



Market Manual 7: System Operations

Part 7.1: System Operating Procedures

Issue 28.0

This document provides procedures and guidelines for Market Participants and IESO that are required to ensure the security and reliability of the interconnected power system. It covers the span from normal conditions to emergency conditions that are just less than a system-wide shutdown.

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This *market manual* may contain a summary of a particular *market rule*. Where provided, the summary has been used because of the length of the *market rule* itself. The reader should be aware, however, that where a *market rule* is applicable, the obligation that needs to be met is as stated in the *market rules*. To the extent of any discrepancy or inconsistency between the provisions of a particular *market rule* and the summary, the provision of the *market rule* shall govern.

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Table of Changes

Reference (Section and Paragraph)	Description of Change
All	Replaces references to “System Status Report (SSR)” with “advisory notice”.
Section 3	Revised communications content in accordance with the revised NERC standard COM-002-4.
Section 3.2.1 and 3.2.2	Revised content related to Reliability Directives, which will still be used by the IESO, although Reliability Directive is no longer a NERC-defined term.

Market Manuals

The *market manuals* consolidate the market procedures and associated forms, standards, and policies that define certain elements relating to the operation of the *IESO-administered markets*. Market procedures provide more detailed descriptions of the requirements for various activities than is specified in the *market rules*. Where there is a discrepancy between the requirements in a document within a *market manual* and the "Market Rules", the "Market Rules" shall prevail. Standards and policies appended to, or referenced in, these procedures provide a supporting framework.

Market Procedures

The "System Operations Manual" is Series 7 of the *market manuals*, where this document forms "Part 7.1: System Operations Procedures".

A list of the other component parts of the "System Operations Manual" is provided in "Part 7.0: System Operations Overview", in Section 2, "About This Manual".

Structure of Market Procedures

This market procedure is composed of the following contents:

1. **"Introduction"**, which contains general information about the procedure, including an overview, a description of the purpose and scope of the procedure, and information about roles and responsibilities of the parties involved in the procedure.
2. **"Operating Authorities"**, which describes the roles of *IESO* and the different types of *market participant* in system operation.
3. **"Communication Protocol"**, which details the information requirements and communication channels that are required for reliable system operation.
4. **"Security and Reliability"**, which defines the responsibilities and authorities of the *IESO* and *market participants* relative to equipment management and operating activities.
5. **"Appendices"**, which include a sample Voltage Reduction Test form and the list of Emergency Operating State Control Actions (EOSCA).

Conventions

The *market manual* standard conventions are defined in the "Market Manual Overview" document.

– End of Section –

1. Introduction

1.1 Purpose

This procedure focuses on key elements used to ensure the *reliability* of the *IESO-controlled grid*.

These procedures are to be read in conjunction with the *market rules*. They describe how a particular *market rule* will be implemented when the method is not described in the rule itself. *Market participants* are expected to have local procedures in place to handle details that are not covered in this manual.

This document should be read in conjunction with “Market Manual 7.4: IESO-Controlled Grid Operating Policies” that set out the *IESO* policies for secure and reliable operation of the *IESO-controlled grid*.

With regard to all parts of this manual, it is recognized that there may be situations in which an alternative procedure may be mutually agreeable to a *market participant* and the *IESO*. This is acceptable provided that the alternative is documented in an *operating agreement* in place between the *IESO* and the specific *market participant* and meets the intent of the *market rules*.

Terminology is intended to be consistent with the *market rules*. Any terms that are not defined in the *market rules* are included in the glossary at the end of this manual.

1.2 Scope

This document is intended to be consistent with applicable *reliability standards*.

The *IESO* has no jurisdiction over work protection. Consequently, work protection is outside the scope of this document.

These procedures do not address the commercial or market aspects of system operation. For the commercial or market aspects of system operation please refer to the "Market Operation Manual: Part 4.0" series.

Procedures to deal with a partial or total system shutdown, widespread environmental problems, civil unrest, etc. are contained in the "Ontario Electricity Emergency Plan".

1.3 Overview

This document sets out the activities that are undertaken by the *IESO* and other parties to ensure the *reliability* of the *IESO-controlled grid*. The procedure addresses the following areas:

- The operating authorities of the *IESO* and *market participants*,
- The communication protocols to be followed by the *IESO* and *market participants*,
- Setting *security limits*,
- Operating states of the *IESO-controlled grid*,
- *Demand* management activities undertaken by the *IESO* and *market participants*,

- Load shedding activities undertaken by the *IESO* and *market participants*, and
- Testing or simulation of *emergency* procedures.

1.4 Roles and Responsibilities

Responsibility for system operations is shared among the *IESO* and *market participants* as set out in the following sections of this procedure.

1.5 Contact Information

As part of the participant authorization process, *applicants* are able to identify a range of contacts within their organization that address specific areas of market operations. For system operations, these contacts will most likely be the *authority centre*, *dispatch* or *control centre*, *facility* location operator or the restoration plan coordinator as indicated in the participant registration data. If the *market participant* has not identified a specific contact, the *IESO* will seek to contact the Main Contact established during the participant authorization process. The *IESO* will seek to contact these individuals for activities within this procedure, unless alternative arrangements have been established between the *IESO* and the *market participant*.

If you wish to contact us, you can email *IESO* Customer Relations at customer.relations@ieso.ca or contact us by telephone or mail. Our telephone numbers and mailing address can be found on the *IESO* website (<http://www.ieso.ca/Pages/Contact-Us.aspx>). Customer Relations staff will respond as soon as possible.

- End of Section -

2. Operating Authorities

Reference: Market Rule, Chapter 5, Section 3

The *IESO* is authorized to direct the operation and maintain the *reliability* of the *IESO-controlled grid*¹, pursuant to *applicable law* in accordance with section 2 of “Market Manual 7.4: IESO-Controlled Grid Operating Policies”. The *IESO* may delegate portions of this responsibility to *transmitters* in accordance with the terms and conditions of the applicable *operating agreements*.

Each *market participant* is authorized to direct the operation of any of its *facilities* that are not a part of the *IESO-controlled grid* and to take independent action for any of their *facilities* if they reasonably believe there is an imminent risk to public or employee safety, to the safe operation of equipment (e.g., a live conductor has fallen), or violation of any *applicable law*. The market participant shall provide the *IESO* with as much advance notice as possible prior to taking an independent action so that the *IESO* may assess the situation and take necessary actions. If advance notice is not possible, the *IESO* shall be informed as soon as possible thereafter.

Furthermore, a *market participant* may refuse a direction from the *IESO* if they reasonably believe that executing it could damage their equipment, risk public or employee safety, or violate an *applicable law*. In these situations, the *market participant* shall promptly inform the *IESO* that they cannot comply with the direction. The *market participant* is still required to comply with the direction to the fullest extent possible while avoiding these risks. The *market participant* shall also provide the *IESO* with as much advance notice as possible of any situation that may prevent them from being able to comply with *IESO* directions.

Any abnormal/unusual requirements not addressed by the *market rules* or this document are to be referred to the *IESO* for disposition.

– End of Section –

¹ This includes directing embedded *facilities* within the *IESO control area* that may, from time to time, affect the *reliability* of the *IESO-controlled grid*.

3. Communication Protocol

References: *Market Rules* (Chapter 5, Sections 3.5.1. 2, 3.6.1.3, 6.3.5, and 12, and *Market Rules* Chapter 2, Appendix 2.2)

3.1 Introduction

Timely communication between the *market participants* and the *IESO* is vital for reliable operation of the *IESO-controlled grid*. Comprehensive oral reports of relevant facts are necessary for reliable system operation. Prior communication is required whenever one party's planned operations may adversely impact the reliable operation of the *IESO-controlled grid*.

Knowledge of adverse operating conditions or unusual occurrences often suggests actions that might be taken ahead of disturbances and allows for the implementation of strategies to ensure the *reliability* of the *IESO-controlled grid*. Accordingly, the *IESO* and *market participant* operating staff shall endeavour to maintain an ongoing exchange of information on significant operating events, including planned and *forced outages*, routine switching, system tests, etc.

Although this document stipulates communication requirements for *IESO-controlled grid* operation, it is not intended that dialogue between any of the operating entities at any time be restricted – rather, it is encouraged. *Market participants* should not hesitate to approach and discuss with the *IESO* any *reliability* aspect of operation. Similarly, *market participants* may be approached by the *IESO* to contribute information based on their knowledge of transmission, distribution, connected wholesale, or *generation facilities*.

Each *market participant* shall identify their *dispatch* or *control centre*, *authority centre*, *facility* location operator and their controlled equipment to the *IESO*. In the *normal operating state*, communication between the *IESO* and a *market participant* will be through the *market participant's authority centre*. In *emergency* situations, or during a failure of normal communication channels, the *IESO* will normally communicate directly with the relevant facility location operator. After the situation has stabilized, subsequent calls may be directed to, or include the *authority centre* (Chapter 2, Appendix 2.2 of the *market rules*).

When contingencies that meet the reporting requirements set out in section 3.4 of this procedure occur, the *facility* location operator of the *facility* suffering the contingency shall contact the *IESO* prior to contacting either the *transmitter* or its own *authority centre*. Once contact is established with the *IESO*, the *IESO* will establish contact with the *transmitter* and/or *authority centre*, as necessary, and involve these parties in multi-party discussions with the *facility* location operator of the *facility* suffering the contingency, as required to return the *IESO-controlled grid* to a *normal operating state*.

Any contingencies that do not meet the reporting requirements set out in section 3.4 of this procedure may be reported directly to the *transmitter* and/or own *authority centre* by the *facility* location operator of the *facility* suffering the contingency without first contacting the *IESO*.

This document outlines the minimum conditions, developments and items that must be communicated to enable reliable operation of the *IESO-controlled grid*, and by extension, support market operations. Appropriate performance standards for communications are included where

practical. In the absence of explicit standards, *market participants* are to act in accordance with *good utility practice*.

3.2 General IESO and Market Participant Requirements

Each *market participant* must provide *attended communications facilities* in accordance with Appendix 2.2 of the *market rules*. These specifications balance the importance of the communication link between the *IESO* and different classes of *market participant* with the cost of the *facilities*. If these *facilities* fail, the *IESO* and the affected *market participant* shall expeditiously re-establish contact via any other feasible medium (cell phone, satellite phone, e-mail, etc.).

Unless stated otherwise, communication is assumed to be between *IESO* control room operating personnel and the control room operating personnel of the relevant *market participants*.

