

## AUC Rule 028 (version 1.7): Stakeholder comment table

[Stakeholder: AltaGas Utilities Inc. (AUI), ATCO Gas(ATCO), Cognera Corp. (Cognera), ENMAX Energy Corporation (ENMAX), EPCOR Energy Alberta GP Inc. (“EEA”) and Encor by EPCOR (“Encor”) both entities referred to as EPCOR, Alberta Utility Billing (AUB), Alberta Electric System Operator(AESO)]

Section	Subsection	Existing	Proposed changes (November 8, 2018)	Stakeholder comments on proposed changes	AUC response
1 Definitions	1.1 Key Terms	<p>business day</p> <p>A business day has the meaning ascribed to the term “business day” in AUC Rule 021: Settlement System Code, which references the stakeholder calendar posted on the Independent System Operator’s website (www.aeso.ca).</p>	<p>“business day”</p> <p>A business day means any day other than Saturday, Sunday or a statutory holiday as defined in the <i>Interpretation Act</i>.</p>	<p><b>AUI:</b> AUI has no concerns with proposed change.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> No comment</p> <p><b>AUB:</b> AUB believes that the idea of having an act to clarify what are the holidays is a good one, but the choice of the <i>Interpretation Act</i> will have some possibly unintended consequences – confusion and higher staffing costs. This change in definition will cause confusion in the industry. Currently, when January 1 or November 11 lands on a weekend, normal industry practice has been to treat the following Monday as a holiday. The <i>Interpretation Act</i> does not count the following Monday as a holiday when those days land on a weekend. With the difference not being obvious, much of industry may continue to operate the old way. New (and existing) parties entering the market may not understand why things are operating the way they are. If all of industry changes the way it operates due to this definition change, the consequences would be higher staffing costs on certain holidays to cover the holiday pay.</p> <p><b>UCA:</b> No concern.</p> <p><b>AESO:</b> (for Rule 021) : The AESO notes that the effect of this change is to make Easter Monday a holiday, whereas it is not currently treated as a holiday. To maintain consistency with current practice and to avoid system changes regarding deadlines, the AESO proposes that the definition cite the ISO Tariff definition of “business day” in the ISO Consolidated Authoritative Document Glossary, available on the AESO website (www.aeso.ca).</p> <p><b>EPCOR:</b> EPCOR wants to clarify how the Commission will handle statutory holiday’s in lieu. In the <i>Interpretation Act</i>, the language does not describe how those days are defined and/or handled, aside from December 26.</p>	<p><b>AUC:</b> To address stakeholder comments the AUC has changed definition of “business day” to read:</p> <p>“business day”</p> <p>A business day means any day other than Saturday, Sunday or a statutory holiday in Alberta, except for Easter Monday.</p>

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		None	<p><b>1.3 Interpretation</b></p> <p>In this rule, the words "shall" or "must" indicate a requirement.</p>	<p><b>AUI:</b> AUI has no concerns with proposed change.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> Suggestion – if these are the words being used to indicate a requirement, we recommend consistent use of these words for clarity. For example in 2.5.1 neither of these words are used. Should it be stated as “A retailer must maintain accurate....”</p> <p>We would recommend consistent wording is used throughout the document.</p> <p><b>UCA:</b> The UCA is in favour of the proposed addition. This interpretation clearly identifies when an item is a requirement within this rule.</p> <p><b>EPCOR:</b> EPCOR supports this change.</p>	<p><b>AUC:</b> No change to the proposed language which was sent out on November 8, 2018.</p> <p>The terms “responsible”, “shall” and “must” are all indicators of a requirement.</p>
2 Responsibilities	2.4 Site identification number catalogue	(1) Maintaining the catalogue of site identification numbers (site IDs), LSA identification numbers (LSA IDs) and service addresses are distributor responsibilities. The distributor will provide market participants 30 days’ notice of a change in location of the catalogue on its website.	<p>(1) A distributor is responsible for maintaining an accurate and up to date catalogue of site identification numbers (site IDs), LSA identification numbers (LSA IDs) and the addresses where gas service is provided (service addresses). A distributor must provide detailed service addresses which disclose the location of the site. A distributor must use either the civic or the rural address of the site unless such address does not exist. A civic or rural address must follow the Canada Post addressing guidelines.</p> <p>(2) When a site is assigned a civic or rural address by the applicable municipal authority, a distributor must update the service address fields accordingly.</p> <p>(3) The distributor must provide market participants 30 days’ notice of a change in location of the catalogue on its website.</p>	<p><b>AUI:</b> AUI proposes the following changes as highlighted below:</p> <p>(1) A distributor is responsible for maintaining an accurate and up to date catalogue of site identification numbers (site IDs), LSA identification numbers (LSA IDs) and the addresses where gas service is provided (service addresses). A distributor must provide detailed service addresses which disclose the location of the site. A distributor must use either the civic or the rural address of the site unless such address is not available does not exist. The distributor will use best efforts to obtain this information. A civic or rural address must follow the Canada Post Addressing Guidelines.</p> <p>(2) When a site is assigned a civic or rural address and made available to the public, the distributor is notified by the applicable municipal authority, a distributor must update the service address field accordingly.</p> <p>(3) No comments or suggestions.</p> <p>AUI submits municipal authorities do not follow a consistent communication process for service address changes (legal to civic, legal to rural, or changes for existing civic or rural addresses). In some cases, there is no communication process. Therefore, a distributor can only obtain and confirm</p>	<p><b>AUC:</b> The AUC has changed Section 2.4(1) to read:</p> <p>(1) A distributor must maintain an accurate and up to date catalogue of site identification numbers (site IDs), LSA identification numbers (LSA IDs) and the addresses where gas service is provided (service addresses). A distributor must provide detailed service addresses which disclose the location of the site. A distributor must use either the civic or the rural address of the site unless such address does not exist. A civic or rural address must follow the Canada Post Addressing Guidelines.</p> <p><b>AUC:</b> No change to the proposed language which was sent out on November 8, 2018, for Sections 2.4(2) and 2.4(3).</p>

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				<p>rural addressing and addressing updates on a best efforts basis. This is based on the information municipalities and customers are willing to communicate and the timeliness of this communication. AUI submits, on a go-forward basis new addresses will follow the requirements, as set out by this Rule. However, as AUI currently uses the legal land descriptions for rural service addresses, AUI will need to transition over time to meet the rural addressing requirements for existing customers.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b></p> <p>(1) : Where the rural address is a legal land, isn't it more critical that the legal land be provided (i.e. if the Canada Post address is a Box number). Canada Post rural address may not appropriately disclose physical location.</p> <ul style="list-style-type: none"> <li>- What is the expectation of the WSP if the municipal authority does not provide updates in a timely fashion? Should this read:</li> </ul> <p>(2) When a site is assigned a civic or rural address, a WSP must update the service address fields accordingly when the information is provided by the applicable municipal authority</p> <p><b>AUB:</b> After a municipal authority assigns a site a civic or rural address, how much time does the WSP have to discover that and update their site catalogue?</p> <p><b>UCA:</b> The UCA supports the proposed changes to the responsibilities for maintenance of the Site identification number catalogue.</p> <p><b>EPCOR:</b> EPCOR supports this change.</p>	<p>Stakeholders can continue to communicate with municipalities. The intent is to have the most accurate and up to date service address information. Please also see Section 8.4.6.12.</p>
		<p>This new subsection inserted in numbering sequence; see below.</p>	<p><b>2.5 Customer information/de-select reason retailer responsibilities</b></p> <p>(1) A retailer is responsible for maintaining accurate and up to date customer and site contact information.</p> <p>(2) A retailer must use the correct de-select reason code when notifying a</p>	<p><b>AUI:</b> AUI has no concerns with proposed change.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> What is the expectation for historic updates if the customer has not proactively contacted the Retailer regarding changes prior to Jan 1, 2019?</p> <p><b>AUB:</b> If a customer does not call in or notify the retailer of information changes (e.g. changes in phone number, mailing</p>	<p><b>AUC:</b> The section references have been updated accordingly.</p> <p>The AUC has changed Section 2.5(1) to read:</p> <p>(1) A retailer must maintain accurate and up to date customer and site contact information.</p>

