

Drainage Transition to EPCOR Update

July 27, 2017



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

Key Messages in this Edition

- There are 14 key changes to Collective Agreements coming for union staff on September 1 based on the recently concluded discussions with the unions.
- City Wifi service will end at each site during its PC replacement weekend. It will be replaced with EPCOR Wifi networks.
- There is a published list of which applications will be replaced by EPCOR applications, which applications will be moved to EPCOR and which applications will stay with the City with Drainage having access.
- 311 will continue to handle Drainage calls after September 1.

Highlights of Union Discussions

Over the past two weeks, unions held presentations for their members and EPCOR held sessions for management on the key points of the Memorandum of Agreement reached between EPCOR and each of the three unions – CSU, CUPE and IBEW. Here are some of the highlights of the impact on employees:

1. **Benefits** – All permanent employees will participate in EPCOR's Advantage Benefits program. Refer to the Fact Sheet on Advantage Benefits for a full discussion.
2. **Payday** – Pay dates at EPCOR will be on Friday following the Pay Period end. EPCOR has the same Pay Periods as the City, so employees will be paid four days sooner with EPCOR (e.g. September 8th for pay period ending September 2nd).
3. **Pay Periods** – There will be 26 Pay Periods per year.
4. **Pension** – EPCOR is a Local Authorities Pension Plan member, so pensions will remain unchanged for existing pension members. Refer to the Fact Sheet on Pensions for a full discussion.
5. **Pension** – EPCOR has no waiting period to join LAPP, so any transferring permanent employee, who is in their first year of service with the City, will see LAPP deductions from their pay cheque commence effective September 1, 2017 (September 8th pay date).
6. **Opportunity to Return** – This is being finalized between the City and each Union. When complete, it will allow transferring employees to apply their seniority to postings with the City until February 28, 2018.
7. **Employees on Leave** – Employees who are currently on Approved Leave will remain City employees until they return to work. They will transfer to EPCOR upon their return.

8. **Classifications** – Existing City classifications were snapped onto the most applicable classification in the EPCOR Agreements. Classification review is one area where more work will be done for some positions up to and after September 1. Any changes to classification as a result of the transfer will be effective September 1.
9. **Premiums** – The Premiums in the EPCOR Collective Agreements may be different than the existing City Agreements. All Premiums in the EPCOR Collective Agreements may be utilized by Drainage employees as applicable.
10. **EDO** – The Earned Day Off (EDO) program will not continue with EPCOR. Up to 3 banked EDO's can be transferred and used after September 1 with EPCOR. These will be managed and approved through your Manager.
11. **Flexible Hours** – Each Collective Agreement has provision to utilize Alternate or Flexible Hours of Work. These provisions are subject to management approval and operational needs.
12. **Seniority** – Seniority Dates are maintained for transferring employees and Seniority Lists will be consolidated into an EPCOR Master Seniority list for each Union. EPCOR seniority is company-wide within each Union.
13. **Banked Overtime** – Balances will transfer to EPCOR after the final pay with the City of Edmonton has been processed. EPCOR has no maximum cap on how much time can be banked. Banked Time will be paid down, in accordance with the terms in each collective agreement.
14. **Vacation** – Vacation balances will transfer to EPCOR after the final pay with the City of Edmonton has been processed. On September 1, transferring employees will receive a pro-rated 2017 vacation entitlement, representing the remainder of their 2017 entitlement. EPCOR provides your entire annual vacation entitlement on January 1st of each year, based on how many years of service have been completed by the end of the prior year.

EPCOR now has three areas of focus, based on this agreement:

1. Setup payroll and benefits systems for all transferring employees.
2. Communicate and educate employees on the details of pay and benefits at EPCOR.
3. Work with the unions after September 1 on any outstanding classification reviews.

What is Happening to Wifi at Sites?

As each site is converted to the EPCOR network, Wifi availability at those sites will change. On the PC replacement weekend, City Wifi networks will be removed, including Open City. EPCOR will install an EPCOR business Wifi network and all EPCOR replacement laptops will automatically connect to this network. No other devices, such as cell phones or tablets, will be able to see this network.

