

# Shock Talk



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## ONOWAY LINEMEN GO ABOVE AND BEYOND

Everyone loves a pat on the back and to be recognized for a job well done. In this newsletter, CAREA would like to share some special accolades the linemen in the Onoway area received recently.

The following e-mail was sent to Terry Scheiris, the Onoway Area Manager.

"Morning Terry, Kevin here; I just wanted to send you a quick note this morning in regards to your crew working this past weekend after that lovely thunderstorm on Friday, Aug. 5. I would like to thank you and the boys for acting so quickly after I had made contact with you on Saturday in regards to our power being out.

"After talking with you, the one fellow was out in no time to check things out, to trouble shoot the problem. (Sorry, I don't remember his name). After he was done, he had informed me that our transformer was shot. He said that he would notify the other crew as to what was required to restore our power. When 3 a.m. hit, the boys showed up. Damien, Richard, and Tim shortly after, did their thing and jumped into action. Within the hour, we were back up and running.

"I would like to thank you and your crew for the great job you did for Sherry and I. Your boys were very professional and pleasant. They worked together like a finely-tuned watch and it was obvious that they knew what they were doing. Even though they were swamped with work from the storm, they maintained an upbeat attitude and were happy to help us.

"Damien and Richard were also very accommodating in helping me with consuming Sherry's raspberry pie (she makes the best) and a quick coffee. Tim had to go, so a piece of pie and ice cream was sent with Damien. (Could you look into it, to make sure Tim received that? lol!) Great bunch of guys you have working for you.

"Thanks again Terry, you all did a great job."

This e-mail was sent from Kevin Kaminski.

Trevor Hove was the first lineman that Kevin is referring to in this e-mail.

As many of you know, the power hardly ever goes out during nice, sunny weather, and CAREA would like to extend its own thank you to all of the linemen that brave the elements and work diligently to get power restored to CAREA members.

## To Report a Power Outage Call

### Innisfail Area

1-877-527-4011 or  
403-227-7535

### Onoway Area

1-888-627-4011 or  
780-967-3340

## CAREA ATTENDS THE SUNDRÉ CHAMBER OF COMMERCE TRADE SHOW AND SPOG NEIGHBOUR'S DAY - SEPTEMBER 14



CAREA attended the Sundre Chamber of Commerce Trade Fair on Wednesday, Sept 14. It was a great day to say "hi!" to all of the members that stopped by. Pictured on the right, Quinn Schaafsma, 2, tries on a CAREA hard hat and glasses; and on the left, CAREA Safety Manager, Grant Hoff, hooks up the Hazard Hamlet display.

Mailing Address: Box 6199, 5803 - 42 Street, Innisfail, AB T4G 1S8

To report a power outage in your area, or for other service, construction or vegetation inquiries please call your Area Office.  
For meter reads and billing questions please call Main Office.

**Innisfail Area Office**  
Phone: 403-227-7535  
Toll Free: 1-877-527-4011  
Fax: 403-227-7540

Email: [general@carea.ca](mailto:general@carea.ca)  
Website: [www.carea.ca](http://www.carea.ca)  
Meter Reads:  
[reads@carea.ca](mailto:reads@carea.ca)

**Main Office**  
Phone: 403-227-4011  
Toll Free: 1-888-211-4011  
Fax: 403-227-1007

**Onoway Area Office**  
Phone: 780-967-3340  
Toll Free: 1-888-627-4011  
Fax: 780-967-3018

## SMART GRID INQUIRY REPORT OVERVIEW

The Alberta Utilities Commission issued the Smart Grid Inquiry Report earlier this year.

The purpose of the inquiry was to provide information to the Alberta government, so the government could consider implementing policies to support the deployment of smart grid technology. Moving forward with smart grid technology is a goal within Alberta's Provincial Energy Strategy.

Fifty-eight participants registered in the inquiry proceeding, including a joint presentation from CAREA and South Alta REA.

Five principles for the development of smart grid policies emerged:

1. Smart grid policies and objectives should be clear, well defined and articulated prior to smart grid investments being mandated.
2. Smart grid policies should maintain and enhance the reliability and quality of electricity service in Alberta.
3. Smart grid policies should support the operation and continuation of the competitive generation and retail markets and should not create artificial competitive advantages for one group of market participants over another.
4. Smart grid investments should be required to pass a cost-benefit test to protect customers from unnecessary rate increases.
5. Competitive market forces should be relied upon to the greatest extent possible to implement smart grid technologies in Alberta.

