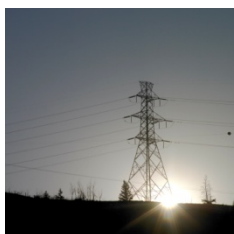


Customer Connection

Improving Customer Service



Project milestone tracker

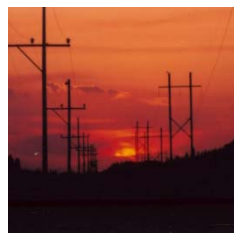
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Project milestone tracker

AltaLink, the AESO and FortisAlberta are currently implementing a milestone tracker for Fortis direct-connect projects. The three organizations monitor milestones on the projects and escalate new actions if milestones are in jeopardy. This is another way the key organizations involved in delivering interconnections can collaborate on project timelines. Once the process is working efficiently, the plan is to expand the tracking to other projects. AltaLink, FortisAlberta and the AESO all believe this will provide greater transparency for customers on their connection projects. In addition, the milestone tracker will move us one step closer to achieving the target timelines for the AESO Connection Model.

Stay tuned for more details in the next issue of *Customer Connection*.

Feature stories



New siting and consultation process brochure

AltaLink's Client Services group is working with AltaLink's Project Communications team to develop an information brochure for customers to help them understand the siting and consultation process and its timelines.

AltaLink spearheads safety DVD for first responders

AltaLink joins forces with the RCMP and other industry partners to promote electrical safety and education for emergency first responders.

New siting and consultation process brochure

AltaLink has developed an information brochure for customers to help them understand the siting and consultation process and its timelines. The brochure explains how we site projects, why we consult, what regulations we are required to follow and what our guiding principles are related to consultation.

AltaLink is committed to providing value to customers and stakeholders. In fact stakeholder and customer engagement is one of AltaLink's core values. We facilitate a fair and inclusive consultation process where all parties have the opportunity to participate.

To view a copy of *Your guide to AltaLink's consultation process* please click [here](#).

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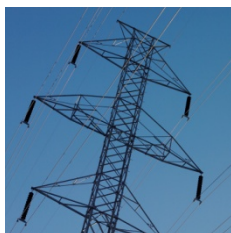
Continuing its longstanding commitment to public safety AltaLink has recently partnered with the Royal Canadian Mounted Police (RCMP), Canadian Electricity Association (CEA) and CEA member utilities to develop a safety DVD for Canada's emergency responders.

AltaLink spearheaded the initiative and championed it throughout; first identifying the need for the video, developing the concept and securing funds from the RCMP, CEA and its member utilities. Following months of work from all parties developing, filming and editing, "Electricity – The Invisible Killer," the DVD is being distributed to law enforcement agencies, Emergency Medical Services (EMS) and fire departments across Canada.

"Electricity – The Invisible Killer" is designed as a resource tool for those on the front lines - the emergency responders who are first on the scene of accidents and incidents involving high voltage electricity. Through this safety DVD AltaLink and its partners hope to increase emergency responders' level of electrical safety awareness and provide information about safe response procedures to protect the first responders and the people they serve.

Besides being distributed to emergency responders across the country, the DVD is available for viewing at the CEA's website at <http://www.electricity.ca/theinvisiblekiller/>.

AltaLink updates



AltaLink news

Check out the latest corporate updates.

Project updates

Check out the latest project updates.

AltaLink news

AltaLink's 2011 Report to Communities

That AltaLink 2011 Report to Communities is being delivered to households in AltaLink's service territory the week of April 4. The Report to Communities provides an overview of AltaLink and its values, gives readers insight into the issues facing Alberta's electricity industry and how the people at AltaLink are focused on addressing them.

Check out the [Report to Communities online](#) and you can enter to win the grand prize - \$1,000 cash and \$1,000 donation to the charity of your choice.

AltaLink renews sponsorship agreement with Alberta 4-H

In February 2011, AltaLink renewed a three-year partnership with Alberta 4-H to continue as a Legacy Builder sponsor and Presenting Partner of 4-H's communications program. As a result of this partnership, more than 350 clubs across the province will receive funding to develop their members' public speaking and presentation skills. AltaLink will provide \$100,000 in cash and in-kind annually to 4-H's communications program at the club, district, regional and provincial levels. AltaLink has been a proud supporter of Alberta 4-H since 2003 and is excited to continue with the 4-H community into 2013.

Project updates

Western Alberta Transmission Line files facility application with the Alberta Utilities Commission

AltaLink files major facility application with the Alberta Utilities Commission.

AltaLink filed its application for an approximate 350-kilometre Direct Current transmission line between the Edmonton and Calgary areas in March 2011. The proposed Western Alberta Transmission Line will connect the generation facilities west of Edmonton to the Langdon area east of Calgary. AltaLink has been consulting with stakeholders since January 2010 and has sent information to more than 25,000 residences in the project area, hosted 23 open houses and 15 information centres and consulted one-on-one with more than 1,500 stakeholders. The Alberta Utilities Commission will review the application in a public process and if the project is approved, construction could begin in the spring or summer of 2012.

Southern Alberta Transmission Reinforcement connects wind power to Albertans

AltaLink continues with developments in southern Alberta to reinforce the system and connect wind energy.

Albertans now have access to twice as much wind power as a result of AltaLink's **Southwest 240 kV Project**. Energized in October 2010, this 90-kilometre transmission line between Pincher Creek and Lethbridge allows for 1,000 megawatts of wind-generated electricity to reach homes and businesses throughout the province.

Additional projects in the southern part of the province are also underway in various stages of consultations and regulatory proceedings:

Public hearings were held by the Alberta Utilities Commission for the **Cassils to Bowmanton to Witlaw Project** March 16 to 18. If approval is received we expect to begin construction in fall 2011. The project includes a new transmission line from west of Brooks to east of Medicine Hat; a new substation located west of Brooks (Cassils Substation); a new substation located northeast of Medicine Hat (Bowmanton Substation); a new transmission line from the proposed Bowmanton Substation east of Medicine Hat to south of Whitla; and a new substation located south of Whitla (Whitla Substation).

The **Southern Foothills Transmission Project** is currently in the second round of consultation. Open houses were held during the first week of March and one-on-one consultation with landowners is ongoing. The proposed Southern Foothills Transmission Project will include a new transmission line from south of Fort Macleod to north of High River that will allow generation from new wind farm projects to reach consumers.

The **North Foothills Transmission Project** is currently in the first round of consultation. The first stakeholder package was mailed in March 2011. The proposed North Foothills Transmission Project will strengthen the transmission system in the Municipal District of Foothills and south Calgary.

Preferred and alternate routes were recently announced for the **Medicine Hat 138 kV Transmission Project**. Open houses were held in mid-February and the Facility Application is expected to be filed in the summer of 2011. The proposed project includes a transmission line upgrade, as well as a new transmission line connecting the existing Bullshead Substation to the proposed Bowmanton Substation.

The **Picture Butte to Etzikom Coulee Transmission Project** and **Etzikom Coulee to Whitla Transmission Project** are currently in first stage of consultation. Three open houses were held for these projects in early February 2011. The second round of consultation is set to begin summer 2011. The proposed Picture Butte to Etzikom Coulee Transmission Project will connect the approved Picture Butte Substation northeast of Lethbridge to the proposed Journault Substation in the area north of Wrentham. The proposed Etzikom Coulee to Whitla Transmission Project will connect the proposed Journault Substation in the area north of Wrentham to the proposed Whitla Substation located northeast of Foremost.