

Drainage Transition to EPCOR Update

August 31, 2017



This newsletter is the primary source for updates on the transition. Look for it every Thursday.

Key Messages in this Edition

- Please take note of changes to locations of the Welcome Event on September 5. All employees should attend this event.
- Please remember to bring your City of Edmonton employee ID card to the Welcome Event, where it will be turned in.
- Employee payroll numbers and logon information for doing benefits enrollment will be provided at the Welcome Event. If any employee must do their benefits enrollment on September 1, contact drainagetransition@epcor.com to get your logon information on Friday.

Welcome Events on September 5

PLEASE NOTE the change in schedule from last week – Edmiston, EPCOR Technologies and CFRN/Poundmaker staff will attend the event at Coronation.

To welcome Drainage employees to EPCOR, there will be welcome events on the morning of Tuesday, September 5 at:

- Kennedale 6:30 to 8:30 a.m. – 12810 58 St NW
- Eastgate 6:30 to 8:30 a.m. – 9504 49 St NW
- Coronation 6:30 to 8:30 a.m. – 14323 115 Ave NW
- EPCOR Tower 7:30 to 9:00 a.m. – 20th Floor, 10423 101 St NW

If the parking lot and street at Coronation is full, staff can park at the Coronation Park parking lot (east of 142 street, south of 115 Ave). Byron Nicholson will shuttle folks who need assistance in his vehicle.

All employees should attend the event to receive their welcome gift and to spend a few minutes marking this important transition. The Welcome Event will also distribute your new employee payroll number and additional readiness information for your binders. **Finally, you will need to return your City of Edmonton employee ID card at the event. You may also return your City Corporate Procurement Card.**

You can show up for the event any time during the hours listed above. Drainage employees at all downtown locations and from Rosedale should attend the event at EPCOR Tower. Employees at EPCOR Technologies (St. Albert Trail), Edmiston and CFRN/Poundmaker will attend the event at Coronation. Employees at Davies should attend the event at Eastgate.

Employee Payroll Numbers

Employee payroll numbers will be distributed at the Employee Welcome Event on Tuesday, September 5. The letter with your payroll number will include your login information for the EPCOR Oracle eBusiness system, also called "MyEpcor." **You will need to present either your EPCOR or City employee ID card to receive your payroll number.** You will also need to sign a list verifying that you received it.

This information will be needed for your benefits enrollment. It will also be needed for viewing paystubs, entering time (for employees who will enter their own time), reconciling Procurement Cards and many other activities in the MyEpcor system. Training and support will be rolled out in September for many of these items.

If you have a critical need to do your benefits enrollment on September 1, please send an email by the end of day on Thursday, August 31 to drainagetransition@epcor.com and we will arrange for delivery of your information on September 1.

Application for City jobs after Sept 1

The City, CSU 52, CUPE 30 and IBEW 1007 have agreed that employees transferring to EPCOR will have a 6-month window (expiring Feb 28, 2018) within which they may apply on internal and external job postings with the City, with seniority they accrued up to Sep 1, 2017.

Applicants will be required to fill out a special application form (attached) which identifies them as a former City of Edmonton employee and refers to the agreement to consider their seniority. Anyone wishing to view the Letter of Understanding can contact their union representative or the City of Edmonton's Labour Relations section at 780-496-7865.

Differences in Union Contracts

Employees should be aware that while all employees will be joining the EPCOR Advantage Benefits program, other entitlements or terms of employment may be different for each union and for management staff. Please do not assume that your terms and conditions apply to other employees from other unions. Agreements are the product of discussions and negotiations that represent the members of each individual union.

To understand your own situation, please refer to the letter you received from EPCOR outlining your specific terms and conditions and/or refer to your respective union collective agreement.

Benefits Enrollment (Sep 1 – Oct 1)

The attached worksheet was created to help prepare you for Benefits Enrollment (Sep 1 – Oct 1). It will help you prepare dependent information and make preliminary assessments on the various options available around Flex Credits, Health and Dental premiums and Health Spending Account (HSA). Information with regard to Long Term Disability (LTD) premiums is also provided on the worksheet (although Flex Credits cannot be used to pay LTD premiums). LTD is an important decision to be made upon initial enrollment, because it is the only time you will be able to choose any level of coverage without having to provide medical evidence of insurability.

The full Advantage Benefits Employee Premium Rate Table document can be found on the EPCOR intranet as well as in your Readiness Binder at the back of Tab 3. This worksheet can assist you in making decisions prior to the online system becoming available.

