



ALTAGAS UTILITIES INC. TARIFF BILLING CODE

CUT-OVER STRATEGY & PLAN

Prepared By: AltaGas Utilities Inc.

Date Updated: May 18, 2010

Document Version: 3.1

Disposition: Final

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Date	Document Version	Document Revision Description	Document Author
May 6, 2010	1.0	Initial Draft	Gord Ravndahl
May 17, 2010	2.0	2 nd Draft	Gord Ravndahl
May 28, 2010	3.0	3 rd Draft	AUI Project Team
May 28, 2010	3.1	Final	AUI Project Team

Approval Date	Approved Version	Approver Role	Approver

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1 Introduction

This Cut-Over Plan refines AltaGas Utilities Inc. (AUI) Compliance Plan's strategies and decisions and specifies the steps at a high level required to execute a cut-over to a live environment.

1.1 Purpose

This Cut-Over Plan provides the sequence of events AUI will take to transition from its current operations to compliance with the Tariff Billing Code (TBC) Rule 004. It is actioned after the requirements are met and tested to ensure that the new system is performing as specified based on the defined deliverables as outlined below. This document also outlines the cut-over procedures that will be followed. In AUI's case the cut-over will be from its current manual system to full TBC compliance subject to the exceptions already filed with and approved by the AUC separately.

1.2 Approach

AUI's implementation will contain the necessary elements required to satisfy TBC compliance based on Version 1.4 of Alberta Utilities Commission's (AUC) Rule 004.

The current Cut Over date is scheduled for June 26th 2010 to coincide with the Market's implementation of System Settlement Code V2. In order to mitigate the risks internally and externally the Cut-Over will be scheduled over the weekend of June 26th.

AUI will be focusing its development efforts on completing the requirements as outlined in Rule 004 Version 1.4 and making the necessary process changes required. It is AUI's intent to have this work completed, tested and operational for June 26, 2010 as outlined in the Key Milestones chart that follows.

It is AUI's intent to be fully compliant with all sections of Rule 004 Version 1.4 subject to the exceptions already filed with and approved by the AUC separately.

AUI's TBC implementation includes the following deliverables:

- Complete all performance metrics and automation of transactions as outlined in Rule 004 Version 1.4. This includes the completion of business requirements, software development, bug fixes, testing and any associated process changes and training.

The key milestones related to the Tariff Billing Code Implementation are as follows:

	Milestone Description	Completion Date	Comments
1	TBC Version 1.4 Development and Internal Testing Complete	December 1, 2009	Complete
2	Start Stand Alone Testing with AUC	April 6, 2010	Complete
3	Begin Data Creation and scrub for Stand Alone Testing with Retailers	May 10, 2010	Complete
4	Data Creation and scrub for Stand Alone Testing with Retailers Complete	May 14, 2010	In Progress
5	Cutover Plan (Final)	May 28, 2010	In Progress
6	Readiness Review Checkpoint	May 19, 2010	
7	Start Stand Alone Testing with Retailers	May 17, 2010	
8	Stand Alone Testing with Retailers Complete	May 28, 2010	
9	Readiness Review Checkpoints (the final of four checkpoints) – Final checkpoint	June 21, 2010	
10	Transition preparation Complete	June 11, 2010	
11	Cut Over	June 26, 2010	
12	Self Certification Sign Off based on three month “burn-in” normalization period Complete	October 1, 2010	

AUI will complete all final Market Testing, and after a burn-in normalization period will provide final Self Certification sign-off by October 1, 2010.

Stand Alone Retailer Testing:

AUI’s Stand Alone testing with the Retailer Testing will involve the setup for testing, the creation of test data and scrubbed data. This will provide the Retailers with an information package that includes a sample generic Tariff Billing Files (TBFs) and associated transactions. The purpose of this information package is to ensure that the Retailers have the necessary data to successfully conduct their testing.

Project Deliverables are:

1. All AUC mandated test cases including those for System Settlement Code V2

Cutover Strategy & Plan**2. Communication and Follow up**

AUI will endeavor to respond to any questions that the Retailers may have in a timely fashion. Any further support will be provided on a best efforts basis based on the staff available at the time.

