



Drainage Transition Frequently Asked Questions

Updated: August 10, 2017

New This Week

NEW

Will our Canada Savings Bond deductions continue at EPCOR?

No, deductions for Canada Savings Bonds will not continue with EPCOR after September 1st. In March 2017, the Government of Canada announced that it will discontinue the sale of Canada Savings Bonds as of November 2017 and as such, EPCOR will not be implementing this program nor taking these deductions from employees.

However, EPCOR has options for Employees to participate in Savings Plans through biweekly deductions including: RRSP, Spousal RRSP, Non-Registered (cash) or Tax Free Savings Accounts where EPCOR pays the administration fee and employees enjoy low fund management fees. More information on Savings Plans can be found in your Readiness Information Binder.

NEW

Does EPCOR participate in the ETS@Work program?

No, EPCOR does not participate in this program. Adult monthly transit passes (including packs of 10 bus tickets) may be purchased by permanent employees and claimed against their Wellness (Personal Spending) Account for reimbursement. Drainage employees will receive the full Wellness Account allocation for 2017 calendar year (\$350 permanent full-time; \$200 permanent part-time). Note: the Wellness (Personal Spending) Account is a taxable benefit.

UPDATED

What will happen to our Income Replacement (IR) Plan?

The current IR funds for participating employees at Drainage will be transferred to EPCOR.

NEW

What if I will be on vacation as of September 1 – how do I ensure out-of-province emergency medical travel coverage is in place and/or complete my benefits enrollment?

You must enroll for Advantage Benefits before you will be eligible for emergency medical travel coverage. If you will be on vacation as of September 1, please contact EPCOR Benefits Support at 780-412-8888/toll free at 1-877-412-2888 or via email at benefits@epcor.com prior to your departure for emergency medical travel coverage and/or benefits enrollment support.

NEW

Who is approving training and conferences right now?

Until September 1st there are no changes in terms of approval of training and conferences as per City protocol. After September 1, your manager will be responsible for following EPCOR policies and budget guidelines with regard to approving training and conferences.

NEW

Will we be given a chance to get a better position in the transfer or will we have to apply on open positions only?

Employees are transferring to EPCOR with their current position. New opportunities are posted on the EPCOR Careers website and all employees have the opportunity to review and apply for positions posted as they arise. After September 1, you will also have access to view and apply on internal only positions posted that are not available to the general public. EPCOR is a strong proponent of employee development and hiring managers are encouraged to provide opportunities for current employees before hiring externally where possible.



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How will the change in Benefits Providers be handled?

NEW

Benefits under the City plans will continue until August 31st. From September 1st onwards, benefits will be provided under the EPCOR Advantage plans and provisions, administered through Sun Life. Information on Advantage Benefits has been posted with prior Newsletter information and will be provided to every employee in their Readiness Information binders to be distributed at the Town Hall meetings from August 14th – 18th.

Employees in the middle of treatments (e.g. dental procedures, orthodontics, etc.) or getting regular prescriptions should let their providers (dentists, pharmacy, etc.) know of the change in plan coverage as of September 1. Should you incur eligible medical or dental expenses for you or your covered dependents from September 1st up until the time your dependent and benefit enrollment information is uploaded to Sun Life (approximately 10 days after you enroll for benefits through My EPCOR), you'll need to pay those expenses out-of-pocket and claim them back through a Sun Life claims process after Sun Life has your information in their system.

NEW

How long until my Advantage Benefits selections and dependent information will be 'active' in Sun Life's system?

Please allow 10 days (from the date you enroll for benefits through My EPCOR) for Sun Life to upload your enrollment and dependent data into their system (at which time the data will be considered 'active' in the Sun Life system). At that point, you will be able to provide your benefit coverage card to your dependents and service providers who offer direct billing (i.e. pharmacy, dentist, chiropractor, etc.) and direct billing from service providers to Sun Life will work.

You will also be able to sign up for online access to the 'my Sun Life' member website as well as the 'my Sun Life mobile' app (for iPhones and android devices). Benefits Enrollment clinics will be available in September (more information coming soon). Sun Life pay direct and travel cards will be provided at the enrollment clinics, however, employees who do not attend an enrollment clinic and do their benefits enrollment on their own will have their benefit cards sent to their worksite following enrollment.

NEW

What annual vacation allowance is provided to employees with an anniversary date that falls mid-year and vacation balance would have been changing from 3 weeks to 4 weeks at their anniversary date while at the City?

EPCOR provides vacation entitlements on January 1 of each year based on an employee's completed years of service as of their anniversary date within that upcoming year. In other words, if an employee has an anniversary date in July of the upcoming year that would increase their vacation from three to four weeks then the full four weeks entitlement is loaded into the system on January 1. An employee would not have to wait until July to receive the increase in vacation entitlement.

If an employee leaves EPCOR before the end of the year, their vacation is pro-rated based on the remaining days from their end date to the end of the year. This unearned vacation is subtracted from their vacation balance and any outstanding amount is paid to them on their final pay. If they have used more than the adjusted vacation balance, they will be required to reimburse EPCOR for the outstanding amount.

UPDATED

If my membership in an organization is tied to an edmonton.ca email, how should this be changed?

Your new epcor.com email will be active on September 5. Prior to September 5, you should ensure you know your password to any external organization, as passwords cannot be recovered through your



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edmonton.ca email after September 5. After September 5, you can contact any organization that uses your edmonton.ca email and change the email on your membership.

UPDATED **What happens to fitness memberships paid through payroll deductions after September 1 when the payroll deductions stop?**

Employees need to contact their places of membership [Fitness: Kristin Lacoursiere (780) 496-4918; Golf: Hasan Razak (780) 944-7446] to have all payments changed to a personal payment plan rather than via payroll deduction after August 31. Employees are able to purchase fitness passes to the end of the year if they do so before Sept 1.