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			<p>distributor that it will no longer provide gas services for the site.</p>	<p>address, email address, etc.), how is the retailer expected to maintain accurate and up-to-date customer and site contact information?</p> <p><b>UCA:</b> The UCA supports the proposed addition and believes the direction will result in fewer enrollment and de-select issues and provide more accurate consumer contact information.</p> <p><b>EPCOR:</b> EPCOR relies on customers to provide accurate and up to date customer and site contact information. The proposed language in 2.5(1) implies that retailers can guarantee this information. EPCOR proposes the following language:</p> <p>(1) A retailer is responsible for maintaining accurate and up to date customer and site contact information as provided to the retailer by the customer.</p> <p>EPCOR supports changes to 2.5(2).</p>	<p><b>AUC:</b> No change to the proposed language which was sent out on November 8, 2018, for Section 2.5(2).</p> <p>The intent is to have the most accurate and up to date customer and site contact information.</p>
	<p><b>2.5 Responsibility for estimating missing meter readings and consumption amounts</b></p>	<p><b>2.5 Responsibility for estimating missing meter readings and consumption amounts</b></p>	<p><b>2.6 Responsibility for estimating missing meter readings and consumption amounts</b></p>	<p><b>AUI:</b> AUI has no concerns with proposed change.</p> <p><b>ENMAX:</b> In favour</p> <p><b>UCA:</b> No concerns.</p> <p><b>EPCOR:</b> EPCOR supports this change.</p>	
<p><b>7 Information exchange</b></p>	<p><b>7.3 Enrolment mechanics</b></p>	<p>(2) The first switch request received by a distributor and made effective for a site for a particular day determines the site assignment from that day until the next effective switch. For example, if a switch request for the same site is received on the same day at 13:00 from retailer one and at 14:00 from retailer two, retailer one is assigned the site effective on the</p>	<p>(2) The first enrolment request received by an LSA and made effective for a site for a particular day determines the site assignment from that day until the next effective retailer switch except where an enrolment request is from a default supply provider in response to a de-select request. For example, if two enrolment 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 is assigned the site effective the next day, if the enrolment is not in response to a de-select request. However, if retailer A is a default supply provider</p>	<p><b>AUI:</b> AUI has no concerns with proposed change.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> No comment</p> <p><b>UCA:</b> The UCA is in favour of the proposed changes.</p> <p><b>EPCOR:</b> EPCOR supports this change.</p>	<p><b>AUC:</b> In order to make this section consistent with Rule 021, the AUC changed the word “is” to “will be”. The revise section to read:</p> <p>(2) The first enrolment request received by an LSA and made effective for a site for a particular day determines the site assignment from that day until the next effective retailer switch except where an enrolment request is from a default supply provider in response to a de-select request. For example, if two enrolment requests for the same site are received on the same day, one at 1 p.m. from retailer</p>

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		next day.	and is requesting enrolment in response to a de-select request transaction for a site, then retailer B will be assigned the site.		A and one at 2 p.m. from retailer B, retailer A will be assigned the site effective the next day, if the enrolment is not in response to a de-select request. However, if retailer A is a default supply provider and is requesting enrolment in response to a de-select request transaction for a site, then retailer B will be assigned the site.
8 Information exchange standards	8.4.6.12 Site ID catalogue transaction (SID) – process rules and content	<p><b>8.4.6.12 - Site ID catalogue transaction (SID) – process rules and content</b></p> <p>...</p> <p>(2) Abbreviations used in addressing schemes follow the English-language version of Canada Post standards.</p> <p>(3) The SID file is to be refreshed weekly at a minimum</p> <p>...</p> <p>(5) Distributors have an obligation to provide a site ID and location information for all sites to which they provide delivery services in the SID file format. Requests for site IDs that are not in the site ID catalogue must be responded to by the distributor by the end of the next business day.</p> <p>(6) A distributor may use multiple methods to identify a location, but at least one of the addressing schemes must</p>	<p><b>8.4.6.12 Site ID catalogue transaction (SID) – information requirements</b></p> <p>...</p> <p>(2) Abbreviations used in addresses must follow the Canada Post addressing guidelines.</p> <p>(3) The SID file is to be updated for accuracy each business day before 9:00 a.m.</p> <p>...</p> <p>(5) A distributor must provide the information in a mandatory field in Table 2. In addition, a distributor must provide the information in a conditional field in Table 2, if it has the information required in the conditional field in its records. A distributor may provide the information in an optional field, but is not required to do so.</p> <p>(6) A distributor must provide a site ID and location information for all sites to which it provides delivery services, in the SID file format. A distributor must respond to requests for site IDs that are not in the site ID catalogue by the end of the next business day.</p> <p>(7) A distributor must provide all available information to identify the location of a site, including the civic address, the</p>	<p><b>AUI:</b> AUI proposes the following changes as highlighted below:</p> <p>...</p> <p>(3) No comments or suggestions. (3) The SID file is to be updated for accuracy each business day before 9:00 a.m.</p> <p>...</p> <p>(5) No comments or suggestions. (6) No comments or suggestions. (7) A distributor must provide all available information to identify the location of a site, including the civic address, the rural address, the legal land description (if a civic or rural address is not available), or any other applicable site identification information. At a minimum, the civic or rural address must be provided if it is available. A civic or rural address must follow the Canada Post Addressing Guidelines. For example, if an apartment number exists as a part of the civic address, it must be provided. In cases where no civic or rural address exists for a site, but subsequently a site is assigned a civic or rural address by the applicable municipal authority, a distributor must update the service address fields accordingly.</p> <p>For subsection 8.4.6.12 (3), AUI submits the distributor is responsible for updating the SID on a daily basis for new addresses and address changes. However, an accuracy validation on all sites will not be performed on a daily basis. Rather, updates are made as they are identified. Therefore, AUI maintains a distributor is still updating the SID everyday but not specifically validating for accuracy. For subsection 8.4.6.12 (7), AUI submits existing civic addresses should not require the inclusion of a legal land description in the SID. This would be</p>	<p><b>AUC:</b> No change to the proposed language which was sent out on November 8, 2018, for Section 8.4.6.12.</p> <p>Stakeholder comments are addressed by reading the information requirements in conjunction with the description of the fields.</p>