EPCOR will also install a contractor/guest Wifi network. This will be a password protected network that can be used by mobile devices or contractor laptops to access the Internet. If someone using this network needs to access EPCOR systems, they can use their Citrix remote access to do so. This Citrix remote access will be made available to people after their PC replacement weekend.

Please note that if you have a City laptop and travel to a site that has already been converted to the EPCOR network, you will need to use the EPCOR contractor/guest Wifi and then connect to City systems using City Citrix remote access. For reference, here is the PC replacement schedule:

- | | |
|--------------------------|---------------|
| 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 |

What Will Happen with City Computer Applications?

The IT teams have been working hard determining how to ensure that all the systems are in place for Drainage to continue operating smoothly after September 1. Some systems will be completely replaced by EPCOR systems. Some systems will be moved to EPCOR from the City. Some systems will remain with the City, and Drainage will maintain their access to those systems.

The SAP and Peoplesoft systems will be replaced. HR, payroll, financial and purchasing functions will move into EPCOR's Oracle eBusiness Suite, called myEPCOR on September 1. There will be a number of learning events scheduled to help train people in this system. There will also be online reference materials and Quick Reference Guides for much of the Oracle functionality.

The SAP work management functionality will be replaced with EPCOR's Ivora system. This will include work orders, requests, and some asset management functionality. This transfer will occur near the end of the year; the date is still being finalized. There will be training on this system as well.

There are several other applications used by Drainage that will be migrated to EPCOR and continued to be used by Drainage employees. The method of accessing these applications may change, but the functionality will remain unchanged, so limited training is required. These applications include:

- DRAINS
- Bentley GIS: Flowlink, MicroStation, InterPlot
- ProjectWise
- GraniteNet
- PipeTech
- WISKI
- WebTech Wireless
- Manager Plus
- Smartest
- InfoMaster
- STAAD/S-Frame

Finally, there are applications that are jointly shared with the City of Edmonton. These applications will remain with the City, and Drainage employees will be given appropriate access to be able to do their jobs. The method of accessing these applications will change, and access to functionality may be reduced to only what is necessary for Drainage to operate. As decisions are made on each of these applications, communication and training will be prepared. These applications include:

- POSSE/Winchester
- SLIM
- Accela
- Intellex
- eCIRC/ULA
- ProjectDox
- DEM/LiDAR
- ACE Tableau
- Business Objects
- Open Data

311 Will Continue to Handle Drainage Calls

The decision has been made for the City of Edmonton's 311 service to continue to handle Drainage related trouble calls and requests after September 1. As SAP will continue to be used for Work Management until the end of the year, 311 can continue to record requests into SAP, leaving the current process unchanged until the end of the year. At that time, SAP Work Management will be migrated to EPCOR's Ivara system, and a new process will be developed.

Future Evaluation of Business Processes

There have been many great questions and suggestions submitted to drainage.transition@edmonton.ca over the past few weeks about opportunities to improve existing processes.

The Transition Team is currently focusing all efforts on making sure the operational processes run on September 1 with the least disruption possible. It is not possible at this time to include operational improvements in this initial transition, but we do not want to lose those good questions and suggestions. A new Fact Sheet (LINK) has been created on onecity with a list of any business process topic that will be looked at after September 1. Until any future evaluation, these business processes will likely continue as they do today.

Here is a list of questions or suggestions that have already been raised that will be put on the Fact Sheet this week:

1. What is the long term policy on research?
2. How will we improve how departments collaborate their workshops within Drainage?
3. Is there going to be any change to how much work is done by employees versus how much is done by contractors?
4. Will EPCOR review the practice of calling an electrician on standby to be top man for crews that access underground facilities? (versus calling a laborer or repairman)

Using Fact Sheets on onecity

A few weeks ago, Fact Sheets started appearing on the [EPCOR transfer information page](#) on onecity and in print at sites. With the increasing number of questions from employees, the Fact Sheets took the place of some FAQs that had long or complicated answers, or where several related questions could be combined. This leaves the FAQ for questions that have shorter answers and should make information easier to find.

You may find it useful to look at the Fact Sheets periodically, as they are kept up-to-date as new information is known. Each week, we will publish a "New This Week" Fact Sheet so that you can tell quickly what has been updated.

