

Rule 021 and Rule 028 Straw Model

Introduction

The objective of the first consultation meeting will be to revise the settlement system code rules - AUC Rules 021 and 028 to set the expectations regarding the roles and responsibilities of the entities during the customer enrolment and de-enrolment process.

The straw model that follows focuses on the responsibilities of retailers and distributors as it pertains to the communication of customer information and site location information. This straw model reflects AUC staff's experience in dealing with customer care and billing issues, input from the UCA and stakeholder consultation, along with the effort from the UCI working group.

Site ID catalogue transaction (SID) and Update Customer Information transaction (UCI) process:

- Please review both the process rules and content of the SID and the UCI transactions.
- Please note the UCI transaction will be revised. Come prepared to make a decision at the beginning of the meeting on whether to repurpose or redesign the UCI transaction. Subsequent to the decision being made, the stakeholder group will be working together to review each field along with its data type size and description.
- Both the repurpose and redesign options of the UCI, group information into three larger categories: Customer (billing), Site Contact and Service Address. In Option 2, we attempted to align the Service Address fields with those in the SID.
- Please come prepared to discuss and make decisions.

De-select request transaction (DSR) process:

Come prepared to discuss improvements to the de-select process on the date a site is switched to the regulated rate provider or default supplier. The intent will be to reduce unintended enrolments, negative customer experience, and the regulated rate provider or default supplier from enrolling a site because of a timing issue with enrollment.

2 Responsibilities

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2.4 Site identification number catalogue

(1) WSPs/Distributors are responsible for maintaining the most accurate and up to date catalogue of site identification numbers (site IDs), LSA identification numbers (LSA IDs) and the addresses where electricity service is provided (service addresses). Service addresses must be populated in enough detail so as to disclose the location of the site. A WSP/Distributor must use either the civic or the rural addressing scheme unless not available. When the civic or rural addressing scheme becomes available, the service address fields must be updated accordingly.

(2) The WSP/Distributor will provide market participants 30 days' notice of a change in location of the catalogue on its website.

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2.X Customer information/de-select reason retailer responsibilities

(1) Retailers are responsible for maintaining the most accurate and up to date customer and emergency contact information.

(2) The retailer must use the correct de-select reason code when the retailer notifies a WSP/Distributor that it will no longer provide electricity services for the site.

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9.4.6.14 Site ID catalogue transaction (SID) – process rules and content (Rule 028 Section 8.4.6.12)

(1) The SID is an electronic file in CSV format. No commas are permitted within a field.

(2) Abbreviations used in addressing schemes follow the English-language version of Canada Post addressing guidelines.

(3) The SID file is to be updated for accuracy weekly at a minimum.

(4) Transport/delivery is at the discretion of each WSP/Distributor.

(5) WSPs/Distributors have an obligation to provide a site ID and location information for all sites to which they provide delivery services, in the SID file format. Requests for site IDs that are not in the site ID catalogue must be responded to by the WSP/Distributor by the end of the next business day.

(6) A WSP/Distributor may use multiple methods to identify a location, but at least one of the addressing schemes must be populated in enough detail so as to disclose the location of the site. For example, if an apartment number exists as a part of the civic addressing scheme, it is required to be provided. A WSP/Distributor must use either the civic or the rural addressing scheme unless not available. However, when the civic or rural addressing

scheme becomes available, the service address fields must be updated accordingly. If information is available to populate more than one addressing scheme for the same site, WSPs//Distributors may do so.

9.6.4 Update customer information transaction set (Rule 028 Section 8.6.4)

OPTION 1: UCI - Repurpose

9.6.4.1 Update customer information transaction (UCI) – process rules and content (Rule 028 Section 8.6.4.1)

- (1) The UCI allows for the transfer of important customer and emergency contact information to the WSP/Distributor. This information is needed so that the WSP/Distributor may execute its duties to facilitate customer transfer to the regulated rate provider or the default supplier, if either is required, and to permit safe and secure operation of the wires environment. To that end, references to “customer” refer to the person, company or legal entity financially responsible for a site, specifically with regard to enrolment with the regulated rate provider or the default supplier, should either become necessary. Additionally, references to site contact are intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.
- (2) The following sequences are mandatory upon enrolment and conditional in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. (Sequences: 36, 37, 38, 43, 59, 64, 92 and 93).
- (3) Update/refresh mechanism: Whenever any of the information listed in the UCI transaction is known by the retailer to have changed, the retailer is required to resend all of the data to ensure data is not lost.
- (4) The addressing fields must be populated in detail with the civic addressing scheme, unless the civic address is not applicable. For example, if an apartment number exists as a part of the civic addressing scheme, it is required to be provided.
- (5) Abbreviations used in addressing sequences should follow the English-language version of Canada Post addressing guidelines.