Key considerations within the report were:

- Seventy per cent of Alberta's electricity is consumed by industrial and commercial businesses.
- The introduction of multi-period pricing plans would require an overhaul to the current retail rate structure and there has been no significant demand for these types of services.
- A smart grid program would substantially increase the volume of data produced, exchanged, and would result in greater data transmission and storage requirements. This would require additional spending to make the necessary improvements.
- Issues related to security, privacy and the use of personal information and interoperability must be addressed at national and international levels.
- There was no definitive information regarding societal benefits and if, indeed, smart meters and AMI would actually force Albertans to modify their electricity consumption times.
- With regard to policy, an important decision is whether the Alberta government should proceed with mandated smart meter and AMI roll out, or to rely on an anticipated natural evolution of utilities to enhance their respective technologies.
- The report included a cost benefit methodology, which provided a range of scenarios that the government might consider. It was inferred that the scope of a mandated roll out might exclude some distribution entities, such as REAs and small, municipal utilities.

In essence, the report concluded: "The decision whether to deploy smart meters and AMI and, if so, how to deploy them depends on the unique characteristics of the jurisdiction in which the deployment is being considered and the unique circumstances of each distribution company. Not all of the potential benefits of smart meters and AMI can necessarily be realized in all jurisdictions or by all companies.

"Furthermore, the decision to deploy smart meters and AMI does not need to be an all-or-nothing decision. Smart meters and AMI could be deployed only for some customers in certain areas. In Alberta, there are a number of unique characteristics that must be addressed when considering smart meter and AMI deployment. These unique characteristics are described in the smart meter section of the report."

Subsequent to the release of the report, CAREA was invited to meet with the Minister of Energy, Ron Liepert, and the Department of Energy staff to discuss the report.

CAREA was pleased to be informed by the minister that it will not be required to implement smart grid technology at this time. However, as a progressive organization, CAREA will continue to monitor smart grid technology as it develops, for cost versus benefits for its members.

Great ideas  
are meant to be shared!

If you know someone that is going to buy a rural acreage or farm, wants to establish a business in a rural area, is thinking about subdividing land or has been approached by an oil/gas or telecommunications company about leasing land, call us today and let us know that person's name and contact information. We can handle the rest!

If that person does become a CAREA member, your name and the name of the person you referred will be entered into a draw for \$500!

## Happy Thanksgiving



### IMPORTANT REMINDER REGARDING YOUR CO-OPERATIVE ENERGY RATE PROVISION OPTION TERM

You have the yearly option to determine the term of your Energy Rate Contract. All you need to do is to give CAREA notice in writing before the end of November 2011 that you wish to have your energy service end Dec. 31, 2014. If you do not tell us before the end of November 2011 that you want your term to end Dec. 31, 2014, you are agreeing to extend the term of your energy rate provision a further year (to Dec. 31, 2015). You continue to have this option each year. If you have any questions, please call a CAREA service representative.

# 2011 ANNUAL MEMBER SURVEY

**Please help us serve you better.** Your feedback on the 10 questions below regarding your experience with CAREA over the past year is appreciated. All responses received by CAREA by October 25, 2011 will be entered in our draw for one of the fantastic prizes identified below! We appreciate you taking the time to complete the survey.

*In which geographic area do you live in?*

Innisfail Area

Onoway Area

## Inquiries

1. If you have called our office, how satisfied were you with the response you received?  
Satisfied      Neutral      Dissatisfied      No Experience
- a. Were you treated courteously by all staff?  
Yes      No
- b. Did we respond in a timely manner?  
Yes      No

## Power Outages

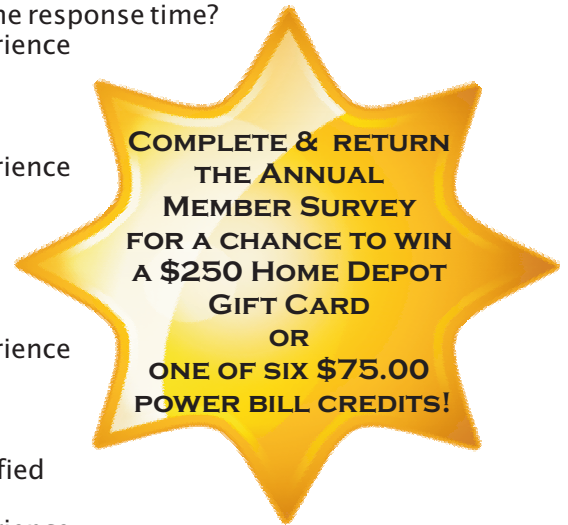
1. If you have experienced a power outage, how satisfied were you with the response time?  
Satisfied      Neutral      Dissatisfied      No Experience
2. If you have experienced a power outage after regular business hours, how satisfied have you been with our after-hours answering service?  
Satisfied      Neutral      Dissatisfied      No Experience

