulting in multiple Retailers per POD. These individual customer sites may or may not have hourly interval metering. In fact, the vast majority of customers have meters that are read less than once per month.

For the ISO to determine how much energy was actually consumed by each Retailer per hour, it would be necessary to install hourly interval meters at each customer site in the province. Since hourly interval meters are expensive and only installed at the larger customer sites, global interval metering is not justified. Thus, the hourly loads of sites without interval meters are estimated by the Load Settlement function. Load Settlement employs a load profiling methodology to spread periodic or cumulative meter reads (normally performed monthly or bi-monthly) across hours.

Load Settlement has two main processes:

1. Track the enrolment of sites between Retailers
 - Determine the Retailer of Record for a given day
 - Manage the Retailer/site relationship
2. Report the hourly consumption by Retailer and the daily consumption by site which includes distribution line losses and unaccounted for energy (UFE) to the AESO.

Retailer Enrolment

The Load Settlement Agent (LSA), FortisAlberta, manages enrolment processing, including the creation of Retailer/site assignments as well as any switches between Retailers. This enables Retailers to begin serving customers. The LSA has no policing responsibility of the switches, so it is not responsible to verify that the Retailer obtained switch authorization from the customer. Although the Retailer is required, by regulations, to obtain switch authorization, the Market Surveillance Administrator (MSA) enforces these regulations.

Select Retailer Request (SRR)

To identify the site ID to use for enrolling customers, a Retailer can perform a search on the Site Catalogue published by the WSP responsible for that customer's site. Additionally, the Retailer can determine from the Site Catalogue to which Load Settlement Agent the enrolment requests should be sent. FortisAlberta regenerates the Site Catalogue daily and it is available on FortisAlberta's website at <http://www.fortisalberta.com>. Please note – we recommend the use of Access 2000 (or newer version) for proper viewing.

Customers are able to enroll (switch Retailers and/or the business function of that Retailer) on a daily basis. All switches are effective midnight. The enrolment settings and FortisAlberta's internal policies are indicated in Table 1. Please note that FortisAlberta processes enrolment requests immediately upon receipt at DropChute with effective dates as per the table below.

Please refer to Section 7.4 - Enrolment Mechanics of the System Settlement Code.

Table 1

| ENROLMENT SETTINGS | PRIORITY | CODE | FORTISALBERTA'S PRIORITY CODE SETTINGS & ENROLMENT PRIORITY CODES WILL BE HANDLED AS FOLLOWS: |
|--------------------|----------|------------------------|--|
| | | PRIORITY CODE 1 | Processed immediately upon receipt of the enrolment request, effective at the start of the next calendar day. <ul style="list-style-type: none"> - Example 1 – the switch request is received by FortisAlberta on Monday, the switch is effective Tuesday at 00:00:00 hours. - Example 2 – the switch request is received by FortisAlberta on Friday, the switch is effective Saturday at 00:00:00 hours. |

WSP's are only required to support Priority 1 requests. Under Priority 1 enrolment, the first enrolment received on a given business day becomes the Retailer of Record for the site effective midnight at the start of the next calendar day. A Retailer may not request an enrolment for a date more than 1 calendar day hence.

Switches do not require a meter read. The time of the switch is deemed to occur at midnight to ensure that each 24-hour day is allocated to the Retailer of Record for that day. Partial days are not allowed. FortisAlberta will provide off-cycle meter reads upon request, at the cost of the Retailer. The fee schedule is outlined in the Retail Access Service - Fee Schedule included in this Guidebook. If the new Retailer requests an off-cycle meter read for the day of the switch, FortisAlberta does not guarantee the timing of the read.

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

The Retailer requesting enrolment is notified immediately whether the switch was successful, and if so, the effective date. The Retailer that the customer has switched from is also notified at the same time. Neither Retailer is notified of the identity of the other.

When daily settlement is run for the effective date of the switch, the former and current Retailers are each sent a "cumulative switch consumption estimate", which estimates the consumption at the site from the last meter read to the switch date. Retailers are assumed to use this estimate for final/initial billing.

De-Enrolment - De-Select Request (DSR)

The end-use customer or the Retailer may request de-enrolment for several reasons, including but not limited to the following circumstances:

- ✓ Idle service
- ✓ Maintenance activity on site
- ✓ Safety violation
- ✓ Premise vacated
- ✓ Retailer switch requested

FortisAlberta accepts only electronic requests from Retailers who wish to discontinue as the active Retailer for a specific site. This request is called a De-Select Request (DSR) and is submitted through the DropChute software. (See Section B.7.3 of the SSC -). If no switch request is received within 7 calendar days of having received the DSR, the Default Supplier will enroll the site.