Table 22. Update customer information transaction (UCI) in Rule 021

Sequence	Field	Data type/size	Description
1	Transaction Abbreviation	“UCI”	Mandatory field – Abbreviation of the transaction name.
2	Transaction Date Time	Date time format	Mandatory field – Later of the time the transaction was created or last modified.
3	Retailer ID	Retailer ID format	Mandatory field – Sender.
4	Business Function ID	Varchar(2)	Optional field - See Appendix A, Table A-3.
5	WSP ID	WSP ID format	Mandatory field - Recipient (WSP responsible for the site). See Appendix A, Table A-4.
6	Site ID	Site ID format	Mandatory field – Unique identifier representing a site. See Section 9.4.6.12.

Sequence	Field	Data type/size	Description
7	Customer Company Name	Varchar(100)	Conditional field - Must be populated if the customer is a company. "Customer" refers to the company or legal entity financially responsible for a site.
8	Customer Last Name	Varchar(100)	Conditional field - Must be populated if the Company Name is [null]. "Customer" refers to the person or legal entity financially responsible for a site.
9	Customer First Name	Varchar(100)	Conditional field - Must be populated if the Company Name is [null]. "Customer" refers to the person or legal entity financially responsible for a site.
10	Customer Middle Name	Varchar(100)	Optional field – Populated at sender's discretion. May also be initial only.
11	Customer C/O or Attention Field	Varchar(100)	Conditional field - Must be populated if Customer Company Name is populated.
12	Customer GST Exemption Indicator	Char(1)	Optional field - Populated at sender's discretion. "Y" – if the customer is GST exempt "N" – if the customer is not GST exempt
13	Customer Unit Definer	Varchar(15)	Conditional field - Must be populated if it exists in the customer's billing address. Used to define individual units where no unit number exists, e.g. "Back," "Basement."
14	Customer Unit Number	Varchar(6)	Conditional field – Must be populated if the customer's billing address is in a multi-unit development. Apartment number, etc.
15	Customer House Number	Varchar(6)	Conditional field - Must be populated if it exists in the customer's billing address.
16	Customer Street Pre-Direction	Varchar(2)	Conditional field - Must be populated if it exists in the customer's billing address. Standard direction codes (N, W, SW, etc.) which appear in front of the street name, e.g. "W Georgia ST."
17	Customer Street Name	Varchar(50)	Conditional field - Must be populated if it exists in the customer's billing address.
18	Customer Street Type Code	Varchar(8)	Conditional field - Must be populated if it exists in the customer's billing address. Valid Canada Post codes are required.
19	Customer Street Direction	Varchar(2)	Conditional field - Must be populated if it exists in the customer's billing address. Standard direction codes (N, W, SW, etc.) which appear after the street name, e.g. "Millwood RD W."
20	Customer City Quadrant	Varchar(2)	Conditional field - Must be populated if it exists in the customer's billing address. Standard direction codes (N, W, SW, etc.) which designate a quadrant of a city.
21	Customer General Delivery Indicator	Char(1)	Conditional field - Must be populated if it exists in the customer's billing address. "Y" – If site has a general delivery address [Null] if no general delivery address is used. Address is formatted as: "GD Drayton Valley, AB T0E 0M0"
22	Customer Lot ID	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Example: (54 is the Lot ID) "54 26540 Range RD 11"