You will need your LAN ID and Oracle ID/Password in order to do your online benefits enrollment. Most employees received this after your site's PC replacement weekend. If you have not received your LAN ID and password, EPCOR will reach out to you in the next few days to give you this information.

It is expected that all employees who have regular computer access will enroll online using their EPCOR networked computer or at home using Citrix. If assistance is required to complete online enrollment, please contact EPCOR Benefits Support at 780-412-8888 (toll-free 1-877-412-2888) or via email at benefits@epcor.com.

For employees who do not have access to EPCOR networked computers or Citrix, there will be Benefit Enrollment clinics from September 6 – 15 in the Kennedale Training Room. These employees will be identified by supervisors and scheduled (if needed) to attend a clinic. Once that scheduling is complete, there may be additional room in the sessions for those that need extra support. We will communicate the process and availability by email to staff. Because that space is not guaranteed, we strongly encourage people with computer access to enroll on their own and use the support staff listed above.

Benefits Information Sessions

Benefit Information Sessions are underway and there has been extremely positive feedback and strong attendance at the first four sessions. Employees and their guests have been able to gather more detailed information with regards to plan details, learn about factors to consider when determining their enrollment choices, and have their questions answered.

Two more sessions are still available for you and a guest to attend:

- Thursday, August 31: 6:30 – 8:00 p.m.
- Wednesday, Sept 6: 6:30 – 8:00 p.m.

All sessions will be held at:

EPCOR Transportation and Meter Services (TAMS)
Atrium/Cafeteria Area
13410 St. Albert Trail
Edmonton

To sign up, you can visit epcorbenefits.eventbrite.ca. Select the desired date, then click "Register." Fill in your name and email address. Remember to get two tickets if you are bringing a spouse or partner.

Log in to EPCOR Citrix for Remote Users

For those employees who work remotely through laptops in the field or computers at home, you will use EPCOR Citrix instead of the City Citrix, starting September 5. Please have your Entrust Token ready. Each employee was issued a token during after your site's PC replacement weekend. That token is associated with your user identification and controlled by a serial number. Please do not attempt to use other employees' credentials. Entrust tokens are obtained through EPCOR's Telus Service Request (TSR) system.

Entrust Access can be used with any web browser (Internet Explorer, Safari, Google Chrome, etc.) and works with PC's, Mac's, tablets and smart phones. Detailed instructions are included with the Readiness Binder supplement that will be distributed at the Welcome Event

To access EPCOR Citrix:

1. Open the web browser on your device and type: login.epcor.ca (do not use 'www' and do ensure you use the extension .ca)
2. Enter your EPCOR credentials as you would if you were logging onto your EPCOR computer at work. (user name and password)
3. Enter the Entrust PIN from your token. You have to enter the 4-digit pin you set up on the device and press OK.
4. Choose the application you wish to use.
 - a. Internet Explorer will take you directly to the EPCOR intranet home page
 - b. Microsoft Outlook opens your email
 - c. Server Based Shortcuts are used to take you to your H or O drive folders
5. When making your choice, you will be prompted to launch (open) Citrix. BE PATIENT as this will take a few seconds to complete. You will be asked to do this for each application you wish to open. You may have multiple applications open at the same time.

Training Focus in September

Once the Welcome Event on September 5 is concluded, the transition team's focus in September will be on helping employees learn new systems, processes and procedures as needed. The Town Halls in August highlighted some of the topics that would be covered.

The most important learning will be on EPCOR safety program, which will include information on incident reporting and analysis. The safety learning sessions will also discuss EPCOR's Alcohol and Drug Standard, and the 7 Life Saving Rules. All employees will be scheduled to go through this training in September.

Beyond safety, we will be offering training on various systems, such as Microsoft Office, Oracle eBusiness and Telus Service Request. There will also be support for new processes, such as ordering business cards or reconciling Procurement Cards. There will be support documentation for some of this in your Readiness Binder supplement that will be distributed at the Welcome Event. This training will be customized by each employee's needs.

Security Incident Response

To effectively manage physical security at EPCOR's Drainage sites, a new Drainage Security Incident Responder (SIR) position has been created. The position will commence on Friday September 1, 2017, and will work Monday – Friday day shifts.

The recently hired Responder, Garry Lotoski, will monitor, assess and report criminal activity, thefts, property damage and nuisance activities. He will cover all Drainage sites, as well as any unmanned facility. Garry works for the Canadian Corps of Commissioners and reports directly to EPCOR Corporate Security. He will be based out of Coronation but will spend most of his time off-site following up on incidents, filing police reports, and conducting routine patrols of Drainage.

