



# Retailer Guidebook

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## **Introduction to the Retailer Guidebook**

The ENMAX Power Corporation (EPC) Retailer Guidebook has been created to assist current and prospective Retailers with participating in the EPC regulated service area. This Guidebook is designed to inform or direct the reader to key business processes, terms and conditions of service, governing provincial and federal regulations, distribution rates, fee schedules, and industry reference links.

EPC considers a person who sells or provides electricity services directly to customers as a Retailer. A customer may also act as a Self-Retailer by carrying out Retailer functions to obtain electricity solely for the customer's own use.

EPC, as the Wires Owner (WO), is responsible for the construction and maintenance of the distribution system infrastructure and all revenue metering equipment installed for the purposes of electricity services in the Calgary zone.

As a Wires Service Provider, our responsibilities include:

- Load Settlement
- Site Enrollments
- Meter Data Management including Cumulative and Interval Meter Data Collection;
- Distribution Tariff Billing;
- Meter Inventory Management including Service Order Management;
- Site ID Management including Site ID Creation and Site ID Retirement; and
- Retailer Support.

Retailers should be aware that under the *Federal Electricity and Gas Inspection Act, R.S.C. 185, c. E-4* and the *Electricity and Gas Inspection Regulations, SOR/86-131*, all persons selling electricity based on units of measurement must register with Canada Business.

This document was created to assist Retailers and should not to be considered definitive or to supersede any rules, acts, or regulations. EPC will make reasonable efforts to update and maintain this Retailer Guidebook.

For additional information or questions about this Retailer Guidebook, please contact:

**TRAC**  
**Retail Support Team**  
**E-Mail: [trac@enmax.com](mailto:trac@enmax.com)**

## **Getting Started**

### **Register**

Before applying to receive Retail Access Services from EPC, please take the following steps:

1. Register with the [Department of Energy \(DOE\)](#).
2. Make required arrangements with the [Alberta Electric System Operator \(AESO\)](#) to become a Pool Participant.
3. Obtain a license from Alberta Government Services (unless you sell only to commercial/industrial customers with annual consumption > 250,000 kWh).
4. Obtain appropriate local and municipal business licenses.

### **Apply to Become a Retailer in EPC Zone**

Click [here](#) to find the Retailer Application. Please return the completed application and copies of the documents to:

ENMAX Power Corporation  
TRAC - Client Support 141  
– 50 Avenue SE  
Calgary, AB T2G 4Y7

### **Establishing Prudential Requirements**

EPC's determination of the Retailer's prudential requirements is as specified in the [Distribution Tariff Regulation AR 162/2003](#).

Retailers must prove that they are capable of meeting their obligations under the [EPC Distribution Tariff Terms and Conditions](#). Audited financial statements, credit bureau reports and other financial information will be provided to EPC to confirm the financial standing of your company. Please allow a minimum of 20 business days before commencement of site enrollment. This allows adequate time to complete a thorough financial review.

### **Establishing Mandated Files with EPC**

Retailers must be able to exchange mandated files with EPC via VLTrader. Test scripts will be provided to prospective Retailers as a means of confirming that the standard data exchanges are possible. Note that this computer system testing will be entered into only with Retailers that have formally initiated the listing process.

### **Executing the Retail Access Services Agreement (RASA)**

The final step to becoming an EPC listed Retailer is executing the RASA below to acknowledge compliance and agreement to [EPC's Distribution Tariff Terms and Conditions](#).

[Retail Access Service Agreement](#) .

### **Relevant Information**

There are several documents listed under Appendices that form the basis for much of the information within this document.

The following documents should be reviewed by all Retailers.

- [EPC Distribution Tariff Terms and Conditions](#)
- [EPC Distribution Tariff Rate Schedules](#)
- [EPC Distribution Tariff Fee Schedules](#)
- [AUC Rule 004 Tariff Billing Code](#) (TBC)
- [AUC Rule 010 – Historic Usage Procedures](#)
- [AUC Rule 021 - Settlement System Code](#) (SSC)
- [AUC Rule 024 –Mico-Generation](#)

- [Distribution Tariff Regulation – \(A/R 162.2003\)](#)
- [Roles and Responsibilities Regulation \(A/R 169/2003\)](#)

Additional information is also available from the [Alberta Electric System Operator](#), [Utilities Consumer Advocate](#), [Alberta Government Services](#) and the [Alberta Utilities Commission](#).

