

Drainage Transition to EPCOR Update

August 3, 2017



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

Key Messages in this Edition

- Town Halls are being scheduled for August 14 – 18 and will focus on readiness activities for the September transfer.
- The first pay period with EPCOR covers September 1 & 2. All employees will be paid for one standard work day only on the first payday of September 8. Adjustments for actual time worked will be made after September 5 and paid on September 22.
- There is a spotlight on 4 additional benefits at EPCOR – Employee Savings Plan, Wellness Account, After Hours Professional Development, Employee and Family Assistance Program.
- If you do not **own** a document in your My Drive (Google Drive), it will not transfer to EPCOR if the owner is not transferring to EPCOR, even if the document is shared with you; learn how to get ownership transferred.

Town Halls

Another round of Town Halls for all employees is being scheduled for the week of August 14-18. These sessions focus on getting ready for the transition on September 1. The presenters will discuss employee actions for the remainder of August and for September and provide details about upcoming learning events, such as the Benefits Information Sessions.

The other focus of the Town Halls will be distribution of key items that employees will need to be ready for the September transition. This will include EPCOR Employee ID Cards and EPCOR Readiness Information Binders. There will be an opportunity to sign up for Benefits Information Sessions.

Field employees will be scheduled for specific sessions to minimize the impact to operations. Office employees will receive an email with session options for signup. Because personalized items will be distributed at the sessions, it is critical that employees attend their scheduled session.

All sessions will be held in the Kennedale Training Room (12810 – 58 Street).

	Monday, Aug 14	Tuesday, Aug 15	Wednesday, Aug 16	Thursday, Aug 17	Friday, Aug 18
7:00 - 9:30am		Field Crews	Field Crews	Field Crews	Field Crews Shop Welders
10:00am - 12:30pm	Office Staff	Office Staff		Office Staff	Office Staff
1:30 - 3:00pm	Field Crews	Field Crews		Field Crews	

First Pay Period with EPCOR

The City will pay employees up to August 31 and EPCOR will pay employees starting September 1. Employees working a night shift on August 31/September 1 will submit their entire shift time for payment through the City. Only shifts starting after midnight on September 1 will be submitted to EPCOR for payroll processing.

Deductions that are lump sum bi-weekly amounts will be deducted from the City payroll. Deductions that are a percentage of bi-weekly earnings will be deducted from both the City on earnings up to August 31 and EPCOR on earnings from September 1 onward.

EPCOR's first pay run for September 1 and 2 will pay employees one standard work day. For example, employees with 75 standard hours per bi-weekly pay period will be paid for 7.5 regular hours and employees with 80 standard hours per bi-weekly pay period will be paid for 8.0 regular hours on the September 8 pay day. Any overtime, vacation time, shift differentials, standby etc. for September 1 or 2 will be adjusted after September 5 and paid on September 22.

Other Benefits at EPCOR

Employee Savings Plan

The Employee Savings Plan has four types of accounts:

1. Employee RRSP
2. Spousal RRSP
3. Non-Registered Savings
4. Tax Free Savings Account (TFSA)

Permanent, Canadian employees are eligible to participate in the Employee Savings Plan and may contribute to any of these account types through bi-weekly payroll deductions (minimum of **\$25** per account/pay), quarterly payroll contributions (deadlines noted on Annual Payroll Calendar) or by lump-sum contributions paid directly to Sun Life.

Pre-tax contributions can be made via payroll deduction to either RRSP or Spousal RRSP accounts. Contributions to the Non-Registered Savings Account or Tax Free Savings Account are deducted on a post-tax basis. Participants may transfer external RRSP or other savings plan monies into the Employee Savings Plan.

EPCOR pays the administration fees associated with the Employee Savings Plan. The employee will pay management fees through investment returns earned on all their account(s), but the fees are significantly lower than they would be on personal or self-directed RRSPs through other financial institutions.

Wellness (Personal Spending) Account

EPCOR believes that 'health and wellness' is an important component to the overall wellbeing of our employees.