Each *market participant* shall update their registration data with any changes to relevant contact information.

All voice communications between the *IESO* control room operators and *market participants* are taped by the *IESO* and retained for regulatory, *settlement*, dispute resolution, compliance monitoring and other audit purposes for a period of no less than seven years (Chapter 5, Section 12.4.2 of the *market rules*).

The *IESO* shall facilitate and encourage open and prompt communication with the *market participant*.

IESO communication procedures shall comply with *NERC reliability* standards and *NPCC* criteria and guidelines related to communications. They shall also be consistent with the applicable operating agreements, *interconnection agreements*, *market rules* and other applicable market documentation.

The *IESO* will have procedures that enable reliable operation of the *IESO-controlled grid* to be maintained during the loss of *IESO* telecommunication facilities

All operating instructions issued to or received by the *IESO* will be communicated and processed in accordance with the requirements of *NERC* standard [COM-002-4: Operating Personnel Communications Protocols](#).

Three-part communication shall be used for issuing and receiving operating instructions. Three-part communication consists of:

1. Issuing instructions in a clear, concise, and definitive manner.
2. Ensuring the recipient of an instruction repeats the information back correctly.
3. Acknowledging the response as correct, or repeating the original statement to resolve misunderstandings.

The *IESO* maintains an electronic operating log, also retained for regulatory, *settlement*, dispute resolution, compliance monitoring and other audit purposes.

Communications by *market participants* shall, whenever possible, use approved standard operating terms, approved abbreviations and definitions (reference, Market Manual 7.6, Glossary of Standard Operating Terms) in accordance with *good utility practice* (Chapter 5, Section 12.4.1 of the *market rules*).

The *IESO* shall communicate directly with reliability coordinators, *transmission owners*, transmission operators, and balancing area operators in neighbouring jurisdictions in accordance with *reliability standards*, and *interconnection agreements* and their associated joint operating instructions, (e.g., Standard Operating Practices) (Chapter 5, Section 5.1.2.7 of the *market rules*).

The *IESO* will, following contingencies or system events, communicate directly with the staff who exercise direct physical control of the affected *facility* and the respective authority centre, in accordance with applicable agreements or procedures. This direct communication is essential so that the appropriate corrective action can be formulated and initiated promptly, based on first-hand information provided to the *IESO*.

3.2.1 Reliability Directives

The *IESO* defines a reliability directive² as an operating instruction issued by a control room operator where action by the recipient is necessary to address *reliability*.

When issuing a reliability directive to a *market participant*, the *IESO* operator will identify the operating instruction as a reliability directive, the *market participant* will repeat back the operating instruction, and the *IESO* operator will either confirm or reissue the operating instruction.

3.2.2 Reliability Directive vs. Reliability Declaration

This manual refers to both reliability **directive** and reliability **declaration**, which are completely unrelated.

Reliability **declaration** is a term used in association with the IESO/Hydro Quebec Capacity Sharing Agreement. For more information, refer to Market Manual 4.3: Real-Time Scheduling of the Physical Markets.

3.3 Communications during a Normal Operating State

This is the state described in Chapter 5, Section 2.2 of the *market rules*. While the *IESO-controlled grid* is in a Normal Operating State, equipment is functioning normally or within known limitations, power transfers are within *security limits*, the *outage* plan is being executed as expected, there is no significant weather concern, etc.

3.3.1 Independent Electricity System Operator

The *IESO* shall communicate promptly with *generators*, *transmitters*, *distributors* and *connected wholesale customers* on matters of *IESO-controlled grid* operation that affect areas under their jurisdictions.

Communications from the *IESO* to *market participants* will normally be to their *authority centre*, in accordance with the *market rules*. However, the *IESO* will communicate directly with the *facility*

² Reliability directive was previously a communication requirement under NERC standard COM-002-3: Communication and Coordination. With NERC standard COM-002-4 becoming effective on July 1, 2016, reliability directive is no longer a NERC-defined term. However the *IESO* will continue to issue reliability directives to *market participants* when the situation requires.

location operator of a *facility*, where required, for matters relevant to the *reliability* of the *IESO-controlled grid*.

3.3.2 Transmitters

Transmitters shall promptly report adverse operating conditions or unusual occurrences to the *IESO*. In addition, the *transmitter* shall advise the *IESO* if another operating authority (for example, an agent) has an assigned responsibility for part or all of the equipment.

Transmitters shall report to the *IESO* any actual or planned change in status of any of their *facilities* that are included in the *IESO-controlled grid*. These reports shall include times and shall be made as soon as possible. Examples are: planned switching, planned periods of unavailability of equipment, expected return to service times from *outage*, etc. Detailed reporting procedures are normally contained in the relevant *operating agreement* (Chapter 5, Section 3.4.1.4 of the *market rules*).

Transmitters that have operating control of portions of *distribution systems* shall abide by any communications requirements specified for *distributors*.

All communication by the *transmitter* shall be made by telephone to the *IESO* control room staff.

3.3.3 Generators

Generators that are connected to the *IESO-controlled grid*, or *embedded generators* that are designated by *IESO* to have an impact³ on the *reliability* of the *IESO-controlled grid*, shall promptly report to the *IESO* all matters that affect the operation of the *IESO-controlled grid*. Such communication by the *generator* shall be made by telephone to the *IESO* control room staff (Chapter 5, Sections 3.6.1.3 and 3.6.1.4 of the *market rules*).

Matters that require prompt reporting to the *IESO* include *generation units* that are synchronized or separated from the *IESO-controlled grid*, *generation units* that become unavailable while shut down, expected changes in real or reactive capability, planned periods of unavailability of equipment, expected return to service times from *outage*, status of automatic voltage regulators, etc. These reports shall also include event times.

Generators shall follow these protocols for synchronization and de-synchronization:

- A *generator* that intends to synchronize a *generation unit* to the *IESO-controlled grid* or *embedded facility* must notify the *IESO* at least two hours in advance of synchronization. However, if the *IESO* issues an under-generation system advisory notice, the *generator* will be subject to the conditions of the system advisory notice.
- A *generator* intending to de-synchronize a *generation unit* must notify the *IESO* one-hour prior to intended de-synchronization time.
- Designated *generation units* that are able to synchronize to the *IESO-controlled grid* and follow *dispatch instructions* in five minutes (quick start units) are not required to notify the *IESO* before synchronizing their *generation unit*.

³ Usually because the embedded generation unit affects a security limit. The designation is included in the registration data.

- Quick start units are required to notify the *IESO* five-minutes prior to de-synchronizing.

Generators who own a station with all, or part of a switchyard that is operated by another controlling authority, shall request authorization from the *IESO* to have devices operated that are not under their operating control. *Generators* and *transmitters* who are assigned operating control of elements contained in a common switchyard shall advise each other of proposed or actual equipment operations (Chapter 7, Sections 11.2 and 11.3 of the *market rules*).

Generators, upon request, shall promptly report to the *IESO* the unit status information of the available but not operating (ABNO) units.

Generators that operate portions of the *IESO-controlled grid* shall abide by any communications requirements that apply to *transmitters*.

3.3.4 Distributors and Connected Wholesale Customers

Distributors and *connected wholesale customers* shall promptly report to the *IESO* any matter that affects the reliable operation of the *IESO-controlled grid*. Such communication by a *distributor* or *connected wholesale customers* shall be made by telephone to the *IESO* control room staff (Chapter 5, Sections 3.7.1. 2 and 3.7.1.3 of the *market rules*).

Matters that require prompt reporting to the *IESO* include status of low voltage static capacitors of 15 MVAR or larger nominal capacity that are *dispatchable* by the *IESO* for areas electrically South of Essa in Barrie, status of low voltage static capacitors of 10 MVAR or larger nominal capacity that are dispatched by the *IESO* for areas electrically North of Essa in Barrie, status of a distribution line that affects the output of an *embedded generator* of 20 MW or greater, planned unavailability and return to service times of equipment included in the *IESO-controlled grid*, etc. These reports shall include event times.

The *IESO* must be informed, in advance, of any unusual planned single-point load pickup greater than 100MW on the *IESO-controlled grid*, or greater than 50MW on the *IESO-controlled grid* that is electrically North of Essa TS in Barrie. This is not intended to include large industrial loads that routinely change their *demand* by amounts that exceed these levels where the *IESO* is previously aware of this fact.

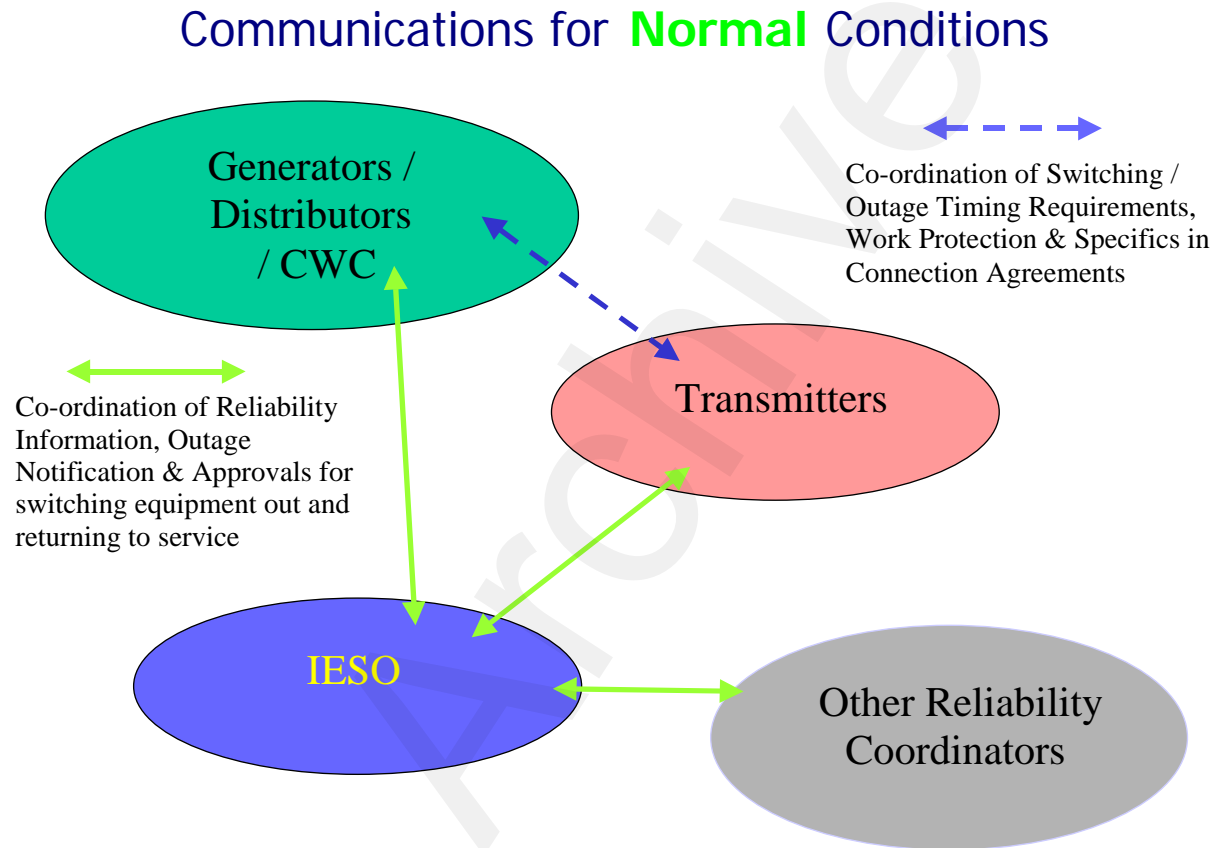
Distributors that operate portions of the *IESO-controlled grid* shall abide by any communications requirements that apply to *transmitters*.

