



COGNISANCE



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CSAE3416 Type II

Welcome Back!

2017 is in full swing as we already approach the end of Q1. As Alberta looks on cautiously optimistic regarding its own economic forecast, the industry continues to sort things out on the heels of the new government regulations set forth in the later part of 2016 .

The current attention around climate change has brought with it a breadth of new development, production and investment opportunities within the energy sector. As customers become more educated on the energy of tomorrow, the chance to evolve and expand the services we deliver today exists across the board.

In this issue, we will be discussing some of the advantages of Cognera being part of Harris Computer Systems' larger network of business units. We also touch on some of these exciting opportunities to create new customer experiences within the changing energy landscape. As well we highlight Cognera's recent involvement in the community.

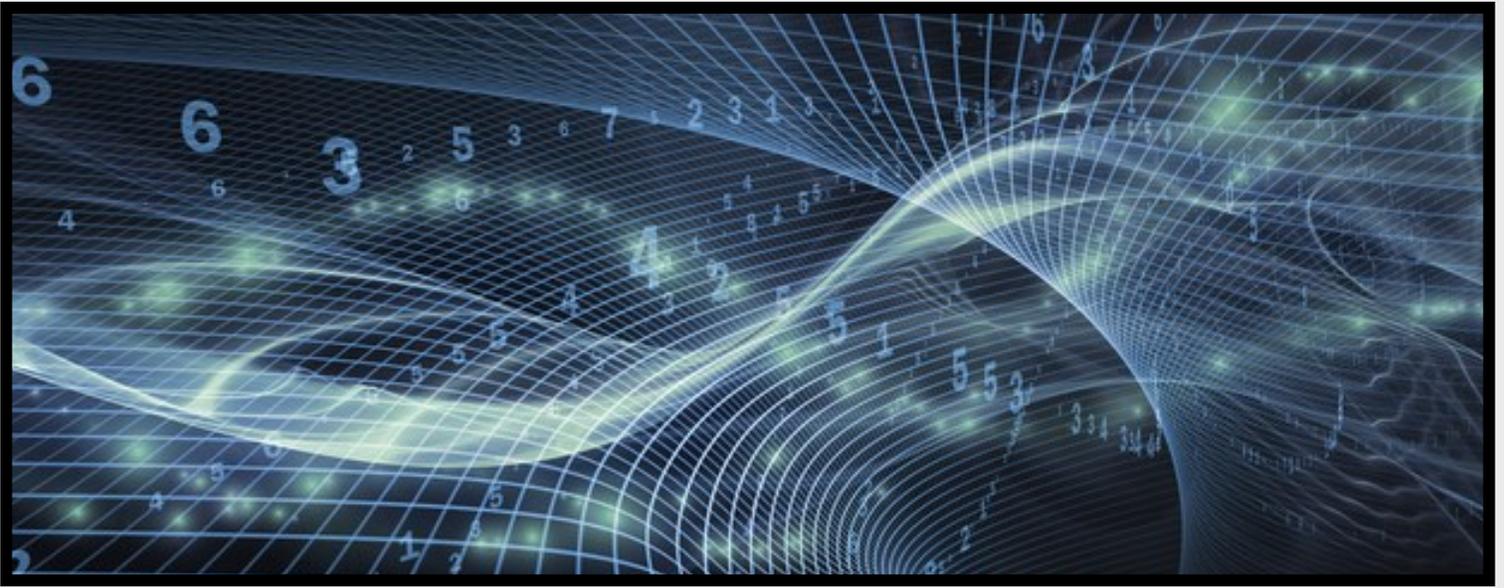
Regulatory updates will once again provide important industry information about what is impacting billing and settlement in the Alberta market as well as provide the latest update on Government regulations and climate change initiatives.

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.

"As is often the case in life, with great change comes the opportunity to open new doors and explore new possibilities"

- Randy Brookes, SEVP of Cognera



Driving Technology to Create the “Customer Experience” in a Transforming Energy Sector

Transformation and modernization are likely topics of discussion around the water cooler at any utility retailer. From regulatory changes that drive how energy is delivered to changes in consumer behavior that bring new expectations for customer engagement; technology is now being turned to enable this industry transformation.

“According to a study by OPOWER, customer satisfaction with utilities is at an all-time low while customers generally have strong trust in their utilities. This counter intuitive finding creates an opportunity to engage with the customer like never before.”*

Customers are growing accustomed to on-demand information, personalized insight, mobile connectivity and set it and forget it solutions. They are shifting from the traditional price, reliability and service view of a utility to a digital, data centric approach where customers want greater options and choice from utilities and providers. The customer has switched roles from observer to being a driving force for change.

Over the first quarter of 2017 Cognera has been busy adopting new modern frameworks and web technology for our applications. This new approach will deliver rich interactive visualizations, modern web API's for integration and data access and clean mobile friendly application experiences to customers; all directly in the web browser. For the tech minded we are employing all the latest JavaScript technology in the backend combined with modern design patterns from Google's Material Design and Oracle ALTA UI with visually rich JavaScript UI frameworks to bring a user experience like no other.

Unprecedented industry change is creating opportunities to utilize technology in new and innovative ways. Now is the time to deliver an exceptional “customer experience” and Cognera is here to help. Talk to us about what we are doing to modernize your applications and how we can help deliver your “customer experience” today.