Leadership Profile: Albert Kwan

Albert Kwan has been working with the City of Edmonton for over 17 years. He is currently the Director of Utility Planning and Design in the Infrastructure Planning and Design Branch. He previously served as the Director of Subsurface Utilities Design, as well as the General Supervisor of Strategic Planning in Drainage Planning. Prior to joining the City, he worked for Stantec Consulting.

Albert has experience in leading teams to plan, design and build utility projects with diverse and complex requirements, across multiple departments. He has demonstrated success in leading areas through change while building and establishing relationships with stakeholders and partners.

He holds a master's degree (science) in Water Resources Engineering and a bachelor of science in Civil Engineering, both from the University of Alberta. He is also a certified Project Management Professional.

A Renewed Mindset

Albert is looking forward to his new role as Director of Drainage Engineering. He feels it's an opportunity to work with a renewed mindset.

"I encourage everyone to keep an open mind as we go into this new working environment," said Albert. "There is a lot going on and if we're open to ideas and input, we'll create a highly successful team and new opportunities for innovation."

During his time with the City, Albert made many great memories, and he is grateful that he had the opportunity to move around in both planning and construction roles. He appreciated the learning that came with each new role.

In It Together

Albert has some advice for everyone on the Drainage team. "We're in this together, and nobody needs to feel they are alone."

Albert noted that while it may take some time to get used to changes, there is a lot of support being offered, with the goal of creating a successful team.

"I think we're coming into an extremely supportive culture," said Albert. "Everyone I have met is so upbeat and genuinely helpful. I think that will go a long way in making this a successful transition."

Other Than Work

Albert is a pretty relaxed guy outside of work. He loves dinners, road trips and church with his family — time with them is his number one choice. And when he's not doing that, you'll most likely find him engrossed in a good book.

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. To get your benefits questions answered, watch for the schedule of benefits information session and make plans to attend a session.



Drainage Transition Fact Sheet

Updated: July 27, 2017

New This Week (See Individual Fact Sheets for More Details)

Other Pay and Benefits

Updates were made to reflect the highlights of the Memorandum of Agreement with Unions. This information was shared in the July 27 Newsletter and added to this Fact Sheet. Topic areas include: Benefit, Payday, Pay Periods, Pension, Opportunity to Return, Employees on Leave, Classifications, Premiums, EDO, Flexible Hours, Seniority, Banked Overtime, Vacation

Systems and Applications

A list of applications and how they will be treated for the transfer has been published.

The SAP and Peoplesoft systems will be replaced. HR, payroll, financial and purchasing functions will move into EPCOR's Oracle eBusiness Suite, called myEPCOR on September 1. The SAP work management functionality will be replaced with EPCOR's Ivara system near the end of the year.

Systems migrating to EPCOR:

- DRAINS
- Bentley GIS: Flowlink, MicroStation, InterPlot
- ProjectWise
- GraniteNet
- PipeTech
- WISKI
- WebTech Wireless
- Manager Plus
- Smartest
- InfoMaster
- STAAD/S-Frame

Applications remaining with the City, and Drainage employees will be given appropriate access:

- POSSE/Winchester
- SLIM
- Accela
- Intellex
- eCIRC/ULA
- ProjectDox
- DEM/LiDAR
- ACE Tableau
- Business Objects
- Open Data



Drainage Transition Fact Sheet

Updated: July 27, 2017

Health Care Spending Account

All transferring employees, whether union, management or out-of-scope, will be covered under EPCOR's Advantage Benefits program effective September 1, 2017. This means that coverage under the City's benefit plans, including the Health Care Spending Account benefit, shall cease effective the end of day on August 31.

Transferring employees need to use any remaining Health Care Spending Account (HCSA) credits by August 31, 2017. Here's what you need to know:

- Your participation in the City's Health Care Spending Account benefit will cease on August 31, 2017. This means that all expenses/receipts (e.g. for the purchase of new eyeglasses) that you wish to submit for reimbursement must be incurred/dated no later than August 31, 2017.
- Dental treatments must be completed by August 31, 2017 and claims need to be received within 90 days.
- Major Medical expense claims need to be received by April 30, 2018.
- The full amount of your HCSA is available to you; it is not pro-rated even though the transfer occurs part way through the benefits year.
- Any unused credits left in your HCSA will be forfeited effective September 1, 2017.