Garry, whose background includes a distinguished career with the Royal Canadian Mounted Police, will do the time-consuming security legwork, paperwork and police liaison activities that would otherwise take staff members away from their core duties. Please welcome him when you see him around.

In addition, Security has implemented a dedicated mobile patrol unit. This unit will be responsible for after-hours security monitoring and responses for all Drainage sites. The function will commence on Friday September 1, 2017, and operate 6:00pm – 6:00am Monday – Friday, and 24 hours a day on weekends and holidays.

Please report criminal activity, property damage, and nuisance activity in any of the following ways:

- speak to your supervisor
- follow the Incident Reporting Process for Drainage (included in the Readiness Binder package you will receive at the Welcome Event)
- call Garry Lotoski during regular working hours at 587-334-2146
- email Garry at glotoski@epcor.com
- email dutysecurityadvisor@epcor.com
- call the Security Mobile Patrol Unit at 587-334-7069
- call Edmonton Police 911 emergency line if it is a crime in progress

Meeting Room Bookings

With the move from Gmail to Outlook on September 5, the rooms for your meetings will need to be rebooked, as the existing Gmail accounts for those rooms are not being transferred over to EPCOR. Detailed checklists and instructions on this and other post-conversion activities will be distributed to all employees at the September 5 Welcome Event.

The meeting rooms that will be setup in Outlook are:

- +Century Place, 5th Floor Large Meeting Room (14)
- +Century Place, 5th Floor Medium Meeting Room (8)
- +Century Place, 5th Floor Small Meeting Room (4)
- +Century Place, 5th Floor Quiet Room (8)
- +Kennedale, Large Meeting Room (14)
- +Kennedale, Small Meeting Room (8)
- +Coronation, Main Meeting Room (14)
- +Coronation, Basement Meeting Room (10)
- +Coronation, Contracts Meeting Room (10)
- +Coronation, Main Floor Large Meeting Room (14)
- +Coronation, Main Floor Small Meeting Room 1 (4)
- +Coronation, Main Floor Small Meeting Room 2 (4)
- +Eastgate, Meeting Room (16)
- +Edmiston, Training Room (26)
- +Edmiston, Meeting Room (6)

All meeting rooms in EPCOR are set for an auto-response to bookings. This means that Outlook automatically accepts and rejects meeting requests based on the current availability. No one has to manually manage the bookings for an Outlook meeting room, nor can anyone except the original booking person change or move a meeting booking.

The one exception will be the Kennedale Training Room. Booking of that room will be restricted to the Technical Training group and any requested use of that room will go through that team.

Guests Welcome at EPCOR Employee Event (Sep 16)

Each summer, EPCOR employees, along with their families and friends, gather together to have some fun. This year, EPCOR is taking it to the North Saskatchewan River as part of EPCOR RiverFest on Saturday, September 16.

EPCOR is excited to celebrate this year's event with Drainage employees and looks forward to meeting your families and friends, too! You're welcome to bring up to four guests to the employee event on Saturday, September 16. Simply indicate the number of guests that you'll be bringing when you register.

Start your day off right with an EPCOR pancake breakfast in the river valley. Then enjoy a morning filled with outdoor activities — including rafting down the North Saskatchewan River.

When: Saturday, September 16

Breakfast times: Choose the best time that works for you and your family.

- 8:30 a.m.
- 9:30 a.m.
- 10:30 a.m.

Where: Whitemud Equine Centre (12504 Fox Drive, Edmonton)

Cost: FREE for you and up to four guests

Register: Register online at www.epcor.com/picnic

Also, as part of RiverFest, you have the chance to raft down the North Saskatchewan River at a special employee rate! More information and registration for this activity after you register for the employee event. In the registration form, simply indicate whether you're interested in this activity and we'll notify you when raft registration opens.

Update to Newsletter and FAQs After Transfer

This is the final joint newsletter between the City of Edmonton and EPCOR on the transition. If you are receiving this newsletter and are staying with the City, this will be your final edition. For employees transferring to EPCOR, weekly newsletters will continue. There is still a lot of work to do on the transition, including the transfer of SAP work management to EPCOR's Ivara system at the end of the year. There is still a lot of support that EPCOR will provide in learning new systems, policies, procedures and culture.

The information on the onecity site on the transition will move to the EPCOR intranet and next week's newsletter will update you on where your source of transition information is. Questions and feedback can now be sent to epcordrainage@epcor.com.