

Drainage Transition to EPCOR Update

July 6, 2017



This newsletter is the primary source for updates on the transition. Look for it every Thursday.

Key Reminders on PC/Email Replacement

Last week's newsletter contained the schedule of PC/laptop replacements along with information on how the process will work. Here are some key reminders:

- Your current PC or laptop will be replaced a similar PC or laptop.
- You will receive your new epcor.com email. Your existing edmonton.ca email will be copied to your new email. Future email sent to edmonton.ca will be forwarded to your new email. You will not have access to your edmonton.ca account after conversion.
- You will not have access to email through any device, including your cell phone, during the replacement weekend.
- Your cell phone number will not be changing, but your cell phones and tablets will be completely wiped during replacement weekend. Applications including EPCOR email and calendar will be manually set up on Monday morning.
- You will be getting a new desk phone number.

The current schedule of replacements is:

- | | |
|--------------------------|---------------|
| 1. Edmiston | July 28-30 |
| 2. Eastgate | August 11-13 |
| 3. Century Place | August 18-20 |
| 4. Kennedale | August 25-27 |
| 5. Coronation/Poundmaker | September 1-3 |

A full set of checklists and instructions will be provided to everyone, to ensure you know what steps to take and how to take them. On-site support will be available both before and after the replacement weekend. For those downtown employees that are not currently on the 5th floor of Century Place, we are working on a plan for how and when PCs, laptops and cell phones will be moved to the EPCOR network.

Any cleanup of old emails that you have already been doing should stop on Monday, July 10. EPCOR will be taking a copy of all your email on July 11. Any old email that you delete after that time will re-appear in your inbox on conversion. You can delete any new emails received after July 11 as normal. After replacement, there will be instructions on doing a final email cleanup.

Actions You Can Take Now

- Any documents on your hard drive, including documents on your Desktop or in your Downloads folder, must be moved to your H: drive or your Google Drive. Documents on your hard drive will be permanently removed during your replacement weekend.
- All photos should be moved off your cell phone or tablet. It is recommended that you move these items to your Google Drive. The device will be completely wiped by the City at the start of your replacement weekend.

EPCOR Password Standards

Employees play a big role in protecting EPCOR's network and data. Using strong and complex passwords to log in are one of the many ways you will contribute to the security of EPCOR's networks. Once your devices have been replaced or converted, your password will need change to meet EPCOR's password rules:

- A minimum of 8 characters
- A least 1 uppercase English character (A through Z)
- At least 1 lowercase English character (a through z)
- At least 1 number (0 through 9)
- At least 1 special character (characters other than letters and numbers)
- Must not contain the first 4 characters of any dictionary word (e.g. "Yellow", "Yello" or "Yell" could not be in your password)
- Must not contain parts of your user ID or parts of your name
- Must not contain consecutive keyboard patterns (e.g. "qwe", "123", "qaz")
- Must not use common passwords ("P@ssw0rd", "EPCOR", "Wint3r", "F@ll2017")

You will be required to change your password every 90 days. You must use 12 unique passwords before you can use a previous password. You must use a password for 2 days before it can be changed. You must not write your password down.

These standards are being shared now, so you can start thinking about how you might build your password once your site is converted to the EPCOR network. The conversion checklists and instructions will provide more examples of strong passwords to help you.

Moving Work Locations

On the evening of August 31, a few employees will be moving to new locations. This will allow us to gather new teams together into one site, and to move people out of sites that are remaining with the City. EPCOR is arranging to lease the 5th floor, Century Place and a portion of EPCOR's Technologies space, located on St. Albert Trail, as there is not enough room to house all employees at existing Drainage sites.

Here is a list of the groups that will be moving at the end of day on August 31:

- Technical Training will move to Kennedale
- Health and Safety will move to Coronation
- Drainage Planning, Finance, and Procurement will move to the 5th floor, Century Place
- Operational Communications, Operational Excellence, and Business Support will move to EPCOR Tower
- IT and HR employees will join the corporate IT and HR teams at EPCOR Tower

Some members of the EPCOR Drainage leadership team will also be moving. Amanda Rosychuk will move to Kennedale, Chris Ward will move to Coronation and Richard Brown will move to Century Place. Jack Middleton will remain in EPCOR Tower.

The detailed seating plan, move plans and instructions are being developed now, and updates will be provided as decisions are made. Employees who are moving can expect to see direct communication in August about those details and any post-move support.