If a *distributor* or *connected wholesale customer* has more than a single *connection point* to the *IESO-controlled grid*, for example a DESN transformer installation, the status of the breakers that can affect a parallel between the multiple *connection points* must be reported to *IESO*, as well as any planned operation of them.

3.3.5 Other Market Participants

Other *market participants* will promptly inform the *IESO* of any matters that affect the reliable operation of the *IESO-controlled grid* outside of the scope of commercially-related communications outlined in the *market rules*.

3.3.6 Normal Operating State Diagram



3.4 Communications during Abnormal Conditions

Abnormal conditions include both *emergency* and *high-risk operating states*, as well as any unusual behaviour of equipment or loads, etc.

3.4.1 Independent Electricity System Operator

If the *IESO-controlled grid* is in a degraded state of *reliability*, the *IESO* will issue Operating Instructions (and, as necessary, Reliability Directives) to direct the actions that are required by each *market participant* to return the *IESO-controlled grid* to an acceptable level of *security*.

If more than two parties are involved in the conversation, the *IESO* will lead the discussion. The *IESO* shall direct a party to leave the conversation if a commercial advantage could be obtained by the party's presence, matters of a confidential nature relating to another party are being discussed, if another party objects to that party hearing information of a confidential nature, or if, in the opinion of *IESO*, the party's presence is impeding the process.

The *IESO* will notify affected *market participants* of power system alerts or other situations that could affect the operation of the *IESO-controlled grid* (Chapter 5, Section 2.4.3 of the *market rules*). Examples of power system alerts are: declaration of a *high-risk operating state*, capacity or energy shortfalls, periods of reduced system *reliability* and/or increased customer unreliability, weather and environmental advisories, etc.

In instances where the system conditions indicate that Emergency Operating State Control Actions (EOSCA) may be required to mitigate *operating reserve* deficiency and/or *energy* deficiency, the principal medium for *reliability* related alerts from the *IESO* to *market participants* will be through advisory notices. The *market participant* will be informed of the anticipated system conditions and possible implementation of EOSCA. This is carried out through the *IESO* website, supplemented by the use of a pre-recorded broadcast telephone message.

The *IESO* will use advisory notices to inform *market participants* of any changes in the status of alerts, or of any relevant contingencies in other jurisdictions.

Upon returning to a *normal operating state*, the *IESO* shall release to all *market participants* via an advisory notice, an estimate of aggregate load curtailed as soon as practicable (Chapter 5, Section 10.3.7 of the *market rules*).

When aware of declared restrictions and equipment and auxiliaries that have been removed from service in other jurisdictions, the *IESO* will inform the affected *market participants*.

3.4.2 Transmitters

The relevant *operating agreement* will normally define the communication process between a *transmitter* and the *IESO* after a contingency. Otherwise, the following will apply:

- Following a contingency, immediate communication shall be initiated from the relevant *facility* location operator to the *IESO* and, at the *transmitter's* option, simultaneously to the *transmitter's authority centre*.
- Contact with the *IESO* must not be delayed if the *transmitter's authority centre* is not immediately available (Chapter 5, Section 3.4.1.4 of the *market rules*).

- The *IESO* will formulate a planned response to the contingency and will lead the conversations necessary to do so.

Transmitters shall report the following contingencies:

- Automatic operations of all circuit breakers that form part of the *IESO-controlled grid*,
- Operation of power system auxiliaries such as *special protection systems* and under-frequency protection,
- Degradation of auxiliary equipment⁴, control equipment, or staffing that reduces security of the *IESO-controlled grid*,
- Degradation of switchyard auxiliaries, such as air compressors and *station service* transformers, that could affect the *reliability* of the *IESO-controlled grid*,
- Any indication of a power system event, such as, oscillations of real or reactive power, voltage declines of 10% or greater, operation of disturbance recorders, etc., and
- Loss of reactive power capability or resources of 15 MVAR or greater for areas electrically South of Essa in Barrie, or 10 MVAR or greater for areas electrically North of Essa in Barrie.

Transmitters will inform the *IESO* of restrictions on equipment in the *IESO-controlled grid*, and of any extraneous factors that may affect the operation of the *IESO-controlled grid*, such as inclement weather, forest fires, or directions from civil authorities (i.e., fire or police). Any change in such conditions shall also be communicated.

Such communication by the *transmitter* shall be made by telephone to the *IESO* control room staff.

3.4.3 Generators

The operator of *generation units* connected to the *IESO-controlled grid*, or of *embedded generation units* that are designated by the *IESO* to have an impact on the *reliability* of the *IESO-controlled grid* shall report the following contingencies promptly and directly to the *IESO* (Chapter 5, Sections 3.6.1.3 and 3.6.1.4 of the *market rules*):

⁴ Auxiliary equipment includes:

- All protection systems (including line, transformer, overvoltage, overcurrent, and high resistance open phase)
- All communications *facilities* associated with protections
- All dynamic control systems: AVRs, power system stabilisers, other excitation system components
- All *special protection systems*
- All under-frequency load shedding relays
- All automatic reclosure schemes
- All automatic tap changer controls on 500kV/230kV and 230kV/115kV autotransformers
- All voltage reduction *facilities* that are used for *demand* control
- Ferroresonance protection schemes
- All voice communications *facilities* that are required by the *Market Rules*
- *Automatic generation control facilities*
- SCADA *facilities*

- Unscheduled step changes in a *generation unit's* output of greater than 50 MW or 10 MVAR,
- Deratings in a *generation unit's* output of greater than 50 MW or 10 MVAR,
- Automatic removal from service of generation, or *generation facilities* of 20 MW nominal capacity or greater,
- Degradation of auxiliary equipment³ that reduces *IESO-controlled grid reliability*,
- Operation of power system auxiliaries such as *special protection systems*,
- Unavailability of any *generation units* that are included in *operating reserve*, and
- Frequency outside the range of 59.8Hz to 60.2Hz.

Such communication by the *generator* shall be made by telephone to the *IESO* control room staff. For *reliability* purposes, conversations will directly involve the appropriate *control centre*. Normal conversations may involve the appropriate authority centres.

Generators will inform the *IESO* of restrictions on equipment in the *IESO-controlled grid*. If *generation unit* breakers are within the jurisdiction of another *market participant*, that *market participant* shall also be advised as soon as conditions permit.

Generators shall advise the *IESO* of any extraneous factors that may affect the operation of the *IESO-controlled grid*. Examples include but not are limited to inclement weather, environmental factors such as air pollution advisories/control orders, depleted fuel inventories, abnormal water flow conditions, loss of water control and/or dam safety concerns, forest fires, received directions from civil authorities (i.e., fire or police). Any change in such conditions shall also be communicated.

Generators, upon request, shall promptly report to the *IESO* the unit status information of the available but not operating (ABNO) units.

Generators who have operating control of portions of the *IESO-controlled grid* shall abide by any communications requirements specified for *transmitters*.

3.4.4 Distributors

Following a contingency on the *distribution system*, the *distributor* shall immediately communicate from the relevant *facility* location operator to the *IESO* and, at the *distributor's* option, simultaneously to the *distributor's authority centre*. However, contact with the *IESO* must not be delayed if the *distributor's authority centre* is not immediately available. The *IESO* will lead these conversations. Such communication by the *distributor* shall be made by telephone to the *IESO* control room staff (Chapter 5, Sections 3.7.1.2 and 3.7.1.3 of the *market rules*). The *facility* location operator shall report promptly and directly to the *IESO* after the following contingencies:

- Any automatic loss or forced manual interruption of load greater than 100 MW, or 50 MW electrically north of Essa TS in Barrie,
- Automatic removal from service of reactive capability of 15 MVAR or greater for areas electrically south of Essa in Barrie, or 10 MVAR or greater for areas electrically north of Essa in Barrie,
- Operation of power system auxiliaries³ such as *special protection systems* and under-frequency protection,
- Degradation of power system auxiliaries³ that reduces *security* of the *IESO-controlled grid*, and

- Loss of any distribution line(s) that affects the output of an *embedded generation facility* of 20MW or greater in nominal capacity.

An *exception* to the above communication requirement is as follows:

- After an automatic operation of step-down transformer low voltage breakers and bus tie breakers, where this type of contingency is:
 - Solely due to a low tension problem and there is no indication of a problem on the *transmission system*, and
 - The loss of customer load is not greater than 100 MW (or 50 MW electrically north of Essa TS in Barrie),

the *distributor* should attempt to restore the load from its normal supply before contacting the *IESO*. This is to avoid prolonging customer interruptions in these circumstances. The *IESO* should be informed of the success or failure of the attempt.

Distributors will advise the *IESO* of any operating restrictions or equipment removed from service that could affect the *reliability* of the *IESO-controlled grid*.

Distributors will inform the *IESO* of any extraneous factors that may affect the operation of the *IESO-controlled grid*, including but not limited to, inclement weather, forest fires, or directions from civil authorities (i.e., fire or police). Any change in such conditions shall also be communicated.

Distributors that control portions of the *IESO-controlled grid* shall abide by any communications requirements that apply to *transmitters*.

