

Drainage Transition to EPCOR Update

July 27, 2017



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

Key Messages in this Edition

- There are 14 key changes to Collective Agreements coming for union staff on September 1 based on the recently concluded discussions with the unions.
- City Wifi service will end at each site during its PC replacement weekend. It will be replaced with EPCOR Wifi networks.
- There is a published list of which applications will be replaced by EPCOR applications, which applications will be moved to EPCOR and which applications will stay with the City with Drainage having access.
- 311 will continue to handle Drainage calls after September 1.

Highlights of Union Discussions

Over the past two weeks, unions held presentations for their members and EPCOR held sessions for management on the key points of the Memorandum of Agreement reached between EPCOR and each of the three unions – CSU, CUPE and IBEW. Here are some of the highlights of the impact on employees:

1. **Benefits** – All permanent employees will participate in EPCOR's Advantage Benefits program. Refer to the Fact Sheet on Advantage Benefits for a full discussion.
2. **Payday** – Pay dates at EPCOR will be on Friday following the Pay Period end. EPCOR has the same Pay Periods as the City, so employees will be paid four days sooner with EPCOR (e.g. September 8th for pay period ending September 2nd).
3. **Pay Periods** – There will be 26 Pay Periods per year.
4. **Pension** – EPCOR is a Local Authorities Pension Plan member, so pensions will remain unchanged for existing pension members. Refer to the Fact Sheet on Pensions for a full discussion.
5. **Pension** – EPCOR has no waiting period to join LAPP, so any transferring permanent employee, who is in their first year of service with the City, will see LAPP deductions from their pay cheque commence effective September 1, 2017 (September 8th pay date).
6. **Opportunity to Return** – This is being finalized between the City and each Union. When complete, it will allow transferring employees to apply their seniority to postings with the City until February 28, 2018.
7. **Employees on Leave** – Employees who are currently on Approved Leave will remain City employees until they return to work. They will transfer to EPCOR upon their return.

8. **Classifications** – Existing City classifications were snapped onto the most applicable classification in the EPCOR Agreements. Classification review is one area where more work will be done for some positions up to and after September 1. Any changes to classification as a result of the transfer will be effective September 1.
9. **Premiums** – The Premiums in the EPCOR Collective Agreements may be different than the existing City Agreements. All Premiums in the EPCOR Collective Agreements may be utilized by Drainage employees as applicable.
10. **EDO** – The Earned Day Off (EDO) program will not continue with EPCOR. Up to 3 banked EDO's can be transferred and used after September 1 with EPCOR. These will be managed and approved through your Manager.
11. **Flexible Hours** – Each Collective Agreement has provision to utilize Alternate or Flexible Hours of Work. These provisions are subject to management approval and operational needs.
12. **Seniority** – Seniority Dates are maintained for transferring employees and Seniority Lists will be consolidated into an EPCOR Master Seniority list for each Union. EPCOR seniority is company-wide within each Union.
13. **Banked Overtime** – Balances will transfer to EPCOR after the final pay with the City of Edmonton has been processed. EPCOR has no maximum cap on how much time can be banked. Banked Time will be paid down, in accordance with the terms in each collective agreement.
14. **Vacation** – Vacation balances will transfer to EPCOR after the final pay with the City of Edmonton has been processed. On September 1, transferring employees will receive a pro-rated 2017 vacation entitlement, representing the remainder of their 2017 entitlement. EPCOR provides your entire annual vacation entitlement on January 1st of each year, based on how many years of service have been completed by the end of the prior year.

EPCOR now has three areas of focus, based on this agreement:

1. Setup payroll and benefits systems for all transferring employees.
2. Communicate and educate employees on the details of pay and benefits at EPCOR.
3. Work with the unions after September 1 on any outstanding classification reviews.

What is Happening to Wifi at Sites?

As each site is converted to the EPCOR network, Wifi availability at those sites will change. On the PC replacement weekend, City Wifi networks will be removed, including Open City. EPCOR will install an EPCOR business Wifi network and all EPCOR replacement laptops will automatically connect to this network. No other devices, such as cell phones or tablets, will be able to see this network.

EPCOR will also install a contractor/guest Wifi network. This will be a password protected network that can be used by mobile devices or contractor laptops to access the Internet. If someone using this network needs to access EPCOR systems, they can use their Citrix remote access to do so. This Citrix remote access will be made available to people after their PC replacement weekend.

Please note that if you have a City laptop and travel to a site that has already been converted to the EPCOR network, you will need to use the EPCOR contractor/guest Wifi and then connect to City systems using City Citrix remote access. For reference, here is the PC replacement schedule:

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|--------------------------|---------------|
| 1. Edmiston | July 28-30 |
| 2. Eastgate | August 11-13 |
| 3. Century Place | August 18-20 |
| 4. Kennedale | August 25-27 |
| 5. Coronation/Poundmaker | September 1-3 |

What Will Happen with City Computer Applications?

The IT teams have been working hard determining how to ensure that all the systems are in place for Drainage to continue operating smoothly after September 1. Some systems will be completely replaced by EPCOR systems. Some systems will be moved to EPCOR from the City. Some systems will remain with the City, and Drainage will maintain their access to those systems.