If you do not have specific items to claim against the HCSA, the City encourages you to claim Dental and Major Medical plan employee premiums deducted from your paycheques between December 11, 2016 (start of pay period 26) and August 31 (pay period 18). Please use your last pay advice from the City (pay date September 12) as it includes your final year-to-date premium totals.

- You must attach a copy of your pay advice, highlighting the total premiums paid that you are claiming.
- You are encouraged to submit your claim for reimbursement of premiums as soon as possible after the transfer date, but it must be received no later than April 30, 2018. Claims received after this date will not be eligible for reimbursement.

Look for the Alberta Blue Cross Health Care Spending Account Claim form at:

https://onecity.edmonton.ca/working_for_the_city/working-for-the-city-forms-requests.aspx. Submit your claim form online through the Alberta Blue Cross website - www.ab.bluecross.ca.

You can view your account online at: www.ab.bluecross.ca on the "Plan member, Group, Sign-in" page. If you have questions, you can call Blue Cross at 780-498-8000 or 1-800-661-6995. You can also contact the City's Benefits Team through Inside Information at 780-944-4311.



Drainage Transition Fact Sheet

Updated: July 27, 2017

Pension

Both the City of Edmonton and EPCOR are participating employers in the Local Authorities Pension Plan (LAPP). Transferring employees who currently participate in LAPP will continue to participate in LAPP under EPCOR. Contribution rates do not change – 10.39% up to \$55,300 annual salary, 14.84% over \$55,300.

Permanent employees who are serving a waiting period to participate in LAPP with the City of Edmonton will become eligible and commence their LAPP participation with EPCOR as of September 1, 2017. These employees will see the payroll deduction for their LAPP contribution starting with their first pay from EPCOR.

Your years of service and the value of your pension remain unchanged by this transfer, and you will continue to accrue pensionable service as if EPCOR and the City of Edmonton were one employer. This means that when you retire, you will receive a single pension benefit payment covering both your EPCOR and City service.

As the City of Edmonton and EPCOR have different paydays, employees will have 27 reportable pay periods in 2017. This is because the City payday that falls on January 2, 2018 moves to Friday, December 29, 2017 with EPCOR, creating 27 paydays within 2017.

EPCOR will make adjustments (if necessary) after year-end to ensure pensionable service and associated salary are no higher than one full pensionable service year. Employees who are adjusted will receive a refund in early 2018 for any extra contributions they made due to 27 pay dates.



Drainage Transition Fact Sheet

Updated: July 27, 2017

Advantage Benefits

All transferring permanent employees, whether union, management or out-of-scope, will be covered under EPCOR’s Advantage Benefits program, effective September 1, 2017. There are a number of different components to EPCOR’s benefits and learning all of the details will take some time. This week, the focus will be on EPCOR’s Advantage Benefits program, which provides Extended Health (medical), Dental, Basic and Optional Life Insurance, Short Term Disability, Long Term Disability and Health Spending Account options.

Benefits claims are administered through Sun Life and the Advantage Benefits plan is flexible to offer employees choice in coverage to best suit their needs. EPCOR pays for core benefits, and then provides employees with Flex Credits, which they can allocate to higher levels of Extended Health and Dental options, allocate to a Health Spending Account or receive as taxable cash on each biweekly pay. Flex credits for the current benefit year (July 1, 2017 – June 30, 2018), are:

Full Time	Part Time 30-39 hrs/week	Part Time 20-29 hrs/week
\$1,538.16*	\$1,153.62*	\$769.08*

*Note: Flex credits and costs will be pro-rated to the transfer date of September 1, 2017.

Each additional Extended Health or Dental benefit level (higher than Essentials) has a cost associated with it.