3.4.5 Embedded Market Participants

Embedded market participants shall notify the *IESO* of any loss of load greater than 100 MW, or 50 MW electrically north of Essa TS in Barrie, or generation in excess of 20 MW. Such communication by the *embedded market participant* shall be made by telephone to the *IESO* control room staff.

Embedded market participants that control portions of the *IESO-controlled grid* shall abide by any communications requirements that apply to *distributors*.

3.4.6 Connected Wholesale Customers

Following a contingency, the *connected wholesale customer* shall immediately communicate from the relevant *facility* location operator to the *IESO* and, at the *connected wholesale customer's* option, simultaneously to the *connected wholesale customer's authority centre*. However, contact with the *IESO* must not be delayed if the *connected wholesale customers's authority centre* is not immediately available. The *IESO* will lead these conversations. Such communication by the *connected wholesale customers* shall be made by telephone to the *IESO* control room staff (Chapter 5, section 3.5.1.2 of the *market rules*). The *facility* location operator shall report promptly and directly to the *IESO* after the following contingencies:

- Any automatic loss or forced manual interruption of load greater than 100 MW, or 50 MW electrically north of Essa TS in Barrie,
- Automatic removal from service of reactive capability of 15 MVAR or greater that are *dispatchable* by the *IESO* for areas electrically south of Essa in Barrie, or 10 MVAR or greater that are *dispatchable* by the *IESO* for areas electrically north of Essa in Barrie,

- Operation of power system auxiliaries³ such as *special protection systems* and under-frequency protection,
- Degradation of power system auxiliaries³ that reduces *security* of the *IESO-controlled grid*, and
- Loss of any internal distribution line(s) that affects the output of an *embedded generation facility* of 20 MW or greater in nominal capacity or *dispatchable load*.

An exception to the above communication requirement is as follows:

- After an automatic operation of step-down transformer low voltage breakers and bus tie breakers, where this type of contingency is:
 - Solely due to a low tension problem and there is no indication of a problem on the *transmission system*, and
 - The loss of load is not greater than 100 MW (or 50 MW electrically north of Essa TS in Barrie),

the *connected wholesale customers* should attempt to restore the load from its normal supply before contacting the *IESO*. This is to avoid prolonging interruptions in these circumstances. The *IESO* should be informed of the success or failure of the attempt.

Connected *wholesale customers* will advise the *IESO* of any operating restrictions or equipment removed from service that could affect the *reliability* of the *IESO-controlled grid*.

Connected *wholesale customers* will inform the *IESO* of any extraneous factors that may affect the operation of the *IESO-controlled grid*, including but not limited to, inclement weather, forest fires, or directions from civil authorities (i.e., fire or police). Any change in such conditions shall also be communicated to the *IESO*.

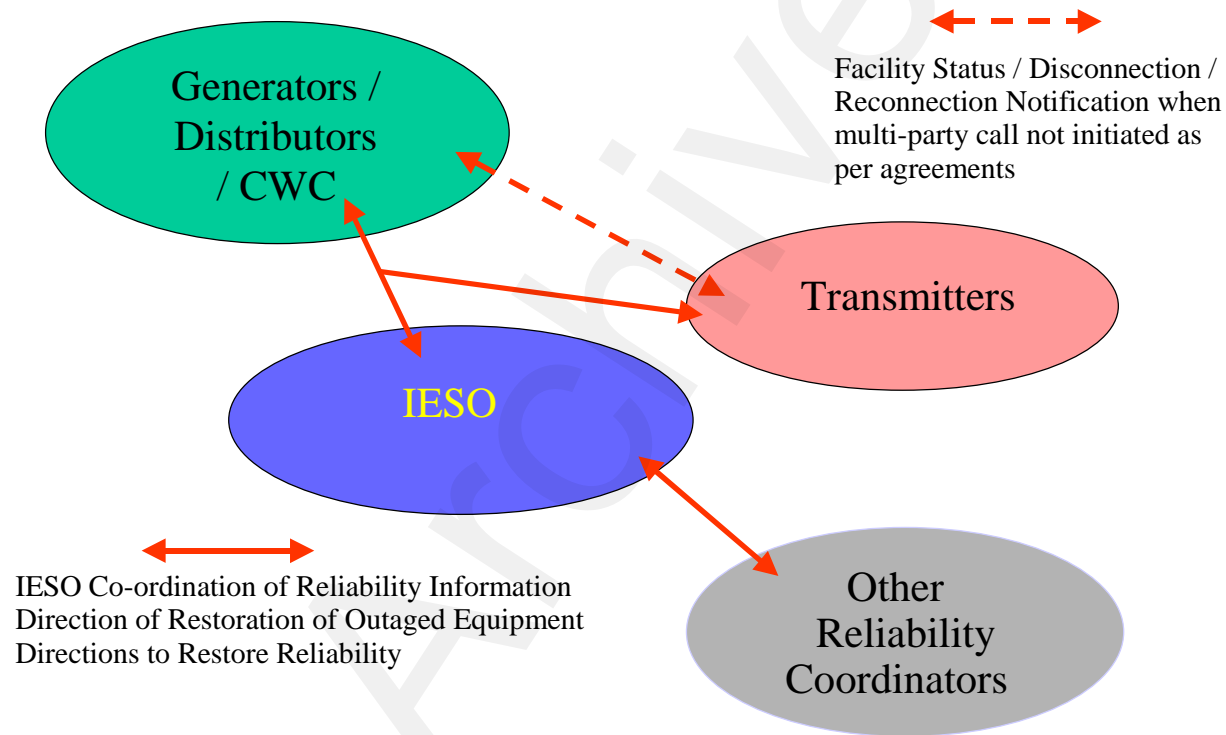
Connected *wholesale customers* that control portions of the *IESO-controlled grid* shall abide by any communications requirements that apply to *transmitters*.

3.4.7 Other Market Participants

Other *market participants* will promptly advise the *IESO* of any commercially induced load *curtailments* (e.g. water heaters) that they initiate beyond the scope of such advisement that are contained within the *market rules*. Confirmations of the load *curtailment* and amounts, cessation of load curtailment requests and load restoration times will also be communicated.

3.4.8 Abnormal Conditions Diagram

Communications for **Abnormal** Conditions



3.5 Event Reporting

The *IESO* and *market participants* must report any event that:

- Impacts, or may impact, the *reliability* of the *IESO-controlled grid*,
- Causes a potential or actual *market rule* violation, or
- Meets the reporting criteria defined in:⁵
 - [NERC standard EOP-004-2: Event Reporting](#),
 - [NERC standard CIP-008-5: Cyber Security – Incident Reporting and Response Planning](#) (if applicable to the *market participant*), or
 - [NERC Security Guideline for the Electricity Sector: Threat and Incident Reporting](#).

The *IESO* and *market participants* shall maintain accurate and complete records for use in preparing reports and for subsequent inquiries and analysis. The intent is to provide a factual account of events, actions taken and data records.

3.5.1 IESO Reporting Responsibilities

For actual or potentially reportable events, the *IESO* will do the following:

- Report to *NERC*, *NPCC*, and the *Ontario Energy Board (OEB)* within the timelines identified in the applicable regulations and *reliability standards*.
- Depending on the specifics of the event and its relevance to Ontario's electricity market and system operation, communicate the event to *market participants* and neighbouring *reliability coordinators*.
- Coordinate the collection of data and information required, within Ontario, to satisfy regulatory and *reliability standards* requirements.
- Issue requests to *market participants* for information, such as protection relay settings, equipment descriptions, data records, and specifications.
- Perform event analysis by reviewing the sequence of events and assessing the correctness of factors such as operating procedures, equipment operation, relay settings, and training needs.
- Complete an initial review of any potential non-compliance with *NERC* standards or *market rules* by a *market participant*, and (if necessary) refer to the *IESO* Market Assessment and Compliance Division for appropriate action.
- Produce required reports and make recommendations to involved parties on corrective actions to prevent recurrence.
- Report physical and cyber *security* events occurring at *IESO* or *market participant facilities* to proper authorities. See section 3.5.3.

⁵ In its roles as *balancing authority* and *reliability coordinator*, the *IESO* is also subject to the reporting requirements in *NERC* standard [EOP-002-3.1: Capacity and Energy Emergencies](#) and the [NERC Electric Reliability Organization \(ERO\): Event Analysis Process](#).

The *IESO* may use information obtained from logs, recording equipment, relays, and operating procedures to analyze a reportable event and the *response* of the *interconnected* system. This information can be used for further analysis, to identify lessons learned, correct deficiencies, and improve system *reliability* in the future.

3.5.2 Market Participant Reporting Responsibilities

For actual or potentially reportable events, *market participants* will do the following:

- Provide the *IESO* with data, information and reports as required by regulatory entities, standards authorities, and/or the *IESO* in order for an event analysis to be performed, and reports to be prepared by the *IESO*, as per *market rule* Chapter 5, section 14.1.5.
- Provide the *IESO* with event monitoring equipment data as requested by the *IESO*, as per *market rule* Chapter 5, section 14.1.4.
- Promptly notify the *IESO* of any event monitoring equipment failure, malfunction, or cyber incident that could affect the timely collection and reporting of event data.
- When requested by the *IESO*, provide a preliminary report to the *IESO* within 48 hours of an event or potential event resulting in a *reliability* concern, or a *NERC*-reportable event.
- When requested by the *IESO*, provide a detailed final report of the event to the *IESO* at a timeline agreed to between the *market participant* and the *IESO*.
- If subject to CIP-008 compliance, develop and maintain a BES Cyber Security Incident Response Plan that meets all CIP-008-5 criteria.
- Promptly notify *IESO* Information Security (InfoSec) by telephone of any cyber *security* event identified in the BES Cyber Security Incident Response Plan. InfoSec will escalate the call as necessary and report the event to the appropriate authorities. See section 3.5.3.
- Promptly notify the *IESO* Control Room Superintendent – Operations by telephone of any physical *security* events. The Superintendent – Operations will escalate the call as necessary. The *IESO* will report the event to the appropriate authorities on behalf of the *market participant*. See section 3.5.3.

3.5.3 Government, Law Enforcement, and NERC E-ISAC Reporting

The *IESO* reports physical and cyber *security* events to the *NERC* Electricity Information Sharing and Analysis Centre (E-ISAC), and, as appropriate, the Royal Canadian Mounted Police (RCMP), Ontario Ministry of Energy (MOE), local law enforcement agencies, and other operating authorities, within the parameters defined in Chapter 3, Section 5.3 of the *market rules*. The *IESO* also reports cyber security events to the CCIRC.