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		<p>be populated in enough detail so as to disclose the location of the site. For example, if an apartment number exists as a part of the urban addressing scheme, it is required to be provided. That is, a distributor may choose the urban addressing scheme, the rural addressing scheme, or the legal addressing scheme, and must provide all of the information within that scheme that is normally required to identify the site's location. If information is available to populate more than one addressing scheme for the same site, distributors may do so.</p>	<p>rural address, the legal land description, or any other site identification information. At a minimum, the civic or rural address must be provided if it exists. A civic or rural address must follow the Canada Post addressing guidelines. For example, if an apartment number exists as a part of the civic address, it must be provided. In cases where no civic or rural address exists for a site, but subsequently a site is assigned a civic or rural address by the applicable municipal authority, a distributor must update the service address fields accordingly.</p>	<p>burdensome for the distributor, municipal authority and/or the customer to provide.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> What is the expectation for (5) if the Distributor has partial information (i.e. collected for some sites but not all – should this be partially filled or left null unless a complete data set can be provided?)</p> <p>–</p> <p>Can (7) be updated to reflect that the updates will be completed by the WSP when notified by the applicable municipal authority?</p> <p>AUB: After a municipal authority assigns a site a civic or rural address, how much time does the WSP have to discover that and update their site catalogue?</p> <p><b>UCA:</b> We support the changes to update the SID process rules and content. The proposed changes will result in the SID transaction being updated more frequently and result in more fulsome and precise information being sent.</p> <p><b>EPCOR:</b> EPCOR supports changes to 8.4.6.12 (2) and (3).</p> <p>For 8.4.6.12 (3), if the SID transaction is made available prior to 2:00AM, EPCOR will load the SID data on the same day it is received. If the SID is received after 2:00AM, EPCOR will process the SID file for the following day.</p> <p>For 8.4.6.12 (5), EPCOR suggests removing this subsection and adding in a clause into AUC Rule 028 similar to Section 9.4.4 in AUC Rule 021:</p> <p style="text-align: center;"><b>9.4.4 Field description definitions</b></p> <p>The fields specified in Section 9.6 use the following definitions:</p> <p>(1) Mandatory: Must be populated in the transaction and the data must be valid.</p>	

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				<p>(2) Conditional: Populated according to stated production rules or specified in applicable transaction field descriptions.</p> <p>(3) Optional: Populated at sender's discretion.</p> <p>EPCOR would like clarity on how 8.4.6.12 (6) will handle Sequence 42, Virtual Site Indicator. This subsection states that the distributor must provide a site ID and location information for all sites; however, EPCOR understands that the service address will not always be available for Sequence 42.</p> <p>For 8.4.6.12 (7), EPCOR recommends that this subsection is removed. In the proposed changes for AUC Rule 028, Section 2.4 identifies that the distributor is required to provide the SID information.</p>	
		<p><b>Table 2 - Site ID catalogue transaction (SID)</b></p>	<p><b>Table 2 - Site ID catalogue transaction (SID)</b></p> <p>See revised <b>Table 2</b> for the SID transaction below.</p>	<p><b>AUI:</b> AUI has no concerns with proposed change.</p> <p><b>ENMAX:</b> In favour</p> <p><b>AUB:</b> Field 34 description should use the Canada Post abbreviations (Township Road = TWP RD, Highway = HWY, Range Road = Range RD).</p> <p><b>UCA:</b> The UCA is in favour of the changes to the SID transaction.</p> <p><b>EPCOR:</b> EPCOR has some suggested updates to the following sequences in the SID transaction:</p> <p><b>Sequence 17:</b> Province - The proposed Data type/size references Varchar and EPCOR proposes this be Char (2).</p> <p><b>Sequence 42:</b> Virtual Site Indicator - EPCOR suggests including wording that was outlined in the draft sent out on October 4, 2018:</p>	<p><b>AUC:</b> The Canada Post abbreviations have been incorporated in sequence 34.</p> <p>Data type/size in sequence 17 has been changed to Char (2).</p>

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				<p>42: Virtual Site Indicator; Char (1); <b>Conditional field</b> – ‘Y’ in the case of a virtual grouped site with no physical service address.</p> <p>E.g., When a single site ID is used to represent multiple services such as: street lights, rail road crossings, transit bus shelters, etc.</p> <p>If “Y” fields for the physical address should be [null].</p>	
	<p><b>8.6.4.1 Update customer information transaction (UCI) – process rules and content</b></p>	<p><b>8.6.4.1 Update customer information transaction (UCI) –process rules and content</b></p> <p>(1) The UCI allows for the transfer of important customer and emergency contact information to the distributor. This information is needed so that the distributor may execute its duties to facilitate customer transfer to the default supply provider (DSP), if required, and to permit safe and secure operation of the gas distribution service. To that end, references to “customer” refer to the person, company or legal entity financially responsible for a site, specifically with regard to enrolment with the DSP should that become necessary. Additionally, references to “site contact” are intended to mean the person responsible for day-to-day functions at a site, specifically with regards to</p>	<p><b>8.6.4.1 Update customer information transaction (UCI) – information requirements</b></p> <p>(1) The following UCI provisions set out requirements respecting the transfer of important customer and emergency contact information from the retailer to the distributor. This information is needed so that the distributor may execute its duties to facilitate customer transfer to the default supply provider (DSP), if required, and to permit safe and secure operation of the gas distribution service. To that end, “customer” in this section refers to the person, including a company or other legal entity, financially responsible for a site. Additionally, “site contact” refers to the individual responsible for emergency and service outage management and any other day-to-day functions at a site.</p> <p>(2) A retailer must provide the information in a mandatory field in Table 11. In addition, a retailer must provide the information in a conditional field in Table 11, if it has the information required in the conditional field in its records. A retailer may provide the information in an optional field, but is not required to do so.</p>	<p><b>AUI:</b> AUI proposes the following changes as highlighted below:</p> <p>(1) The following UCI provisions set out requirements respecting the transfer of important customer and emergency site contact information from the retailer to the distributor. This information is needed so that the distributor may execute its duties to facilitate customer transfer to the default supply provider (DSP), if required, and to permit safe and secure operation of the gas distribution service. To that end, “customer” in this section refers to the person, including a company or other legal entity, financially responsible for a site. Additionally, “site contact” refers to the individual responsible for emergency and service outage management and any other day-to-day functions at a site.</p> <p>(2) No comments or suggestions.</p> <p>(3) A retailer must provide a detailed mailing address for the customer, regardless of the service address type, that is the civic or rural address, unless a civic or rural address does not exist for the customer. A mailing address civic or rural address must follow the Canada Post Addressing Guidelines. For example, if an apartment number exists as a part of the civic address, the retailer must provide it.</p> <p>(4) No comments or suggestions. (5) No comments or suggestions. (6) No comments or suggestions.</p> <p>For subsection 8.6.4.1 (1), AUI proposes a change from ‘emergency’ to ‘site’ in the first sentence to align with the terminology proposed in the SID transaction, Table 2 below. For subsection 8.6.4.1 (3), AUI understands the change is to provide clarity that a mailing address is required in all cases. AUI submits it is at the customer’s discretion to determine the</p>	<p><b>AUC:</b> As discussed in the consultation meeting, the retailer must request both an email and a telephone number from the customer. In the event that the customer does not provide the retailer with both, the retailer is required to populate either the telephone field(s) or the email field(s). The intent is to have the most accurate and up to date customer and site contact information. For clarity, the AUC has added “or both, if available” to Section 8.6.4.1(4):</p> <p>(4) A retailer must request a telephone number and an email address from a customer and provide the information received in the appropriate fields of the UCI transaction. A retailer must populate either a telephone number field or an email address field, or both, if available for a customer upon enrolment, unless the customer was transferred to the default supply provider and this information was not available or invalid at the time of transfer. However, the default supply provider must populate these fields when the customer information becomes known and the default supply provider must resend all of the data to the distributor.</p>