- Essentials level (EPCOR paid – no flex credits required)
- Comprehensive level (use flex credits)
- Enhanced level (use flex credits)

For Extended Health & Dental Coverage, employees have choices to cover:

- Employee Only
- Employee + One
- Employee + Family
- Opt-out of coverage (receive more flex credits)

For example, if you are covering a family of four and wish to choose the “Comprehensive” level of Extended Health benefits, the annual cost is \$790.92. Your flex credits can be used to cover that amount. If you are full time, you would have \$747.24 remaining in flex credits (Note: example is for a full benefit year: \$1,538.16 – \$790.92). You could use remaining Flex Credits to purchase a higher level of Dental benefits, allocate to a Health Spending Account, or take as taxable cash on your bi-weekly pay. If the cost of your choices exceeds your Flex Credits, the extra amount will be deducted from your bi-weekly pay.

Under Advantage Benefits, employees have the option to coordinate benefits with a spouse and choose coverage that fits their combined coverage needs. For example, if your spouse has 50% Health and Dental coverage through their employer, you could select the EPCOR paid Essentials Extended Health and Dental and allocate your whole flex credit allotment to your Health Spending Account or take as taxable bi-weekly cash.

You will choose your benefit options during the Enrollment Period that will run from September 1 to October 1, 2017 (at 11:59pm), giving you 31 calendar days to enroll. Enrollment is done online through EPCOR’s enrollment system called MyEPCOR. You will have the opportunity to attend a benefit enrollment clinic which will provide in-person assistance to enroll. If you do not enroll online during this period, you



Drainage Transition Fact Sheet

Updated: July 27, 2017

will receive the EPCOR-paid core benefits only, with the option to change at the next annual enrollment for July 1, 2018 or a qualifying life event. The EPCOR-paid core benefits are:

- Essentials Extended Health and Dental (50% coverage) – Only the employee is covered
- No Health Spending Account
- Flex Credits would paid out to you on your bi-weekly pay
- Long Term Disability (LTD) Essentials (66 2/3% of pay)

Detailed benefits information sessions will be scheduled to walk through the program face-to-face with employees and to answer questions. These after-hours sessions are being scheduled for times closer to the start of your benefits enrollment period on September 1.

Each employee will also receive a printed copy of all benefits related documents as part of the “Transition Readiness” binders to be distributed in mid-August.



Drainage Transition Fact Sheet

Updated: July 27, 2017

NEW

Other Pay and Benefits

Pay and Benefit Decisions for Unions

Here are some of the highlights of the Memorandum of Agreement reached between EPCOR and each of the three unions – CSU, CUPE and IBEW:

Benefits – All permanent employees will participate in EPCOR’s Advantage Benefits program. See the “Advantage Benefits” Fact Sheet for more information.

Payday – Pay dates at EPCOR will be on Fridays. The first Pay date will move to the Friday following the Pay Period end. EPCOR has the same Pay Periods as the City, so employees will be paid four days sooner with EPCOR (e.g. September 8th for pay period ending September 2nd).

Pay Periods – There will be 26 Pay Periods per year.

Pension – EPCOR is a Local Authorities Pension Plan member, so pensions will remain unchanged for existing pension members. Refer to the Fact Sheet on Pensions for a full discussion.

Opportunity to Return – This is being finalized between the City and each Union. When complete, it will allow transferring employees to apply their seniority to postings with the City until February 28, 2018.

Employees on Leave – Employees who are currently on Approved Leave will remain City employees until they return to work. They will transfer to EPCOR upon their return.

Classifications – Existing City classifications were snapped onto the most applicable classification in the EPCOR Agreements. Classification review is one area where more work will be done for some positions up to and after September 1. Any changes to classification as a result of the transfer will be effective September 1.

Premiums – Premiums in the EPCOR Collective Agreements may be different than the existing City Agreements. All Premiums in the EPCOR Collective Agreements may be used by Drainage employees as applicable.

EDO – The Earned Day Off (EDO) program will not continue with EPCOR. Up to 3 banked EDO’s can be transferred and used after September 1 with EPCOR. These will be managed and approved through your Manager.

Flexible Hours – Each Collective Agreement has provision to utilize Alternate or Flexible Hours of Work. These provisions are subject to management approval and operational needs.

Seniority – Seniority Dates are maintained for transferring employees and Seniority Lists will be consolidated into an EPCOR Master Seniority list for each Union. EPCOR seniority is company-wide within each Union.