Sequence	Field	Data type/size	Description
			Red Deer County AB T4E 1A3"
23	Customer Pre-Road Number	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number that appears before the road type in the Canada Post road address standard (e.g. "26540" in the above example is the pre-road number).
24	Customer Road Type	Varchar(20)	Conditional field - Must be populated if it exists in the customer's billing address. Road type in the Canada Post road address standard – "Range Road," "Township Road," "Highway." ("Range Road" in the above example is the road type.)
25	Customer Post-Road Number	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the road that appears after the road type in the Canada Post road address standard ("11" in the above example is the road number).
26	Customer Compartment	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the compartment to follow "CP" in standard Canada Post mailing address, e.g. "CP 10 SITE 4 RR 3."
27	Customer Site Number	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the site to follow "SITE" in standard Canada Post rural mailing address, e.g. "CP 10 SITE 4 RR 3."
28	Customer Rural Route	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the rural route to follow "RR" in standard Canada Post rural mailing address, e.g. "CP 10 SITE 4 RR 3."
29	Customer Mobile Route	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the mobile route to follow "MR" in standard Canada Post mailing address, e.g. "CP 10 SITE 4 MR 3."
30	Customer Suburban Service	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the suburban service to follow "SS" in standard Canada Post mailing address, e.g. "CP 10 SITE 4 SS 3."
31	Customer Station Name	Varchar(50)	Conditional field - Must be populated if it exists in the customer's billing address. Name to follow "STN" in standard Canada Post mailing address, e.g. "PO BOX 11223 STN MAIN Toronto ON."
32	Customer Retail Postal Outlet	Varchar(50)	Conditional field - Must be populated if it exists in the customer's billing address. Name of the retail postal outlet to follow "RPO" in standard Canada Post mailing address, e.g. "PO BOX 123 RPO Standard Life Edmonton AB."
33	Customer Post Office Box	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number to follow "PO BOX" in standard Canada Post mailing address, e.g. "PO BOX 11223 STN MAIN Toronto ON."
34	Customer Letter Carrier Depot	Varchar(50)	Conditional field - Must be populated if it exists in the customer's billing address.

Sequence	Field	Data type/size	Description
			Name of the letter carrier depot to follow "LCD" in standard Canada Post mailing address, e.g. "PO BOX 1352 LCD Blue Quill Edmonton AB"
35		[null]	
36	Customer City	Varchar(50)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Name of the town, village or city used in the billing address.
37	Customer Postal Code	Varchar(9)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Postal or zip code – nine characters allows for the largest possible zip code used for billing address.
38	Customer Province / State Code	Char(2)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Use standard two-character codes in billing address.
39	Customer Foreign Address 1	Varchar(100)	Conditional field - Required if the customer's billing address is outside Canada or United States. Format as required for mailing.
40		[null]	
41		[null]	
42		[null]	
43	Customer Country	Varchar(30)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Full country name used in the billing address.
44	Customer Phone Number	Telephone Number Format	Conditional field - Required if it exists in the retailer's record of the customer's billing information and it is a telephone number in Canada or the United States. See Section 9.4.6.2 for example.
45		[null]	
46		[null]	
47		[null]	
48		[null]	
49	Customer Email Address	Varchar(80)	Conditional field - Required if it exists in the retailer's record of the customer's billing information.

Sequence	Field	Data type/size	Description
50	Meter Access Notes	Varchar(80)	Optional field - Populated at sender's discretion. Information about accessing the site, e.g. "bad dog," "knock first."
51	On-site Generation Flag	Char(1)	Optional field - Populated at sender's discretion. "Y" – if the site has on-site generation. "N" – if not.
52	Critical To Have Power Flag	Char(1)	Optional field - Populated at sender's discretion (with appropriate medical supporting documentation on record). "Y" – if it is critical for this customer to have power due to human medical needs. "N" – or [null] if not. (In order for the distributor to de-energize this site, this field must have a value of "N" or [null]).
53	Critical To Have Power Reason	Varchar(30)	Conditional field - Required if Critical To Have Power Flag = "Y"; otherwise [null]. Medical reason it is critical for this customer to have power.
54		[null]	
55	Site Contact Company Name	Varchar(100)	Conditional field - Must be populated if the site contact is a company.
56	Site Contact Last Name	Varchar(100)	Conditional field – Must be populated if Site Contact Company Name field is [null]. Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.
57	Site Contact First Name	Varchar(100)	Conditional field - Must be populated if Site Contact Company Name field is [null]. Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.
58		[null]	
59	Site Contact Emergency Phone Number	Telephone Number Format	Mandatory field – Must be populated at the time of enrolment for emergency contact purposes. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management. A telephone number in Canada or the United States. See Section 9.4.6.2 for example.
60	Site Contact Business Phone Number	Telephone Number Format	Conditional field - Required if it exists in the retailer's record of the customer information and it is a telephone number in Canada or the United States. See Section 9.4.6.2 for example.
61		[null]	
62		[null]	
63	Site Contact Alternate Phone Number	Telephone Number Format	Conditional field - Must be populated if it exists in the retailer's record of the customer information and it is a telephone number in Canada or the United States. Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management. See Section 9.4.6.2 for example.