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		<p>emergency and service outage management.</p> <p>(2) Abbreviations used in addressing schemes follow the English-language version of Canada Post standards.</p> <p>(3) Update/refresh mechanism: whenever any of the information listed below is known by the retailer to have changed, the retailer is required to resend all of the data to ensure data is not lost.</p>	<p>(3) A retailer must provide a detailed mailing address for the customer, that is the civic or rural address, unless a civic or rural address does not exist for the customer. A civic or rural address must follow the Canada Post addressing guidelines. For example, if an apartment number exists as a part of the civic address, the retailer must provide it.</p> <p>(4) A retailer must request a telephone number and an email address from a customer and provide the information received in the appropriate fields of the UCI transaction. A retailer must populate either a telephone number field or an email address field for a customer upon enrolment, unless the customer was transferred to the default supply provider and this information was not available or invalid at the time of transfer. However, the default supply provider must populate these fields when the customer information becomes known and the default supply provider must resend all of the data to the distributor.</p> <p>(5) In the case of a customer who has a principal and agent relationship with another person and the agent is financially responsible for the site, a retailer must populate fields 17 to 43 with the information of the agent rather than that of the principal.</p> <p>(6) Update/refresh mechanism: whenever a retailer knows that any of the information set out in the UCI transaction has changed, the retailer must resend all of the data to ensure data is accurate and up to date.</p>	<p>type of mailing address they use, e.g.: a customer has a civic service address but uses a PO Box for its mailing address.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> 4) First sentence says <u>must</u> have a telephone number and an email address and second sentence says <u>either</u>. What are the expected fields to be populated? Please clarify of having both or either the same regardless of the reason of sending the UCI?</p> <p>5) Should this include field 8 (name of property manager) and then 17-43?</p> <p><b>AUB:</b></p> <p>(1) In situations in which customer and site contact is the same person, please clarify whether the customer information should be repeated in the site contact fields.</p> <p>(3) Regarding the requirement to provide the civic or rural address as mailing address, what if the customer's address is a PO box?</p> <p>(5) Please provide a definition of "agent".</p> <p><b>UCA:</b> The UCA supports the re-designed UCI transaction which reduces the required fields to 54. The UCA believes that the proposed transaction will better capture and more clearly define the required transaction information and fields. The changes to the UCI transaction should result in better-quality and more accurate information being exchanged and yield a decrease in consumer concerns. The changes to the UCI transaction will also assist new retail market participants.</p> <p><b>EPCOR:</b> EPCOR supports changes to 8.6.4.1 (1), (3), and (6).</p> <p>For 8.6.4.1(2), EPCOR suggests removing this subsection and adding in a clause into AUC Rule 028 similar to Section 9.4.4 in AUC Rule 021:</p> <p><b>9.4.4 Field description definitions</b></p> <p>The fields specified in Section 9.6 use the following definitions:</p>	<p><b>AUC:</b> The information requirement regarding the principal and agent relationship came from discussions with retailers who were contemplating how to populate the UCI for complex operational structures on the commercial and industrial side. In the case where a corporate entity that owns an apartment building, but a property manager pays all of the bills, field 6 Customer Company Name will be populated with the entity that owns the building but field 8 Customer c/o or Attention Field will be populated with the property manager's information. Accordingly, the property manager's information will be populated in fields 17 to 43 as well. If this site were small enough to be dropped to the default supply provider with DSR reason code "0002", the default supply provider would then have an UCI with the property manager's information. As discussed in the stakeholder meeting, in situations where customer and site contact is the same person then, the customer information must be repeated in the site contact fields.</p>

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				<p>(1) Mandatory: Must be populated in the transaction and the data must be valid.</p> <p>(2) Conditional: Populated according to stated production rules or specified in applicable transaction field descriptions.</p> <p>(3) Optional: Populated at sender's discretion.</p> <p>EPCOR proposes the following language addition to 8.6.4.1(4):</p> <p>(4) A retailer must request a telephone number and/or an email address from a customer and provide the information received in the appropriate fields of the UCI transaction. A retailer must populate either a telephone number field or an email address field for a customer upon enrolment, unless the customer was transferred to the default supply provider and this information was not available or invalid at the time of transfer. However, the default supply provider must populate these fields when the customer information becomes known and the default supply provider must resend all of the data to the distributor.</p> <p>The addition of 'or' implies that the retailer will provide either the phone number or email addresses, dependant on the information the customer provides.</p> <p>EPCOR does not support 8.6.4.1(5). The language for this proposed subsection is unclear. After clarification from the AUC, EPCOR understands that these fields will store the mailing address for the C/O customer.</p> <p>EPCOR believes that the current language supports the UCI having the customer's chosen mailing address. For example, if the customer is the owner of a property with a property</p>	

Section	Subsection	Existing	Proposed changes (November 8, 2018)	Stakeholder comments on proposed changes	AUC response
				<p>manager responsible to pay the bills, EPCOR would expect the UCI to contain the owner's name in:</p> <ul style="list-style-type: none"> <li>Sequence 6, Customer Company Name; or Sequence 9, Customer Last Name and Sequence 10, Customer First Name with the property manager listed in the C/O name found in Sequence 8.</li> </ul> <p>Sequences 17 through 43 will populate based on the existing mailing address whether that is the property manager or owner.</p>	
		<p><b>Table 11 – Update customer information transaction (UCI)</b> Existing <b>Table 11</b> for the UCI transaction (with 108 fields)</p>	<p><b>Table 11 – Update customer information transaction (UCI)</b> See revised <b>Table 11 UCI transaction</b> below.</p>	<p><b>AUI:</b> AUI has no concerns with proposed change. <b>ENMAX:</b> In favour <b>AUB:</b> Field 28 description should use the Canada Post abbreviations (Township Road = TWP RD, Highway = HWY, Range Road = Range RD). Field 30 the abbreviation should be CP not COMP. <b>UCA:</b> Should this say redesigned Table 11 instead of repurposed? <b>EPCOR:</b> EPCOR has some suggested updates to the following sequences in the UCI transaction: <b>Sequence 6:</b> Customer Company Name - name. <b>Conditional field</b> - Conditional field - Must be populated if the customer is a company. <u>Must be [null] if the Customer Last Name and the Customer First Name are populated. "Customer" refers to the company or legal entity financially responsible for a site.</u> <b>Sequence 9:</b> Customer Last Name - <b>Conditional field</b> - Must be populated if the Company Name is [null].</p>	<p><b>AUC:</b> The data type/size has been updated to ensure consistency. The Canada Post abbreviations have been incorporated.</p>