System Settlement Code V2 Testing:

AUI is currently planning to start SSC V2 on May 17, 2010 and will complete this testing on May 28, 2010. This phase will include full Market Operations Testing with the Retailers.

AUI will endeavor to respond to any questions that the Retailers may have in a timely fashion. Any further support will be provided on a best efforts basis based on the staff available at the time.

1.3 Intended Audience

The prospective audience for the cutover plan includes all constituents (internal – users, IT; external – service providers/vendor, suppliers, customers).

It is the responsibility of the project management at AUI to inform the current user community and associated projects of required downtime for the cutover to take place.

2 Cut-Over Strategy

The fundamental focus of this Cut-Over Plan is to establish an organizational structure that defines for individuals involved in the process, their roles in the process, and the procedures that will be followed. By establishing this framework, each participant will understand their specific involvement and responsibilities. Equally important, the organizational structure and procedures will identify the lines of authority and communication that will facilitate the resolution of unforeseen problems and issues as they occur.

Open communications is a fundamental element of this Cut-Over Plan. This plan details what actions are going to occur, when they will occur, and who will be involved.

The Cut-Over Plan also identifies the need for contingency procedures for unplanned events. For example, if during cut-over the new process cannot meet operational expectations, the contingency would be to return service to the original configuration until the problems can be resolved.

2.1 Cut-Over Criteria

Under AUI's current plan all development, all internal and external testing will be complete and be signed off for a Cut Over of June 26, 2010

A brief overview follows of some of the internal and external impacts that AUI foresees as a result of this implementation:

Internal Impacts:

- Required Changes to AUI's Customer Information System (eCIS+) and current business process
- Develop/Change workflow in eCIS+
- Required changes to billing operations processes
- Changes to performance indicator tracking and reporting

External impacts:

- Call center call volumes may increase
- Post Cut Over communication increase with all retailers

2.2 Assumptions, Dependencies and Additional Constraints

AUI's assumption is that this Cut-Over Plan will not be actioned until Stand Alone Testing has been successfully completed, all testing with the Retailers has been successfully completed, the June 2010 final checkpoint meeting for Go/No Go has been conducted with a Go decision resulting, and the Market Readiness Checklist has been signed off by AUI.

The implementation of the Cut-Over Plan is dependant on all of the items being completed as outlined above as well as completing the Pre Cut-Over Checklist as outlined in Appendix A of this document.

Additionally and most importantly, AUI is ready to create and accept the transactions as required by Rule 004, Version 1.4

2.3 Phasing

AUI will be implementing the necessary elements required to satisfy TBC Rule 004, Version 1.4 compliance.

The current go live date for TBC as set by the AUC is scheduled for June 26, 2010.

AUI's implementation will include the following deliverables:

- Complete all performance metrics and automation of transactions as outlined in Rule 004 Version 1.4
- Development, bug fixes, testing and related process change and training of known and documented requirements in Version 1.4 of the TBC.

2.4 Contact List

For questions related to AUI's Cut Over plan and AUI's Cut Over process please contact one of the following personnel.

AUI Contact	Position	Contact Information	Email Address
Gord Ravndahl	Project Manager	780.980.4983	gravndahl@agutl.com
Dirk Labahn	TBC Business Lead	780.980.7318	dlabahn@agutl.com
Hot Line		1-888 – TBD	retailersupport@altagasutilities.com

The 1-888 number will be posted on the AUI website under the Information to Retailers section:

<http://www.altagasutilities.com/informationForRetailers>

3 Market Communication

The Market Communications Plan is critical for aligning market stakeholder expectations with respect to project objectives and transition considerations. The plan takes into account current and targeted levels of understanding of program objectives among various market stakeholder groups.

4 Cut-Over Data

4.1 Data Conversion Overview

AUI is not contemplating any data conversion. AUI will be "Cutting-Over" from its existing manual system to the file format requirements in Version 1.4.

4.2 Sequences, Dependencies and Milestones

For the purposes of this document AUI is supplying the following high level steps in order to provide external parties some detail of our cut-over plans. More detail is provided in Appendix B of this document. The summary step is as follows:

- At 17:00 on June 26, 2010 AUI will be open for transacting with Retailers

5 Cut-Over Processes

The move to the new format will commence on May 26, 2010 when the Site ID List, the Site Cycle Catalog and the Tariff Bill Calendar will be available on the AUI website.