Government regulations define the Default Supplier as a Retailer appointed as a default supplier by an owner under section 3(1) of the Electric Utilities Act, Roles, Relationships and Responsibilities Regulation 2003. A Default Supplier must provide retail electricity services to a customer that otherwise cannot secure a Retailer. Many of the rules and procedures surrounding transfer of customers to the Default Supplier are at the discretion of the individual WSPs, as defined by their Terms and Conditions of Service and Disconnection Policies.

Update Customer Information (UCI)

The UCI transaction contains pertinent customer contact information required by Wires Service Providers to permit safe and secure operation of the wires environment. A Retailer submits a UCI transaction within 4 hours of submitting a Select Retailer Request (SRR) or whenever any of the information listed in the table below is known to the Retailer to have changed – failure to submit a UCI within 4 hours of an SRR will result in the transaction failing and the Retailer will have to resubmit. A valid contact phone number is required with the UCI transaction, if one is not provided – FortisAlberta will request the Retailer to obtain the required information from the customer and resubmit.

| Field # | Element | Description / Handling |
|---------|------------------------------------|---|
| 1 | Transaction Abbreviation | Import field value into IDOC and validate that it is equal to UCI. |
| 2 | Transaction Date time | Ignore |
| 3 | Retailer ID | Validate that this retailer is the retailer of record for the site. |
| 4 | Business Function ID | If the Retailer ID is 868460536, incorporate this value to determine the SAP Service Provider. |
| 5 | Wires Service Provider ID | Validate that it is 0040, otherwise reject. |
| 6 | Site ID | Equates to the POD id in SAP. |
| 7 | Customer Company Name | If a value exists, use this value to set up the business partner name. |
| 8 | Customer Last Name | Use this value only if no Company name is provided. |
| 9 | Customer First Name | Use this value only if no Company name is provided. |
| 44 | Customer Phone Number | Use only if field 59 has no value. |
| 45 | Customer Business Phone Number | Use only if field 60 has no value. |
| 46 | Customer Fax Number | Use only if field 61 has no value. |
| 47 | Customer Pager Number | Use only if field 62 has no value. |
| 48 | Customer Mobile Phone | Use only if field 63 has no value. |
| 52 | Critical to Have Power Flag | This field is used to update the installation and notify staff and systems that the site is sensitive to outages. |
| 53 | Critical to have Power Reason | The text in this field describes why the site is sensitive to outages. The information will be stored in the installation master record's text. |
| 59 | Site Contact Phone Number | Use value to update business partner record. |
| 60 | Site Contact Business Phone Number | Use value to update business partner record. |
| 61 | Site Contact Fax Number | Use value to update business partner record. |
| 62 | Site Contact Pager Number | Use value to update business partner record. |
| 63 | Site Contact Cellular Phone | Use value to update business partner record. |
| 64 | Site Contact E-mail Address | Use value to update business partner record and for receiving notification detail of Planned Power Outages (PPO) via E-Mail |

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. In accordance with Section 4.2.1 b, FortisAlberta has adopted a special internal settlement node within Zone 1501 for customers directly connected to the transmission system. Unaccounted for Energy (UFE) will not be allocated to these sites.

Load Settlement calculates settlement zone total load as the sum of its POD loads plus any embedded net generation (distribution generation). Distribution interchange points between other WSPs are also taken into account. The settlement approach is “global” and all customers will be handled in the same way regardless of whether they remain on the Regulated Rate Option, default supply or move to a new retail supplier. Direct Sales sites, which buy directly from generators and do not have a Retailer, are treated as Self-Retailers and handled the same as any other site for Load Settlement purposes.

Settlement interval: Currently, Settlement is required at one-hour intervals.

Deemed time-of-day: Cumulative meter reads and site energization/de-energization are at WSP discretion. FortisAlberta deems energization and de-energization to occur at the end of the date serviced (i.e. 00:00:00). Cumulative meter reads are populated with a deemed time value of midnight (i.e. 00:00:00).

Settlement timing: For each day to be settled (“day of energy flow”), the settlement calculation is refined and reported in the following four stages:

1. Initial daily settlement within 5 business days after the day of flow
2. Initial month-at-a-time (MAAT) – Settlement within 10 business days of the end of the month of flow
3. Interim settlement within approximately 3 months
4. Final settlement within approximately 7 months

Daily, Initial MAAT, Interim MAAT and Final MAAT settlement timing rules are specified in Section 4.4 of the SSC.