Section	Subsection	Existing	Proposed changes (November 8, 2018)	Stakeholder comments on proposed changes	AUC response
				<p><u>"Customer" refers to the person or legal entity financially responsible for a site.</u></p> <p>EPCOR notes from the October 4, 2018 draft, the Data type/size for the Customer Last Name has changed from 100 to 30. EPCOR supports either option; however, requests that all Customer Name fields should have the same Varchar length. Note, the variances in sequences 9, 10, 13 and 14.</p> <p><b>Sequence 10:</b> Customer First Name -</p> <p><b>Conditional field</b> - Must be populated if the <u>Company Name is [null]</u>.</p> <p><u>"Customer" refers to the person or legal entity financially responsible for a site.</u></p> <p>EPCOR notes from the October 4, 2018 draft, the Data type/size for the Customer First Name has changed from 100 to 30. EPCOR supports either option, however requests that all Customer Name fields should have the same Varchar length. Note the variances in sequences 9, 10, 13 and 14.</p> <p><b>Sequence 15:</b> Alternate Customer Phone Number – The proposed Data type/size does not meet formatting for a phone number. EPCOR proposes that the Data type/size for this sequence be Telephone Number Format.</p> <p>In the proposed UCI transaction status codes - customer information table below, EPCOR suggests the following language updates to match the '2018-11-08-Rule028Version1.7_BlacklinedAUC Rule 028' document:</p> <p>0073: <u>Mailing address</u> country is required.</p> <p>0074: Invalid <u>mailing address</u> country</p>	
	<p><b>8.6.7.1 De-select request transaction (DSR) – process rules and</b></p>	<p><b>8.6.7.1 De-select request transaction (DSR) – process rules and content</b></p> <p>...</p> <p>(2) The DSR will be processed effective on the date in the</p>	<p><b>8.6.7.1 De-select request transaction (DSR) – information requirements</b></p> <p>...</p> <p>(2) The DSR will be processed effective on the date in the Requested De-select Date field of the DSR unless the site is</p>	<p><b>AUI:</b> AUI has no concerns with proposed change.</p> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> No comment</p> <p><b>UCA:</b> In favour of the proposed changes.</p>	<p><b>AUC:</b> For consistency, as suggested by stakeholders, the AUC has mirrored the process of de-enrolment (for DSR reason code "0002") with the current enrolment process with regards to the UCI</p>

Section	Subsection	Existing	Proposed changes (November 8, 2018)	Stakeholder comments on proposed changes	AUC response												
	content	<p>Requested De-select Date field of the DSR unless the site is enrolled earlier by another retailer or the current retailer revokes the de-select request before the site is switched to the default supplier provider.</p> <p>(3) The site will be switched to the default supplier upon the expiry of the date in Requested De-select Date field in the DSR or the deemed date if the de-select date is [null].</p> <p>...</p> <p>(9) The De-select Reason Code field shall be populated with "0002" only in situations where there was not an erroneous enrolment (as defined in Section 7.3(7)) and the retailer no longer wishes to have the customer enrolled or a customer no longer wishes to be served by the retailer. When receiving a DSR containing "0002" in the De-select Reason Code field, the distributor shall transfer the UCI customer information to the regulated rate provider or the default supplier for the site.</p>	<p>enrolled earlier by another retailer or the current retailer revokes the de-select request before the site is switched to the default supply provider.</p> <p>(3) The site will be switched to the default supply provider upon the expiry of the date (i.e., 23:59:59) in the Requested De-select Date field in the DSR or the deemed date if the de-select date is [null] i.e., enrolment requests from the default supply provider are deemed to have been received at the expiry of the date.</p> <p>...</p> <p>(9) The De-select Reasons Code field shall be populated with "0002" only in situations where there was not an erroneous enrolment (as defined in Section 7.3(7)) and the retailer no longer wishes to have the customer enrolled or a customer no longer wishes to be served by the retailer. When sending a DSR containing "0002" in the De-select Reason Code field, the retailer must send an UCI transaction (as per the UCI Section 8.6.4). The distributor must transfer the UCI customer information to the default supply provider for the site.</p>	<p><b>EPCOR:</b> EPCOR supports the change to 8.6.7.1 (2) and (3).</p> <p><b>EPCOR:</b> EPCOR proposes the following language for 8.6.7.1 (9):</p> <p>(9) The De-select Reason Code field shall be populated with "0002" only in situations where there was not an erroneous enrolment (as defined in Section 7.3(7)) and the retailer no longer wishes to have the customer enrolled or a customer no longer wishes to be served by the retailer. When sending a DSR containing "0002" in the De-select Reason Code field, the retailer must send an UCI transaction (as per the UCI Section 8.6.4). The distributor must transfer the UCI customer information to the default supply provider for the site. The distributor may reject a de-enrollment if a UCI is not received. A de-enrollment may not be rejected on the basis of a failed UCI. The distributor's validation process for de-enrolment may only include that a populated UCI was received.</p>	<p>transaction. Accordingly, the AUC has changed Section 8.6.7.1 (9) to read:</p> <p>(9) The De-select Reasons field shall be populated with "0002" only in situations where there was not an erroneous enrolment (as defined in Section 7.3(7)) and the retailer no longer wishes to have the customer enrolled or a customer no longer wishes to be served by the retailer. When sending a DSR containing "0002" in the De-select Reasons field, the retailer must send an UCI transaction (as per the UCI Section 8.6.4). The distributor must transfer the UCI customer information to the default supply provider for the site. The distributor may reject a de-enrolment if an UCI is not received. A de-enrolment may not be rejected on the basis of a failed UCI. The distributor's validation process for de-enrolment may only include that a populated UCI was received. If the UCI in question is rejected by the distributor, the retailer must send a corrected UCI within one business day.</p>												
Appendix A Supplement ary Tables	A-8 Settlement Code transaction code	<p><b>Enrolment/de-enrolment transaction status codes</b></p> <p>...</p> <table border="1" data-bbox="596 1474 905 1526"> <thead> <tr> <th>Status code</th> <th>Description</th> <th>Transaction</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Status code	Description	Transaction				<p><b>Enrolment/de-enrolment transaction status codes</b></p> <p>...</p> <table border="1" data-bbox="927 1474 1362 1526"> <thead> <tr> <th>Status code</th> <th>Description</th> <th>Transaction</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Status code	Description	Transaction				<p><b>AUI:</b> AUI does not support this change. As noted AUI's letter dated November 2, 2018, in response to proposed changes to the DSR transaction, AUI does not recommend incorporating a rejection for the de-select process for the following reasons:</p>	<p><b>AUC:</b> Please see response to Section 8.6.7.1(9) above.</p> <p>No change to the proposed language which was sent out on November 8, 2018.</p>
Status code	Description	Transaction															
Status code	Description	Transaction															

Section	Subsection	Existing	Proposed changes (November 8, 2018)	Stakeholder comments on proposed changes	AUC response						
		<table border="1"> <tr> <td>0051</td> <td>Valid update customer information not received</td> <td>SRN</td> </tr> </table>	0051	Valid update customer information not received	SRN	<table border="1"> <tr> <td>0051</td> <td>Valid update customer information not received</td> <td>SRN, DSN</td> </tr> </table>	0051	Valid update customer information not received	SRN, DSN	<ul style="list-style-type: none"> <li>The change will not satisfy AUI's understanding of the AUC's objective. Retailer</li> <li>It may create additional customer dissatisfaction.</li> <li>It will require significant programming and process changes by both retailers and distributors that cannot be adopted in a short timeframe.</li> <li>By utilizing existing processes and transactions, if used correctly, will prevent customer enrolment issues</li> </ul> <p><b>ENMAX:</b> In favour</p> <p><b>Cognera:</b> No comment</p> <p><b>UCA:</b> No concerns.</p> <p><b>EPCOR:</b> EPCOR has proposed language change to 8.6.7.1 (9) to include that the distributor will reject a DSR 0002 if a UCI is not received. The proposed language listed above will support the Enrolment/de-enrolment transaction status code 0051 (validate update customer information not received).</p>	
0051	Valid update customer information not received	SRN									
0051	Valid update customer information not received	SRN, DSN									
		<b>UCI transaction status codes –customer information</b>	<b>Modified UCI transaction status codes due to revised UCI transaction. See tables below</b>								

