

CONP Working Group Meeting November 17th Meeting Summary

Meeting Date	Wednesday, November 17, 2010	Time	10:00 – 2:00
Location	AUC Offices 4 th Floor, 425 1 St. SW Calgary	Facilitators	Raymond Lee (AUC) Nap Pepin (ATCO Electric)

1 Introductions

Name	Company
Rob Thomas	AUC
Raymond Lee	AUC
Helen McKinlay	Enmax Encompass
Tammy Haydey	Epcor Energy Services
Rhonda Mudryk	FortisAlberta
Lorraine Wigston	UCA
Susan Enskat	UCA
Lorne McKay	ENMAX Power
David Lenz	Valeo Power
Maureen Jeske	Direct Energy
Jennifer Coleman	Alta Gas Utilities
Brian Neufeld	ENMAX Encompass
Lisa Lamers-Zuger	EPCOR Distribution & Transmission
Naomi Broni	EPCOR Energy Alberta Inc.
Chad Crossland	Alta Gas Utilities
Nap Pepin	ATCO Electric
Kathy McCollum	ATCO Gas

2 Background of forming CONP Working Group

The AUC provided background information on the formation of the CONP working group explaining that there are various processes and no standards in place. This has presented some issues to retailers having to deal with various processes among distributors.

The AUC introduced the chair of the working group, Nap Pepin, ATCO Electric.

3 Existing Processes

The AUC presented a table that showed which distributors process CONPs from competitive retailers.

Those that process CONPs by competitive retailers include;

- ATCO Electric
- ATCO Gas
- Alta Gas

- Epcor Distribution & Transmission

Note: Although Epcor processes CONPs from competitive retailers only 1% of their CONPs are from competitive retailers.

Those that do not process CONPs from competitive retailers include;

- Enmax Power
- Fortis Alberta
- City of Lethbridge
- City of Red Deer
- Town of Ponoka
- AMPS communities

The AUC will investigate the processes used by REA's

The AUC noted that ATCO Electric presently has a lock process that is used by Direct Energy Partnership. ATCO Electric explained how the process works. Their Terms and Conditions allow a retailer to submit a de-energize request for reason of CONP up to 8 months since it last provided distribution access service to that site. The site cannot be re-energized unless the prior retailer unlocks the site.

4 Stakeholder Expectations

Nap Pepin suggested that the AUC's RIMs (Rule Issue Management) forum be used as the online tool to capture and respond to the various issues and questions. The group agreed that this would be affective. The AUC stated they would send meeting participants administrative information to access RIMs). AUC gave a quick demo of using the RIM to log issues.

A discussion took place resulting in numerous comments from most of the meeting participants. Ultimately, a list of expectations included;

Distributors

- Need to agree on the purpose of the CONP transaction
- Do not want additional costs
- Need to define critical facilities and risk sites (What are the distributor processes for these facilities?)
- Process should not become enforcement agent for value added products

Retailers

- Want standards and consistent processes
- May want to look at performance metrics
- CONPs should be done the same for all distributors. Same re-connect policy
- "No Application" issue needs review

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- Consider CONPs for sites on the RRO only

5 Concerns and Recommendations

Distributors

- Need standards to handle with customer payment evidence and process to cancel CONPs
- Do not want any additional costs or liabilities
- Some distributors have concerns regarding the use of limiters or more limiters
- Some distributors believe that inconsistent rules across the zones may be mitigated through improved training rather than rule, process and system changes.
- Customer contact information needs to be reviewed
- Need timely notice from retailers of payment. May need timing rules
- We should not deal with matters meant for the hearing processes such as debt recovery
- Should there be standard charges for CONPs?
- Gaming may not be as big of an issue as we think

Retailers

- Need better processes for re-connects; there are delays and timing issues. Need rules.
- Rate minimum charges can takes months before they stop billing
- Bad debt not a privacy issue, what about credit info sharing?
- There are some issues with the AE/AG lock process
- Stop requests must be supported by a transaction

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- Need to obtain participation by REAs on this working group

6 Determine CONP Working Group Scope

The group discussed in scope and out of scope work. Nap Pepin noted that some functions such as additional transactions would have to be vetted through the SSC Committee then assigned to the right working group.

In scope:

- Define the purpose of CONPs (is it meant for retailers to use to help recover bad dept or is it to minimize losses?)
- Should all distributors have to accept CONPs from competitive retailers?
- What about CONPs for where the retail service includes value added services?
- Should the lock process be supported? (Can a prior retailer request a CONP?)
- Critical sites. Need standards on facility types and processes
- Customer contact info. Distributor obtained information. Should there be a distributor to retailer transaction?
- Customer notification process/standards
- Retailer notification standards to reconnect or remove lock (if applicable)
- Privacy issues. What information can be public or obtained by retailers?

- Contract and CONP enrollment locks
- Checking on disconnected sites during cold weather

Out of Scope:

- Distributor debt liability

7 Next Meeting

The next meeting date is scheduled on Wednesday, January 12, 2011. The meeting location is in Edmonton. ATCO Electric will host the meeting. A meeting notice and agenda will be sent out at least one week in advance of the meeting.

The Meeting will be held at the ATCO Center:
10035 105 Street, 20th Floor, North Board Room
Contact Nap Pepin @ 780-238-7976