NERC E-ISAC Reporting

The *IESO* reports cyber *security* events occurring at a BES Cyber Asset owned *facility* to E-ISAC within 60 minutes of identifying the event. The *IESO* also reports events that have, or could have, a detrimental impact on the *reliability* of the *IESO-controlled grid* to *NERC* E-ISAC when determined necessary.

E-ISAC serves the electricity sector 24/7 by facilitating communication between sector entities, U.S. and Canadian federal governments, and other critical infrastructure sectors. The E-ISAC promptly

disseminates threat indications, analysis, and warnings to assist sector entities to evaluate the situation and take appropriate actions.

The [NERC Security Guideline for the Electricity Sector: Threat and Incident Reporting](#) identifies types of events that entities are encouraged to report to E-ISAC:

- *Emergency* actions, such as a public appeal, voltage reduction, firm load shedding, or evacuation of primary *control centre*
- Disturbances, such as a major loss of firm load, *forced outage*, frequency or voltage excursion, islanding, or a complete system failure (blackout)
- Any actual or suspected act of physical or cyber sabotage to a *facility*

Market participants are encouraged to report to the *IESO* any incident for which the cause is known to be malicious, is suspected of being malicious, or is unknown (i.e., if you see something, say something).

CCIRC Reporting

The [Canadian Cyber Incident Response Centre](#) (CCIRC) assists in securing the vital cyber systems of provinces, territories, municipalities, and private sector organizations by collaborating and sharing cyber threat information with international counterparts and information technology vendors. When CCIRC becomes aware of malicious activities, it takes steps to notify owners of compromised systems, focusing on computers in critical infrastructure and provincial, territorial, or municipal government.

The *IESO* reports all *cyber security* events to CCIRC within 60 minutes of identifying the event.

- End of Section -

4. Security and Reliability

4.1 Settings on Equipment

4.1.1 Transformer Taps

The *IESO* and *market participants* shall give due consideration to equipment and power system limitations when specifying fixed taps or when operating under load tap changers (Chapter 5, Sections 9.2.1 and 9.3.1 of the *market rules*).

The *IESO* will specify tap positions on *generation unit* step-up transformers that are connected to the *IESO-controlled grid*.

The *IESO* will determine the fixed tap settings of autotransformers rated above 50kV. The *IESO* will direct the operation of under load tap changers on these transformers.

Transmitters, distributors and *connected wholesale customers* will determine fixed tap settings on their step-down transformers and obtain approval from the *IESO* before making any changes.

The *IESO* will obtain agreement with neighbouring *security coordinators* for any changes to tap settings on *interconnection* transformers. The owner of the transformer will implement any changes.

4.1.2 Generation Unit Excitation Systems

Performance requirements for automatic voltage regulators, excitation limiters, and power system stabilizers will be specified by the *IESO* for all *generation units* that affect the *IESO-controlled grid* (Chapter 4, Appendix 4.2 of the *market rules*).

Generators and *embedded generators* shall implement settings within the time specified by the *IESO* and will confirm the performance of the equipment immediately following any change in settings (Chapter 4, Section 5 of the *market rules*).

Any settings that are implemented must not be changed without the prior approval of the *IESO*.

Performance retesting will be conducted every 10 years (as required by the applicable *NERC* Modeling, Data, and Analysis (MOD) standard), or at shorter intervals if specified by the *IESO* (Chapter 4, Section 5.2 of the *market rules*).

4.1.3 Generation Unit Governors

Governor settings on *generation units* that affect the *IESO-controlled grid* shall be specified by the *IESO*, in consultation with the owner of the equipment.

Generators or *embedded generators* shall implement the settings within the time specified by the *IESO*, and shall verify the performance immediately following any settings change. Performance retesting will be conducted every 10 years, as required by *NERC*, or at shorter intervals if specified by *IESO*.

4.1.4 Reactive Resources

The *IESO* shall specify settings for continuously variable reactive resources such as synchronous condensers and static VAR compensators that are connected to the *IESO-controlled grid*.

The *IESO* shall specify delay times and voltage levels for automatically switched capacitors and reactors that can affect the *IESO-controlled grid*. Due regard will be given to limitations on equipment and on customer voltage levels.

4.1.5 Special Protection Systems

The *IESO* shall specify settings for *special protection systems (SPS)*, in consultation with affected *market participants*.

SPS will be used in accordance with “Part 7.4: IESO-Controlled Grid Operating Policies”.

4.1.6 Automatic Reclosure

Reference: Market Rule, Chapter 4, Appendix 4.4

The *IESO* will review automatic reclosure settings that are recommended by *transmitters*, and, if necessary for the *reliability* of the *IESO-controlled grid*, request changes in those settings or capabilities. The *IESO* will specify all automatic reclosure settings for all circuits on the *IESO-controlled grid*.

Requests to have automatic reclosure blocked (hold-offs) on specific circuits (during planned work in a station, for example) are processed through the normal *outage* management system.

4.2 Operating States

4.2.1 Normal

Reference Market Rules, Chapter 5, Section 2.2.

It is expected that the *IESO-controlled grid* will be in a *normal operating state* most of the time. A *normal operating state* is characterized by the following: the *outage* program is progressing as planned, there is no adverse weather threatening, equipment is operating within its normal ratings, normal limits⁶ are being respected, etc.

4.2.2 Emergency

Reference: Market Rule, Chapter 5, Section 2.3.

There are primarily three types of *IESO-controlled grid emergencies* that may result in the *IESO* declaring an *emergency operating state*. These emergency types may apply to either local or global issues.

⁶ Market Manual 7.4: IESO-Controlled Grid Operating Policies

Table 3-1: Types of Emergencies

Type	Description
<i>Energy</i>	When the <i>IESO</i> has exhausted all options and can no longer provide the expected <i>energy</i> requirements of the Ontario Balancing Authority area.
Capacity	When the operating capacity of the Ontario Balancing Authority area – plus purchases from other systems (to the extent available or limited by transfer capability) – is not adequate to meet Ontario <i>demand</i> plus regulating requirements.
Unstudied Operating State	The <i>IESO-controlled grid</i> is considered to be in an Unstudied Operating State when either of following occur: <ul style="list-style-type: none"> • An equipment failure for which limits are not derived (e.g., a stuck breaker), or • A limit exceedance (e.g., voltage, circuit loading) that cannot be resolved through normal/routine Control Actions.

The *IESO* generally declares an *emergency operating state* in an *IESO-controlled grid* emergency that requires the implementation of one or more of the following control actions:

- Purchasing *emergency energy*
- Implementing 3% or 5% voltage reductions
- Operating to Emergency Condition Limits (ECLs)
- Shedding *non-dispatchable load*
- Disregarding normal regulatory or legal requirements

The *IESO* may also declare an *emergency operating state* when this state exists in a neighbouring *balancing area*, and respecting *normal operating state security limits* would restrict *IESO's* ability to assist that *balancing area*.

When an *emergency operating state* has been declared:

- The *IESO* shall inform *market participants*, neighbouring *balancing authorities*, transmission operators and *reliability coordinators* as required. Notification will be through an advisory notice and other industry-related sites. The telephone or other available means may also be used.
- *Emergency limits*⁷, which are the minimum acceptable level of *security*, will be respected.
- Through the use of Operating Instructions (and, as necessary, Reliability Directives), the *IESO* shall direct relevant *facility* location operators to take actions and return the *IESO-controlled grid* to *normal operating state*.
- An operating entity shall inform the *IESO* as soon as possible whenever they take independent actions.

⁷ Market Manual 7.4: IESO-Controlled Grid Operating Policies

The *IESO* shall also inform *market participants*, balancing areas, and *reliability coordinators* in directly adjacent *balancing areas* when the *IESO-controlled grid* has returned to a *normal operating state* and the *emergency operating state* has concluded (Chapter 5, Section 2.3.3 of the *market rules*).

4.2.3 High Risk

A *high-risk operating state* may be declared by *IESO* in the presence of any of the following conditions:

- Adverse weather such as lightning, freezing precipitation, or widespread or heavy fog within 50km of a *facility* forming part of the *IESO-controlled grid*,
- Extreme weather such as tornadoes or wind gusts equal to or exceeding 130 km/h within 50km of a *facility* forming part of the *IESO-controlled grid*,
- Natural phenomena such as earthquakes, geomagnetic storms, floods, etc. that are either present or imminent,
- Confirmed or suspected degradation of protective relaying, including any associated communications media,
- *Outages*, deratings, or erratic behaviour of equipment such as *regulation* that affect the *security* of the *IESO-controlled grid*,
- Unusual hazards such as forest fires, bomb threats, etc., or
- Any other condition that the *IESO* believes will significantly increase the exposure of the *IESO-controlled grid* to beyond normal criteria contingencies. In this case, the *IESO*, if requested, will explain the reasons after the incident has passed.

If high risk limits are available, they will be respected.

High risk conditions frequently imply a reasonable probability that a second contingency will occur before there has been time to re-prepare after the first one. In these cases, the *IESO* may take prudent actions such as recalling or canceling relevant *outages* to enhance the *security* of the *IESO-controlled grid*, in accordance with Section 5 of Market Manual 7.4: *IESO-Controlled Grid Operating Policies*.

4.3 Maintaining Security

The *IESO* must use and support *interconnected systems* as necessary to maintain *security* of the *IESO-controlled grid* in accordance with agreements with other *security coordinators*, *control area operators* or *interconnected transmitters* (Chapter 5, Section 5.1.2.7 of the *market rules*).

The *IESO* Control Room operators, assisted by our Energy Management System (EMS), continuously monitor important power system variables such as power flows and voltages at different locations on the *IESO-controlled grid*, and continually update action plans to deal with contingencies to which the *IESO-controlled grid* is exposed. These plans typically involve some or all of: generation *dispatch*, load transfers, under load tapchanger movement, arming *special protection systems*, recalling *outages*, cutting *dispatchable loads*, etc.

In *emergency* situations, *non-dispatchable load* shedding may be ordered.

During a market suspension, the *IESO* will also use market mechanisms to the extent that is feasible to solve *security limit* exceedances. However, because of the short times permitted to return the *IESO-controlled grid* to a secure state, actions such as generation *dispatch* may be ordered with regard only to their effectiveness in solving the limit exceedance.