## **Retailer Support**

### **Contact Centre**

EPC maintains a support service called [TRAC](#). This service provides a single point of contact for all Retailer questions.

Assistance is coordinated by our TRAC team through [trac@enmax.com](mailto:trac@enmax.com). This email account is monitored business days between the hours of 07:30 – 16:30. TRAC can also be reached by fax at (403) 514 – 6836.

### **Responsibilities**

The TRAC team investigates and resolves all Retailer inquiries. TRAC will acknowledge and assign a ticket number to all inquiries within an estimated response time of 2 business days and is accessed exclusively by e-mail. Please include the assigned ticket number on any future correspondence regarding the original inquiry.

### **Retailer Service Requests**

Common retailer service requests include:

- Energizing/re-energizing sites
- De-energizing sites (de-energizing a site for financial reasons may only be performed by the Default Supplier and Regulated Rate Option Retailer)
- Exchanging/upgrading meters
- Testing meters
- Reading meters off-cycle

A complete list of services and their associated fees are located in the [EPC Distribution Tariff Fee Schedule](#). Retailers should become familiar with the [EPC Revenue Metering Guidelines](#). Retailers are financially responsible for all service requests made on behalf of their end use customers. EPC will invoice Retailers for these services on a monthly basis, as per AUC Rule 004 - Tariff Billing Code.

## **Distribution Customer Requirements**

### **Terms and Conditions for Distribution Access Service**

EPC will carry out the functions necessary to supply electricity to end-use Customers in its service area.

The AUC approved EPC Distribution Tariff Terms and Conditions of Distribution Access Service are available [here](#).

The Terms and Conditions of Distribution Access Service for our municipal clients' zones can be found on the appropriate link below.

- [Cardston](#)
- [Ponoka](#)
- [Red Deer](#)

### **Responsibility for Electric Purchases**

The Retailer will be solely responsible for the purchase of electricity through the Independent System Operator (ISO) and for arranging the delivery of electricity to the Point of Service for Customers, subject to the Terms and Conditions.

### **EPC Arrangements with Customers**

Unless otherwise stated, the Retailer shall be solely responsible for having appropriate contractual or other arrangements with Customer(s) necessary to provide service to Customers. EPC shall not be responsible for monitoring, reviewing or enforcing such contracts or arrangements and shall have no liability for such customer arrangements.

### **Providing List of Authorized Persons to EPC**

The Retailer shall provide EPC with a current list of individuals who are authorized to communicate with EPC with respect to Distribution Access Service. All individuals named in accordance with this Section shall be classified as Authorized Retail Representatives for the Retailer. EPC will routinely contact Retailers to update and verify the Authorized Representative list.

## **Load Settlement**

### **What is Load Settlement?**

Load Settlement is the process of allocating energy consumption at the site level on an hourly basis. The site level allocations are assigned to Retailers based on retailer site enrollment. Load settlement activities are completed in accordance with the [AUC Rule 021 - Settlement System Code](#).

Typical settlement functions include:

- Allocating Energy
- Distributing Settlement Data
- Establishing Load Profiles
- Handling of Errors and Disputes

### ***Allocating Energy***



## **Interval Metered Sites**

Load settlement aggregates interval-metered consumption data to obtain hourly consumption values for use in the Load Settlement process.

## **Cumulative (Non-interval) Metered Sites**

Cumulative metered sites are allocated based on profiles. Profiles are based on the following:

- EPC's residential profile is based on dynamic estimation, using residential sample sites.
- All other cumulative metered sites are based on Net System Load Shape (NSLS) (i.e., the system load minus interval, deemed and residential load.)
- Deemed profiles are applied to sites which are not metered. (i.e., streetlights, traffic lights, cathodic protection and other sites with predictable load.)