<http://www.altagasutilities.com/TBCandSSC>

1. AUI will contact each Retailer via phone with the specific details for arranging a DropChute test. AUI will contact the Retailers no later than June 18, 2010 with specific details for connecting to its production DropCute.
2. AUI will provide the Standard Codes to AUC via email 30 days prior to June 26, 2010.
3. The first cycle produced in the new TBF format will be for cycle 16 and will be sent out on Monday June 28th.
4. Retailers already doing business with AltaGas Utilities Inc. (AUI) will have their rate 11, 12, and 13 sites converted to the TBC process. An Excel file will be provided to each Retailer listing the cross reference relationship from the old account/premise to the new site id. The file will have three columns: Site ID, Account #, Premise #. For Rate 11, 12 and 13 accounts already on retail service, the existing AUI Core Market System practices will be used to the end of business on Friday June 25. The DDC and DCM files normal scheduled for June 28 will be sent during the evening of June 25th. These files will be sent by e-mail as it occurs now.
5. Best efforts will be made to obtain actual reads for accounts already on Retail service for one month proceeding go-live. These reads will be for May cycle 17 through to June cycle 16 and will be read on the normal scheduled cycle. These sites will be billed throughout the month of May and June as per regular scheduled cycles.
6. Effective immediately AUI will process enrollments using its Core Market System within 10 days of receiving them until June 15, 2010. After then the enrollments will be held until June 26 Cut-Over.
7. AUI will begin accepting enrollment transactions after 17:00hrs on Saturday June 26th.
8. Rate 13 accounts are being handled in a manual process between Retailers and AUI and Retailers will be given a choice of sending a SRR for each site or having AUI produce a SRR and return a SRN and SMC on the go-live date. Discussion between Retailers and AUI needs to take place on this matter. AUI will initiate discussions with Retailers during the week of May 31, 2010 and come up with a consensus of enrollment processes.

Cutover Strategy & Plan**5.1 Maintaining the Cut-Over Plan**

This plan is a living document and as such will be updated on a continual basis as we progress through the various stages of the project. AUI will communicate any risk to the milestones as identified above to the AUC and all impacted stakeholders on an ongoing basis.

5.2 Manual Procedures

AUI will not have any manual processes that will affect the Retailers once the Cut-Over has occurred.

5.3 Transactions Occurring during Downtime

AUI has outlined the steps required for the June 26, 2010 cut over in Appendix B of this document.

5.4 Contingency Plans

As success requires both AUI and the retailers to be able to create and accept the transactions as outlined in Version 1.4 of the Tariff Billing Code and Version 2.0 of the SSC, if the market is unable to do this for June 26th, a back-up plan is required. As a fall back, AUI will delay its implementation until the market is ready as its solution includes SSC V2 changes.

5.5 Execution Process

Under AUI's current plan the elements required for TBC Compliance will go live on June 26, 2010. As per AUI's latest Compliance Plan filed with the AUC on March 25, 2010 Self Certification sign off is targeted for October 1, 2010.

The general process steps that AUI will follow are outlined below:

During the planning phase, a list of individuals and activities that need to be informed of on-going efforts was established. This notification list, in the form of a matrix, was tiered to identify the conditions requiring notification and the order of notification. The matrix identifies the type of event with the individuals receiving "immediate" and "secondary" notification, as well as the order of notification.

It is important that an individual be empowered to coordinate all procedures and activities. This individual acts as a focal point to monitor the status of ongoing efforts and to ensure that the Cut-Over Plan is being followed, especially those for procedures affecting communications with other parties. The Cut-Over Manager is also the immediate point-of-contact for unanticipated events that require activating contingency procedures or modifying the dictated procedures in the Cut-Over Plan. It is not necessary that this individual actually execute the procedures, only have knowledge of what procedures should be followed and the relative precedence of each.

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5.6 Cut-Over Log

Chronological documentation of the cut-over process is important for retracing steps and events should problems develop during execution of the Cut-Over Plan. At a minimum, the log will record the person identifying the action, a description of the action, and the time.