Table 2 - SID transaction

Table 2 Site ID catalogue transaction (SID)

Sequence	Field	Data type/size	Description
1	Transaction Abbreviation	"SID"	<b>Mandatory field</b> -Abbreviation for the transaction name.
2	Transaction Date Time	Date time format	<b>Mandatory field</b> -Later of the time the transaction was created or last modified.
3	MDM ID	MDM ID format	<b>Mandatory field</b> - MDM responsible for reading the meter. See Appendix A, Table A-5.
4	Distributor ID	Distributor ID format	<b>Mandatory field</b> - Sender (distributor for the site). See Appendix A, Table A-3.
5	LSA ID	LSA ID format	<b>Mandatory field</b> - LSA responsible for settling the energy consumption within the zone. See Appendix A, Table A-4.
6	Site ID	Site ID format	<b>Mandatory field</b> - Unique identifier representing a site. See Section 8.4.6.10.
7	Municipality	Varchar(100)	<b>Mandatory field</b> -Name of the municipal entity to which franchise fees apply for the site. Should match published legal listing from Alberta Municipal Affairs.
8	Unit Designator	Varchar(15)	<b>Conditional field</b> – Required if it exists in the distributor service address. Used to define individual units where no unit number exists, e.g., "Back," "Basement."

Sequence	Field	Data type/size	Description
9	Unit Number	Varchar(6)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Apartment number, etc.
10	House Number	Varchar(6)	<b>Conditional field</b> – Required if it exists in the distributor’s service address.
11	Street Pre-Direction	Varchar(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Standard direction codes (N, W, SW, etc.) which appear in front of the street name, e.g., “W Georgia ST”
12	Street Name	Varchar(50)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. If street name is a number, include the digit, not the spelled out name.
13	Street Type Code	Varchar(8)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Valid Canada Post codes are required.
14	Street Direction	Varchar(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Standard direction codes (N, W, SW, etc.) which appear after the street name, e.g., “Millwoods RD W.”
15	City Quadrant	Varchar(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Standard direction codes (N, W, SW, etc.) which designate a quadrant of a city.
16	City/Town Name	Varchar(50)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Usual name of the city, town, village, summer village, hamlet, etc.
17	Province	Char(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address for sites not in Alberta.
18	Legal Subdivision Code (LSD)	Varchar(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Sections are divided into four quarters or into 16 legal subdivisions. They are numbered from 1 to 16.
19	LSD Quadrant	Varchar(1)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. LSDs are divided into four quadrants: A,B, C and D.
20	Quarter Section Code	Varchar(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Quarters divide each section into four parts: NE, NW, SE, SW. This field may optionally be used for: “RL” – River lot
21	Section	Number(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Sections are divided into four quarters or into 16 legal subdivisions. They are numbered from 1 to 36.
22	Township	Number(3)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Townships are numbered from south to north starting at the U.S. border. They are numbered from 1 to 129 and 141. Each township is six miles (~10 kilometres) wide.
23	Range	Number(2)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Ranges are numbered from east to west starting from each meridian. They are numbered 1 to 34. Each range is six miles (~10 kilometres) wide.
24	Meridian	Varchar(1)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. A meridian defines a block of land between an east and west boundary. For Alberta, the meridian may be 4, 5, 6 with 4 being the Saskatchewan border, 5 running just east of the Calgary International Airport and 6 being just east of Jasper. The “W” is implied.
25	Rural House Number	Varchar(8)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. A house number. This is sometimes used in First Nations Reserves to identify unique residences within the rural scheme.

Sequence	Field	Data type/size	Description
26	Legal Lot	Varchar(6)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Defines a lot within a city block.
27	Lot Range ID	Varchar(5)	<b>Conditional field</b> – Required if it exists in the distributor’s service address.
28	Block	Varchar(5)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. Defines a city block within a plan.
29	Government Plan ID	Varchar(8)	<b>Conditional field</b> – Required if it exists in the distributor’s service address. For urban areas, a registered plan defines an area within a city, usually a community or legal subdivision.
30	Latitude Coordinates	Number(8,6)	<b>Optional field</b> - Populated if the distributor has this information. Coordinates for the location of the site. E.g., Latitude Number (8,6) format 99.999999 E.g., Civic address: 600 3rd Ave S.W., Calgary Latitude: 51.051073
31	Longitude Coordinates	Number(10,6)	<b>Optional field</b> - Populated if the distributor has this information Coordinates for the location of the site. E.g., Longitude Number (10,6) format -999.999999 E.g., Civic address: 600 3rd Ave S.W., Calgary Longitude: -114.073840
32	Address Lot ID	Varchar(10)	<b>Conditional field</b> - Required if it exists in the distributor’s service address. A lot number to identify a lot within a rural addressing scheme. Example: (54 is the Lot ID) “54 26540 Range RD 11 Red Deer County AB T4E 1A3”
33	Address Pre-Road Number	Varchar(10)	<b>Conditional field</b> - Must be populated if it exists in the distributor’s service address. Number that appears before the road type in the Canada Post Addressing Guidelines (e.g., “26540” in the above example is the pre-road number).
34	Address Road Type	Varchar(20)	<b>Conditional field</b> - Must be populated if it exists in the distributor’s service address. Road type in the Canada Post Addressing Guidelines e.g., Township Road = “TWP RD”, Highway = “HWY”, Range Road = “Range RD” (“Range RD” in the above example is the road type).
35	Address Post Road Number	Varchar(10)	<b>Conditional field</b> - Must be populated if it exists in the distributor’s service address. Number of the road that appears after the road type in the Canada Post Addressing Guidelines (“11” in the above example is the road number).
36	Area Name	Varchar(30)	<b>Optional field</b> – Populated at sender’s discretion. Oilfield name, subdivision name, etc.
37		[null]	Not used for gas.
38	Cluster Correlation Key	Number(13)	<b>Optional field</b> –Populated at sender’s discretion. Identifies a grouping of sites which are normally handled jointly with regards to enrolment.
39	Unformatted Address	Varchar(65)	<b>Optional field</b> –Populated at sender’s discretion. Address information that does not fit Canada Post Addressing Guidelines.
40	Site Reference	Varchar(50)	<b>Optional field</b> –Populated at sender’s discretion. Supporting helpful information.
41	Micro-generator Indicator	Char (1)	<b>Mandatory field</b> – Value is: “N”
42	Virtual Site Indicator	Char(1)	<b>Conditional field</b> - 'Y' in the case of a virtual grouped site with no physical service address. E.g., When a single site ID is used to represent multiple services such as: street lights, rail road crossings, transit bus shelters, etc.
43	Historic Site ID	Varchar(13)	<b>Optional field</b> - Populated if site was transferred from one distributor to another.

Sequence	Field	Data type/size	Description
44	Affiliated Site ID	Varchar(13)	<b>Optional field</b> - To alert a retailer that the Site IDs are affiliated.
45	Tariff Rate Code	Varchar(20)	<b>Conditional field</b> – If the tariff rate code exists, this field is mandatory. Distributor's tariff rate code for the site.
46	Meter Number	Varchar(20)	<b>Conditional field</b> – If there is a meter installed at a site, this field is mandatory; otherwise this field is [null]. Identifies the meter number currently at the site. If the site has multiple meters, use the primary meter number to identify the site.

