

Welcome Back!

As the summer season fast approaches, Cognera has been busy making some exciting and significant changes.

After months of hard work focused around our brand, Cognera is proud to unveil its new logo, corporate website and social media platforms. Operating under the Harris Utilities umbrella, Cognera's new look and feel is designed to more closely align with our primary mission.

In this issue, we will be sharing information regarding some new product offerings that are just around the corner, as well as details on the CSAE 3416 audit for which Cognera has now gained attestation.

Regulatory updates will once again provide important industry information about what is impacting billing and settlement in the Alberta market.

While putting this newsletter together, we have also been reminded that we are part of a larger community. Our employees, like your own, have given both time and money in support of the Red Cross and other assistance programs helping with devastation in Fort McMurray. Our thoughts go out to everyone affected by the tragic situation; don't hesitate to ask... if we can lend a hand, we surely will.

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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Operational Standards— CSAE 3416

Organizations that engage a 3rd party service provider (such as Cognera) will often conduct audits of the service provider's processes and controls. This is to ensure that they meet the appropriate standards of a service provider, and that the necessary security and integrity of the organization's data is met. Cognera's service agreements with our clients allow for the clients to engage their internal or external auditors to conduct such audits of Cognera's processes and controls.

In many cases, the client is able to forego conducting such an audit in lieu of the service provider providing a CSAE3416 Assessment report prepared by a 3rd party auditing firm.

The objectives of the Assessment are to obtain reasonable assurance, as determined by the auditing firm, that the control objectives are suitably designed, the control objectives address the relevant service areas and that they provide reasonable assurance that the control objectives are achieved.

In late 2015 Cognera engaged Price Waterhouse Coopers to conduct a CSAE3416 Type 1 Assessment of the processes and related controls specific to the services provided to our Alberta clients as of November 30, 2015. This Assessment was completed and on March 21 of this year, Cognera was provided with the CSAE3416 Type 1 Report Attestation!

Cognera remains committed to providing credible and quality services to all its clients. The CSAE3416 adds to Cognera's robust solution and fits with the goal of bringing expanded service offerings to the table.

Additionally, this should address most, if not all, of our clients' audit requirements moving forward. It should also help reduce or eliminate the need for clients' internal and/or external auditors to conduct audits of Cognera's services with the intent to help significantly reduce clients' auditing costs.

Did you know?

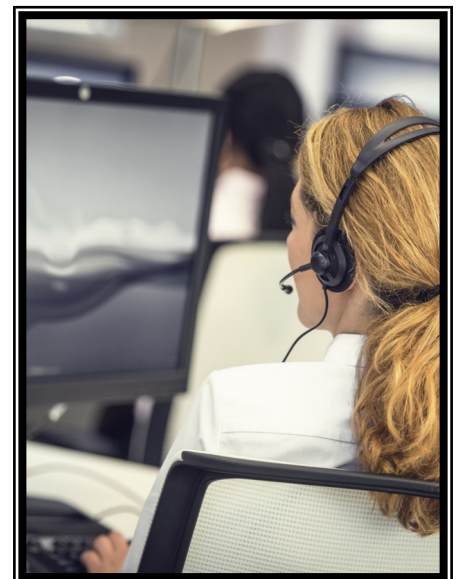
Reports contained within the BI portal are customizable!

Our BI portal currently houses a number of base and custom reports that help you deliver valuable analytics to your customers. Cognera can customize these reports to fit a wide range of objectives.

Once a user has created their report they can format the data by choosing 'format' from the Actions pull down menu. From here the user can sort, add breaks, compute, aggregate, chart and/or group similar item types.

In addition, users can filter the report prior to downloading.

If you would like further training on report selection or customization within the BI portal, or you find yourself spending too much time re-working existing reports, please contact your account representative and we will be delighted to assist!





cognition

Recognizing a need for initial market training, Cognera has developed an online service that will allow consumers and businesses entering, or thinking about entering the energy industry the opportunity to gain more insight into how the market works.

Through a series of learning modules and industry news our service will help users understand the inner workings of the deregulated and regulated utilities markets.

The learning centre has launched with its first module based around the electricity market and will cover topics such as:

- The history of de-regulation in Alberta
- Market structure and key terms
- Overview of the key regulatory bodies
- * Check out the Cognition learning centre now at www.cognera.com

Regulatory Updates

Q2 is proving to be busier than expected on the Regulatory front. In addition to 2015/2016 Rule 021 and 028 updates, industry meetings for Alberta Energy's Carbon Levy program are about to begin. Additionally, the market is busy responding and reacting to the fallout from the fires in Fort McMurray.

Please find below some high level updates regarding these initiatives.

Rule 021/028 – System updates are in progress and will continue through June in preparation for the late June implementation. Changes are relatively minor this year and will include items such as field length updates, etc. The most material change is the standardization of file rejects. Process enhancements are underway to ensure these are processed in a timely fashion.

Carbon Levy – the AUC and Alberta Energy have kicked off industry meetings associated with the Carbon Levy program. Additional information is required, however it is our current expectation that Distributors will calculate and pass the Carbon Levy to Retailers. The exemption program is anticipated to be very complex and we expect to get additional information on accountabilities and responsibilities for exemptions in the next month. The Carbon Levy will begin in January, however participants will be expected to sign-off on system readiness in late November.

Fort McMurray – Distributors in the area continue to work hard to ensure physical safety of all personnel. All potentially impacted sites have been de-energized and TBF billing has been suspended. ATCO Gas and ATCO Electric will provide updates in the coming weeks as they determine actual site impact and advise on their plans for backdating.

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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