Banked Overtime – Balances will transfer to EPCOR after the final pay with the City of Edmonton has been processed. EPCOR has no maximum cap on how much time can be banked. Banked Time will be paid down, in accordance with the terms in each collective agreement.

Vacation – Vacation balances will transfer to EPCOR after the final pay with the City of Edmonton has been processed. On September 1, transferring employees will receive a pro-rated 2017 vacation entitlement, representing the remainder of their 2017 entitlement. EPCOR provides your entire annual vacation entitlement on January 1st of each year, based on how many years of service have been completed by the end of the prior year.



Drainage Transition Fact Sheet

Updated: July 27, 2017

Pay and Benefit Decisions for Management/Out-of-Scope

Management and out-of-scope employees will receive direct communication from EPCOR on the details of their specific pay and benefits. Here are some of the general highlights of the changes:

Benefits – All permanent employees will participate in EPCOR’s Advantage Benefits program. See the “Advantage Benefits” Fact Sheet for more information.

Payday – Pay dates at EPCOR will be on Fridays. The first Pay date will move to the Friday following the Pay Period end. EPCOR has the same Pay Periods as the City, so employees will be paid four days sooner with EPCOR (e.g. September 8th for pay period ending September 2nd).

Pay Periods – There will be 26 Pay Periods per year.

Pension – EPCOR is a Local Authorities Pension Plan member, so pensions will remain unchanged for existing pension members. Refer to the Fact Sheet on Pensions for a full discussion.

Employees on Leave – Employees who are currently on Approved Leave will remain City employees until they return to work. They will transfer to EPCOR upon their return.

EDO – The Earned Day Off (EDO) program will not continue with EPCOR. Up to 3 banked EDO’s can be transferred and used after September 1 with EPCOR. These will be managed and approved through your Manager.

Vacation – Vacation balances will transfer to EPCOR after the final pay with the City of Edmonton has been processed. On September 1, transferring employees will receive a pro-rated 2017 vacation entitlement, representing the remainder of their 2017 entitlement. EPCOR provides your entire annual vacation entitlement on January 1st of each year, based on how many years of service have been completed by the end of the prior year.

City of Edmonton Employee Discounts/EPCOR Wellness Account

EPCOR has discounts with a number of health, travel and retail partners. These discounts are different for EPCOR employees than for City employees. EPCOR is part of the City Corporate Wellness Program, which offers employees a 20% discount on Annual Passes and a 15% discount on multi-admission passes. Employees pay for these passes directly and not through payroll deduction. EPCOR does not have discounts with Edmonton Transit Service.

EPCOR offers a Wellness Account for all permanent employees. This program allows permanent full-time employees to be reimbursed up to \$350/calendar year and permanent part-time employees to be reimbursed up to \$200/calendar year. Drainage employees will have their full Wellness Account allocation effective September 1st - it will not be pro-rated for 2017. The account provides support towards healthy choices and fitness-related expenses, as well as the environmentally-conscience decision to utilize public transit, in order to promote an active and healthy lifestyle. A full list will be shared with employees as they receive EPCOR program information.



Drainage Transition Fact Sheet

Updated: July 27, 2017

HR & Career

Memberships/Certifications

EPCOR supports memberships and employee certifications required to achieve and/or maintain professional designations required for the job or that are documented in an employee's career development plan. Employees can work with their Manager to determine applicable certification and membership requirements.

EPCOR also provides employees with an After Hours Personal Development program under which permanent employees are eligible for funding to pursue professional certificates, diplomas, degrees or other independent courses through post-secondary institutions, industry associations or other learning providers, subject to the approval of EPCOR School of Business. Full-time employees are eligible for \$1,500 per year and part-time employees are eligible for up to \$750 per year.