- 5 Universal Truths about Energy Customers, OPOWER, <https://www.opower.com/fivetruths/>



Regulatory Updates

Q1 2017 continues to be busy on a regulatory front. Alberta Energy is moving forward with Energy Efficiency Alberta, AESO and other agencies on efficiency programs, capacity discussions and the renewable energy program. Additionally, many other initiatives are in planning stages.

Please find below some high level updates regarding key Retailer/Self-retailer initiatives. As always, should you have any questions or concerns please don't hesitate to call or email:

- **Rule 021/028** – The AUC held a meeting in late February to discuss proposed rule changes. From that meeting, three working groups were created for additional discussion and recommendations:
 - the Micro-Generation working group
 - the Update Customer Information transaction (UCI) working group
 - the Abandoned Oil and Gas Sites working group.
- **Carbon Levy** – The Carbon Levy project is beginning to wind down, though a few remaining items persist. In addition to some minor changes on exemption status (out of province sites) and proposed file changes, the TRA continues to provide clarity on submission, reporting and recovery processes.
- **RRO Price Cap** – We continue to receive piecemeal updates on the RRO Price Cap program and are looking to connect with Alberta Energy in late March/early April as they work through the details on implementation and administration.

Please review the attached links for additional detail on market evolution:

<https://www.alberta.ca/electricity.aspx>

<https://www.aeso.ca/market/capacity-market-transition/>

<https://www.aeso.ca/market/renewable-electricity-program/>

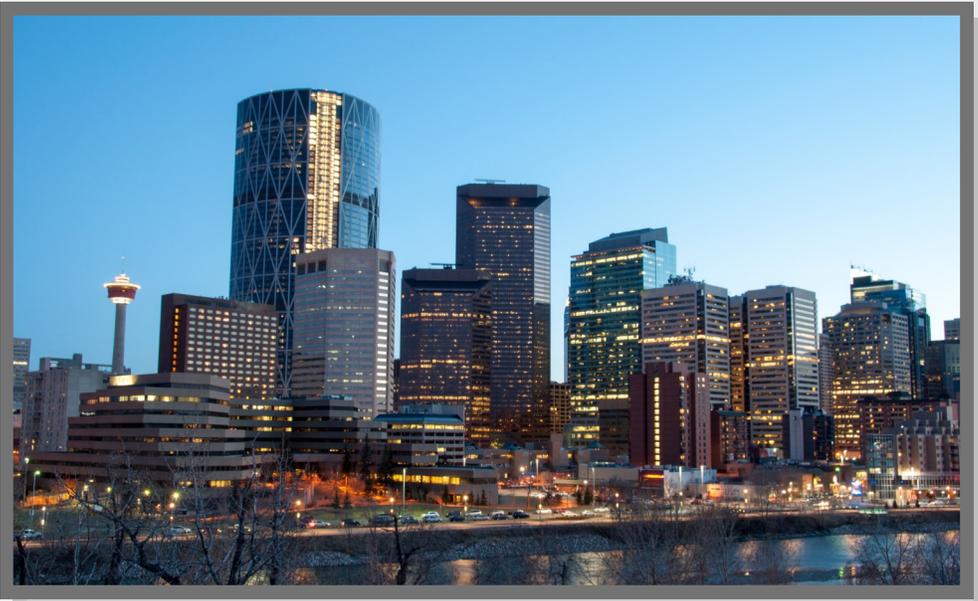
<https://www.encyciencyalberta.ca/>

Did you know?

Cognera offers a fully completed CSAE3416 report to its customers..

Cognera as a follow-up to last year's successful completion of a CSAE3416 Type 1 Assessment, Cognera again engaged PwC to undertake a CSAE3416 Type 2 Assessment of our settlement and utility billing systems and processes. For the Type 2 Assessment, PwC audited Cognera's settlement and utility billing solution (including underlying application systems and information technology infrastructure for processing user entities' transactions), throughout the period Dec 1, 2015 to Nov 30, 2016. The Assessment also included assessing the suitability of the design and operating effectiveness of controls to achieve the stated control objectives. We're pleased to report that the PwC Assessment has been completed and identified no exceptions to the stated processes and controls for the audit period.

Contact us for further details.



Strength In Numbers

Since 2012, Cognera has been part of a larger organization, Harris Computers (<http://www.harriscomputer.com/>). Being one of ten companies worldwide within the Utilities group (www.harrisutilities.com/harris-utilities/), we have strategic partnerships with other business units across the Harris family.

Should your business require other software solutions, from CIS to Financial Management software applications, we may have a solution that can be integrated with your Cognera service. We encourage you to have a look at some of the different products that may be available, including the Harris Utilities Smartworks suite of bolt-on solutions (www.harrisutilities.com/smartworks/). As always, we are happy to talk to you should you need more information.

COGnera
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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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In The Community

Cognera kicked off 2017 by getting out into the community in a variety of ways. Always looking to be involved in volunteer efforts as well as keeping up on the latest industry events and latest news, Q1 certainly provided a bit of everything for our team.

Cognera started by entering 2 teams in the Human Bonspiel CCC event in February and came away with 1st and 3rd place finishes overall.

March then brought the opportunity to attend the IPPSA conference in Banff, along with a sponsorship and attendance at the AWWOA water operators conference in Banff as well.