5.7 Cut-over Logistics

Cut-Over Office:

- AUI Office at 5509 – 45 Street, Leduc AB

Cut-Over Weekend Hotline Phone for general updates, progress against plan

- A dedicated telephone bridge will be established and be in operation around the clock over the Cut Over weekend and during the evening of the first billing run

The Cut-over Weekend Hotline number will be posted on the AUI website under the Information to Retailers section:

<http://www.altagasutilities.com/informationForRetailers>

Notification of team members

- The Cut-Over Team will follow a detailed project plan, however, to ensure a smooth hand off the person working on the step preceding will advise, if required, as whether a go-ahead is possible.

5.8 Cut-Over Signoff

Purpose:

- Formally convey the project team's request for approval and acceptance of the Cut-Over
- Prior project management approval of testing deliverables based on the pass of the Stand Alone Test Cases confirmed in test environment

Stakeholder Validation:

- Online validation checks to provide assurance completeness and accuracy to business and technical stakeholders

Approval Signatures

- Sign-off by key team members (business and technical)
- Sign-off by Project Management (based on team member signatures)

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5.9 Exceptions

- Exceptions to plan will be noted and go/no go decision made on each exception

5.10 Post Go-Live Tracking

AUI will be maintaining a Cut-Over Log, as outlined above, and a Post Cut-Over Issues Log to track any issues that may result during the Cut-Over period or Post Cut-Over Operational activities to ensure that should any issues arise they are recorded, tracked, communicated and resolved in a timely manner.

5.11 Legacy Shutdown

AUI's legacy system for TBC, the Core Market System, is a system that is integrated into the AUI's main billing system. The Core Market System itself does not contain any data and is used solely for generating transactions to communicate with retailers prior to AUI becoming TBC compliant. The Core Market system will be available for 365 days post implementation to handle all cancel/rebill requests that may be presented to AUI within that period. As stated in AUI's 'Charge Alignment Greater than 365 Days' document, any period in error beyond 365 days will be rectified with a one-time credit or debit adjustment within the next TBF. Although the Core Market System will only be available for 365 days post implementation, the historical data itself will be available beyond this period.

6 Go-Live Support

AUI will be providing the necessary dedicated resources required for "Go Live" as well as post production support as outlined below.

Tracking Activity	Responsible Party
Track Receipt of AUI Tariff Bill Files Daily (File name, bill portion, time received)	Retailer
Track Level 1 and Level 2 Validation Results Daily	Retailer
Review TBA/TBR – generate accept or reject Daily	AUI
Track Level 3 Validation and Posting results Daily	Retailer

AUI will be establishing a SWAT Team to handle any issues that result from nightly production/processing of the TBF. The members of the SWAT Team will be available to coordinate and participate in conference calls if required.

It is envisioned that the post implementation support will be in place for a period of two months (i.e. the months of July and August 2010). Following this point, support will be handed off to the organization's respective business and systems operations teams.

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Any TBC interpretation issues not resolved jointly by AUI and the retailer will be escalated to AUC. Upon escalation to the AUC we will follow the AUC's mediation process as outlined in the AUC's transition plan. At the request of the retailers or AUI, conference calls will be arranged by the AUC to resolve interpretation issues or other areas of concern.

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Post Support Contact list.

For questions related to post cut over issues please contact one of the following personnel.

AUI Contact	Position	Contact Information	Email Address
Gord Ravndahl	Project Manager	780.980.4983	gravndahl@agutl.com
Dirk Labahn	TBC Business Lead	780.980.7318	dlabahn@agutl.com
Chad Crossland	TBC Business Analyst	780.980.4998	ccrosslan@agutl.com
Steve Lai	TBC Business Analyst	780.980.5901	slai@agutl.com
Email Support			retailersupport@altagasutilities.com

AUC Contact	Position	Contact Information
Anne Glass	Program Director	403.592.4389

Support requirements after Cut Over for the first two months as follows:

AUI Support Requirement
The retailersupport@altagasutilities.com email address will be monitored 7X24
To facilitate operational support, 1 TBC FTE project resource will be in place.