The *IESO* must resolve a *security limit* exceedance as soon as possible after the occurrence of the contingency, and no later than 30 minutes. The following general activities must be accomplished in order to restore power system security following a contingency:

1. Relevant *facility* operators report the event to the *IESO*.
2. *IESO* prepares an action plan.
3. *IESO* issues directions to relevant *facility* operators.
4. Relevant *facility* operators execute control actions.

All reporting and execution of control actions are to be completed promptly. Accordingly, *market participants* are expected to execute control actions within five minutes unless told otherwise by the *IESO*. Obviously, if the reporting and action plan preparation can be done faster, there is more time to accomplish the control actions. On the other hand, any discussion of the plan reduces the time that is available for the control actions. Consequently, the relevant *facility* location operators shall execute directions from the *IESO*, as specified, and as soon as possible, with due regard to equipment, human and environmental safety. (Reference: *Market Rule*, Chapter 5, Section 5.10.1). Any discussion between a *market participant* and the *IESO* about the relative merits of an alternative set of control actions shall take place after the *IESO-controlled grid* has been restored to a *normal operating state*.

4.3.1 Generators

If a controlled reduction of generation for *reliability* concerns is required, then the *generating unit's* output change must be completed promptly. The *generator* will implement the increase or reduction in a manner that supports the safe and secure operation of the *generation facility* (Chapter 5, Section 3.6.1.6 of the *market rules*).

If an immediate *response* is required, or if a requested controlled reduction cannot be completed by the specified time, the *IESO* will request that the *generation units* be immediately removed from service. The *facility* location operator will proceed to remove the specified *generation unit(s)* from service immediately in a safe and secure manner.

4.3.2 Transmitters

Load transfers, *special protection system* arming and single transmission element removal from service are expected to be done promptly when requested by the *IESO* (Chapter 5, Section 3.4.1.5 of the *market rules*).

Transmitters shall inform the *IESO* of any such control actions, such as load transfers, that cannot be completed within five minutes. In those instances, the *IESO* may direct that the control action be executed in advance of any contingency.

Switching procedures to remove or restore equipment in connection with *planned outages*, or following limited contingencies are specified in the relevant *operating agreements*.

4.3.3 Distributors

Load transfers, and single transmission element removals from service are to be completed promptly when requested by the *IESO*.

Distributors shall inform the *IESO* of any such control actions, such as load transfers, that cannot be completed within five minutes. In those instances, the *IESO* may direct that the control action be executed in advance of any contingency (Chapter 5, Section 3.7.1.5 of the *market rules*).

4.4 Demand Management

4.4.1 Voltage Reduction

Distributors may institute voltage reductions to reduce *demand* within their service areas in accordance with Chapter 5, Section 10.2 of the *market rules*. *Distributors* must notify the *IESO* via the *outage* management process in accordance with procedures in “Part 7.3: Outage Management”.

If there is an actual or expected *adequacy* shortfall that cannot be resolved by market mechanisms, the *IESO* may direct selected *market participants* to reduce voltage by up to 5% to reduce *demand*. The *IESO* will instruct the entity that has direct operational control of the *facilities* to execute the voltage reduction. This entity will be identified by *market participants* during the registration process and updated as required (Chapter 5, Section 10.3.6 of the *market rules*).

Distributors that have remote supervisory control of the regulating transformers downstream of the location at which a voltage reduction was implemented, must block the action of these regulators during a voltage reduction ordered by the *IESO*.

The *IESO* will notify *market participants* that voltage reductions are anticipated or are occurring via an advisory notice.

After a voltage reduction, *market participants* shall provide the required post-voltage reduction data electronically in a table format specified by the *IESO* as set out in Appendix A or in another format as agreed to by the *IESO*.

4.4.2 Load Shedding to Reduce Demand

By Market Participants

Transmitters and *distributors* may *disconnect* load to reduce *demand* within their service areas in accordance with Chapter 5, Section 10.2 of the *market rules*. *Market participants* shall notify the *IESO* via the *outage* management process in accordance with procedures in “Market Manual 7.3: Outage Management”.

If a *transmitter* or *distributor* has disconnected load pursuant to Section 10.2.4 of Chapter 5, that load shall not be reconnected until approved by the *IESO*. The *transmitter* or *distributor* shall commence restoration of load immediately following approval.

If there is an immediate risk to human safety or the environment, the *transmitter* or *distributor* may attempt to restore the load first, and then promptly inform the *IESO*.

By the IESO

If there is a generation deficiency that cannot be resolved by other means, the *IESO* may direct selected *market participants* to begin rotational load shedding to reduce *demand*. The *IESO* will instruct the entity that has direct operational control of the *facilities* to execute the load shedding. This entity will be identified by *market participants* during the registration process and be updated as required (Chapter 5, Section 10.3 of the *market rules*).

The *IESO* will notify *market participants* that rotational load shedding is anticipated or is occurring via an advisory notice.

4.4.3 Customer Appeals

Local Problems

Transmitters or *distributors* may encounter situations in which equipment *reliability* is compromised. An example might be an overloaded transformer that feeds radial loads and there is no ability to transfer enough of the load to alleviate the transformer overload.

In such situations, *transmitters* and/or *distributors* may, after notifying the *IESO*, initiate local appeals for voluntary load reduction in the relevant area (Chapter 5, Section 10.2 of the *market rules*).

The *transmitter* or *distributor* who wishes to implement the local appeal shall handle the public communication required to initiate, and subsequently, cancel the local appeal when the need has disappeared.

Grid Deficiency

If the market *response* is expected to leave all, or significant portions of, the *IESO-controlled grid* deficient of generation, the *IESO* may initiate public appeals to encourage customers to reduce electricity consumption voluntarily (Chapter 5, Section 10.3 of the *market rules*).

The *IESO* shall handle the public communication required to initiate such an appeal, and subsequently, cancel the appeal when the need has disappeared.

4.5 Load Shedding

It may be necessary to interrupt *non-dispatchable load* to resolve generation deficiencies, equipment limitations, or *security limit* exceedances. Load shedding will be undertaken in accordance with the procedures in “Market Manual 7.4: IESO-Controlled Grid Operating Policies”. In some instances, this will be accomplished automatically by under-frequency protection or *special protection systems*, in others, manual intervention will be required.

There are three types of manual load shedding:

1. Rotational Load Shedding – portions of load in an electrical area that are sequentially interrupted and restored, commonly on a 30-minute rotation (Chapter 5, Section 10.3 of the *market rules*).
2. Emergency Load Shedding – relatively large blocks of load, typically specified in increments of 100MW to 200MW, to respect *security limits* or equipment ratings.

3. Manual Load Shedding (that is done independent of direction by the *IESO*) for Low Frequency– as much of the load in an electrical area as is required to arrest declining system frequency.

4.5.1 Automatic Under-Frequency Load Shedding (UFLS)

Global automatic under-frequency load shedding is intended to prevent the loss of generating units via their under-frequency protection if the system frequency begins to decline because of insufficient generation. Market Rule Chapter 5, Section 10.4.6 states that at least 30% of load be connected to automatic under-frequency load shedding relaying for this purpose.

In order to ensure at least 30% of load is automatically shed during a low frequency event, the *IESO* requires that 35% of the total peak load of *connected wholesale customers* and *distributors* be connected to automatic under-frequency load shedding relays. The additional 5% above requirement takes into account UFLS feeder and relay *outages* as well as *generation units* that trip for low frequencies above the curve specified in *market rule* Chapter 4, Appendix 4.2, Category 1. The load shedding must be done in stages as specified in “Market Manual 7.4: IESO-Controlled Grid Operating Policies”, section 5.6.

Local automatic under-frequency load shedding may be used to balance generation and load in areas that are prone to islanding. In this case, the load that is required to be connected to under-frequency relaying will be specific to each area and may exceed 30%. The global requirement is met by ensuring that the total load connected to under-frequency load shedding relays in all the areas is at least 35% of the total load.

Section 5.6 of Market Manual 7.4 defines under-frequency load shedding areas, and specifies the amount of load that is to be connected to under-frequency relaying in each area.

The *IESO* will review the requirements annually, and inform the relevant *market participants* (*transmitters, distributors, and connected wholesale customers*) of their automatic under-frequency load shedding obligations.

4.5.2 Load Shedding via Special Protection Systems

Load that is connected to *special protection systems (SPS)* will be chosen in accordance with policies in “Market Manual 7.4: IESO-Controlled Grid Operating Policies”.

Requests for exclusion from load shedding via *SPS* as a result of *planned outages* will be handled through the *outage* management process, in “Market Manual 7.3: Outage Management”.

Equipment failure (such as SCADA that would prevent the restoration of load following an *SPS* operation) may lead to an unplanned request for an exclusion from load shedding. Such requests are to be made by the relevant *market participants* to the *IESO* control room staff.

4.5.3 Manual Load Shedding Schedules

Connected distributors and *connected wholesale customers* shall identify their *priority loads* to their controlling authority.

Connected Distributors

The *IESO* will identify electrical areas in which rotational load shedding may be required. Each Connected *Distributor* shall maintain up-to-date rotational load shedding schedules for any such areas within its jurisdiction. These schedules should divide the load into approximately equal blocks, indicate the approximate percentage of the load in each block, and the approximate MW in each block at any time. Connected *distributors* shall ensure equitable treatment of different loads within the schedules and will manage sensitive loads such as hospitals, water treatment plants, etc. within the schedules (Chapter 5, Section 10.4.7 of the *market rules*).

The *IESO* will identify electrical areas for which *emergency* load shedding schedules are to be maintained. Exclusion from manual load shedding schedule should be kept to a minimum to facilitate rapid load shedding (Chapter 5, Section 10.3.6 of the *market rules*).

Because of the varying load profiles, each connected *distributors* operating staff is responsible for determining where 100MW, 200MW, etc., cuts can be made at any given time during the shift.

Emergency and rotational load shedding should be such that load shedding in the vicinity of a natural or man-made disaster does not hamper *emergency* measures. Load shedding should not take place in an area where prevailing transmission conditions prevent it from alleviating the system *security* concerns.

Emergency and rotational load-shedding schedules should avoid, to the extent practical, load being shed by *special protection systems*. Connected *distributors* shall prepare, in advance, under-frequency load-shedding schedules that identify a block of load equivalent to 25% of the load that is under the direction of each controlling authority. These blocks of load should be separate from any that is connected to automatic under-frequency protection.

When a *transmitter* exercises operating control on behalf of a connected *distributor*, that *transmitter* will follow the procedures outlined above for connected *distributors*.

