DISTRIBUTION TARIFF GUIDELINES

ARTICLE 1 - TARIFF GUIDELINES

1.1 Guidelines

EPCOR Distribution & Transmission Inc. ("EDTI") has prepared guidelines for certain of its Distribution Tariff Policies, which policies form part of EDTI's Distribution Tariff. The Tariff Guidelines consist of the following:

a) Process for the Hard to Read Meter Policy attached as Schedule "1"; and

b) Guidelines for Requests Under Schedule 101(2) of the Electric Utilities Act attached as Schedule "2".

1.2 Conflicts

If there is any conflict between a provision expressly set out in an order of the Alberta Utilities Commission and these Tariff Guidelines, the order of the Alberta Utilities Commission shall govern.

If there is any conflict between a provision in these Tariff Guidelines, as may be amended from time to time, and a provision in the Terms and Conditions for Distribution Connection Services (DCS T&Cs), the Terms and Conditions for Distribution Access Service (DAS T&Cs) and the Distribution Tariff Policies, the terms of the DCS T&Cs, DAS T&Cs or the Tariff Policies, as applicable, shall govern.

SCHEDULE 1: - HARD TO READ METER POLICY

Introduction:

This process sets out the EDTI policy for the access, reading or installation of remote read meters at, or the de-energization of, "hard to read meter" Sites.

EDTI requires access to your electricity meter as part of our regular meter reading program. Reading your meter helps ensure your bills are accurate and that you continue to receive reliable service.

As outlined in EDTI's Terms and Conditions for Distribution Connection Services, EDTI's electricity team is permitted to enter your property at reasonable times to install, maintain, test, monitor, or read your power meter.

If we are unable to access your power meter, a non-access fee may be applied each month if the issue remains unresolved, and your power may eventually be disconnected. We want to avoid this outcome and make several attempts to find a solution before taking further action.

Process:

For hard to read power meters, we will never disconnect your service without first making reasonable effort to reach you. Before disconnection occurs, we will make a minimum of five contact attempts over a period of no less than 60 days. Here's what this looks like:

Attempts 1–3 – We'll make attempts to reach you through any combination of in-person visits, written notices at the site, phone calls, letters or emails.

Attempt 4 – We'll provide a formal written notice, explaining the issue and what you need to do to resolve it.

Attempt 5 – As a final step, we'll provide a notice with the planned date of disconnection if the matter remains unresolved. This notice will outline the disconnection process under EDTI's Terms and Conditions. Depending on the site, the notice could come in the form of a posted notice on site or a couriered letter.

If we are still unable to reach you after all five attempts and the 60-day period has passed, EDTI may proceed with disconnection of your power service.

SCHEDULE 2: - GUIDELINES FOR REQUESTS UNDER SECTION 101(2) OF THE *ELECTRIC UTILITIES ACT*

Introduction:

This sets out EDTI's guidelines for dealing with requests from Transmission Direct-Connect Customers who provide EDTI with a request under section 101(2) of the *Electric Utilites Act*, SA 2003, c. E-5.1.

Other Related:

Distribution Access Tariff, System Access Tariff, Terms and Conditions for Distribution Connection Services, Distribution Tariff Policies – Schedule G

Rate Classes Affected:

This guideline is applicable to a Transmission Direct-Connect Customer that has an interval meter and receives electricity directly from the transmission system.

Guideline:

The following factors will be considered by EDTI when reviewing a request from a Transmission Direct-Connect customer to enter into an arrangement directly with the Alberta Electric System Operator ("AESO"):

- The extent to which EDTI provides distribution service;
- Whether the customer's Demand Transmission System ("DTS") costs would be materially lower, for reasons other than the avoidance or reduction of the Local Franchise Fee, if EDTI granted its approval under s.101(2) of the Electric Utilities Act. EDTI will work closely with any customer requesting to be allowed to contract directly with the AESO based on lower DTS costs to confirm the cost savings available to the customer. Materially lower DTS costs are quantified by the successful totalization of multiple Points of Delivery ("PODs") by the AESO.
- Whether the customer has an Industrial System Designation ("ISD"); and

- Fairness to other customers.

These guidelines will take effect on August 1, 2026.