

Happy Holidays!

With the end of 2016 fast approaching, we all take a moment to reflect back on what was an eventful year while also looking ahead to new opportunities and challenges in 2017.

As we enter the holiday season, It is certainly a time of change and uncertainty in our industry. With the Alberta government beginning to announce the changes as it relates to climate change initiatives and carbon tax, we find ourselves looking at a period of transition in the energy sector, while also looking forward to an improving Alberta economy.

In this issue, we will be taking a look at some of the infrastructure improvements Cognera has been working on to improve our customer facing programs. We also take a look at Cognera's volunteer involvement within the community over the past few months as well as update the latest changes to our e-learning centre, Cognition.

The Regulatory Updates section will provide the latest details on all the government announcements related to new policy changes and what this will mean for producers, distributors, retailers and everyone involved in the energy industry.

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, Senior Executive Vice President.

"Although 2017 looks to bring with it some significant changes to the energy industry, we look forward to the challenges and an improving Alberta economy".

- Randy Brookes, EVP of Cognera



In This Issue

- Customer Friendly Uplifts
- Regulatory Updates
- Cognera in the community
- Did you Know– Cognition Updates



Did you Know?

Cognera has added new courses to its e-learning centre, Cognition!

With all the regulatory changes on the horizon here in Alberta, we have decided to continue adding new content to our online learning centre. The goal is to provide additional resources for those in the industry looking to stay informed.

Cognition now has 4 modules available for purchase at **cognition.cognera.com** and will continue to add more in 2017.

The current modules cover the following topics: Electricity Market Oversight, Market Language and Terms, History of De-Regulation and Renewable Alternatives and Carbon Levy.

Cognera is committed to offering valuable and useful industry content through Cognition and we welcome any feedback or ideas regarding future modules or content you may want to see.

- Travis Knee, Sales & Marketing Coordinator

An Uplifting Time of the Year

Cognera takes pride in our proactive approach to improving the delivery of services for all our clients. As a company we constantly focus on how we can go about enhancing the performance, productivity and manageability of our database systems while maintaining strong client data security.

An example of these improvements can be found in an on-going project we are working on to upgrade our Oracle Enterprise databases to the latest version available. This project has provided Cognera the opportunity to not only upgrade the databases, but also migrate our clients into a single-tenant architecture. The impact of this change has been overwhelmingly positive; it has increased an already strong system security, allowed performance tuning to be tailored to individual client's data as well as leveraged new features available in the latest version of Oracle database products.

Another major area of development has been in the Business Intelligence space – this is found on white-labelled client web portals, custom reporting and B2B (business-to-business) system interactions. These types of interaction with data are allowing our clients (and their customers) to find insight in the data we store on their behalf – needles in the haystack that can guide business decisions in the right direction.

Lastly, Cognera is very proud of the efforts made regarding our disaster recovery implementation. The product provides added security by improving the speed of recovery and protection against data loss in the event of a disaster. Many of our clients have already added this to their contracts, highlighting the increased importance of their data's security.

- Russell Quiring, IT Infrastructure Specialist





Regulatory Updates

As many of you are aware, the Alberta Government has begun to communicate market changes for Alberta's electricity industry. We have begun to see a series of announcements aligned with the implementation of the Climate Change policy. Announcements to date have included the renewable energy program, regulated rate pricing caps, extension of the balancing pool, introduction of capacity markets and the ban on door- to- door energy sales.

Cognera anticipates participating in market working groups to discuss the mechanics of implementation over the coming months. Additional information can found on the following websites:

www.energy.alberta.ca

www.servicealberta.ca

www.alberta.ca/climate-leadership-plan.aspx

www.aeso.ca/market/renewable-electricity-program

At the moment, we expect the Government's Retail group will reach out to Regulated Rate providers on the RRO cap in December, and that Competitive Retailer and Capacity conversations will begin in January, though these timelines could change.

As always, if you have questions or concerns please feel free to get in touch.

- **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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In the Community

Cognera kicked off the final part of 2016 by taking an active role outside its own walls. A sponsorship and trade show booth at the AMSC Conference along with some rewarding volunteer efforts help highlight an exciting final quarter.

Always looking to lend a helping hand, Cognera participated in a number of volunteer efforts including the opportunity to team up with Hearts & Hammers for some Fall Cleanup here in Calgary. Equipped with rakes, shovels and an abundance of elbow grease, the team was able to clean up 4 yards for those in need around the city.

An opportunity to connect with municipal leaders from around the province also presented itself in October in the form of the 2016 AMSC/AUMA Conference. Held at the Shaw Convention Centre in Edmonton; Cognera got the chance to promote some of its new services as well as catch up on the latest news in the Municipal Utilities Sector.



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