Sequence	Field	Data type/size	Description
64	Site Contact Email Address	Varchar(80)	Mandatory field – Must be populated at the time of enrolment for emergency contact purposes. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management. A telephone number in Canada or the United States. See Section 9.4.6.2 for example.
65		[null]	
66		[null]	
67		[null]	
68		[null]	
69	Service Address Unit Definer	Varchar(15)	Conditional field - Must be populated if it exists in the service address. Used to define individual units where no unit number exists, e.g. "Back," "Basement."
70	Service Address Unit Number	Varchar(6)	Conditional field - Must be populated if the service address is in a multi-unit development. Apartment number, etc.
71	Service Address House Number	Varchar(6)	Conditional field - Must be populated if it exists in the service address.
72	Service Address Street Pre- Direction	Varchar(2)	Conditional field - Must be populated if it exists in the service address. Standard direction codes (N, W, SW, etc.) which appear in front of the street name, e.g. "W Georgia ST."
73	Service Address Street Name	Varchar(50)	Conditional field - Must be populated if it exists in the service address.
74	Service Address Street Type Code	Varchar(8)	Conditional field - Must be populated if it exists in the service address. Valid Canada Post codes only. e.g. Avenue, Street, Drive, Place
75	Service Address Street Direction	Varchar(2)	Conditional field - Must be populated if it exists in the service address. Standard direction codes (N, W, SW, etc.) which appear after the street name, e.g. "Millwood RD W."
76	Service Address City Quadrant	Varchar(2)	Conditional field - Must be populated if it exists in the service address. . Standard direction codes (N, W, SW, etc.) which designate a quadrant of a city.
77		[null]	
78	Service Address Lot ID	Varchar(10)	Conditional field - Must be populated if it exists in the service address. Example: (54 is the Lot ID) "54 26540 Range RD 11 Red Deer County AB T4E 1A3"
79	Service Address Pre-Road Number	Varchar(10)	Conditional field - Must be populated if it exists in the service address. Number that appears before the road type in the Canada Post road address standard, e.g. "26540" in the above example is the pre-road number.
80	Service Address Road Type	Varchar(20)	Conditional field - Must be populated if it exists in the service address. Road type in the Canada Post road address standard, e.g. "Range Road," "Township Road," "Highway" ("Range Road" in the above example is the road type).
81	Service Address Post-Road Number	Varchar(10)	Conditional field - Must be populated if it exists in the service address. Number of the road that appears after the road type in the Canada Post road address standard ("11" in the above example is the post-road number).

Sequence	Field	Data type/size	Description
82		[null]	
83		[null]	
84		[null]	
85		[null]	
86		[null]	
87		[null]	
88		[null]	
89		[null]	
90		[null]	
91		[null]	
92	Service Address City	Varchar(50)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Name of the town, village or city.
93	Service Address Postal Code	Varchar(9)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Postal or zip code – nine characters allows for the largest possible zip code.
94	Service Address Province Code	Char(2)	Mandatory filed – Use standard two-character code.
95		[null]	
96		[null]	
97		[null]	
98	Alternate Contact Person	Varchar(50)	Conditional field - Required if it exists in the retailer's customer information. Name of an alternate contact. The format of the name is first name, followed by a space and then last name. If the first name and last name combined are more than 50 characters in length, the last name will be truncated.
99		[null]	
100		[null]	
101		[null]	
102		[null]	
103		[null]	
104		[null]	
105	Customer Enrolment Date	Date format YYYY/MM/DD	Conditional field - Date the customer became financially responsible for the site.
106	Transaction Status Code	Char(4)	Conditional field – If the transaction is being sent by the retailer, this field is [null]; otherwise this field is mandatory when the WSP is sending the transaction to notify the retailer of problems with the transaction. Applicable transaction status codes in Appendix A, Table A-9 must be used.
107	Retailer Account Number	Varchar(30)	Optional field - Populated at sender's discretion. Cross reference for support. WSP does not have any obligation to keep track of this for the retailer.
108	Retailer Reference Number	Varchar(20)	Optional field - Populated at sender's discretion.