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

1. System residual is defined as:
= Total Zone - Σ interval metered - Σ deemed load - Σ load research based profile classes - Σ known distribution losses.
2. Load research sample based, in accordance with the accuracy standards set out in the SSC.
3. Deemed profiles

Table 2 - FortisAlberta Profiles

| FORTISALBERTA PROFILE | APPLICATION |
|---|---|
| Net System Load Shape (NSLS) or Residual | Uses the System Residual calculation (Total Zone - Σ interval metered - Σ deemed load - Σ 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 upon request by e-mailing loadsettlement@fortisalberta.com. |
| 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. Flat deemed consumption is calculated using an estimated demand and an estimated consumption using 275 kWh/kW. |
| 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% is used to calculate the consumption of unmetered pump jacks services, which is based on historic analysis. |
| 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 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. |

Please refer to the Profile and Loss Matrix in Appendix E of this Guidebook to cross reference the profile to the corresponding FortisAlberta rate. Copies of the underlying profiles are available upon request. Additionally, the Settlement Profile Information (SPI) transaction in the SSC is made available to all Retailers, along with the settlement results, to show the NSLS and deemed profiles used for each settlement run.

Profile freezing: The SSC 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: The SSC states that WSPs must install interval meters on all customer sites with a demand of 2 MW or larger. To satisfy our goal of data accuracy in our systems, FortisAlberta currently installs interval meters, at no additional cost, to customers with demands 500 kW or larger.

FortisAlberta will install interval metering at sites below 500kW, at the request and expense of the customer, and the load for the site will be settled based on the interval meter readings instead of its class profile. Please refer to the Retail Access Service - Fee Schedule contained in this Guidebook.

Missing load data: The Meter Data Manager (MDM) is responsible for providing any missing data values for interval meters and PODs. The LSA is responsible for providing consumption estimates for settlement purposes if a meter read is not available. The LSA is not required to provide to Retailers the “missing read estimates”, but the LSA must provide enough information about the estimation process used for initial, interim and final settlement for the Retailer to reproduce the estimates. FortisAlberta complies with this part of the SSC by providing Retailers with a WSD transaction for each site for each day of flow for all settlement types.

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).

Line Loss Calculation: Distribution line loss formulas are established and allocated to the sites by the WSP. The LSA may calculate losses on a customer-specific basis and aggregate to the Retailer level or the LSA may calculate total losses based on POD load and then allocate the losses to Retailers. FortisAlberta uses the “bottom-up” approach to calculate loss estimates. Each site will be assigned to a loss class with a defined loss factor. The loss percentages are static. Refer to the matrix in Appendix E of this Guidebook that cross-references the loss classes and percentages to the corresponding FortisAlberta rate.

Unaccounted for Energy (UFE): UFE is the remaining load after the consumption for all sites has been allocated to the hour through a profile or interval metering data, including line losses. UFE is allocated proportionally to all sites within the settlement zone. FortisAlberta has a single settlement zone in which all sites, not connected directly to the transmission system, are settled and allocated UFE.

Settlement Calculation Results

Basic AESO invoice requirements: LSAs are required to provide Retailer-total results per settlement zone, which include a breakdown into settled load, distribution loss allocation, and UFE allocation for each hour (WSI).

Site-Specific Settlement Results: As per Section B.6.2.6 of the SSC, FortisAlberta currently offers Retailers daily consumption on a site-specific basis, through an official transaction known as the Wholesale Settlement Details (WSD).

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, to the engine, plus the frozen profile and the site-specific daily results.

FORTISALBERTA/RETAILER COMPLIANCE TESTING PROCEDURES

Purpose

The purpose of testing is to verify that the Retailer is capable of complying with the data transfer standards as specified in the SSC, 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, software, establishment of communications and basic testing are the responsibility of the Retailer and must be completed prior to initiating this testing process.

Communication Hardware

Participants in the Alberta market will require either DropChute Enterprise V3.02 or DropChute Pro V3.02 to exchange data with the FortisAlberta DropChute server. Technical configuration and security details for DropChute are outlined in a document entitled *DropChute Configuration for Use With FortisAlberta*, which is available upon request.

Retailer System Readiness

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

- ✓ Retailers will install and configure the standard information exchange package defined in the SSC i.e. DropChute™. Once DropChute is installed, technical staff from FortisAlberta will work with the Retailer to establish connection and other system configuration/technical requirements.
- ✓ Obtain a Verisign Class#1 Digital ID (Certificate) with the low security option and a 1024 bit key length.
- ✓ Valid Email ID for use as the DropChute unique name
- ✓ Static IP address of DropChute Server if applicable
- ✓ The Retailer is required to register FortisAlberta as a DropChute table entry.

Prior to testing, the above information should be submitted to FortisAlberta:

ATTN: Retail Relations

FortisAlberta

retailacctreps@fortisalberta.com

320 17 Avenue SW

Calgary, Alberta T2S 2V1

Test Plan

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

RURAL ELECTRIFICATION ASSOCIATIONS (REAS)

The REAs are member-owned cooperatives owning the electrical distribution systems that serve their members. The REA service areas overlay FortisAlberta's service areas in specific locations. This results in cases where REA sites may be served from either a REA-owned line or a FortisAlberta-owned line. As the REAs are connected to the transmission grid through FortisAlberta's distribution system, the SSC obligates FortisAlberta to perform load settlement for the REA sites.