The SAP and Peoplesoft systems will be replaced. HR, payroll, financial and purchasing functions will move into EPCOR's Oracle eBusiness Suite, called myEPCOR on September 1. There will be a number of learning events scheduled to help train people in this system. There will also be online reference materials and Quick Reference Guides for much of the Oracle functionality.

The SAP work management functionality will be replaced with EPCOR's Ivara system. This will include work orders, requests, and some asset management functionality. This transfer will occur near the end of the year; the date is still being finalized. There will be training on this system as well.

There are several other applications used by Drainage that will be migrated to EPCOR and continued to be used by Drainage employees. The method of accessing these applications may change, but the functionality will remain unchanged, so limited training is required. These applications include:

- DRAINS
- Bentley GIS: Flowlink, MicroStation, InterPlot
- ProjectWise
- GraniteNet
- PipeTech
- WISKI
- WebTech Wireless
- Manager Plus
- Smartest
- InfoMaster
- STAAD/S-Frame

Finally, there are applications that are jointly shared with the City of Edmonton. These applications will remain with the City, and Drainage employees will be given appropriate access to be able to do their jobs. The method of accessing these applications will change, and access to functionality may be reduced to only what is necessary for Drainage to operate. As decisions are made on each of these applications, communication and training will be prepared. These applications include:

- POSSE/Winchester
- SLIM
- Accela
- Intellex
- eCIRC/ULA
- ProjectDox
- DEM/LiDAR
- ACE Tableau
- Business Objects
- Open Data

311 Will Continue to Handle Drainage Calls

The decision has been made for the City of Edmonton's 311 service to continue to handle Drainage related trouble calls and requests after September 1. As SAP will continue to be used for Work Management until the end of the year, 311 can continue to record requests into SAP, leaving the current process unchanged until the end of the year. At that time, SAP Work Management will be migrated to EPCOR's Ivara system, and a new process will be developed.

Future Evaluation of Business Processes

There have been many great questions and suggestions submitted to drainage.transition@edmonton.ca over the past few weeks about opportunities to improve existing processes.

The Transition Team is currently focusing all efforts on making sure the operational processes run on September 1 with the least disruption possible. It is not possible at this time to include operational improvements in this initial transition, but we do not want to lose those good questions and suggestions. A new Fact Sheet (LINK) has been created on onecity with a list of any business process topic that will be looked at after September 1. Until any future evaluation, these business processes will likely continue as they do today.

Here is a list of questions or suggestions that have already been raised that will be put on the Fact Sheet this week:

1. What is the long term policy on research?
2. How will we improve how departments collaborate their workshops within Drainage?
3. Is there going to be any change to how much work is done by employees versus how much is done by contractors?
4. Will EPCOR review the practice of calling an electrician on standby to be top man for crews that access underground facilities? (versus calling a laborer or repairman)

Using Fact Sheets on onecity

A few weeks ago, Fact Sheets started appearing on the [EPCOR transfer information page](#) on onecity and in print at sites. With the increasing number of questions from employees, the Fact Sheets took the place of some FAQs that had long or complicated answers, or where several related questions could be combined. This leaves the FAQ for questions that have shorter answers and should make information easier to find.

You may find it useful to look at the Fact Sheets periodically, as they are kept up-to-date as new information is known. Each week, we will publish a "New This Week" Fact Sheet so that you can tell quickly what has been updated.

Leadership Profile: Albert Kwan

Albert Kwan has been working with the City of Edmonton for over 17 years. He is currently the Director of Utility Planning and Design in the Infrastructure Planning and Design Branch. He previously served as the Director of Subsurface Utilities Design, as well as the General Supervisor of Strategic Planning in Drainage Planning. Prior to joining the City, he worked for Stantec Consulting.

Albert has experience in leading teams to plan, design and build utility projects with diverse and complex requirements, across multiple departments. He has demonstrated success in leading areas through change while building and establishing relationships with stakeholders and partners.

He holds a master's degree (science) in Water Resources Engineering and a bachelor of science in Civil Engineering, both from the University of Alberta. He is also a certified Project Management Professional.

A Renewed Mindset

Albert is looking forward to his new role as Director of Drainage Engineering. He feels it's an opportunity to work with a renewed mindset.

"I encourage everyone to keep an open mind as we go into this new working environment," said Albert. "There is a lot going on and if we're open to ideas and input, we'll create a highly successful team and new opportunities for innovation."

During his time with the City, Albert made many great memories, and he is grateful that he had the opportunity to move around in both planning and construction roles. He appreciated the learning that came with each new role.

In It Together

Albert has some advice for everyone on the Drainage team. "We're in this together, and nobody needs to feel they are alone."

Albert noted that while it may take some time to get used to changes, there is a lot of support being offered, with the goal of creating a successful team.

"I think we're coming into an extremely supportive culture," said Albert. "Everyone I have met is so upbeat and genuinely helpful. I think that will go a long way in making this a successful transition."

Other Than Work

Albert is a pretty relaxed guy outside of work. He loves dinners, road trips and church with his family — time with them is his number one choice. And when he's not doing that, you'll most likely find him engrossed in a good book.

More information and responses to your questions

You can find all information related to the EPCOR transfer at onecity.edmonton.ca/EPCOR.

If you have more questions about the project, review these [frequently asked questions](#). If you can't find the answer to your question, email drainage.transition@edmonton.ca. To get your benefits questions answered, watch for the schedule of benefits information session and make plans to attend a session.