## **Unmetered Sites (Deemed Load Profiles)**

Some sites, such as street lighting and traffic signals, are settled using load shapes derived from operating schedules. Estimated consumption is based on factors such as number of devices, wattage and hours of use.

## **Calculate and Allocate Distribution System Losses**

EPC calculates loss factors by developing a loss multiplier (using a modeled approach) for each settled hour. The loss multiplier times the load results in the allocated distribution loss. Individual rate classes have their own 'loss factor'. Distribution Losses are allocated to retailers based on their share of total energy consumption within the Settlement Zone.

## **Unaccounted for Energy (UFE)**

UFE is calculated as the total system Load minus the sum of:

- Total interval metered load
- Total cumulative load
- Total unmetered load
- Total system losses

UFE is allocated to retailers based on their share of the total energy consumption within the Settlement Zone.

## **Balancing Within Settlement Zone**

Total energy allocation for each settlement hour equals the total point of delivery (POD) readings for that hour within the settlement zone (POD = interval + cumulative + unmetered + system losses + UFE)

## **Distributing Settlement Data**

### **Provide Retailers with Settlement Results**

Settlement results are provided to Retailers according to the sites for which they are the Retailer of Record during the settlement period. Retailers will receive the standard settlement information on a scheduled basis as specified in the [SSC](#).

### **Provide Consumption Data to ISO for Settlement**

Settlement results for each hour of each settlement day are provided to ISO. The ISO then utilizes this information for financial settlement purposes.

### **Settlement Timing**

EPC performs Daily, Monthly, Interim and Final settlement runs in accordance with the [SSC](#).

Each iteration of settlement incorporates newer and more complete data, thereby increasing the accuracy of the settlement run.

Initial Daily and Monthly Settlements are largely based on estimates. As more actual meter data becomes available, these are incorporated in the next settlement. Revisions after the Final Settlement are addressed via the Post Final Adjustment Mechanism (PFAM) as outlined in the [SSC](#).

### **Establishing Profiles**

Since cumulative meters are read monthly (or greater), EPC uses statistical profiling to allocate monthly energy usage to an hourly value. EPC uses a combination of Net System Load Shape (NSLS) and researched profiles based on dynamic estimation.

The cumulative threshold for EPC is established at 150 kVA. All sites with load above that level are or will be equipped with interval meters. Profiles are not required for interval metered sites, since reads are taken every 15 minutes.

EPC will utilize the following for load profiling:

- Net System Load Shape for commercial and industrial cumulative meters.
- A residential profile derived from dynamic load research.
- Deemed load profiles for unmetered loads.

## Handling of Errors and Disputes

### Dispute Resolution

Procedures for dispute resolution among parties affected by settlement calculations are described in the [SSC](#).

Disputes arising after final settlement will be handled under PFAM as determined by the [SSC](#) and will only result in financial adjustments (no additional settlement runs).

### Enrolling Customers and Managing Customer Information

As described in the [SSC](#), Retailers and Regulated Rate Providers are responsible for enrollment, including informing EPC that they've been chosen as the supplier of electricity services at a particular site. Enrollment is supported through the standard transactions described in the [SSC](#).

- Retailers must ensure that they have obtained proper authorization from their current or prospective customers before initiating any customer related transaction, including consumption history and enrollment.
- The Retailer bears full responsibility for the accuracy of enrollment transactions submitted to EPC. A Retailer that erroneously enrolls a site will bear responsibility for the associated Distribution Tariff costs and any other financial implications associated with the error.
- In its role as the wire services provider, EPC requires emergency contact information for all sites in our service area. Retailers must provide up-to-date basic customer information (including emergency contact name, addresses and phone numbers as well as name, address and phone numbers for the financially responsible party) for all enrolled sites. This information is provided to EPC through the industry standard transaction, Update Customer Information (UCI), via VLTrader, as described in the [SSC](#).
- If a Retailer wishes to terminate its ownership of a particular site, it must provide the industry standard transaction, De-Select Request (DSR), via VLTrader, as described in the [SSC](#). If no de-select date is provided in the DSR, the effective date of the transaction will be five calendar days from the date of the request, unless the site enrolled by another retailer within the five calendar day period.