There are seven (7) independent REAs within FortisAlberta's service area that act as their own WSPs, and maintain their own site catalogues independently of FortisAlberta.

1. Battle River REA
2. Central Alberta REA
3. Duffield REA
4. North Parkland Power REA
5. Rocky REA
6. SouthAlta REA
7. WildRose REA

Enrolment of Rural Electrification Association Sites:

FortisAlberta does not process enrolments for self-operating REA sites. The REAs are responsible for this function. A Wire Owner to Wire Owner transaction, Site Characteristics (SCA), is used by the REA to communicate Retailer information to the LSA, FortisAlberta.

SERVICE LEVEL - DISTRIBUTION OPERATIONS

Purpose

This section outlines the service level commitments provided by FortisAlberta, when customers or Retailers make requests.

Conditions

- Our Standard Level of Service is comparable to a Priority Level 5 (Standard Service Level – 3 business days) as outlined in the SSC.
- Unless otherwise specified, services are offered between the hours of 8:00 a.m.- 4:00 p.m. on Monday to Friday, excluding statutory holidays.
- Service levels are tracked from time received and verified in FortisAlberta Dispatch Center 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 (Energize Next Available Power Line Technician (PLT)) - requests will only be accepted in emergency situations. Emergency situations are classified as:
 - Life threatening situation (occupant is on oxygen)
 - Weather related (during extreme weather conditions)
 - Safety issue
 - Wire Service Provider or Retailer error
- Priority 2 – Reconnect within 24 hrs, 7 days a week. Priority 2 is classified as:
 - Reconnection for Non-Payment
 - Reconnection for Vacant Premise 1301 & 1302
- Normal Retailer Requests within Settlement System Guidelines are indicated below in Table 3

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.

RECONNECT FEES

FortisAlberta posts a reconnection fee of \$90.00 or \$250.00 (excluding GST) based on the time and date FortisAlberta **receives** the Priority 2 energize request.

- Scenario 1: If a Priority 2 energize order is received after 16:00 on Sunday to Thursday - FortisAlberta will energize the service the next day (during regular business hours (08:00 to 16:00)) - still within 24 hours at \$90.00 (excluding GST).

- Scenario 2: If a Priority 2 energize order is received by 16:00 during regular business hours (08:00 to 16:00) Monday to Friday - FortisAlberta will energize the service the same day and/or within 24 hours at \$90.00 (excluding GST).
**Note - unplanned power outages are top priority and may impact the completion of ENR's as well if a large volume of ENR's are received we will continue to negotiate completion times.*
 - Exception to the above:
 - If we receive an escalation from the retailer of record requesting FortisAlberta to reconnect the service during overtime hours (up to 22:00) - we will do so and charge \$250.00 (excluding GST). In order to request a reconnect be completed during overtime hours, please contact the Resolution Team at 403-514-4990. In addition, please email your request to expedite the reconnection (up to 22:00) to abcaretspt@fortisalberta.com and include the Site ID, customer name and authorization that you will accept the \$250.00 (excluding GST) charge.

- Scenario 3: If a Priority 2 energize order is received between Friday 16:00 and before Sunday 16:00 - FortisAlberta will energize the service **within 24 hours at overtime rate of \$250.00**

Table 3 - Normal Retailer Requests (Within Settlement System Code Guidelines)

| SERVICE | DESCRIPTION | STANDARD SERVICE LEVEL | SETTLEMENT SYSTEM CODE |
|--------------------------------------|---|----------------------------|------------------------|
| 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 full working days | ENR |
| Reconnect Customer | Reconnection of customer upon payment of arrears. FortisAlberta would, with time permitting and at Over Time rates after 4:00 PM, perform reconnects up to a maximum of 10:00 PM and resume connections at 8:00 AM the next day. Safety and Weather are the only two conditions under which FortisAlberta would perform a reconnect past 10:00 PM. | Within 24 hours | ENR |
| Customer Disconnection (De-Energize) | Disconnection of existing service to prepare it for salvage or idle service. Normally performed when a customer will no longer be attached to site. Reason Codes: <ul style="list-style-type: none"> • 0001 Customer Request • 0003 Premise Demolished • 0005 Seasonal Shut off • 0006 Vacant Premises Note: timelines for full salvage of facilities will have to be negotiated. | Within 3 full working days | DER |
| Disconnect for Non-payment | Disconnection of customer for the purposes of collections. Reason Code: 0002 | 3 full working days | DER |
| Off-Cycle Meter Read | Any meter reads requested off the normal meter reading cycle. | 5 full working days | ROR |
| Meter Disputes | Initial visit to investigate meter reading dispute. Further visits may be required to complete investigation. | 3 full working days | ROR |

DISPUTE

Handling of Errors and Disputes

A formal process has been defined to handle settlement disputes as outlined in System Settlement Code, Section 5. FortisAlberta will not entertain measurement disputes of the initial settlement.