Sequence	Field	Data type/size	Description
			Identification number that allows retailers to track their transactions. NOTE: This field is optional by retailer preference, but if present, it will be mirrored back in any rejection transaction.

OPTION 2: UCI - Redesign

9.6.4.1 Update customer information transaction (UCI) – process rules and content (Rule 028 Section 8.6.4.1)

- (1) The UCI allows for the transfer of important customer and emergency contact information to the WSP/Distributor. This information is needed so that the WSP/Distributor may execute its duties to facilitate customer transfer to the regulated rate provider or the default supplier, if either is required, and to permit safe and secure operation of the wires environment. To that end, references to “customer” refer to the person, company or legal entity financially responsible for a site, specifically with regard to enrolment with the regulated rate provider or the default supplier, should either become necessary. Additionally, references to site contact are intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.
- (2) The following sequences are mandatory upon enrolment and conditional in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. (Sequences 26, 27, 28, 30, 41, 43, 55 and 56).
- (3) Update/refresh mechanism: Whenever any of the information listed in the UCI transaction is known by the retailer to have changed, the retailer is required to resend all of the data to ensure data is not lost.
- (4) The addressing fields must be populated in detail with the civic addressing scheme, unless the civic address is not applicable. For example, if an apartment number exists as a part of the civic addressing scheme, it is required to be provided.
- (5) Addressing schemes should follow Canada Post addressing guidelines (Recommend using AddressComplete)

Table 22. Update customer information transaction (UCI) in Rule 021

Sequence	Field	Data type/size	Description
1	Transaction Abbreviation	“UCI”	Mandatory field – Abbreviation of the transaction name.
2	Transaction Date Time	Date time format	Mandatory field – Later of the time the transaction was created or last modified.
3	Retailer ID	Retailer ID format	Mandatory field – Sender.
4	Business Function ID	Varchar(2)	Optional field - See Appendix A, Table A-3.
5	WSP ID	WSP ID format	Mandatory field - Recipient (WSP responsible for the site). See Appendix A, Table A-4.
6	Site ID	Site ID format	Mandatory field – Unique identifier representing a site. See Section 9.4.6.12.
7	Customer Company Name	Varchar(100)	Conditional field - Must be populated if the customer is a company. “Customer” refers to the company or legal entity financially responsible for a site.

Sequence	Field	Data type/size	Description
8	Customer Last Name	Varchar(100)	Conditional field - Must be populated if the Company Name is [null]. "Customer" refers to the person or legal entity financially responsible for a site.
9	Customer First Name	Varchar(100)	Conditional field - Must be populated if the Company Name is [null]. "Customer" refers to the person or legal entity financially responsible for a site.
10	Customer C/O or Attention Field	Varchar(100)	Conditional field – Must be populated if Customer Company Name is populated. Additional Delivery Information E.g. Finance Department
11	Customer GST Exemption Indicator	Char(1)	Optional field – Populated at sender's discretion. "Y" – if the customer is GST exempt "N" – if the customer is not GST exempt
12	Customer Unit Definer	Varchar(15)	Conditional field - Must be populated if it exists in the customer's billing address. Used to define individual units where no unit number exists, e.g. "Back," "Basement."
13	Customer Unit Number	Varchar(6)	Conditional field – Must be populated if the customer's billing address is in a multi-unit development. Apartment number, etc.
14	Customer Civic Address	Varchar(100)	Conditional field - Must be populated if it exists in the customer's billing address. Civic number (House Number) should be placed before the Street Name, Also includes Street Type Code, Street Pre-Direction, Street Direction and City Quadrant Eg. 462 E Cedar St. SW Valid Canada Post addressing guidelines are required.
15	Customer General Delivery Indicator	Char(1)	Conditional field - Must be populated if it exists in the customer's billing address. "Y" – If site has a general delivery address [null] if no general delivery address is used. Address is formatted as: "GD Drayton Valley, AB T0E 0M0"
16	Customer Rural Address	Varchar(100)	Conditional field - Must be populated if it exists in the customer's billing address. Includes Lot ID, Pre Road Number, Road Type, Post-Road Number Example: (54 is the Lot ID) "54 26540 Range RD 11" Red Deer County AB T4E 1A3 Valid Canada Post addressing guidelines are required.
17	Customer Compartment	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the compartment to follow "CP" in standard Canada Post mailing address, e.g. "CP 10 SITE 4 RR 3."
18	Customer Site Number	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the site to follow "SITE" in standard Canada Post rural mailing address, e.g. "CP 10 SITE 4 RR 3."
19	Customer Rural Route	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the rural route to follow "RR" in standard Canada Post rural mailing address, e.g. "CP 10 SITE 4 RR 3."