**Please note:**

EPC is neither bound by, nor will it enforce, contracts between retailers and their end use customers. EPC also will not mediate disputes between retailers and end use customers.

### **Site Information**

A Site is identified by a unique Site ID number and must be enrolled with a Retailer before energy can flow. Site ID information such as Site and bill cycle data, can be found in the Site Cycle Catalogue. It enables a Retailer to cross reference sites to a wire owner's bill cycle. The Site Cycle Catalogue is updated every business day.

If you have any questions regarding the content of, or access to, these files, please e-mail [TRAC@enmax.com](mailto:TRAC@enmax.com).

Site ID catalogues and Site Cycle Catalogue can be accessed [here](#).

### **Settlement Zones**

EPC provides wires services to the following zones:

- Calgary
- Cardston
- Ponoka
- Red Deer

## **Metering**

### **Metering Services**

EPC provides and maintains all revenue meter services within its service area. EPC is accredited by Measurement Canada to provide these services. EPC will own, install, seal and approve the meters for all sites on its distribution system.

### **Provision of Interval Meter**

A site that registers over 150 kVa at least twice in the previous 365 days will require an interval meter. Once an interval meter has been installed, it will not be removed unless the site is permanently de-energized. For new customers moving into an existing site, EPC will make an estimate of Site Demand, and if the estimate is greater than 150 kVa, an interval meter will be installed. For new sites, an interval meter will be installed at all sites with a planned installed capacity of 200 kVa or greater.

### **Unmetered Sites**

Sites will be metered or unmetered at the sole discretion of EPC.

## **Changes to Metering Equipment**

Should a Retailer request a new meter or communication be attached to an existing meter, the request shall be made as set out in the [EPC Distribution Tariff Terms and Conditions](#).

The Retailer will bear the cost incurred by EPC in providing and installing the meter or attaching the communication device. Click [here](#) to view the EPC Distribution Tariff Fee Schedule.

## **Meter Upgrade and Non-standard Meters**

Requests for a meter upgrade and EPC approved non-standard meters, communication equipment and data field recordings will incur an extra service charge as set out in the [EPC Distribution Tariff Fee Schedule](#).

## **Meter Data Management (MDM)**

MDM includes the collection, validation and management of all consumption data. All non-interval meters in the Calgary settlement zone are scheduled to be read monthly. All interval data in the Calgary and our municipal client's zones are scheduled to be downloaded daily.

## **Delivery of Meter Reading Information**

EPC is the sole source of revenue metering information for all market participants (Note: Red Deer Electric Light and Power provides interval metered site data) in its service area. EPC sends revenue meter reading information for enrolled sites to market participants, as described in the SSC.

## **Publication of Meter Reading Cycles**

EPC publishes the meter reading cycle schedule for Calgary and our municipal client zones. To view the schedule for a specific site id, refer to the [Site Cycle Catalogue](#).

## **Request for Historical Usage File (HUF)**

Retailers may request historic usage information from EPC for a period of 425 days from the date of request permitting the Retailer has executed a Historical Consumption Request Agreement with EPC.

Additional information pertaining to historical usage is specified in [AUC Rule 010 – Rules on Standards for Requesting and Exchanging Site-Specific Historic Usage Information for Retail Electricity and Natural Gas Markets](#).

Retailers with non-standard requests i.e. non-compliant to AUC Rule 010 (e.g. for period greater than 425 calendar day, graphs or other non-standard format) must be requested using the [Retailer, Non-Standard Request Form](#). Applicable fees apply as per the EPC Fee Schedule.

### **Metering Disputes**

It is the Retailer's responsibility to assist Customers who are concerned about their electricity consumption.

If a Retailer disputes a meter reading, the Retailer may request an off-cycle read. EPC will read any of its revenue meters at the request of the Retailer, subject to the charges set out in the EPC [Distribution Tariff Fee Schedule](#).

