Welcome to Cognisance!

Welcome to Cognera's new quarterly newsletter called Cognisance. Although we have a slightly new look and feel to our communication, the purpose hasn't changed. Cognisance aims to provide specialized information to our valued customers, in order to create awareness around some of the projects and initiatives going on inside the walls here at Cognera.

In this issue, we will be sharing some details with you regarding the Disaster Recovery solution that has been a focus here at Cognera in 2015.

We've also created a few new sections in order to help facilitate on-going training for our client partners. We've introduced a "Did you know" section designed to provide a better understanding of some of the tools at your disposal and enable you to access information in a more efficient manner. Our Q&A section will tackle common questions we get from our clients (so please send us questions if you have them!).

Finally, you will continue to receive an update on the regulatory environment that impacts billing and settlement in the Alberta market, as well as any industry news and events.

As always, we encourage your feedback! We have created a new email address (cognisance@cognera.com) so please feel free to email us with any comments, suggestions or topics you would like to hear more about.

- Randy Brookes, Executive Vice President.

"We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better."

- Jeff Bezos, CEO of Amazon.com

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Preparing & Planning for the worst—Disaster Recovery

Disaster Recovery can mean a lot of different things to different people. We've recently taken a closer look at this as it relates to our managed service solution and are working on some exciting initiatives we want to share with you.

Business Continuity

Cognera has always had a robust Business Continuity Plan in place. Recent events in Calgary and specifically in the downtown core have increased awareness of disaster recovery at many levels within the industry. We have spent the last 18 months looking at expanding our Business Continuity services while investing significantly in new secure and safe infrastructure for all of our clients. We are excited to be able to offer new Disaster Recovery options as part of our overall Business Continuity framework.

Intelligent, Planned

Disaster Recover can be a complex process to consider when dealing with the managed service solution Cognera provides. As our technical experts will attest to, it is more than throwing a few extra servers in a dusty room at an off-site location. Cognera has purposefully taken a holistic, planned approach when developing our new Disaster Recovery framework. Disaster Recovery impacts all areas of our IT environment, including the development, production and testing and in this regard, we need to make sure that any changes we make are seamlessly integrated into all areas of our environment.

Why is it important?

Disaster Recovery provides added security to our clients knowing they have access to their data at critical times. To provide this piece of mind, we have developed increased levels of fail over in all areas of our environment.

Stay tuned for more details on our Disaster Recovery initiatives!

Did you know?

Historical site metering information is available to view in UNIFY.

This information is available by searching a service and selecting the meter tab.

Information contained in this section can include:

- Meter number (cumulative meter only)

- Meter type

- Service energized and/or de-energized since enrollment

You can update this table using the Site Metering Characteristics (SMC) file supplied from the distributor.

If no meter number is provided, this could indicate the site is an interval meter (as meter number information is not supplied) or an unmetered service.

Regulatory Updates

The Alberta Utilities Commission has just approved the final recommendations for the addition of the Municipal name on Retail energy invoices. Cognera is currently completing a scoping exercise to outline potential development work required to comply with the recommendations. Work will be completed upon final approval and we will communicate expected timelines to all of our clients directly.

Rule 021/028: Quarterly meeting was held mid-September. The AUC will be providing a comment matrix for proposed changes in the near future. Any changes approved by year-end would be implemented in 2016.

Rule 004: Approved changes are scheduled to be implemented in late November. We will outline any training requirements as a result of these changes and update all clients accordingly.

Disconnect/Reconnection: The working group met in September to review processes and offer recommendations. For additional information, please see the AUC's website as they will post meeting minutes within the next few weeks.

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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Q&A

"How does Cognera maintain confidentiality between clients?"

Cognera is keenly aware of the value that customized solutions have to each of our clients. We have strict policies and procedures in place to ensure that custom development is not only kept confidential , but also uniquely completed for each client. These procedures include:

A) All business artifacts are created and maintained uniquely;
B) All development is based solely on those documents;
C) Under no circumstances may any effort be duplicated across clients regardless of the potential time savings and/or similarity of requests.

In addition, Cognera re-inforces the importance of this concept through various mechanisms, including initial training, on-boarding as well as annual confidentiality training .