## Field Personnel

1. If you have had contact with our field personnel on your property, how satisfied were you with how you were treated?  
Satisfied      Neutral      Dissatisfied      No Experience

## Communications

1. Thinking back to any recent CAREA radio ad you have heard, how satisfied have you been with the message provided?  
Satisfied      Neutral      Dissatisfied      No Experience
2. Thinking back to any recent CAREA newspaper ad you have read, how satisfied have you been with the message provided?  
Satisfied      Neutral      Dissatisfied      No Experience
3. How satisfied are you with the information contained in our newsletter?  
Satisfied      Neutral      Dissatisfied      No Experience
4. How satisfied are you with the information contained on our website?  
Satisfied      Neutral      Dissatisfied      No Experience



Additional comments or specific experiences: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DON'T FORGET TO  
COMPLETE THE RATE  
CLASS SURVEY ON THE  
NEXT PAGE.**

*Survey continued on next page ...*

## CAREA RATE CLASSES

Currently FortisAlberta Inc. refuses to recognize through their regulatory process for transmission rates that CAREA serves more than Farm Services. This means that some of our members may be paying a higher cost for transmission than is necessary. CAREA is currently considering its options in respect to correcting this inequity. To assist us we would ask that each of you review the characteristics below to determine where your service fits. **Please check the box that best describes your service.** CAREA will use the information you provide to address this issue on your behalf.

- Residential:** You are a member that does not have agricultural activity on the land served by CAREA; however, you do have a residence that is occupied by yourself or another party
- Farm:** You are a member that has a farming operation or a form of agricultural activity on the land that is being served by CAREA.
- Grain Drying:** You are a member that exclusively uses your CAREA service for grain drying.
- Irrigation:** You are a member that exclusively uses your CAREA service for irrigation.
- Small General Service:** You are a member that uses your land for business purposes, other than farming, and your service capacity is 75 kVA or less.
- Large General Service:** You are a member that uses your land for business purposes, other than farming, and your service capacity is greater than 75 kVA.

Member Name: \_\_\_\_\_ Account #: \_\_\_\_\_

If we require further information, may we contact you about your responses?    Yes    No

## SCHOLARSHIPS AND A CHANCE TO GO TO CAMP – CAREA GIVES BACK

CAREA recently announced the two winning applicants for a \$1,000 scholarship each: Rachele Jans, from Bowden, and Tyson Hildebrandt, from Carstairs.

Rachele is currently attending Red Deer College and is enrolled in the Pre-Professional Program of Dentistry.

In her application essay, Rachele said she plans to become a pediatric dentist. She expects to complete about 10 years of schooling and then hopes to open her own clinic in a medium-sized urban centre, such as Red Deer.

Rachele has many volunteer hours behind her name – as a mentor in the Big Brothers and Big Sisters program, the Interact Club of Bowden and for Innisfail's Nails, Needles and Noses 4-H Club. She was also Bowden Grandview School's valedictorian for the 2011 class and has played on almost every school sports team.



Tyson was recently accepted into the Heavy Duty and Agricultural Mechanics program at Olds College, where he will earn a diploma after two years and then begin working towards his journeyman ticket. In addition to his studies, he will also be part of the Olds College Men's Volleyball B team.

In his long term plans, Tyson said he would like to become the head mechanic at a local dealership. He also plans to return to his family farm, and in time he and his brothers want to take over the business from their father.

Tyson has many hours of volunteering to his name, as well as many community and sports awards. In 2011, Tyson was awarded the Premier's Citizenship Award, selected by the staff at his high school, and he also won the Mountain View County Citizenship Award.

CAREA also recently sent two youths to the Alberta Community and Co-operative Association camp – Brayden Johnson, from Darwell, and Jessica Pederson, from Olds.

For her application, Brayden's grandmother, Christine Yeoman, wrote in a letter of support. She described Brayden's love for her family and her caring, selfless ways: "This little girl has so many selfless qualities that I am asking that the Board consider her for the ACCA Youth Leadership Program Camp sponsorship," Christine wrote. "I think it is really important that the young people in our society who do selfless things be recognized in any way we can recognize them."

It is very important to note that your distribution system provider will always be CAREA regardless of who supplies your energy. Members who choose to obtain electricity (retail electricity services) from a party other than CAREA will not be disadvantaged or in any way be treated differently by CAREA. For a list of energy retailers visit [www.ucahelps.gov.ab.ca](http://www.ucahelps.gov.ab.ca).