Dispute Resolution

Procedures for dispute resolution among parties affected by settlement calculations are described in the SSC.

Resolution by Company and Responsible Party

If any dispute between FortisAlberta and a Responsible Party shall arise at any time in connection with the Terms and Conditions, which is not otherwise resolved, FortisAlberta and the Responsible Party, acting reasonably and in good faith, shall use all reasonable efforts to resolve the dispute as soon as possible in an amicable manner.

Article 13.1 – FortisAlberta Terms and Conditions

CONTACT CENTRE

The FortisAlberta Contact Centre, located in Calgary, 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 8:00 – 17:00. Retailers should only contact the Contact Centre for emergency situations or after hours (17:00 – 8:00) when the Retail Support line is closed.

The Contact Centre's first priority is to respond to trouble calls within FortisAlberta's service territory, and it works together with the Dispatch Team to process work to the lineman in our service territory.

Customers may also call the Contact Centre directly for the following types of requests:

- power outage reporting
- requests for construction of new services
- meter reads
- Electric Magnetic Fields (EMF) concerns
- vegetation management concerns
- power quality issues

Contact Centre contact information and operational hours:

310-WIRE (310-9473)

- **Emergency:** 24 hours a day, 7 days a week
- **Customer Service:** Monday to Friday (7:00 AM – 10:00 PM);
Saturday (8:00 AM – 8:00 PM); Sunday and Stat Holidays (9:00 AM – 6:00 PM)

If you have any questions or concerns regarding the Contact Center team, please contact:

Craig Taylor
Manager, Customer Relations
E-Mail: craig.taylor@fortisalberta.com

RETAILER INQUIRIES

FortisAlberta has a Retailer Inquiry Tracking System (RITS) for receiving and tracking all General Inquiries, Pre-Final Error Correction (PFEC) and Post Final Adjustment Mechanism (PFAM) requests.

General Inquiries - include rate inquiries, complaints, DCM inquiries and billing inquiries. *Service level – ten (10) business days (excluding adjustment requests)*

PFEC – The purpose of PFEC is to establish a formal mechanism to correct settlement errors prior to a subsequent run of settlement, and ultimately to improve settlement results before *final settlement*. Types of errors which may be identified on the PFEC ticket are limited to those identified in section 5.2.1b) of the SSC. *Service level – as outlined in System Settlement Code*

PFAM - request investigates the same inquiries as PFEC's but it is for the period after final settlement. *Service level – as outlined in System Settlement Code*

A RITS ticket must be created to log all PFEC's and PFAM's.

You must have a valid Retailer ID and valid site ID to use the RITS application. Verification is made to confirm if you were or are the retailer of record for the site in order for the RITS ticket to be accepted successfully.

<http://www.fortisalberta.com>

1. Select "Retailer"
2. Select "Site Inquiry – RITS"
3. Choose either: PFEC, PFAM or General Inquiry from the drop down menu

If you have any questions please do not hesitate to contact one of the FortisAlberta Account Representatives at retailacctreps@fortisalberta.com.

WHOLESALE BILLING FOR DISTRIBUTION ACCESS

With respect to Alberta Regulation 290/99 - Billing Regulation, FortisAlberta will bill all Distribution Tariffs through the end-use customer's Retailer. The Distribution Tariffs, as approved by the Alberta Energy and Utilities Board (EUB), can be reviewed on FortisAlberta's web site at <http://www.fortisalberta.com>

Typically, there are two separate Retailer invoicing runs each month. For the first invoicing run, Retailers will receive an invoice on the sixth (6) business day of each month, which is the main invoice for the Distribution Tariff. The second invoicing run is for the Direct Connect customers and Retailers should receive this on or about the fifteenth (15) business day of each month. Only the Retailers who have Direct Connect customers receive this invoice.

- ✓ Tariff Bill File (TBF) information will be sent to the Retailer in accordance to FortisAlberta's Tariff Bill Calendar (TCF). The TCF can be reviewed at FortisAlberta's web site at <http://www.fortisalberta.com>.
- ✓ The record format and rules surrounding the file format are set out by the Alberta Energy and Utilities Board (EUB) Directive in Directive 012. Directive 012 can be reviewed at the EUB's website <http://www.eub.gov.ab.ca/bbs/default.htm>.

All detailed meter information is provided to the Retailers through the Load Settlement System according to its associated schedule.