Connected Wholesale Customers

Each *connected wholesale customer* is encouraged to prepare a manual load shedding schedule that divides its load into at least two blocks and prioritizes the blocks for shedding. The size of each block, in MW, should be known and kept up to date. This will facilitate protecting loads that affect human and environmental safety and sensitive industrial processes to the extent possible.

Connected wholesale customers who have a peak load of 100MVA or more shall prepare, in advance, under-frequency load-shedding schedules that identify a block of load equivalent to 25% of the load that is under the direction of each controlling authority. These blocks of load should be separate from any that is connected to automatic under-frequency protection.

4.5.4 Executing Manual Load Shedding

The *IESO* shall direct any *emergency* load shedding required to resolve a *security limit* exceedance, to correct voltages on the *IESO-controlled grid*, or any rotational load shedding that is needed to balance supply with *demand*.

The communication will be directly from the *IESO* to the entity that has operational control of the relevant breaker. Depending upon the situation, operating control of feeder breakers may be exercised by connected *distributors*, *connected wholesale customer*, or *transmitters*. Connected

distributors and *connected wholesale customer* shall ensure that load shedding schedules are provided to the appropriate entities.

For Voltage Problems

In the absence of specific directions from the *IESO*, *transmitters* and *distributors* may shed load independently when the low side voltage at a stepdown transformer station is beyond tolerable levels and does not appear to be recovering.

Each area shall have a defined normal voltage level. The guidelines for independent load shedding are:

- Voltage has been 10% to 15% above or below the normal level for more than three minutes, or
- Any time that voltage deviates by more than 15% from its normal value.

For Frequency Problems

If automatic under-frequency load shedding fails to maintain frequency at an acceptable value, manual control actions may be required. The magnitude of the frequency deviation determines whether the action is directed by the *IESO* or done independently by *transmitters* (Chapter 5, Section 10.4.3 of the *market rules*).

Transmitters shall have annunciation of under-frequency set at 59.8Hz.

For frequencies 59.0Hz and above, the *IESO* shall direct the actions.

For frequencies between 59.0Hz and 58.5Hz, *transmitters* shall shed 25% of their controlled load. For frequencies below 58.5Hz, *transmitters* shall shed load until the frequency returns to 59.0Hz. If an island is known to have formed within the *IESO-controlled grid*, frequency in that island should be returned to as close to 60Hz as practical. *Market participants* shall ensure that frequency metering is available to the entity that has operating control of their feeder breakers (Chapter 4, Appendices 4.15 and 4.16 of the *market rules*).

No load that has been shed to correct low frequency shall be restored without the approval of the *IESO* (Chapter 5, Section 10.4.8 of the *market rules*).

4.6 Generators with Abnormal Frequency

4.6.1 All Generators

For frequencies in the range of 59.8 Hz to 60.2Hz, *generators* shall not act without instructions from the *IESO*, except for the purpose of protecting the safety of its equipment, its employees, or the public or to prevent the violation of any *applicable law*. If a *generator* cannot maintain frequency within this range, the *IESO* should be notified prior to taking any corrective action that would alter the electrical output of the unit. Unit operators shall take all necessary measures to prevent units from tripping, while observing operating restrictions. If the unit operator must take immediate and independent action, the *IESO* should be contacted as soon as possible after (Chapter 5, Section 10.5 of the *market rules*).

During periods of abnormal frequency unit voltage should be maintained within normal ranges with the automatic voltage regulator kept in service where possible.

If the frequency is above 60.2Hz for more than two minutes, and the *IESO* cannot be contacted, a *generator* shall gradually reduce independently the output of affected *generation units* until the frequency reaches 60.0Hz.

4.6.2 Hydroelectric Generators

When frequency is in the range of 57.5 Hz to 59.8 Hz and stable, available *generators* shall be started independently and synchronized to the *IESO-controlled grid* at speed-no-load⁸. Any units on 'condense' shall be changed to 'generate' at speed-no-load. The *IESO* shall direct the loading of these generating units. If frequency is not stable, generators shall secure *station service* with available non-synchronized generation.

When frequency is below 57.5 Hz, where there is no evidence of frequency recovery, *generators* shall separate their units from the system in a manner that allows the generators to secure their *station service*. Separated *generation units* should remain at synchronous speed, and await instructions from the *IESO*. Any units within known islands, or experiencing frequency fluctuations, should endeavor to use a damped mode of governor operation.

4.6.3 Non Hydroelectric Generators

When frequency is in the range of 57.5Hz to 59.8Hz, available *generators* shall make themselves ready for start-up (do not start any equipment). Units are not to be synchronized without direction from the *IESO*.

When frequency is below 57.5Hz, generating units with steam turbines (if they have been automatically removed from service) shall prepare for synchronization and loading as per *IESO* instructions.

4.7 Testing or Simulation of Emergency Procedures

Testing or simulation of *emergency* procedures is done to keep involved staff familiar with the procedures, and to identify any deficiencies in the procedures so that they can be corrected.

4.7.1 Voltage Reduction Test

For the purpose of this section, *transmitters* and connected *distributors* with directly connected load facilities of 20 MVA and greater who have control of their own voltage reduction facilities (i.e. under-load tap changing step-down transformers) are known as "Voltage Reduction Test Participants".

⁸ Speed-no-load means the *generation unit* is in-service, running at synchronous speed with its unit breaker closed without any appreciable load on the unit. Some facilities are pre-set to automatically load restarted *generation units* with certain in-house loads, which is acceptable during restoration, since the unit is not synchronized to an island. This configuration must be documented in a Restoration Participant Attachment (refer to Market Manual 7.8: Ontario Power System Restoration Plan [OPSRP]) .

Purpose

Tests of voltage reduction procedures will not be simulations. Actual voltage reductions will be implemented. The purpose of these tests is to:

- Identify any equipment problems and customer concerns of *Voltage Reduction Test Participants* due to reduced voltage so that corrective action may be taken,
- Measure the total amount of load reduction that is attainable, and
- Measure the relationship between the magnitude of the voltage reduction and the amount of the load reduction.

Scheduling and Responsibilities

Province-wide tests are normally scheduled about every 18 months. If there has been an actual use of voltage reduction in that period that delivered similar information, the normally scheduled test may be postponed or cancelled. Additional local or province-wide tests may be scheduled if the *IESO* and the affected *market participants* so agree (Chapter 5, Section 11.7.5 of the *market rules*). The *IESO* will set the date for the test and will schedule it through the *outage* management process.

As necessary, voltage reduction test meetings will be held with voltage reduction test participants before and after each scheduled test.

Each *Voltage Reduction Test Participant* will maintain a plan to initiate customer notification, handling of customer concerns during reductions procedures, and follow up and correction of customer problems after reduction termination.

Voltage Reduction Test Participants will examine conditions in their respective areas for abnormal set-ups, which could result in intolerable voltage conditions during the test period.

Notification

The *IESO* will notify *Voltage Reduction Test Participants* at least four weeks in advance of the test. This notice will normally align with the voltage reduction meeting that is held before and after each scheduled test. The *IESO* notification shall specify the times, duration, and percent voltage reduction of each exercise. The test may include a 3% reduction, a 5% reduction, or both.

The *IESO* will post notification of the voltage reduction tests on the *IESO* website. Additional notification will also be included through an advisory notice, posted one week in advance of the test.

Each *Voltage Reduction Test Participant* required to participate in the test is responsible for notifying their customers of the voltage reduction test as they deem necessary. This customer notification should be in addition to the *IESO* notifications.

To facilitate the aforementioned notification requirements, the *IESO* and *Voltage Reduction Test Participants* communication departments may consider a joint communication notification where possible.

Reporting

Distributors and *transmitters* involved in the exercise will report the following on the load that they control:

- *Voltage Reduction Test Participant* name,
- Amount of load (MW) excluded prior to the commencement of the voltage reduction test, the location of the load and the reason for the exclusion request,
- Amount of load (MW) excluded after commencement of the voltage reduction test, the location of the load and the reason for the exclusion request, and
- Any comments, complaints or relevant observations identified during the voltage reduction test.

The required data will be provided electronically in a table format specified by the *IESO* as set out in Appendix A or in another format as agreed to by the *IESO*.

Within one week of the exercise, data from the *Voltage Reduction Test Participants* shall be forwarded to the *IESO*, along with a plan that details corrective actions to be implemented to minimize the need to exclude load in subsequent tests.

The *IESO* relies on our own data to determine the official voltage reduction amounts. Therefore voltage reduction facilities do not need to send MW readings to the *IESO*. However, voltage reduction facilities are still required to collect data as the *IESO* may request that data if further analysis is required for specific issues.

The following data will be collected:

- Amount of load (MW) subjected to a 3% or 5% reduction test,
- Amount of load (MW) reduced (by transformer or transformer pair) as a result of the test, and
- Amount of load (MW) restored (by transformer or transformer pair) at the conclusion of the test.

If the voltage reduction facilities do not have automated data collection and archiving capability, they are required to take megawatt readings for each scheduled exercise. All readings should be taken as close as possible to the scheduled reduction times and restoration times. We suggest that the readings be taken in the three or four minute period immediately before and after the voltage reduction, and again in the three or four minute period immediately before and after the voltage restoration. In either case, the voltage reduction *facility* should keep the data for one month after the exercise has been completed.

Requests for Exclusion from Voltage Reduction Test

Voltage Reduction Test Participants should submit all requests for exclusion from voltage reduction tests to the *IESO* using the *outage* management process. All requests should be received no later than 10:00 AM EST three *business days* prior to the scheduled day for the voltage reduction test. The *IESO* will approve or reject exclusion requests based on the decision criteria below and advise the *Voltage Reduction Test Participant* making the exclusion request within two *business days* prior to the test. The following decision criteria will be used by the *IESO* and the *Voltage Reduction Test Participant* in determining whether to approve requests for exclusion from the voltage reduction test. The same criteria will be applied to requests made while the test is in progress:

- Safety of the employees or the public,
- Damage to equipment,
- Loss of production, and
- Violation of any *applicable law*.

During a voltage reduction test, customers connected to or embedded in a *Voltage Reduction Test Participant* are expected to notify their *Voltage Reduction Test Participant* and request an exclusion to mitigate the risks described above. The *Voltage Reduction Test Participant* will promptly restore the voltage of the transformer station from which the entity is supplied and notify the *IESO* by telephone.

In the event that the *IESO* receives an exclusion request directly, the *IESO* will promptly direct the affected *Voltage Reduction Test Participant* to take the appropriate mitigating action.