7 General

7.1 Open Issues

AUI intends to comply with the processes and transactional requirements defined in Rule 004 Sections 3, 4 and 5 with the following exceptions that will not be part of the initial deployment of AUI's TBC solution:

- Section 5.4.1 – (2): Request for exemption for inclusion of all cancel/rebill tariff charges in a single TBF for all cancel/rebill instances. AUI's current system does not have a mechanism to perform an all inclusive one-step cancel/rebill. AUI will in its best effort ensure that cancels and rebills are presented in a single TBF by initiating a manual process to hold presentation of cancel and rebill charges from a tariff bill file for a site until the cancel and rebill process is complete. This may take one or more days depending on the number of billing periods that require correction. In some instances, cancel or rebill records may be released in one or more tariff bill files for the site in advance of the completed cancel and rebill process; however, all records released will be in sequential order of the cancel and rebill events. Additionally, where the cancel and/or rebill process is not completed prior to a site's schedule tariff bill file publish date, tariff billing information for that site will be withheld from presentation until the cancel and rebill process has completed. AUI is looking at addressing this issue in conjunction with version 3 of our current CIS system. This is slated for development starting in 2012.
- Table Ref ID 14 of Table 3-1: Request for exemption for the requirement to split charges when there is a distribution price change (non-energy based). When a Franchise Tax (Rider A) or a Property Tax (Rider B) rate change occurs within a current billing period, AUI's current TBC solution is not capable of applying the applicable franchise tax or property tax rate to the charge periods before and after the rate change; instead, both periods will be applied the same rate. The TBC solution will utilize the Franchise Tax and Property Tax rates effective at the end of the current billing period. This rate will apply to all tariff bill periods within the current billing period regardless of whether a Franchise Tax or Property Tax rate change occurred during the billing period. AUI projects that a solution will be in place to address this issue by the end of 2011.
- Rule 004, Section 4.3.1 - #4 & Section 5.4.1 - #1: Request for exemption for separation of cancel / rebill tariff charges and cancel / rebill one time charges. AUI is requesting an exemption for the separation of tariff-based cancel / rebill charges and one-time cancel / rebill charges. The current solution does not adhere to the TBC obligations around TBF cancel / rebill

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- production and the separation of tariff versus one-time charges. All charges, both tariff and one-time charges, will appear on the same TBF for a specified site and period. If a tariff or one-time charge needs to be subsequently cancelled and rebilled, then both tariff and one-time charges are cancelled, rebilled and presented on the same TBF. One example TBF is attached to show this representation for all charges in one TBF as is AltaGas Utilities current solution. This will be the representation all retailers will see. AltaGas Utilities may also correct a previously billed OTC (one-time charge) by using a net difference representation in a subsequent TBF. This approach will be used when a OTC that was presented in a TBF several months prior needs to be cancelled and rebilled and there is no change in retailer or customer since the original charges were incurred. This approach will be used to avoid performing a cancel / rebill of all tariff charges back to the period in which the one-time charge occurred. In this scenario, a net difference for the OTC will be presented on the next on-cycle TBF for the site and the date will reflect a date within the current billing period (as opposed to the date of the original charge being adjusted). AUI is looking at addressing this issue in conjunction with the version 3 build of our current CIS system. This is slated for development starting in 2012.
- Rule 004 – Section 3.2 Table 3-1 (15): A mandatory split of usage is required when a RRT energy price occurs. For sites that are Idle, a DU record will not be split when there is zero usage. For sites that are De-energized a DU record and a CH record will not be presented when there is zero usage. AUI is requesting an exemption for the split of the DU record when a site is Idle or De-energized and there is no usage during the Tariff Bill Period.

Appendix A

DRAFT Pre – Cut Over Checklist

The following activities will be completed before the Cut-Over Plan is actioned.

Description	Activities	Date Completed	Comments
Testing	Unit, multi-unit (integration), regression, functional, Stand Alone, Market Operations Testing, business process testing		
Process Change	Business process change has been documented, changes have been communicated and understood by the business		
Documentation	All documentation is as complete as possible for the business (process, procedures and workarounds), functional specs and technical specs completed and signed off, Operational Run Books have been updated.		
Training	User Training is complete. All users that are impacted have been trained on the new systems and procedures that have been developed. Information System personal impacted have been trained on the new systems and operating procedures.		
Market Readiness Checklist	Market Readiness Checklist Complete as possible and signed off at the appropriate level		
Contingency Plan	A contingency plan is in place and has been vetted by the key business and the IT department stakeholders.		