The Wellness Account is to be used for health promotion / activity based programs and transit reimbursement for the eligible EPCOR employee only. Permanent full-time employees are entitled to claim up to \$350 per calendar year (January to December). Permanent part-time employees are entitled to claim up to \$200 per calendar year.

Employees on leave are not eligible to participate in the Wellness Account program. You will be reimbursed dollar-for-dollar up to the annual maximum amount. This is a taxable benefit. Wellness Account funds cannot be carried over from year to year.

Each employee will receive a Readiness Information Binder prior to September 1, and it will include details on items that are eligible for reimbursement under the Wellness Account. Generally, this Account can be used for fitness memberships or formal fitness classes, programs or lessons for the employee. It can be used for fitness equipment, accessories or wearable technology designed to enhance, participate in or monitor/assess physical activity. It can also be used for health-related services that focus on positive health or well-being (e.g. weight loss programs, smoking cessation programs, nutrition programs). It can also be used to purchase monthly transit passes or transit ticket 10-packs.

After Hours Personal Development Program

EPCOR's After Hours Personal Development (AHPD) program aids employees in funding certificates, diplomas, degrees or other independent courses through post-secondary institutions, industry associations or other learning providers (subject to approval by the EPCOR School of Business). Learning and development must benefit both you and EPCOR and be directly related to your current job or other careers at EPCOR.

Employees pay for their program/course in advance and then submit for re-imburement upon successful completion of the course. Available funds are not carried over from year to year. All permanent EPCOR employees are eligible for AHPD funding:

- \$1,500 per year for full-time, permanent employees
- \$750 per year for part-time, permanent employees

To be eligible for the AHPD program, you must meet the following requirements:

- All learning and development must occur on your personal time.
- If a course occurs during your regular scheduled shift, you must get your manager's approval to take time off work to attend the training and agree on how you will manage and code the time. This may involve making up the work outside of regular working hours, or the time can be managed as vacation taken, banked time taken, personal leave or unpaid leave.
- If a course occurs outside of your regular scheduled shift, manager approval for AHPD is not required.
- For your manager to effectively support and encourage your development, your manager must sign the AHPD Reimbursement Form to acknowledge that they are aware of your training goals and that you met the criteria for reimbursement.

Employee and Family Assistance Program

Resources to help you deal with a variety of personal and family support issues are available through EPCOR's Employee and Family Assistance Program (EFAP). It is a voluntary and confidential support service available to permanent employees and their dependents.

EPCOR's dedicated EFAP line is available 7 days per week, 24 hours per day, through phone, web or mobile app.

Available services include:

- Achieve well-being (stress management, grief and loss, crisis situations)
- Manage relationships and family (communication, parenting, separation/divorce)
- Deal with workplace challenges (stress, performance, work-life balance)
- Tackle addictions (tobacco, alcohol, drugs, gambling)
- Find child and elder care resources (child care, schooling, nursing/retirement homes)
- Get legal advice (family law, separation/divorce, custody)
- Receive financial guidance (debt management, bankruptcy, retirement)
- Improve nutrition (weight management, high cholesterol and blood pressure, diabetes)
- Focus on your physical health (understand symptoms, identify conditions, improve sleep)

Ownership Changes of Google Drive Documents

An important part of transferring Drainage to EPCOR is transferring electronic information and data. The initial focus has been on cleaning up drives and emails to ensure only Drainage data is transferred. Many staff store Drainage information in their Google My Drive. Starting in September, transferring employees will prepare these documents for transfer to EPCOR.

Only documents owned by transferring employees will move to EPCOR, so if you have a document in your My Drive that is owned by someone not transferring, that document **will not transfer, even if it is shared with you**. If the document should transfer to EPCOR, ask the current owner to give you ownership of the document. Here are the instructions you can give the current owner to change ownership of a document:

1. Open the document
2. Click the blue 'Share' button in the top right-hand corner
3. Click 'Advanced' at the bottom right-hand corner of the pop-up box
4. Click the pencil beside the name of the person who should be the new owner
5. Select 'Is Owner'
6. Select 'Save Changes'

Documents in Non-Drainage Google Drives

Documents in Drainage drives and folders will come to EPCOR in the transfer; however, that does not capture all Drainage-related data. There are cases where Drainage documents are stored in team drives or folders that are not exclusively Drainage, such as those in Planning or Shared Services areas.

