

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

Meeting Summary

Meeting Date: March 24, 2011

Meeting Time: 13:00-16:00

Location: Alberta Utilities Commission
Calgary Office
Fifth Avenue Place, 4th Floor
425- 1st SW

Facilitators: Lori Harnack, Cognera

1. Introductions

Name:	Organization:
Anne Glass	Alberta Utilities Commission
Kathy McCollum	ATCO Gas
Chad Crossland	AltaGas Utilities
Bettyann Skagen	Battle River REA
Lori Harnack	Cognera Corp.
Maureen Jeske	Direct Energy
Nicky Smith	Direct Energy
Herta Glimpel	ENMAX Power
Brian Neufeld	ENMAX Encompass
Shun Fung	EPCOR Distribution & Transmission Inc.
Lisa Lemish	EPCOR Energy Alberta Inc.
Angela Corsi	FortisAlberta
Lorraine Wigston	Utilities Consumer Advocate
Susan Enskat	Utilities Consumer Advocate

2. Previous Minutes

The meeting minutes from the February 17th, 2011 meeting were accepted without revision.

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

3. Discussion – Erroneous Enrolments

3.1 Proactive Solutions - Open Action Items

Progress on open action items was discussed.

- The AUC continues to explore the possibility of including meter number in property sale agreements.

Action Item: AUC to provide a progress update on the possibility of including meter number in property sale agreements.

- There was continued discussion around the possibility of including information on issues created by erroneous enrolments on the UCA website. The UCA indicated they are open to adding this information.
- The group discussed options for engaging with the UCA team (timing and content) to facilitate the request.

Action Item: UCA to provide an update on when they could include erroneous enrolment information on their website; and how they might engage with the team to determine content.

- There was some discussion around end-use Customers using site catalogues and the possibility of the UCA providing access to these catalogs.

Action Item: UCA to assess option of providing site catalogues to end-use Customers through the UCA website.

- There was continued discussion around alternative options for proactively avoiding erroneous enrolments.
- The team discussed options for Distributors to provide mapping information to assist Retailers/Customers in identifying Site IDs. There was some discussion about options for linking to Google maps. Distributors discussed challenges and cost associated with providing GIS information to Retailers.
- The team debated opportunities to include lot, block and plan in the Site Catalogue. Distributors discussed challenges with populating this data set.

3.2 Reactive Solutions

The team discussed possible reactive solutions to address erroneous enrolments. See Appendix C.1 for pre-meeting submissions.

- There was some discussion around the possibility of using PFAM and/or other post settlement processes to address erroneous enrolments, including the possible creation of manual RSA's. Distributors discussed the costs and challenges associated with adjusting the RSA process to address erroneous enrolments.
- The team discussed requirements for reactive solutions. It was agreed that solutions must resolve billing issues for end-use Customers, keep Retailers whole (financially) and ensure fair and even practices across market participants.
- There was some discussion around the possibility of new transactions and/or market rules to address erroneous enrolments.
- The team discussed the need to determine materiality limits for reactive solutions. There was discussion clarifying retailer risk (collections for commodity and D&T charges) versus distributor risk associated with erroneous enrolments.

- There was some discussion around legal issues for competitive Retailers seeking to bill for erroneous enrolments. In addition, audit and C-Sox standards were discussed.
- The team discussed the possibility of using a third party to resolve Customer/Retailer issues associated with erroneous enrolments. The UCA was discussed as a possible facilitator.
- There was some discussion around erroneous enrolment scenarios and possible facilitation requirements (i.e. receive determinants and calculate pass-through adjustments).

Action Item: UCA to assess possibility of providing third party facilitation to resolve erroneous enrolment issues for Customers and Retailers.

Action Item: Participants to provide facilitation scenarios to Lisa Lemish by April 8, 2011.

Action Item: Lisa Lemish to provide draft facilitation processes (including scenarios) by April 21, 2011.

4. Logistics

- The group discussed logistics related to timing and location.

Action Item: Facilitator to arrange facilities and date for next meeting (April 28, 2011 OR May 5, 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 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.	10/21/2010
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
Erroneous Enrolments	Retailers and Distributors will provide a Customer with contact information for the UCA when all alternatives have	2/17/2011

	been exhausted to correctly identify a Site ID.	
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A.2 Action Item Summary

Who	What	When	Status
AUC	AUC to post meeting minutes on the AUC website	5/5/2011	Open
AUC	AUC to provide a progress update on the possibility of including meter number in property sale agreements.	5/5/2011	Open
UCA	UCA to provide an update on when they could include erroneous enrolment information on their website; and how they might engage with the team to determine content	5/5/2011	Open
UCA	UCA to assess option of providing site catalogues to end-use Customers through the UCA website.	5/5/2011	Open
UCA	UCA to assess possibility of providing third party facilitation to resolve erroneous enrolment issues for Customers and Retailers.	5/5/2011	Open
Retailers and Distributors	Participants to provide facilitation scenarios to Lisa Lemish by April 8, 2011.	4/8/2011	Closed
EEAI	Lisa Lemish to provide draft facilitation processes (including scenarios) by April 21, 2011.	4/21/2011	Open
Facilitator	Facilitator to arrange facilities and date for next meeting (April 28th OR May 5th, 2011).	4/15/2011	Open
AUC	AUC to post meeting minutes on the AUC website	3/24/2011	Closed
UCA	<i>UCA to submit an enforcement issue to RIMS regarding the use of appropriate enrolment codes for erroneous enrolments. Specifically: Competitive Retailers must be using the correct drop codes and processes for erroneous enrolments; anyone using the wrong codes is not compliant and will be dealt with by the AUC</i>	3/24/2011	Moved - NA
AUC	<i>AUC to ask the AESO for assistance in monitoring compliance related to erroneous enrolments.</i>	3/24/2011	Moved - NA
Retailers and Distributors	Retailers and Distributors to investigate the possibility of using RSA's to resolve erroneous enrolments.	3/22/2011	Closed
Facilitator	Facilitator to arrange facilities and date for next meeting (March 24, 2011).	3/14/2011	Complete
All Participants	Participants to send reactive solution alternatives to erroneous enrolments in advance of the next meeting.	2/15/2011	Complete
Facilitator	Facilitator to collate and distribute reactive solution alternatives to erroneous enrolments in advance of the next meeting	2/16/2011	Complete
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	11/17/2010	Complete

	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)		
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
Retailers	Retailers to confirm that they are utilizing class code in the Site Catalogue as a reference to minimize erroneous enrolments.	2/17/2011	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
Enrolments	Use PFAM process to resolve erroneous enrolment billing issues

C.1 Pre-Meeting Submissions – Using RSA Transactions to Resolve Erroneous Enrolments

Participant	Comments
EDTI	EDTI investigated the possibility of using RSA's to resolve erroneous enrolments and founds that this would not be possible in our current system. Our IT support has told us that we would be breaking many validations that are currently in our system and would cause a total site characteristics system re-coding that would take multiple months and effort to complete. EDTI does not support this initiative as measured by the quantity of erroneous enrolments that we currently handle.