

Welcome Back!

As we find ourselves already into Q3 for 2016, Cognera reflects on the summer that was while also looking ahead to some of the exciting changes in store to round out the year.

Our industry has grabbed more than its share of the news cycle in the past few months. Whether that has been stories about the climate change policies, PPA's or Alberta's regulatory future, Cognera is always working hard to stay abreast of these developments. We represent our customers (and, in turn, your customers) from a technological perspective... although we aren't afraid to wade into the fray on other issues as well. So as children head back to school, we head back to the grind for you as well.

In this issue, we will be discussing some of the preventative measures Cognera takes to protect its clients against security and virus threats. We recap our signature Bull Bustin volunteer event, as well we highlight our Reminder Notification Service.

Regulatory updates will once again provide important industry information about what is impacting billing and settlement in the Alberta market as well as provide the latest update on the government imposed carbon levy.

As always, we encourage your feedback! So please feel free to email us at (cognisance@cognera.com) with any comments, suggestions or topics you would like to hear more about.

- Randy Brookes, Executive Vice President.

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- Randy Brookes, EVP of Cognera



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Did you know?

Cognera offers a **Reminder Notification Service** for our clients.

Cognera offers a **Reminder Notification Service** that allows our clients to provide a higher level of overall customer service. The message we've received is that timely payment by customers and managing Aged Receivables can be a challenge that consumes both valuable time and resources.

Notifications can be either mailed or sent electronically to help improve your collections. You can notify your customers of payments due, past or pending invoices as well as any other messages you may want to send.

Feel free to contact us for more information on how we can set this up for you and your clients.

- Jay Donlevy, VP Managed Services

Protecting Data from Risk

In today's always-on and connected world where people and systems have 24 hour access to data and services, the risk of data being stolen or held ransom has become a legitimate business threat.

To mitigate this threat, Cognera has implemented security in layers. We start by using strong authentication mechanisms, using SSL certificates for identity confirmation and further by restricting weak cryptographic cipher suites. This helps to ensure that Cognera's internal and client data is secure. Cognera segregates our networks to employ a least privilege environment, while using security appliances to ensure monitoring and restriction of incoming and outgoing network traffic. Additionally Cognera uses enterprise anti-virus and spyware protection software. These security components come together to provide a web of protection across our systems.

It is necessary to strike a balance between client access to systems and the protection of those systems which are made available on the public Internet. Cognera does this through various techniques including those mentioned above and also by recommending the use of strong passwords. We store passwords securely using industry standard hashing algorithms and regularly run security tests against all Internet facing portals in an ongoing effort to ensure we are protected against known security vulnerabilities.

Today's attack vectors are increasingly targeted in nature, in some cases so pervasive the attackers delete online backups prior to stealing or encrypting data. To protect against these risks, Cognera makes use of offsite backups which are also offline. This helps to ensure the recoverability of data in the event of a compromised system. In targeted attacks, the only ally we have may be the fact that a copy of our data is *not* online.

- Dean Bratland, Manager Infrastructure





Regulatory Updates

As we end Q3 and move into Q4, Cognera remains busy with a number of regulatory initiatives:

Carbon Levy: The Alberta Government's Carbon Levy project is moving ahead quickly as the industry works together to clarify requirements and implement system solutions.

While core recommendations have been provided by market participants, Alberta Energy consistently reminds the group that these recommendations have not yet been approved in regulation by government. Given an immovable date for billing levy charges (January 1, 2017) and participant code freezes during December, the industry is working on extremely aggressive timelines. Unit and market testing will occur in October/November with a late November code implementation date. Site exemptions should be identified and sent to distributors by mid-December. To meet these deadlines, all participants are working ahead of regulation and rule approval, and additional requirements are evolving as a result.

Fort McMurray: Cognera is working to reconcile and determine site level credits for the May commodity recovery. We expect to complete similar analysis for the June credit later this month.

Crowsnest Pass Transition: The Fortis/Crowsnest Pass transition plan has been filed with the AUC, and transition work is in progress.

- Lori Harnack, VP Professional Services

Contact Us

We want to hear from you! Send us an email or give us a call for more information about our services and products.

Note: *If you do not wish to receive the Cognera newsletter please respond to this email address to be removed from the distribution list.*

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Bull Bustin!

The 3rd annual PBR Bullbustin event took place on July 7th to officially kick off this year's Calgary Stampede. The event helps raise money for the Sheldon Kennedy Child Advocacy Foundation and has become a main volunteer opportunity for Cognera employees in recent years.

Prior to the bull riders strapping on their saddles, employees from Cognera rolled up their sleeves and put on their sales caps to help with 50/50 ticket sales. The hard work certainly paid off as this year's event raised more than \$101,000 for the SKCAC.

The event has come to represent both the very best of the Stampede and Calgary's community spirit. Cognera is proud to once again have had the opportunity to support and be involved in helping such an important cause.

- Travis Knee, Sales & Marketing Coordinator



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