To ensure this data is also transferred, the drainage.transition Google Drive can be used by you to store Drainage folders and documents. If your team has data that needs to be moved to the drainage.transition Drive, please email drainage.transition@edmonton.ca and you will be provided access. Your team will be given a folder in main drive and you may manage the folder structure and permissions as required.

Although it might seem easier to just move this data to personal My Drive folders, please do not do this. Moving team data to personal accounts makes it difficult for others on your team to find the data once conversion to the Microsoft systems begins. It may lead to multiple versions of the data being transferred.

Please move, rather than copy, the document so that duplicates are not created.

Getting to Know EPCOR: EPCOR as a Business

EPCOR was incorporated in 1996, and is 100% owned by the City of Edmonton. EPCOR operates as a commercial business, governed by an independent Board of Directors. A portion of profits are returned to the City of Edmonton through a dividend, for use in serving the citizens of Edmonton. The remaining profits are reinvested in growing the company. In 2016, EPCOR paid the City of Edmonton \$141 million as a dividend.

The City of Edmonton, as the sole Shareholder, appoints the Board of Directors using a formal evaluation process and the skills of an independent consultant. The Board operates independently of the Shareholder (City of Edmonton) with full authority to make strategic business decisions.

Directors are respected business and community leaders from across North America. No employees or elected representatives of the City sit on the Board. The Board approves the business goals, objectives and appropriate policies for EPCOR, and they evaluate senior management's performance on delivering those goals.

EPCOR provides:

- Both rate-regulated and contract electricity services to around 600,000 residential and small commercial customers in Alberta.
- Energy distribution to approximately 379,000 residential and commercial customers in Edmonton.
- Water, wastewater and distribution services to more than one million people in over 85 Western Canadian communities and industrial sites.
- Private regulated water to Arizona, New Mexico and Texas, serving 31 communities and 9 counties.

In next week's newsletter, we'll show how EPCOR makes money as a regulated business.

Leadership Profile: Barb Wieder

Barb Wieder is excited about being part of the Drainage team as Controller. She believes that bringing the full water cycle under EPCOR is the start of something amazing.

Barb joined EPCOR in 1996 as Controller for Water Canada area during the initial transfer of the water business and assets from the City of Edmonton. She left EPCOR in 2000 to pursue opportunities within the midstream oil and gas sector. Barb rejoined EPCOR in March 2017 as Interim Water Canada Controller, and two months later she became Drainage Controller for the transition.

A Chartered Professional Accountant and Chartered Accountant, she holds a Bachelor of Commerce degree from the University of Saskatchewan.

Teamwork equals success

Barb noted that one element of success is meeting the objectives that EPCOR and the City set for the transition, and building a cohesive team will help make that happen. She is looking forward to working with Drainage leadership and the Finance team she will be leading.

During the transition, she has been working with her entire Finance team — which includes both EPCOR and current City employees — and sees a level of enthusiasm that is encouraging.

Time to travel

Something people may not know about Barb is that she has travelled extensively. "I think I was meant to travel, as I enjoy meeting new people and exploring other cultures," said Barb. "As much as I love travelling, I'm always happy to come home to Alberta. My experiences abroad make me realize what a wonderful country we live in."

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: August 3, 2017

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

Wifi

This is a NEW Fact Sheet.

On each PC replacement weekend, City Wifi networks, including Open City, will be removed from the conversion site. EPCOR will install an EPCOR business Wifi network and all EPCOR replacement laptops will automatically connect to this network. EPCOR will also install a password-protected contractor/guest Wifi network.



Drainage Transition Fact Sheet

Updated: August 3, 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://onacity.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: August 3, 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: August 3, 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: August 3, 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: August 3, 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: August 3, 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: August 3, 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: August 3, 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: August 3, 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:

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|--------------------------|---------------|
| 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: August 3, 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: August 3, 2017

Wifi

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.

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:

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



Drainage Transition Fact Sheet

Updated: August 3, 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: August 3, 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: August 3, 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.