



- With respect to the phone scripting, it was agreed that each retailer would be responsible for their own scripting. The messages conveyed were to be the same as those appeared on the letter.

### **3. Letter**

- Participants indicated that they have reviewed a sample letter (from Direct Energy). In essence, the letter will have a similar format, but not necessary with the same wording as the letter will need a review from the Corporate lawyer.
- AUC indicated that the letter wording could be varied as long as the main themes are conveyed to the customers. The letters should inform disconnected customers to contact service suppliers as well as the details of re-connection process.

### **4. Information to provide to the UCA**

- UCA indicated that the required information such as name of the contact person, address, phone number, date of disconnection...etc. are critical to their client service advisors. UCA preferred to have a bit more background information about the non-payment customers. That information is helpful to UCA when contacting the customers. The group decided that it was not necessary to provide background information of the customers.
- To standardize the information exchange, UCA will provide a template highlighting required information. This template will be in a worksheet format.

### **5. Information the UCA will provide back to retailer and to the AUC**

- AUC indicated that they are looking for information such as how many referred customers are re-connected and/or refusing reconnection. More importantly, AUC is looking for how many customers ("vulnerable" customers) are referring to the other agencies such as Alberta Employment and Immigration (AEI), Red Cross...etc.
- Since this process is a trial base, AUC suggested having a weekly conference call among UCA, retailers and AUC. It is anticipated that the conference calls will help everyone in identifying potential process deficiencies and share experience to streamline process.
- To ensure the process is complete, AUC will conduct a follow-up with AEI on those customers that are referred by the UCA.
- Retailers asked if UCA could share its phone scripting when contacting the disconnected customers. UCA indicated they will share the scripting next week.

### **6. Call outs to customers who have paid but not yet reconnected**

- From the previous CONP meeting, retailers agreed on to phone the disconnected customer 3 attempts at 3 different times. Using this approach, retailers should be able to contact most of customers that are not connected.
- For those customers that were not able to establish a contact, retailers will forward a list to the distributors for conducting a site visit. It is anticipated that the figure on the list is very small.

- Retailers prefer to have site visit conducted by the distributor within a week, after the list is delivered to the distributor. AUC will follow up with the distributor on the site visit issue.

**Decisions/Actions:**

1. Retailers agreed to conduct phone calls to their disconnected customer between November 1 to 3.
2. Retailers will do the phone scripting in-house. UCA is willing to share its scripting with all retailers. UCA will send its scripting to all retailers by Oct 14, 2011.
3. UCA will provide a template in worksheet format, listing our all required information, to all retailers by Oct 5, 2011.
4. AUC is meeting on Oct 6, 2011 with Privacy Commissioners and will share with retailers regarding what customer information will be allowed for sharing.
5. AUC will follow with AEI with respect to those customers that referred by the UCA.
6. All sub-group members agreed to have weekly conference calls to share their experience of this process. AUC to conduct the calls.
7. AUC to meet with distributors about the site visit be conducted. Target visit is one week after the list of disconnected is sent by retailers.

**7. Next steps:**

- As winter months start very soon, AUC thanks participants' contributions and efforts in establishing the process. AUC will arrange weekly conference call and keep everyone posted on the development of this process.