The Retailer is expected to indicate, on the customer's account, the information as identified in Billing Regulation AR 290/99 Sections 4, 4.1 and 4.2.

The payment terms for Retailers is specified in the filed FortisAlberta Terms and Conditions of Distribution Tariff Services.

APPENDIX A – FORTISALBERTA TERMS AND CONDITIONS OF DISTRIBUTION TARIFF SERVICES

Please see our website – www.fortisalberta.com

*Menu Path: Retailers =>Documentation =>2. Terms and Conditions of Distribution
Tariff Services*

APPENDIX B – FORTISALBERTA DISTRIBUTION TARIFF RATES, OPTIONS AND RIDERS

Please see our website – www.fortisalberta.com

Menu Path: Retailers =>Documentation =>7. Distribution Tariff Rates, Options, and Riders

APPENDIX C – RETAIL ACCESS SERVICE 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.

| | |
|---|---|
| <p>Reconnection Fee This fee is applicable when the Retailer has initiated a reconnect request to be completed during 8:00 AM – 4:00 PM Monday – Friday, including::</p> <ul style="list-style-type: none"> ▪ Electrical non-compliance ▪ Non-payment ▪ Customer initiated alterations to the electrical system ▪ Reconnect from a Customer requested Disconnect | <p>\$90.00 reconnection fee plus an additional \$60.00 fee if reconnected after a Customer requested disconnect and if no Idle Charges are assessed.</p> |
| <p>Off-Cycle Meter reading This fee is applicable when an off-cycle meter reading is requested.</p> | <p>\$35.00</p> |
| <p>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 Demands of less than 500 kW) (does not apply to DG Customers who own and poll the meters). This will be charged directly to the Customer.</p> | <p>Incremental cost on a per site basis (including time and materials but excluding additional cost of meter itself)</p> |
| <p>Meter Testing This fee is applicable when a request to test a meter is received. The fee is collected and refunded if the meter is found to be faulty. This may be charged directly to the Customer.</p> | <p>\$50.00 residential/farm \$100.00 all others</p> |
| <p>Meter Signal This fee is applicable for the time and material associated with the meter signal requests. Costs can vary a great deal by service and must be determined on a site-by-site basis. This will be charged directly to the Customer.</p> | <p>Cost to be determined on an individual site basis. \$25.00/hr for regular meter \$50.00/hr for interval meter 1 hour minimum</p> |
| <p>No Access This fee is applicable to the Customer when access to a site is considered by FortisAlberta's employees, agents or other representatives as unsafe or is otherwise prevented, hindered or refused.</p> | <p>\$90.00</p> |
| <p>Customer Usage Information Request Less Than or Equal to 12 Months This fee is applicable when a request for specific Customer Usage Information is made for less than or equal to 12 months of Load history. This will be charged directly to the requesting party.</p> | <p>Fee set to zero on an interim basis (per 2005 Distribution Tariff Negotiated Settlement Agreement approved in Decision 2005-053)</p> |
| <p>Customer Usage Information Request Greater Than 12 Months This fee is applicable when a request for specific Customer Usage Information is made for greater than 12 months of Load history. This will be charged directly to the requesting party.</p> | <p>\$25.00/hr for regular meter \$50.00/hr for interval meter 1 hour minimum</p> |
| <p>Settlement History or Confirmation of Settlement Data This fee is applicable when a Retailer requests that an investigation be performed of suspect Load Settlement data. In the event that the data is, in the opinion of FortisAlberta, substantively incorrect, the fee will be waived. This will be charged directly to the requesting party</p> | <p>\$25.00/hr for regular meter \$50.00/hr for interval meter 1 hour minimum</p> |
| <p>Rush Connection This fee is for Retailer requests to connect the Customer immediately. This is not available for the purposes of getting priority service.</p> | <p>\$90.00</p> |

| | |
|---|---|
| <p>After-Hour Reconnection Fee This will be charged to the Retailer when the Customer's service is connected outside regular business hours, weekdays 8:00 – 4:00. FortisAlberta will, time permitting; do reconnects between 4:00 and 10:00 pm at overtime rates.</p> | \$250.00 |
| <p>Service Trips</p> <p>a) This fee is applicable to the Customer when multiple trips to a Customer's service are required for any of the following:</p> <ul style="list-style-type: none"> • Electrical non-compliance at service location, at new service or reconnection of existing service • Unsafe conditions • Customer deficiency <p>b) A Customer or other Responsible Party will be required to pay the actual costs of a Customer (or Responsible Customer, as the case may be) requested service call if the source of the problem is determined to be that party's facilities.</p> | <p style="text-align: center;">\$45.00</p> <p>Cost to be determined on an individual basis</p> |
| <p>Site ID Search This fee is applicable when a site ID has been requested which already exists in the wire service provider site ID catalogue.</p> | \$15.00 |
| <p>Cancellation This fee is applicable when a request is cancelled or deferred after the field staff have been mobilized. This may be charged directly to the Customer.</p> | \$45.00 |
| <p>Returned Cheques This fee is applicable for each cheque returned to FortisAlberta for any reason. This will be charged directly to the defaulting party.</p> | \$20.00 |
| <p>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.</p> | \$1.00 per kW per day |