Sequence	Field	Data type/size	Description
20	Customer Mobile Route	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the mobile route to follow "MR" in standard Canada Post mailing address, e.g. "CP 10 SITE 4 MR 3."
21	Customer Suburban Service	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number of the suburban service to follow "SS" in standard Canada Post mailing address, e.g. "CP 10 SITE 4 SS 3."
22	Customer Station Name	Varchar(50)	Conditional field - Must be populated if it exists in the customer's billing address. Name to follow "STN" in standard Canada Post mailing address, e.g. "PO BOX 11223 STN MAIN Toronto ON."
23	Customer Retail Postal Outlet	Varchar(50)	Conditional field - Must be populated if it exists in the customer's billing address. Name of the retail postal outlet to follow "RPO" in standard Canada Post mailing address, e.g. "PO BOX 123 RPO Standard Life Edmonton AB."
24	Customer Post Office Box	Varchar(10)	Conditional field - Must be populated if it exists in the customer's billing address. Number to follow "PO BOX" in standard Canada Post mailing address, e.g. "PO BOX 11223 STN MAIN Toronto ON."
25	Customer Letter Carrier Depot	Varchar(50)	Conditional field - Must be populated if it exists in the customer's billing address. Name of the letter carrier depot to follow "LCD" in standard Canada Post mailing address, e.g. "PO BOX 1352 LCD Blue Quill Edmonton AB"
26	Customer City	Varchar(50)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Name of the town, village or city used in the billing address
27	Customer Postal Code	Varchar(9)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Postal or zip code – nine characters allows for the largest possible zip code. Used in the billing address
28	Customer Province / State Code	Char(2)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the

Sequence	Field	Data type/size	Description
			customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Use standard two-character codes in billing address.
29	Customer Foreign Address 1	Varchar(100)	Conditional field - Required if the customer's billing address is outside Canada or United States. Format as required for mailing.
30	Customer Country	Varchar(30)	Mandatory filed – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Full country name in billing address.
31	Customer Phone Number	Telephone Number Format	Conditional field - Required if it exists in the retailer's record of the customer's billing information and it is a telephone number in Canada or the United States. See Section 9.4.6.2 for example.
32	Customer Email Address	Varchar(80)	Conditional field - Required if it exists in the retailer's record of the customer's billing information.
33	Customer Enrolment Date	Date format YYYY/MM/DD	Conditional field - Date the customer became financially responsible for the site.
34	Meter Access Notes	Varchar(80)	Optional field - Populated at sender's discretion. Information about accessing the site, e.g. "bad dog," "knock first."
35	On-site Generation Flag	Char(1)	Optional field - Populated at sender's discretion. "Y" – if the site has on-site generation. "N" – if not.
36	Critical To Have Power Flag	Char(1)	Optional field - Populated at sender's discretion (with appropriate medical supporting documentation on record). "Y" – if it is critical for this customer to have power due to human medical needs. "N" – or [null] if not. (In order for the distributor to de-energize this site, this field must have a value of "N" or [null]).
37	Critical To Have Power Reason	Varchar(30)	Conditional field - Required if Critical To Have Power Flag = "Y"; otherwise [null]. Medical reason it is critical for this customer to have power.
38	Site Contact Company Name	Varchar(100)	Conditional field - Must be populated if the site contact is a company.
39	Site Contact Last Name	Varchar(100)	Conditional field – Must be populated if Site Contact Company Name field is [null]. Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.
40	Site Contact First Name	Varchar(100)	Conditional field - Must be populated if Site Contact Company Name field is [null]. Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.
41	Site Contact Emergency Phone Number	Telephone Number Format	Mandatory filed – Must be populated at the time of enrolment for emergency contact purposes. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the