In the event that the off-cycle read shows that a prior recorded reading is incorrect, then the cost of the off-cycle read will be waived.

### **Reading a Meter**

When reading a meter, read dials from right to left. It's important to read in this direction because the reading of one dial will always affect the reading of the dial to its left. The meter dials work like a car's odometer. When a dial has made one full rotation, it will return to 0 (and the dial to the left will advance by one number). If a dial isn't pointing exactly to 0, the dial hasn't made one full rotation yet. This means that, even if the dial to the left looks like it's pointing exactly to one number, it hasn't quite made it there yet. When a dial is between two numbers, choose the lower number (When the dial is between 9 and 0, think of the 0 as a "10." This means that 9 is the lowest number.) Submit numbers to us from left to right

Sample reading:



Meter reading is 66649

If you have questions about how to read an electric meter, please phone us at (403) 514-3830.

ENMAX Power publishes the meter reading cycle schedule for Calgary customers only online. Learn when your meter is [scheduled to be read](#).

## **EPC / Retailer Communication Capabilities**

The Retailer must have all required information technology systems that will enable it to send and receive data from EPC. The SSC contains communication standards that must be met prior to any communication testing.

Once testing is initiated, EPC will provide test scripts to the Retailer in order to verify successful connectivity and ensure that all validation checks are in place.

For information regarding our VLTrader unique name and IP address please contact [trac@enmax.com](mailto:trac@enmax.com)

### **File Naming Conventions**

File naming conventions are described in the [SSC](#) and [TBC](#).

## **Distribution Tariff Billing for Distribution Access**

EPC assesses charges to retailer for distribution, transmission, one-time service charges, and usage information relevant to calculating energy charges in accordance to the [TBC](#).

[EPC Distribution Tariff Terms and Conditions](#) include details about payment terms, error handling practices, collection matters, and other billing-related issues. We recommend that Retailers review the Tariff in order to familiarize themselves with these processes.

### **Billing to Customer**

The Retailer will be responsible for any direct billing to, and collection from, their Customers.

### **Late Payment Charges**

Any invoiced rendered to a Retailer for which payment has not been received as set out in [EPC Distribution Tariff Terms and Conditions](#) shall be considered past due. The penalty for late payment charges is set out in the [Distribution Tariff Fee Schedule](#) and is applicable to the total current charges outstanding.

### **Estimated Invoices**

EPC may provide invoices based on estimated consumption to Retailers.

### **Invoice Adjustments**

If EPC over or undercharges a Retailer as a result of an invoicing error, EPC may render an adjusted invoice for the amount. Wherever possible, all invoicing

errors will be corrected through the interim and final reconciliation settlement invoicing process.

As specified in [TBC](#), if a Retailer is found to have been over or undercharged due to an invoicing error, EPC may invoice the Retailer for those months during which an invoicing error occurred, up to a maximum of 365 days preceding the month in which the invoicing error is discovered.

### **Tariff Bill Calendar**

The [Tariff Bill Calendar](#) enables the Retailer to determine the yearly tariff bill cycle schedules.



## Micro-Generation Interconnection

In 2008 the Government of Alberta introduced a new Micro Generation Regulation to accommodate interconnection of certain Micro Generators utilizing renewable or alternative resources. According to the Alberta Utilities Commission (AUC) Micro Generator Application Guideline the following criteria apply:

*A typical Micro Generator is a residential or small commercial generator with a capacity less than 1 MW that is connected to the electrical distribution system. The electricity produced is for personal use and it is generally expected that on an annual basis generation will be equal to consumption.*

For additional information, please refer directly to the [Micro Generation Regulation](#).

If you wish to apply for Micro Generator interconnection within ENMAX Power Corporation's distribution system please refer to the Micro Generator Application Guideline and Micro Generator Application on the [AUC website](#).

Please submit completed applications to [generationinterconnection@enmax.com](mailto:generationinterconnection@enmax.com).

### Contact Information

For more information please contact ENMAX Power by email at [generationinterconnection@enmax.com](mailto:generationinterconnection@enmax.com) or by phone at 403-514-3610.