APPENDIX D – PERMISSION TO RELEASE ELECTRIC CUSTOMER LOAD DATA

Please see our website – www.fortisalberta.com

Menu Path: Retailers => Documentation => 8. Permission to Release Electric Customer Load Data

APPENDIX E – RATES – PROFILES AND LOSS MATRIX – (EFFECTIVE JANUARY 1, 2007)

RATES - PROFILE AND LOSS MATRIX

| Rate | Option | Rate Name | Profile Type | Distribution Line Loss % | Loss Group Code |
|--------------------|--------|---|------------------|--------------------------------|--------------------|
| Residential | | | | | |
| 11 | n/a | Residential Service | NSLS | 4.18% | RESIDENT |
| 21 | n/a | UNC Farm Service | NSLS | 6.03% | UNCFARM |
| 23 | n/a | UNC Grain Drying Service | NSLS | 6.03% | UNCFARM |
| 2400 | n/a | REA Farm Service | NSLS | 6.03% | REAFARM |
| 25 | n/a | REA Large Farm Service | NSLS | 6.03% | REAFARM |
| 26 | n/a | UNC Irrigation Service | IRRIGATION2000 | 2.80% | UNCIRRIGAT |
| 26 | n/a | UNC Irrigation Service effective April 1 st 2004 | IRRIGATION2004 | 2.80% | UNCIRRIGAT |
| 29 | n/a | REA Irrigation Service | IRRIGATION2000 | 2.80% | REAIRRIGAT |
| 29 | n/a | REA Irrigation Service effective April 1 st 2004 | IRRIGATION2004 | 2.80% | REAIRRIGAT |
| 31 | n/a | Street Lighting Service (Invest. Option) | LIGHTING2000 | 3.44% | EXTERLITE |
| 33 | n/a | Street Lighting Service (No. Invest. Option) | LIGHTING2000 | 3.44% | EXTERLITE |
| 37 | n/a | Festive Lighting Service | LIGHTING2000 | 3.44% | EXTERLITE |
| 38 | n/a | Yard Lighting Service | LIGHTING2000 | 3.44% | EXTERLITE |
| 41 | n/a | Small General Service - without option D | NSLS | 4.09% | SMGENERAL |
| 41 | D | Small General Service | FLAT2000 | 4.09% | SMGENERAL |
| 43 | n/a | Small General Temporary Service | NSLS | 4.09% | SMGENERAL |
| 44 | n/a | Oil and Gas (Capacity) Service | PUMPING2000 | 8.18% | PUMPING |
| 44 | D | Oil and Gas (Capacity) Service | PUMPING2000 | 8.18% | PUMPING |
| 45 | n/a | Oil and Gas (Energy) Service | PUMPING2000 | 8.18% | PUMPING |
| 61 | n/a | General Service | NSLS | 3.19% | GENERAL |
| 61 | D | General Service | FLAT2000 | 3.19% | GENERAL |
| 63 | n/a | Large General Service | Interval Metered | 1.45% | LGGENTOU |
| 64 | n/a | Transmission Service (withdrawn) | n/a | n/a | 6400 |
| 65 | n/a | Direct Connected Service | Interval Metered | 0.00% | DCONNECT |
| 66 | n/a | Opportunity Transmission | Interval Metered | 3.19% | TEMPENERGY |
| 81 | n/a | Wholesale Service (closed 8/1/03) | Interval Metered | n/a | WHOLECLOSE |