Sequence	Field	Data type/size	Description
			<p>information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data.</p> <p>Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.</p> <p>A telephone number in Canada or the United States. See Section 9.4.6.2 for example.</p>
42	Site Contact Alternate Phone number	Telephone Number Format	<p>Conditional field - Must be populated if it exists in the retailer's record of the customer information and it is a telephone number in Canada or the United States.</p> <p>Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.</p> <p>See Section 9.4.6.2 for example.</p>
43	Site Contact Email Address	Varchar(80)	<p>Mandatory field – Must be populated at the time of enrolment for emergency contact purposes.</p> <p>Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data.</p> <p>Site contact is intended to mean the person responsible for day-to-day functions at a site, specifically with regards to emergency and service outage management.</p> <p>A telephone number in Canada or the United States. See Section 9.4.6.2 for example.</p>
44	Service Address Unit Definer	Varchar(15)	<p>Conditional field - Must be populated if it exists in the service address.</p> <p>Used to define individual units where no unit number exists, e.g. "Back," "Basement."</p>
45	Service Address Unit Number	Varchar(6)	<p>Conditional field - Must be populated if the service address is in a multi-unit development. Apartment number, etc.</p>
46	Service Address House Number	Varchar(6)	<p>Conditional field - Must be populated if it exists in the service address.</p>
47	Service Address Street Pre-Direction	Varchar(2)	<p>Conditional field - Must be populated if it exists in the service address.</p> <p>Standard direction codes (N, W, SW, etc.) which appear in front of the street name, e.g. "W Georgia ST."</p>
48	Service Address Street Name	Varchar(50)	<p>Conditional field - Must be populated if it exists in the service address.</p>
49	Service Address Street Type Code	Varchar(8)	<p>Conditional field - Must be populated if it exists in the service address. Valid Canada Post codes only. e.g. Avenue, Street, Drive, Place</p>
50	Service Address Street Direction	Varchar(2)	<p>Conditional field - Must be populated if it exists in the service address. Standard direction codes (N, W, SW, etc.) which appear after the street name, e.g. "Millwood RD W."</p>
51	Service Address City Quadrant	Varchar(2)	<p>Conditional field - Must be populated if it exists in the service address. .</p>

Sequence	Field	Data type/size	Description
			Standard direction codes (N, W, SW, etc.) which designate a quadrant of a city.
52	Service Address Lot Range ID	Varchar(5)	Conditional field – Required if it exists in the service address.
53	Block	Varchar(5)	Conditional field – Required if it exists in the service address. Defines a city block within a plan.
54	Service Address Municipality	Varchar(50)	Mandatory field – Name of the municipal entity to which Local Access Fees apply for the site.
55	Service Address City	Varchar(50)	Mandatory field – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Name of the town, village or city.
56	Service Address Postal Code	Varchar(9)	Mandatory field – Must be populated at the time of enrolment. Conditional field – [null] in the event the customer is transferred to the regulated rate provider or the default supplier and the information to populate the field is not available at the time of transfer. However, these fields must be populated when the customer information becomes known and the regulated rate provider or the default supplier is required to resend all of the data. Postal or zip code – nine characters allows for the largest possible zip code.
57	Service Address Province Code	Char(2)	Mandatory field – Use standard two-character code.
58	Alternate Contact Person	Varchar(50)	Conditional field - Required if it exists in the retailer's customer information. Name of an alternate contact. The format of the name is first name, followed by a space and then last name. If the first name and last name combined are more than 50 characters in length, the last name will be truncated.
59	Transaction Status Code	Char(4)	Conditional field – If the transaction is being sent by the retailer, this field is [null]; otherwise this field is mandatory when the WSP is sending the transaction to notify the retailer of problems with the transaction. Applicable transaction status codes in Appendix A, Table A-9 must be used.
60	Retailer Account Number	Varchar(30)	Optional field - Populated at sender's discretion. Cross reference for support. WSP does not have any obligation to keep track of this for the retailer.
61	Retailer Reference Number	Varchar(20)	Optional field - Populated at sender's discretion. Identification number that allows retailers to track their transactions. NOTE: This field is optional by retailer preference, but if present, it will be mirrored back in any rejection transaction.