

# YEAR IN REVIEW



By: Vicki Zinyk, General Manager

Happy New Year to all our Member-Owners. We truly hope you had a wonderful holiday season.

This past year brought a great deal of change from both a regulatory and member standpoint. North Parkland Power was engaged in the development and/or implementation of provincially mandated regulatory changes relating to: a new carbon levy, micro and distributed generation regulations, revisions to the Regulated Rate Offering (RRO) Act and its new regulations, an RRO price cap on rates, and development of a new energy market (from an Energy Market regime to that of a Capacity Market) design – all in support of the Alberta’s Climate Leadership Plan.

You, our Member-Owners, also saw changes to products and services that we made to enhance member value and meet the regulated change requirements. The remainder of this notice will highlight some of the key changes in your products and services and how they are connected to the commitment we have to our Strategic Plan.

## Mission Statement:

*“To provide affordable and reliable energy and other member driven compatible services that enhance the quality of life for all our Member-Owners”*

## Committed to Results

We are committed to **providing value to the members** – our owners. We do that by focusing on the right things, priorities that have been established, validated and approved through an annual review of our Strategic Plan. Our focus areas remain:

- 1) Governance and Leadership
- 2) Growth and Product Development
- 3) Maintain and Enhance Member Value
- 4) REA Identity and Values
- 5) Operational Excellence

Our operational and strategic efforts over 2017 aligned with one or more of these focus areas.

## Safety & Reliability

As a self-operated, member-owned, utility, your services are built and maintained by fully trained Powerline Technicians. We operate with a great degree of consideration for both staff and member safety through responsible practices and procedures. We pride ourselves on our safe work environment and commitment to continuous improvement; 2017 had no serious incidents. (Focus Areas 3 and 5)

## Asset Management and Cost Analysis

We have a responsibility to manage and maintain the assets and we take that responsibility seriously. In 2017, we undertook a review and system audit of member services and equipment to ensure knowledge and processes are in place for future needs. Enhanced financial and risk management. (Focus Area 1)

# Your Investment

## Growth and Re-investment

Growth of the business continues to be a priority. It is important to us and our member-owners to generate an increase in value of the system and the communities in which we serve.

### Distribution System Growth

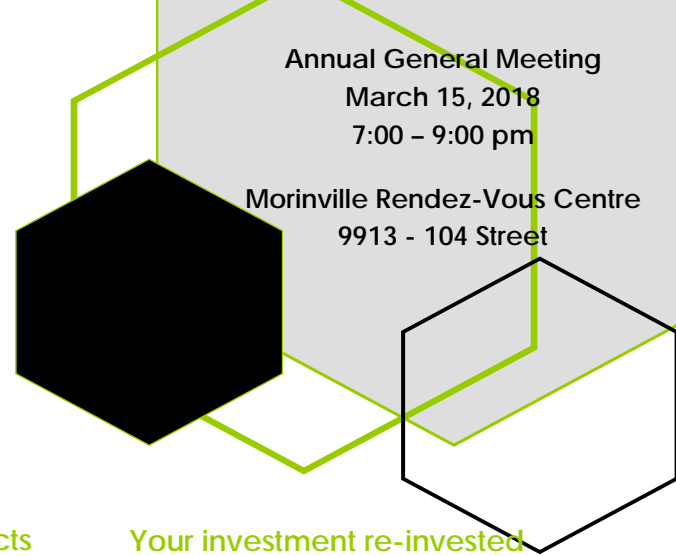
There was a decrease in the growth rate of the system in 2017. However, even with the downturn in the economy, we built 19 new services and facilitated secondary service work with our members, Sturgeon County, Alberta Transportation, and a system improvement due to an Investor Owned Utility requirement. Our member-owned system maintains a high degree of reliability and consists of over 2,200 miles of line and approximately 40,000 power poles. (Focus Area 2)

### Rate Design & Other Products

In response to the evolving market dynamics (i.e. less subsidization of farm services by smaller rural services and/or acreages and the growing trend of servicing smaller properties), a new rate design was implemented in June 2017. In addition to the design, other products changed as well – due date for payments moved to last business day of the month, contract fees reduced significantly, credit card user pay fees applied, new outage reporting app, and billing layout changes for enhanced transparency. (Focus Areas 2 and 5)

### Your investment re-invested

Why is the REA considered a cooperative? An REA is a member owned and governed, not for profit enterprise. Any profits that occur are re-invested into the system for increased system value and into the communities within our service area to enhance overall quality of life. Your investment enabled a re-investment of \$13,285 to other not for profit entities in our community that provided child and adult educational and support programs (Focus Areas 1, 3 and 4).



## Board of Directors Nominations:

As of December 15, 2017, nominations are open for one position in each of Zones 1, 3 & 4. Please consult the website for Zone and nomination information. If you are interested in sitting at the table to help govern North Parkland Power – please **submit your nomination papers by January 14, 2018**.

Complaints about contraventions of the Code of Conduct Regulation may be made to the Alberta Utilities Commission or the Market Surveillance Administrator. The Alberta Utilities Commission can be reached by contacting 1-780-427-4903 or [consumer-relations@auc.ab.ca](mailto:consumer-relations@auc.ab.ca). The Market Surveillance Administrator can be reached by contacting 1-403-705-3181 or [compliance@albertamsa.ca](mailto:compliance@albertamsa.ca).

**The Alberta Utilities Commission and the Market Surveillance Administrator are independent of North Parkland Power Rural Electrification Association Ltd.**



member owned. member driven.

### For More Information:

Please feel free to call the office toll free at: **1-866-398-2001** or **780-398-2000**

For **outage updates** and other informational tidbits please visit us at [www.npprea.ca](http://www.npprea.ca) and "Like" us on Facebook: [@npprea](https://www.facebook.com/npprea)