Leadership Profile: Jack Middleton

Jack Middleton is currently the Director, Shared Services for EPCOR Electricity Operations. On September 1, he will hold the same role — Director of Shared Services — but for Drainage.

Jack has over 20 years of experience in all areas of human resource management, joining EPCOR in 2003 as the Director, Labour Relations. He held several positions in EPCOR's Human Resources department before moving to operations as the Director, Electricity Distribution in 2012. He moved to his current role in January 2015.

Jack has a Bachelor of Commerce degree with distinction from the University of Alberta. He is a graduate of the Advanced Human Resources Executive Program (University of Michigan), the Program on Negotiation (Harvard Law School) and has a Certificate in Conflict Management (Alberta Arbitration and Mediation Society). He recently received a Graduate Certificate in Change Management from Royal Roads University. Jack is a Certified Human Resources Professional (CHRP) and a Certified Compensation Professional (CCP).

Jack is looking forward to his new role with Drainage.

What opportunities have you had during your career at EPCOR?

EPCOR has given me opportunities to work in many diverse roles, from HR to operations in Electricity to Shared Services. I've been involved in several different changes including the TransCanada acquisition, the Gold Bar transition, the spin-off of Capital Power and the American Water integration.

EPCOR is great at giving its employees a chance to get involved in a variety of fascinating projects. It's a large organization that has traits of both the public and private sector — there are few places you can get that kind of experience.

What are you most looking forward to about working with the Drainage team?

Drainage will fundamentally change EPCOR's footprint in Edmonton. I'm excited about bringing on a new line of business and being a part of building something great and laying the foundations for its future.

For those of us who don't know, what exactly are "Shared Services"?

Shared Services are important internal functions that every organization needs to have in place to be successful. At EPCOR, some services, such as finance, human resources, safety and information services, provide support across the entire organization. Some, like communications, fleet, facilities, procurement, warehousing, inventory, technical training, operational excellence and others, work as part of the operations team and report into that line of the business. This structure creates a strong customer focus for the services being provided to operations, and it also maintains strong working relationships with central/corporate colleagues.

What successes would you like to see this during this transition?

It would be great if every employee could navigate the transition in a way that is personally engaging and rewarding for them. Of course, we want to see the Drainage business have a material impact on our net income and our dividend back to the City.

What is your favourite part of being on Team EPCOR?

Without a doubt, it's the people. We have such diverse skill sets here and I have enjoyed working with and learning from so many people. Across EPCOR, there is a great sense of team and pride in our work. This is what makes working here so rewarding.

Name three things most people would be surprised to learn about you.

I've spent most of my career as a labour negotiator. I took horticulture at Olds College and I am an avid gardener. I enjoy mountain biking and any other activity that centres around connecting with my family.

More information and responses to your questions

You can find all information related to the EPCOR transfer at onecity.edmonton.ca/EPCOR.

If you have more questions about the project, review these [frequently asked questions](#). If you can't find the answer to your question, email drainage.transition@edmonton.ca.



Drainage Transition Frequently Asked Questions

Updated: July 6, 2017

New This Week

NEW What is EPCOR's policy for taking home fleet vehicles?

EPCOR does not currently have a Take Home Fleet policy for company vehicles. EPCOR has received a copy of all Drainage employees with Drive Home Permits and will create a Take Home Fleet policy before September 1, so that employees who need to take home a vehicle can do so.

NEW Will fuel PINs transfer over?

EPCOR will issue new fuel PINs to all employees who need to fuel company vehicles. Your new fuel PIN will be your new EPCOR Employee ID.

NEW What happens to leased vehicles?

Leased Drainage vehicles will be transferred to EPCOR's vehicle lease agreement on September 1. A change will be made to the vehicle decals to say "Leased by EPCOR."

NEW Will we be keeping our own desks/furniture?

There are no plans to replace desks or furniture as part of the transition.

NEW If my membership in an organization is tied to an edmonton.ca email, how should this be changed?

Your new epcor.com email will be active when your site is converted to the EPCOR network. At that time, you can contact any organization that uses your edmonton.ca email and change your email on your membership. You will have time to do this, as your edmonton.ca email will be forwarded to your new email until December 1, 2017.

NEW How can we access files and systems from home?

EPCOR uses Citrix to allow people to access email and files remotely, including from home. Employees who need remote access will be setup in Citrix after their site is converted to the EPCOR network. Instructions and help will be available to learn how to use EPCOR's Citrix system and the security tokens that go with the system access.