## FAQ's

### How would a potential customer obtain a Site ID?

To obtain a Site ID, a [Site ID Request form](#) must be completed and submitted to EPC. For each site, you'll need to provide the address, service type, and characteristics (volts, amps, phases & wire count) and permit number.

In Calgary, an electrical permit is required to obtain a Site ID for all single family homes, duplexes, condos, multi-family homes and commercial properties.

**I received confirmation of an address change. Why was the Site ID Catalogue not updated?**

EPC updates its Site ID Catalogue daily. Please ensure you download the most recent Site ID Catalogue from EPC's website at the following link:

<https://www.enmax.com/business/energy-retailers/site-information>

The Site ID Catalogue must be opened in an application such as TextPad to view the entire contents. If you have downloaded the most recent Site ID Catalogue and are still unable to confirm the updated address, please email [trac@enmax.com](mailto:trac@enmax.com)

**There is a discrepancy between our records and what the customer says is at the site. How can I investigate an address or meter number discrepancy?**

Please email all details related to the discrepancy to [trac@enmax.com](mailto:trac@enmax.com). Often a site visit is required to resolve the issue, so it is important to include customer contact information so that our crews can schedule access to the site and/or meter.

**What do I do with customer complaints about meter readers?**

Please email the details to [trac@enmax.com](mailto:trac@enmax.com). TRAC will ensure the Meter Reading Support area is informed of the complaint. If the customer would like to be called back, please provide the contact information.

**A customer called to relay information about their site, such as a new dog. Can I update the Site Notes to inform the meter reader?**

Please email [trac@enmax.com](mailto:trac@enmax.com) to update site notes.

**The customer claims the meter was removed from the site. But we are still receiving TBFs. What do I do?**

If the meter is still energized in our systems, the site will continue to be billed. EPC will send out a crew to confirm meter removal. If it is determined that the meter was removed, TRAC will request a De-Energize (DER) order to have the site retired. The retired effective date will be based on the date when our crews confirmed the meter was no longer at the site.

To avoid this scenario, customers need to be in contact with their retailers regarding meter removals. The retailer must request a DER order on the customer's behalf. Only EPC is authorized to remove meters from sites.

**What information is required in a request sent to [trac@enmax.com](mailto:trac@enmax.com)?**

Please try to be as specific in your request as possible and include all relevant details. Typically, a site ID is required. In addition, to help resolve your request as quickly as possible, please include the specific meter numbers, date spans and transactions (i.e. TBF) that you are inquiring about, where applicable.

**There are no readings for a site. What is the problem and what can be done about it?**

EPC attempts to read each meter every month. If the meter reader was unable to obtain a read, a door card indicating why the meter could not be read will be left at the premise. You can email [trac@enmax.com](mailto:trac@enmax.com) to investigate why a reading was skipped. Please reference the following link on helping EPC access a customer's meter:

<https://www.enmax.com/business/meter-services>

**We created an ENR order for a new site and the meter has not yet been installed. Why not?**

EPC will dispatch a crew to install and energize a service. It is the responsibility of the customer and/or electrician to ensure that the site has been properly set up and is ready to be energized. Please email [trac@enmax.com](mailto:trac@enmax.com) to confirm the status of the ENR.

**A load limiter has been installed at the customer's site. What is the process for removing it?**

To remove a load limiter and restore full power, please refer to AUC Rule 021 Section 7.7.

## Appendices

- [EPC Distribution Tariff Rate Schedule](#)
- [EPC Distribution Tariff Fee Schedule](#)
- [EPC Distribution Tariff Terms and Conditions](#)
- [Retailer Application](#)
- [Retail Access Service Agreement](#)
- [Site Specific Historic Usage Information](#)

## Useful Links

- [Site Catalogue](#)
- [Tariff Bill Calendar](#)
- [Alberta Electric System Owner \(AESO\)](#)
- [Utilities Consumer Advocate \(UCA\)](#)
- [Alberta Utilities Commission \(AUC\)](#)
- [Alberta Government Services](#)