Drainage Transition Fact Sheet

Updated: July 27, 2017

Customers/Citizens

Talking to Customers/Citizens

If customers have questions about the impact of the transition to EPCOR, here are some key points that you can share:

- EPCOR will be building on the work that Drainage has done to date and looks forward to welcoming Drainage staff and the expertise they bring.
- Major initiatives and activities will proceed as planned. Until September 1, decisions on planning, operating, interacting with citizens and all other daily activities continue as they always have. Any questions or inquiries related to Drainage projects or operations should be directed to the City of Edmonton.
- Drainage will remain 100% owned by the City of Edmonton. This is a transfer. Drainage staff will continue to do Drainage work.
- EPCOR will align with the City's public engagement framework. EPCOR has a proven track record of public consultation, and a proven commitment to engaging stakeholders. EPCOR's Community Advisory Panels for its Water business are an example of this, as well as its engagement activities on construction, maintenance and upgrade projects.



Drainage Transition Fact Sheet

Updated: July 27, 2017

PC/Email/Mobile Device

PC/Laptop Replacement

Conversions will occur on weekends starting the evening of July 28, doing one site each weekend. Our current plan 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 |

Here are the key impacts of the conversion:

1. Your PC or laptop will be replaced with a different PC or laptop of similar configuration.
2. Your replacement PC or laptop will be pre-configured with all your required software.
3. You will keep your current cell phone and/or tablet,
4. Your desk phone number will change, but the physical phone will remain the same
5. Your old phone number will not be forwarded, but you will have access to your voicemail to record a message giving people your new number.
6. After the conversion, you will be on the EPCOR network, with an EPCOR network ID and password, but you will have access to necessary City systems and data, including your email.
7. Your email will not be converted at this time.

The project team will be confirming information on hardware and software at each site over the next few weeks so that the team understands the requirements for conversion. We'll also gather information on critical positions, including employees working with SCADA or performing 24/7 operations, to form a customized plan that ensures safe, ongoing operations.

Each person will need to take actions both before and after conversion to ensure success. We will give each person a detailed checklist and instructions to be clear on the actions you need to take. We'll have on-site support for employees both before and after conversion to help with setup or issues. We'll discuss that later in this newsletter.

For documents, your H drive will be converted to the EPCOR network and you will have access from your PC, laptop and/or mobile device. Shared drives will remain on the City network, but your new PC or laptop will have a connection back to the City to allow access to all shared files. Your Google drive and access to shared Google documents will remain after your conversion. We will not begin converting shared documents to the EPCOR network until after September 1. That conversion will have its own plan and support activities.

Email, Mobile Devices Conversion

EPCOR uses Microsoft products, and the City of Edmonton uses mainly Google products, so email and documents need to be converted. All email and mobile devices will be converted on the weekend of September 2-4 for all employees. Google Drive documents will be converted after Sep 1; that schedule has not been set.

Here are the key impacts:

1. You will receive an EPCOR email address on September 4.



Drainage Transition Fact Sheet

Updated: July 27, 2017

2. Your existing email will be moved that weekend to your new EPCOR email
3. You will use only your new EPCOR email, accessed through Microsoft Outlook, from that point forward. Your Gmail access will be disabled, including access through your mobile device.
4. Your mobile device will need to be manually setup to access your EPCOR email.
5. Your calendar and contacts will be converted. Your Gmail tasks and notes will NOT be converted and you will no longer be able to access them. There will be a process in the checklist to explain how you can save these items.

With this approach, only email sent or received from January 1, 2015 onward will move with you to your EPCOR email account. In an effort to ensure only appropriate emails are in EPCOR's possession, older email will not be converted. Low volume email users will not have email transferred to EPCOR. Every transferring employee will receive an email informing them which group they are in. For the most part, field employees are considered low volume email users. Keep in mind that your current emails belong to the City of Edmonton, and employees must not save or manually transfer emails to EPCOR.

On Monday, September 4, all mobile devices will be wiped by the City of Edmonton, and all email access from any device will be cut off. Special processes will be developed for any 24/7 operation that weekend. On September 5, there will be some manual activities required from mobile device users to set up their EPCOR email on their device. There will also be manual activities to set up email on your PC or laptop. We recommend that you do not book any meetings for the morning of September 5 to allow yourself time to complete your email and mobile device setup.

On-site support will be available to assist you. Since all mobile users will need to do the setup at the same time, support priority will be given to those people who need to get into the field quickly. If you use your personal phone to access email, you will need to initiate a request on September 5 to allow access to your EPCOR email. This process may take a few days.