Table 11 - UCI transaction

Table 11. Update customer information transaction (UCI)

Sequence	Field	Data type/size	Description
1	Transaction Abbreviation	"UCI"	<b>Mandatory field</b> – Abbreviation for the transaction name.
2	Transaction Date Time	Date time format	<b>Mandatory field</b> – Later of the time the transaction was created or last modified.
3	Retailer ID	Retailer ID format	<b>Mandatory field</b> – Sender (retailer associated with the site).
4	Distributor ID	Distributor ID format	<b>Mandatory field</b> - Recipient (distributor for the site). See Appendix A, Table A-3.
5	Site ID	Site ID format	<b>Mandatory field</b> – Unique identifier representing a site. See Section 8.4.6.10.
6	Customer Company Name	Varchar(150)	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information. Must be [null] if Customer Last Name and Customer First Name is populated.
7	Operating as	Varchar(150)	<b>Optional field</b> – Populated at sender's discretion.
8	Customer c/o or Attention Field	Varchar(150)	<b>Optional field</b> – Populated at sender's direction. Additional delivery information E.g., Finance Department, Property Manager, etc.
9	Customer Last Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information. Must be [null] if Customer Company Name is populated. Must be populated if the Company Name is [null]. "Customer" refers to the person or legal entity financially responsible for a site.
10	Customer First Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information. Must be [null] if Customer Company Name is populated. Must be populated if the Company Name is [null]. "Customer" refers to the person or legal entity financially responsible for a site
11	Customer Phone Number	Telephone Number Format	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information and is a telephone number in Canada or the United States. See section 8.4.6.2 for example. "Customer" refers to the person or legal entity financially responsible for a site.
12	Customer Email Address	Varchar(320)	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information. "Customer" refers to the person or legal entity responsible for a site.
13	Alternate Customer Last Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information. Last name of an alternate contact. E.g., spouse, accounts payable, property manager contact person, etc.
14	Alternate Customer First Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information. First name of an alternate contact. E.g., spouse, accounts payable, property manager contact person, etc.
15	Alternate Customer Phone Number	Telephone Number Format	<b>Conditional field</b> – Required if it exists in the retailer's record of the customer's information and it is a telephone number in Canada or the United States.

Sequence	Field	Data type/size	Description
			See section 8.4.6.2 for example.
16	Alternate Customer Email Address	Varchar(320)	<b>Conditional field</b> – Required if it exists in the retailer’s record of the customer’s information.
17	Mailing Address Unit Designator	Varchar(15)	<b>Conditional field</b> –Must be populated if it exists in the customer’s mailing address. Used to define individual units where no unit number exists, e.g., "Back," "Basement."
18	Mailing Address Unit Number	Varchar(6)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Apartment number, etc.
19	Mailing Address House Number	Varchar(6)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address.
20	Mailing Address Street Pre-Direction	Varchar(2)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Standard direction codes (N, W, SW, etc.) which appear in <b>front</b> of the Street Name, e.g., "W Georgia ST."
21	Mailing Address Street Name	Varchar(50)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address.
22	Mailing Address Street Type Code	Varchar(8)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Valid Canada Post codes are required.
23	Mailing Address Street Direction	Varchar(2)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Standard direction codes (N, W, SW, etc.) which appear <b>after</b> the Street Name, e.g., "Millwoods RD W."
24	Mailing Address City Quadrant	Varchar(2)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Standard direction codes (N, W, SW, etc.) which designate a quadrant of a city.
25	Mailing Address General Delivery Indicator	Char(1)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. "Y" - means general delivery address, [null] if no general delivery address is used. Address is formatted as: "GD Drayton Valley AB T0E 0M0."
26	Mailing Address Lot ID	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. An example of this type of address: (54 is the Lot ID) "54 26540 Range Road 11 Red Deer County AB T4E 1A3."
27	Mailing Address Pre-Road Number	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number that appears before the road type in the Canada Post road addressing guidelines (e.g., "26540" in the above example is the pre-road number).
28	Mailing Address Road Type	Varchar(20)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Road type in the Canada Post Addressing Guidelines e.g., Township Road = "TWP RD", Highway = "HWY", Range Road = "Range RD" ("Range RD" in the above example is the road type).
29	Mailing Address Post-Road Number	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number of the road that appears after the road type in the Canada Post road addressing guidelines ("11" in the above example is the Road Number).
30	Mailing Address Compartment	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number of the compartment to follow "COMP" in Canada Post Addressing Guidelines mailing address, e.g., "COMP 10 SITE 4 RR 3."
31	Mailing Address Site Number	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number of the site to follow "SITE" in Canada Post Addressing Guidelines rural mailing address, e.g., "COMP 10 SITE 4 RR 3."
32	Mailing Address Rural Route	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number of the rural route to follow "RR" in Canada Post Addressing Guidelines rural mailing address, e.g., "COMP 10 SITE 4 RR 3."

Sequence	Field	Data type/size	Description
33	Mailing Address Mobile Route	Varchar (10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number of the mobile route to follow “MR” in Canada Post Addressing Guidelines mailing address, e.g., “COMP 10 SITE 4 MR 3.”
34	Mailing Address Suburban Service	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number of the suburban service to follow “SS” in Canada Post Addressing Guidelines mailing address, e.g., “COMP 10 SITE 4 SS 3.”
35	Mailing Address Station Name	Varchar(50)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Name to follow “STN” in Canada Post Addressing Guidelines mailing address, e.g., “PO BOX 11223 STN MAIN Toronto ON.”
36	Mailing Address Retail Postal Outlet	Varchar(50)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Name of the retail postal outlet to follow “RPO” in Canada Post Addressing Guidelines mailing address, e.g., “PO BOX 123 RPO Standard Life Edmonton AB.”
37	Mailing Address Post Office Box	Varchar(10)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Number to follow “PO BOX” in Canada Post Addressing Guidelines mailing address, e.g., “PO BOX 11223 STN MAIN Toronto ON.”
38	Mailing Address Letter Carrier Depot	Varchar(50)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Name of the letter carrier depot to follow “LCD” in Canada Post Addressing Guidelines mailing address, e.g., “PO BOX 1352 LCD Blue Quill Edmonton AB.”
39	Mailing Address City	Varchar(50)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Name of the town or city.
40	Mailing Address Province / State Code	Char(2)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Use standard two-character codes.
41	Mailing Address Postal Code/Zip Code	Varchar(9)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address. Postal or zip code – nine characters allows for the largest possible zip code.
42	Mailing Address Country	Varchar(30)	<b>Conditional field</b> – Must be populated if it exists in the customer’s mailing address and the mailing address is in the United States. Full country name in mailing address.
43	Foreign Mailing Address	Varchar(500)	<b>Conditional field</b> – Required if the customer’s mailing address is outside Canada or United States.
44		[null]	Not used for gas.
45		[null]	Not used for gas.
46	Site Contact Last Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer’s record of the customer’s information. Site contact is intended to mean the individual responsible for day-to-day functions at a site.
47	Site Contact First Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer’s record of the customer’s information. Site contact is intended to mean the individual responsible for day-to-day functions at a site.
48	Site Contact Phone Number	Telephone Number Format	<b>Conditional field</b> – Required if it exists in the retailer’s record of the customer’s information. If the customer’s site contact phone number is not different from the customer’s phone number, then the number from the “Customer Phone Number” field should be repeated. Site contact is intended to mean the individual responsible for day-to-day functions at a site. A telephone number in Canada or the United States. See Section 8.4.6.2.
49	Site Contact Email Address	Varchar(320)	<b>Conditional field</b> – Required if it exists in the retailer’s record of the customer’s information. If the customer’s site contact email address is not different from the customer’s email address, then the email address from the “Customer Email Address” field should be repeated. Site contact is intended to mean the individual responsible for day-to-day functions at a site.

