

**AUC Rule 021: Settlement System Code**  
**Erroneous Enrolments and Energize Status at Enrolment**  
**Subgroup**

**Meeting Summary**

**Meeting Date:** Jan 19, 2011

**Meeting Time:** 13:00-15:00

**Location:** Alberta Utilities Commission  
Calgary Office  
Fifth Avenue Place, 4<sup>th</sup> Floor  
425 – 1<sup>st</sup> SW

**Facilitators:** Lori Harnack, Cognera

**1. Introductions**

<b>Name:</b>	<b>Organization:</b>
Anne Glass	Alberta Utilities Commission
Arlynn Hrabec	ATCO Gas
Chad Crossland	AltaGas Utilities
Bettyann Skagen	Battle River REA
Lori Harnack	Cognera Corp.
Nicky Smith	Direct Energy
Lorne McKay	ENMAX Power
Herta Glimpel	ENMAX Power
Brian Neufeld	ENMAX Encompass
Lisa Lamers-Zuger	EPCOR Distribution & Transmission Inc.
Shun Fung	EPCOR Distribution & Transmission Inc.
Lisa Lemish	EPCOR Energy Alberta Inc.
Angela Corsi	FortisAlberta
Lorraine Wigston	Utilities Consumer Advocate

**2. Previous Minutes**

The meeting minutes from the November 23<sup>rd</sup>, 2010 meeting were accepted without revision.

***Action Item: AUC to post meeting minutes on the AUC website***

**3. Discussion – Erroneous Enrolments**

**3.1 Review of Common Sources of Error**

To ensure proactive solutions will address common sources of enrolment errors, common categories were specified by the group.

- Moves, ambiguous addresses (legal land, strip mall, etc.) and DSR drops with the wrong code were identified as the most common causes of enrolment errors. There was some discussion around the need for solutions to directly address these issues.
- The group discussed gas site catalogues and the need to refresh more frequently.

***Action Item: Facilitator to raise the issue of increasing the frequency of updates to gas Site Catalogues to the AUC Natural Gas Settlement System Code sub-group.***

### 3.1 Proactive Solutions

The team continued to discuss proactive alternatives to reducing erroneous enrolments.

- There was some discussion around the possibility of adding meter number to the site catalogue as an additional reference tool to minimize the occurrence of errors.
- Distributors provided feedback on estimated effort (shirt-size) of the effort to both populate and maintain meter number in their existing site catalogues. See C.1 Pre-meeting Submissions for estimated effort from participating Distributors.
- There was some discussion around challenges for the end use customer in identifying and reporting power meter number.
- AltaGas raised concerns that including meter number in enrolment transactions could increase the number of enrolment failures. There was some discussion about utilizing meter number as an additional reference tool as opposed to including meter number in existing transaction sets.
- There was some discussion around the possibility of including meter numbers in property sale documents for end-use customers. The group discussed potential issues associated with control and enforceability (i.e. span of control branches other groups). The UCA indicated support for this solution if it can be proven as a viable alternative.

***Action Item: AUC to investigate possibility of including meter number in property sale agreements.***

- There was some discussion around enrolment processes and whether retailers were using class code in the Site Catalogue as a reference to minimize erroneous enrolments.

***Action Item: Retailers to confirm that they are utilizing class code in the Site Catalogue as a reference to minimize erroneous enrolments.***

- There was some discussion around process issues associated with requiring end-use customers to provide meter numbers for enrolment. The team discussed different process alternatives, such as utilizing meter number for exception sites (i.e. ambiguous address) vs. all sites.
- ENMAX Power discussed best practices associated with tracing out meters beyond the panel (i.e. strip malls).

**Decision: Facilitator to bring forward the recommendation to the SSC Working Group to include meter number in the site catalogue to proactively mitigate erroneous enrolments.**

- The group discussed timing associated with implementation. The AUC clarified that any recommendation accepted by the SSC Working Group in advance of summer 2011 would be included in the next version of the SSC code effective in 2012.
- There was some discussion around customer education to minimize enrolment errors.
- The group discussed the possibility of utilizing real estate banner ads for customer education given issues with moves causing erroneous enrolments.

**Action Item: UCA to determine if they can play a roll in customer education to minimize erroneous enrolments (i.e. Real Estate banner ads)**

- There was some discussion around the possibility of including customer name in the Site Catalogue. The group discussed potential privacy issues associated with providing customer name in the catalogue and/or to end use customers, and the possibility of creating a private catalogue for Retailers and Distributors.
- The group discussed legal and privacy issues associated with access to customer name, including Rep. & Warrant requirements. There was some discussion around utilizing end-customer name in different situations (i.e. existing customer seeking a meter number vs. moving party attempting to determine a meter number).
- There was some discussion about the UCA's ability to facilitate discussions based on wider access to data.
- The group discussed collecting and collating reactive solutions to erroneous enrolments in advance of next meeting to speed decision making.