After September 4, you will not have any further access to your edmonton.ca email, and your emails will not be forwarded. The City will place an auto-reply message on your edmonton.ca mailbox informing people of your new email address. If you use your edmonton.ca email as your user account with any outside organizations (e.g. Apple ID, Industry memberships), you should ensure you remind yourself of passwords, as you will be unable to recover passwords by email after September 4.

As with the PC conversion, each person will need to take actions to ensure success. Detailed checklists and instructions will include the email activity required, along with some tips on how to minimize the above impacts. We'll have on-site support for employees both before and after conversion to help with setup or issues.



Drainage Transition Fact Sheet

Updated: July 27, 2017

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.



Drainage Transition Fact Sheet

Updated: July 27, 2017

NEW

System and Applications

Some systems will be completely replaced by EPCOR systems. Some systems will be moved to EPCOR from the City. Some systems will remain with the City, and Drainage will maintain their access to those systems.

Being Replaced

The SAP and Peoplesoft systems will be replaced. HR, payroll, financial and purchasing functions will move into EPCOR's Oracle eBusiness Suite, called myEPCOR on September 1. There will be a number of learning events scheduled to help train people in this system. There will also be online reference materials and Quick Reference Guides for much of the Oracle functionality.

The SAP work management functionality will be replaced with EPCOR's Ivara system. This will include work orders, requests, and some asset management functionality. This transfer will occur near the end of the year; the date is still being finalized. There will be training on this system as well.

Migrating to EPCOR

There are several other applications used by Drainage that will be migrated to EPCOR and continued to be used by Drainage employees. The method of accessing these applications may change, but the functionality will remain unchanged, so limited training is required. These applications include:

- DRAINS
- Bentley GIS: Flowlink, MicroStation, InterPlot
- ProjectWise
- GraniteNet
- PipeTech
- WISKI
- WebTech Wireless
- Manager Plus
- Smartest
- InfoMaster
- STAAD/S-Frame

Staying with City with Drainage Access

Finally, there are applications that are jointly shared with the City of Edmonton. These applications will remain with the City, and Drainage employees will be given appropriate access to be able to do their jobs. The method of accessing these applications will change, and access to functionality may be reduced to only what is necessary for Drainage to operate. As decisions are made on each of these applications, communication and training will be prepared. These applications include:

- POSSE/Winchester
- SLIM
- Accela
- Intellex
- eCIRC/ULA
- ProjectDox
- DEM/LiDAR
- ACE Tableau
- Business Objects
- Open Data



Drainage Transition Fact Sheet

Updated: July 27, 2017

Re-Branding

Fleet

As vehicles are sent for servicing over the next few weeks, they are being stripped of the blue striping, and will have the vehicle weight decals permanently applied. For vehicles that won't be serviced before September 1, a team will visit sites to make the changes when vehicles are not in use. The Unit number of the vehicles will remain the same.

Starting the evening of August 31 and continuing through September, the City of Edmonton logos will be replaced with EPCOR logos. The most critical activity for September 1 is that all vehicles must have their licence plates, registration, insurance, and fitness and safety certificates changed before they can be driven that day. There will be a dedicated team working through the night on August 31 to make that happen.

Buildings

Drainage buildings where transferring employees are located will have their external signs changed from the City of Edmonton to EPCOR on the evening of August 31, weather dependent. Unmanned buildings will be changed at a later date.

Hard Hats

Replacement hard hats with the EPCOR logo will be distributed to employees starting on September 1. It may take a few days to complete the replacements. Options for your existing hard hats are being explored.

Clothing

EPCOR will not be doing a mass replacement of clothing in September. For those employees with direct interaction with the public in the field, such as the inspectors, EPCOR patches will be available for attachment to existing clothing. Later this year, EPCOR will engage with employees to discuss and test options for clothing replacement.

Stationery

EPCOR's Public and Government Affairs will work with each site in August to ensure there is an initial supply of branded stationery, like letterhead and envelopes, available on September 1. Starting in September, employees who need personalized business cards can order them through EPCOR's centralized process. There will be a small supply of blank business cards at each site on September 1, so employees can write in their contact information. These can be used until the personalized cards arrive.