Sequence	Field	Data type/size	Description
50	Site Contact Alternate Last Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer’s record of the customer’s information. Last name of an alternate site contact.
51	Site Contact Alternate First Name	Varchar(100)	<b>Conditional field</b> – Required if it exists in the retailer’s record of the customer’s information. First name of an alternate site contact.
52	Site Contact Alternate Phone Number	Telephone Number Format	<b>Conditional field</b> – Must be populated if it exists in the retailer’s record of the customer’s information and is a telephone number in Canada or the United States. See section 8.4.6.2 for example.
53	Site Contact Alternate Email Address	Varchar(320)	<b>Conditional field</b> – Must be populated if it exists in the retailer’s record of the customer’s information.
54	Transaction Status Code	Char(4)	<b>Conditional field</b> – If the transaction is being sent by the retailer, this field is [null]; otherwise this field is mandatory when a distributor is sending the transaction to notify the retailer of problems with the transaction. Applicable transaction status codes in Appendix A, Table A-8 must be used.

**UCI transaction status codes - customer information**

Status code	Description	Transaction	Sender	Recipient
0061	Customer first and last names not allowed with customer company name	UCI	Retailer	Distributor
0062	Customer Company Name field too long	UCI	Retailer	Distributor
0063	Customer first name required	UCI	Retailer	Distributor
0064	Customer First Name field too long	UCI	Retailer	Distributor
0065	Customer last name required	UCI	Retailer	Distributor
0066	Customer Last Name field too long	UCI	Retailer	Distributor
0068	Customer name required	UCI	Retailer	Distributor
0069	Mailing Address City is required	UCI	Retailer	Distributor
0070	Mailing Address City field too long	UCI	Retailer	Distributor
0071	Invalid mailing address city quadrant	UCI	Retailer	Distributor
0072	Mailing Address Compartment field too long	UCI	Retailer	Distributor
0073	Mailing address country is required	UCI	Retailer	Distributor
0074	Invalid mailing address country	UCI	Retailer	Distributor
0075	Customer mailing address required	UCI	Retailer	Distributor
0076	Invalid mailing address combination	UCI	Retailer	Distributor
0080	Foreign Mailing Address field too long	UCI	Retailer	Distributor
0084	Invalid mailing address general delivery indicator	UCI	Retailer	Distributor
0085	Mailing Address House Number field too long	UCI	Retailer	Distributor
0086	Mailing address house number required	UCI	Retailer	Distributor

Status code	Description	Transaction	Sender	Recipient
0087	Mailing Address Letter Carrier Depot field too long	UCI	Retailer	Distributor
0088	Mailing Address Lot ID field too long	UCI	Retailer	Distributor
0089	Mailing Address Mobile Route field too long	UCI	Retailer	Distributor
0090	Mailing Address Post Office Box field too long	UCI	Retailer	Distributor
0091	Mailing Address Post-Road Number field too long	UCI	Retailer	Distributor
0092	Mailing address post-road number required	UCI	Retailer	Distributor
0093	Invalid mailing address postal code/ zip code format	UCI	Retailer	Distributor
0094	Mailing Address Pre-Road Number field too long	UCI	Retailer	Distributor
0095	Mailing address pre-road number required	UCI	Retailer	Distributor
0096	Mailing Address Invalid Province / State Code	UCI	Retailer	Distributor
0097	Mailing Address Province / State Code is required	UCI	Retailer	Distributor
0098	Mailing Address Retail Postal Outlet field too long	UCI	Retailer	Distributor
0099	Invalid mailing address road type	UCI	Retailer	Distributor
0100	Mailing address road type required	UCI	Retailer	Distributor
0101	Mailing Address Rural Route field too long	UCI	Retailer	Distributor
0102	Mailing Address Site Number field too long	UCI	Retailer	Distributor
0103	Mailing address site number is only valid when used in combination with a rural route	UCI	Retailer	Distributor
0104	Mailing Address Station Name field too long	UCI	Retailer	Distributor
0105	Invalid mailing address street direction code	UCI	Retailer	Distributor
0106	Mailing Address Street Name field too long	UCI	Retailer	Distributor
0107	Mailing address street name required	UCI	Retailer	Distributor
0108	Invalid mailing address street pre-direction code	UCI	Retailer	Distributor
0109	Invalid mailing address street type code	UCI	Retailer	Distributor
0110	Mailing Address street type code required	UCI	Retailer	Distributor
0111	Mailing Address Suburban Service field too long	UCI	Retailer	Distributor
0112	Invalid mailing address unit designator	UCI	Retailer	Distributor
0113	Mailing address unit designator not allowed with mailing address unit number	UCI	Retailer	Distributor
0114	Mailing Address Unit Number field too long	UCI	Retailer	Distributor
0115	Customer Email Address field too long	UCI	Retailer	Distributor
0119	Invalid customer phone number	UCI	Retailer	Distributor
0196	Operating as field too long	UCI	Retailer	Distributor
0197	Alternate Customer Last Name field too long	UCI	Retailer	Distributor

Status code	Description	Transaction	Sender	Recipient
0198	Alternate Customer First Name field too long	UCI	Retailer	Distributor
0199	Invalid alternate customer phone number	UCI	Retailer	Distributor
0200	Alternate Customer Email Address field too long	UCI	Retailer	Distributor
0201	Mailing Address Unit Designator field too long	UCI	Retailer	Distributor
0202	Mailing Address Street Pre-Direction field too long	UCI	Retailer	Distributor
0203	Mailing Address Street Type Code field too long	UCI	Retailer	Distributor
0204	Mailing Address Street Direction field too long	UCI	Retailer	Distributor
0205	Mailing Address Road Type field too long	UCI	Retailer	Distributor

**UCI transaction status codes - site contact information**

Status code	Description	Transaction	Sender	Recipient
0122	Site Contact First Name field too long	UCI	Retailer	Distributor
0123	Site contact first name required	UCI	Retailer	Distributor
0124	Site Contact Last Name field too long	UCI	Retailer	Distributor
0125	Site contact last name required	UCI	Retailer	Distributor
0127	Site contact name is required	UCI	Retailer	Distributor
0128	Site Contact Email Address field too long	UCI	Retailer	Distributor
0132	Invalid site contact phone number	UCI	Retailer	Distributor
0206	Site Contact Alternate First Name field too long	UCI	Retailer	Distributor
0207	Site contact alternate first name required	UCI	Retailer	Distributor
0208	Site Contact Alternate Last Name field too long	UCI	Retailer	Distributor
0209	Site contact alternate last name required	UCI	Retailer	Distributor
0210	Site Contact Alternate Email Address field too long	UCI	Retailer	Distributor
0211	Invalid site contact alternate phone number	UCI	Retailer	Distributor

**UCI transaction status codes - general information**

Status code	Description	Transaction	Sender	Recipient
0008	Invalid retailer ID for site	UCI	Retailer	Distributor
0013	Invalid site ID	UCI	Retailer	Distributor
0053	Customer c/o or Attention field too long	UCI	Retailer	Distributor
0212	Invalid Distributor ID	UCI	Retailer	Distributor