APPENDIX F- SETTLEMENT SYSTEM CODE EXEMPTIONS GRANTED TO FORTISALBERTA BY THE AESO

| Rule | Detail of Exemption | Notes |
|--|--|--|
| Schedule B.6.1.2 DCM | Fields 15 and 16 data type and size exemption: Number (10,3) is allowable. | Although FortisAlberta has the exemption, our systems currently truncate the readings to Number (10). Some meter reads record decimal places, and as such the truncation may result in a discrepancy between the kWh consumption for the period and the value calculated using the meter reads in the DCM. |
| Schedule B.6.1.2 DCM | Fields 17 and 18 data type and size exemption: Number (6) is allowable. | There are sites in the FortisAlberta service area that have demands of over 99 kW with meters with multipliers of 1. This causes an overflow to 6 digits for these fields. |
| Schedule B.6.1.2 DCM | Field 19 data type and size exemption: Number (6,3) is allowable. | Although FortisAlberta has the exemption, our systems currently truncate the readings to Number (6,1). There are meters in the FortisAlberta systems that have meter multipliers to more than one decimal place. This limitation may result in discrepancies if retailers are attempting to verify consumption values using the DCM field components. |
| Schedule B.6.5.2 SMC | Fields 19 and 21 data type and size exemption: Number (6,3) is allowable. | The Billing Multiplier specifies a data type and size of Number (6,1), but the Description requires a 0.001 factor to get from a VA/WATT to a kVA/kW demand reading. This may result in a multiplier with 2-3 decimal spaces, not 1. For example, a 60 multiplier would calculate to 0.06. FortisAlberta has been providing the additional decimal places in this case so that the correct data is relayed to the retailers. |
| Schedule B.6.2.6 WSD | Fields 16 data type and size exemption: Number (9,2) is allowable. | The data type/size of Number (8,2) is insufficient for sites that exceed consumptions of 1,000,000 kWh per day. FortisAlberta does not use leading zeros for consumption values less than 1,000,000 kWh per day and greater than 0.99 kWh. |
| 7.4 and Schedule B.6.3 for enrolment of self operating REA sites | AESO granted FortisAlberta an exemption to their obligation to perform the enrolment process for REA sites for which they are the responsible LSA. | FortisAlberta does not process enrolment transactions (SRR) for self-operating REA sites. The load settlement system's retailer information for these sites is updated using an inter-WSP transaction between the REA and FortisAlberta. |

APPENDIX G - REFERENCES AND WEB LINKS

| Reference | Details | Web Links |
|-------------------------------|---|---|
| AESO | The Alberta Electric System Operator (AESO) integrates the functions of the former Power Pool, the Transmission Administrator of Alberta, and provincial load settlement. | http://www.aeso.ca |
| FortisAlberta | Our Retailer section on the FortisAlberta web site includes important <i>Documentation</i> links; information on <i>Load Settlement</i> ; access to <i>Order Initiation</i> and access to the <i>RITS</i> program | www.fortisalberta.com |
| Customer Choice | Government web site that includes a link to the <i>Retailer Registry</i> process | http://www.ucahelps.gov.ab.ca/4.html |
| Powerlines | A quarterly communication sent to Retailers by FortisAlberta. The newsletters contain information related to services, rates and ongoing projects and are archived here for your convenience. | http://www.fortisalberta.com/newsroom/newsletters.htm |
| Settlement System Code | The Alberta Electric System Operator (AESO) | http://www.aeso.ca/loadsettlement/settlementcode/371.html |
| Tariff Billing Code Standards | The EUB has developed, a Tariff Billing Code that defines the necessary business rules and processes to enable the transfer of billing information between EUB-regulated electric and natural gas distribution companies and the retailers that provide electricity and natural gas services and are responsible for billing the end-use customers. | http://www.eub.ca/portal/server.pt <ul style="list-style-type: none"> ▪ Projects & Issues <ul style="list-style-type: none"> ○ Tariff Bill Code Standards |

APPENDIX H – REVISIONS

11/07/2006 – The Retailer Guidebook has been reviewed and updated in its entirety. FortisAlberta suggests any outdated Retailer Guidebook versions currently being referenced be recycled and replaced with Version 4.0 11-06.

05/15/2006 – Page 19 – Contact Center

- Removed the Service Order Initiation option from the FortisAlberta website

10/24/2005 – Page 3 – Retail Support Team – Contacts

- Manager update – Craig Taylor

10/01/2005 –

- Page 1 – Definition Updates
 - Fair Trade Act
 - Independent System Operator
 - Site Characteristics
- Page 3 – Retail Support Team – Contacts
 - Title update – Brenda Verhelst
 - Resolution Team role – Revised
- Page 15 – Rural Electrification Association (REA's)
 - Number of independent REAs – Revised
 - Enrolment of Rural Electrification Association Sites – Revised
- Page 19 – Contact Centre
 - Manager Contact – Revised
- Page 21 – Wholesale Billing for Distribution Access
 - Tariff Bill File (TBF) implementation
- Page 3 – Appendix C – Retail Access Service Fee Schedule
 - Consumption/Settlement History Request description and service fee – Revised
- Page 7 – Appendix F – Settlement System Code exemptions granted to FortisAlberta by AESO

APPENDIX I – IMPROVEMENTS

FortisAlberta is committed to improving processes whenever possible. The Retailer Guidebook is no different. If you have ideas for improving or clarifying this document, please contact:

Account Representatives, Retail:

Stephanie Service

Telephone: (403) 514-4631

Group Email:

retailacctreps@fortisalberta.com

Jamie Cumberland

Telephone: (403) 514-4951

Group Email:

retailacctreps@fortisalberta.com