**Action Items: Participants to send reactive solution alternatives to erroneous enrolments in advance of the next meeting. Facilitator to collate and distribute reactive solution alternatives to erroneous enrolments in advance of the next meeting**

## 2. Logistics

- The group discussed logistics related to timing and location.

**Action Item: Facilitator to arrange facilities and date for next meeting (Feb 17, 2011).**

### A.1 Decision Summary

Topic	Decisions	Date
Erroneous Enrolments	Any solution identified for erroneous enrolments will not be available to address "regrettable" enrolments.	10/21/2010
Energization Status	The scope of the working group will be limited to	10/21/2010

	energization issues resulting from moves from one site to another while customer stays with the same retailer NOT related to attempts to get sites re-energized by switching retailers after financial cut-off/cut-off for non-payment.	
Erroneous Enrolments	Erroneous enrolments resulting from lengthy enrolment cycles will be in scope for the working group.	10/21/2010
Approach	The team will tackle erroneous enrolments first followed by energization status at enrolment.	10/21/2010
Approach	Action items will be completed and circulated in advance of the working group meeting.	10/21/2010
Logistics	Meetings will occur via phone and/or video conference until fact-to-face is required. Meetings will be scheduled close to SSC meetings where possible to minimize travel costs.	10/21/2010
Approach	The team will tackle proactive solutions to erroneous enrolments first, followed by reactive solutions.	11/23/2010
Erroneous Enrolments	Facilitator to bring forward the recommendation to the SSC Working Group that meter number be included in the Site Catalogue	01/19/2011

## A.2 Action Item Summary

Who	What	When	Status
AUC	AUC to post meeting minutes on the AUC website	2/17/2011	Outstanding
AUC	AUC to investigate possibility of including meter number in property sale agreements.	2/17/2011	Outstanding
Retailers	Retailers to confirm that they are utilizing class code in the Site Catalogue as a reference to minimize erroneous enrolments.	2/17/2011	Outstanding
UCA	UCA to determine if they can play a roll in customer education to minimize erroneous enrolments (i.e. Real Estate banner ads)	2/17/2011	Outstanding
All Participants	Participants to send reactive solution alternatives to erroneous enrolments in advance of the next meeting.	2/15/2011	Outstanding
Facilitator	Facilitator to collate and distribute reactive solution alternatives to erroneous enrolments in advance of the next meeting	2/16/2011	Outstanding
Facilitator	Facilitator to raise the issue of increasing the frequency of updates to gas Site Catalogues to the AUC Natural Gas Settlement System Code sub-group.	01/20/2011	Complete
Facilitator	Facilitator to bring forward the recommendation to the SSC Working Group to include meter number in the site catalogue to proactively mitigate erroneous enrolments.	1/26/2011	Complete
Facilitator	Facilitator to arrange facilities and date for next meeting (Feb 17, 2011).	2/3/2011	Complete
Distributors	Distributors to provide feedback on effort involved in populating and maintaining meter numbers in Site Catalogs.	1/17/2011	Complete
Facilitator	Facilitator to create a solution log to capture solutions for consideration.	11/1/2010	Complete
Facilitator	Facilitator to bring forward the issue of energizations associated with non-payment/financial cut-off to the SSC Working Group for transfer to the CONP working group (once struck).	10/27/2010	Complete
Distributors	Distributors to confirm workflow processes associated with energization and de-energization requests that overlap retailer enrolments and/or switches. (i.e. will workflow override occur if process is in progress and a switch occurs)	11/17/2010	Complete
Facilitator	Facilitator to bring forward the issue of differing enrolment periods to the SSC Working Group to determine whether this fits in the mandate of another group, or if it needs to be placed in the funnel for future initiatives.	10/27/2010	Complete

Facilitator	Facilitator to arrange facilities and date for next meeting.	11/1/2010	Complete
Retailers	Retailers are requested to provide information on current processes for handling enrolment errors and any available statistics on common causes of errors.	11/17/2010	Complete
Facilitator	Facilitator to arrange facilities and date for next meeting.	12/1/2010	Complete

## B.1 Possible Solution Log

Topic	Decisions
Enrolments	Include meter numbers in the site catalog to pro-actively mitigate erroneous enrolments
Enrolments	Add customer name to the site catalog, as in the phone book, to mitigate erroneous enrolments

### C.1 Pre-Meeting Submissions – Effort to Populate and Maintain Meter Number in Site Catalogues

Distributor	Estimated Effort/Comments
EDTI	Minimum effort is required for EDTI to populate the meter number in Site Catalogue
FortisAlberta	For Fortis, it would be a “medium” effort. While including the meter number would be easy, the complexity comes from ensuring we pull the most recent time slice for the meter number, as well as having a provision for a blank entry for unmetered sites.
ENMAX Power	For ENMAX Power, a day to make the changes and roughly a week to properly test.
ATCO Gas	For ATCO it would be considered a medium effort to make the system changes.
AltaGas Utilities Inc.	For AltaGas Utilities Inc. it would be considered a medium effort to make the system changes.
Battle River REA	Battle River REA considers it a medium effort to make the system changes.