As outlined in this instruction, each *Voltage Reduction Test Participant* is responsible for customer notification and handling of customer concerns, both during and after the exercise.

4.7.2 Simulation of Rotational Load Shedding

This exercise is a simulation. No load will actually be shed.

Rotational load shedding is usually simulated during two periods each year. Six practices are conducted during each period, and scheduled to obtain maximum operating staff exposure. Communication will occur directly between the *IESO* and the relevant *facility* location operators of *transmitters*, *distributors* and *connected wholesale customers* since that would be the path in a real situation. No significant advanced warning will be given for the exercise.

The *IESO* control room staff shall:

1. Select an amount of load (MW) to be simulated shed in each electrical area of the *IESO-controlled grid*.
2. Notify each operator, in advance, of the time that the simulation of rotational load shedding is to occur. The notification shall include the amount of load reduction that the *transmitters*, *distributors* and *connected wholesale customer* is expected to simulate the electrical area in which the simulation is to be conducted, and whether or not *SPS* load rejection load is to be excluded.
3. Instruct the operators at the time of the exercise to simulate rotational load shedding. After the simulation has commenced, advise the operator that rotation of simulated load interruption may commence.
4. Order simulated load restoration.

The involved operators shall:

1. Simulate and record the operation of specified feeder breakers.
2. Record the times and amounts (MW) of load that was simulated shed and/or restored at each step in the exercise.
3. Report all actions and conditions to the *IESO* and respond as though the simulation were an actual event.

4.7.3 System Restoration

Testing the various aspects of system restoration is covered in Market Manual 7.8: Ontario Power System Restoration Plan.

4.8 Seasonal Readiness Program

The *IESO* conducts the Seasonal Readiness Program in preparation for peak *demand* seasons (or as deemed necessary for *reliability*).

As per *market rule* Chapter 5, sections 1.2.1 and 2.3.2, the *IESO* may request *dispatchable*, non-quick start *generation facilities* to start up in order to exercise their readiness. These exercises would generally occur in the Spring and Fall, and would involve units that have not been on for the previous 31 days or more, or have had a history of start-up problems.

The exercises would be conducted as follows:

- At least five (5) *business days* in advance of any exercise, a message indicating that the Seasonal Readiness Program may be occurring will be communicated via an advisory notice.
- At least three (3) *business days* in advance of any exercise, specific *generators* to be exercised will be contacted by the *IESO* for exercise details.
- The resource will have a *constraint* applied to *generate* their *minimum loading point (MLP)* for the duration of their *minimum generation block run time (MGBRT)*, after the completion of the DACP.
- The *registered market participant* for the *facility* must ensure that *offers* are submitted related to the exercise.
- If a *generation facility* being exercised reaches its *minimum loading point (MLP)*, and remains at that output for the duration of their *minimum generation block run time (MGBRT)*, the exercise will be deemed a success.
- Failure of the unit readiness exercise will require a follow-up phone call to the *IESO* control room with a status update from the *market participant* as per the current *outage* reporting protocols detailed in *Market Manual* 7.3. The exercise may be attempted again as conditions allow. Cost recovery for these exercises shall be submitted after-the-fact, as per the process currently in place for Real-Time Generation Cost Guarantee (RT-GCG). In order to receive payment, *generation facilities* must meet RT-GCG eligibility criteria as detailed in *market rule* Chapter 7, section 6.3A.4.

4.9 IESO Actions in Advance of Extreme Conditions

The *IESO* has NERC Transmission Operations (TOP) and Emergency Preparedness and Operations (EOP) standard obligations to develop and implement plans to prepare for reliable operations, including *response* for unplanned events. Under extreme conditions, this may require the *IESO* to commit additional resources. Some extreme conditions may require the *IESO* to take actions outside of normal market timelines. We will continue to use normal market mechanisms to the greatest extent possible. Table 4-1 provides examples of conditions that may require the *IESO* to take such steps, as well as examples of the potential actions.

The *IESO* will issue an Extreme Conditions Alert via an advisory notice in advance or during extreme conditions as appropriate. The alert will notify the market of:

- The conditions or expected conditions in the forecast, AND
- The action(s) the *IESO* is taking.

Table 4-1: IESO Actions in Advance of Extreme Conditions

If ...	Then...
The <i>IESO</i> experiences, or expect conditions such as: <ul style="list-style-type: none">• Extreme temperatures (hot or cold)• Hurricane• Ice Storm• Forest Fires	The <i>IESO</i> may: <ul style="list-style-type: none">• Commit additional <i>generators</i>,• Reject or revoke <i>planned outages</i>, OR• Other actions appropriate for the circumstances.

– End of Section –

Appendix A: Voltage Reduction Form

Voltage Reduction Test / Event Reading Sheet								
Market Participant:								
Date (YYYY/MM/DD):								
Exclusions Prior to the voltage reduction (actual or test):								
Customer Name	Station Name	3% Test Load (MW)			5% Test Load (MW)			Reason for Exclusion
TOTAL		0.00			0.00			
Exclusions During the voltage reduction (actual or test):								
Customer Name	Station Name	3% Test			5% Test			Reason for Exclusion
		From (hh:mm)	To (hh:mm)	Load (MW)	From (hh:mm)	To (hh:mm)	Load (MW)	
TOTAL				0.00			0.00	
Comments (complaints, observations):								

Please add/delete rows and space for comments as required.

NOTES:

– End of Section –

Appendix B: Emergency Operating State Control Actions

The following tables reflect the hierarchy of control actions available to the *IESO* leading up to and during an “*emergency operating state*”. Section B.1 addresses the actions initiated both in advance of the declaration of and during the *Emergency Operating State* where only the *IESO Control Area* is deficient. Section B.2 however addresses the scenario where the *IESO* and an external *control area* are both faced with generation deficiency.

While the tables provide the anticipated order of control actions, **the *IESO* may initiate control actions at any point in the hierarchy depending on the specific circumstances and conditions of the *IESO* or external *control area*.** In addition, the *IESO* may alter the order in which the control actions are implemented to respond to *reliability* concerns.

It should also be stressed that as a general principle the *IESO* will not take any control actions that do not provide a **net** benefit to the operating condition. Adherence to this principle may lead to scenarios where exports from congested regions within Ontario continue to flow while *non-dispatchable load* elsewhere in Ontario is being curtailed.

NERC standards require simultaneous *curtailment* of *energy* injections and withdrawals associated with a linked wheeling transaction. Where injections and withdrawals are simultaneously curtailed there is no benefit to supply *adequacy*. Therefore, the *IESO* will not curtail linked wheeling transactions to support the overall supply *adequacy* of the *IESO-controlled grid*. The *IESO* may, however, curtail a linked wheeling transaction where the transaction was contributing to transmission security concerns or overloads which are causing either global or local *reliability* concerns.

Legend applied to the last four columns of the table, indicating the status of the *IESO-controlled grid* associated with each control action:

- A** 30-minute *operating reserve*, 10-minute *operating reserve* and *regulation* reserve maintained
- B** 10-minute *operating reserve* and *regulation* reserve maintained
- C** 10-minute synchronized *operating reserve* and *regulation* reserve maintained
- D** *Regulation* reserve maintained

B.1 Actions in Advance of and During the IESO Controlled Grid Emergency Operating State

No.	Action	Description	References	A	B	C	D
1	Issue System Advisory for under generation via advisory notice	An advisory notice may be published (2-34 days in advance) with an under generation advisory, indicating a lack of installed resources.	<i>Market Rules</i> – Chapter 5 Sections 7.3.1.3,4 & 7.4.3,4 <i>Market Manual</i> Part 7.2 – Near-Term Assessments and Reports	Y			
2	<i>Outage</i> Management Process – reject <i>outage</i> applications	This rejection applies only to those <i>outages</i> that have not received <i>advance approval</i> . <i>Advance approval</i> is received between 1 and 3 <i>business days</i> prior to the start of an <i>outage</i> .	<i>Market Rules</i> – Chapter 5 Section 6.4.4.1 <i>Market Manual</i> Part 7.3 - Outage Management	Y			
3	Issue System Advisory for under generation via advisory notice	An advisory notice may be published (0-2 days in advance of real-time) with an under generation advisory, indicating a lack of installed resources.	<i>Market Rules</i> – Chapter 7 Section 12.1.3.2 <i>Market Manual</i> Part 7.2 – Near-Term Assessments and Reports	Y			
4	Issue Standby Notification for Demand Response 3	This notification can be issued day-ahead from HE16 to HE17, or day-at-hand from HE01 through HE07. Notifications can be issued to all participants or regionally based on system need.	<i>IESO</i> internal procedures.	Y			
5	Issue General or Public Appeal	This is a public appeal for the general populous to conserve <i>energy</i> and is usually a media based appeal. The <i>IESO</i> will normally issue an appeal under the following conditions: <ul style="list-style-type: none"> • If the system is strained and requires additional flexibility • If the situation is expected to progress to the point of a 3% or a 5% voltage reduction or if the <i>IESO</i> expects to enter EEA-2 	<i>IESO</i> internal procedures. <i>NERC Reliability Standard</i> – EOP-002, Attachment 1	Y			

No.	Action	Description	References	A	B	C	D
6	Issue System Advisory for under generation via advisory notice	This report is produced no more than one day in advance and would include the under generation advisory. The report could be issued very close to real-time if needed. In this case the advisory would indicate a lack of <i>offers</i> and <i>bids</i> .	<i>Market Rules</i> – Chapter 7 Section 12.1.3.2 Market Manual Part 7.2 – Near-Term Assessments and Reports	Y			
7	<i>Outage</i> Management Process – revoke approved <i>outages</i>	Revoke impactive <i>outages</i> that have received <i>advance approval</i> (from between 1 and 3 <i>business days</i> in advance of <i>outage</i> start up to real-time). This may trigger compensation of <i>generators</i> .	<i>Market Rules</i> - Chapter 5 Sections 6.4.4.1 and 6.4.9 Market Manual Part 7.3 – Outage Management	Y			
8	Manage Inadvertent Payback	When inadvertent is owed by the <i>IESO</i> , the <i>IESO</i> may unilaterally or bilaterally payback the inadvertent. To the extent that this payback is contributing to the deficiency, such payback shall be discontinued. If the payback benefits the situation in the <i>IESO control area</i> , it will continue.	<i>IESO</i> internal procedures	Y			
9	Manage Time Error Correction	When time-error correction requires an over-generation of <i>IESO control area</i> resources, time-error correction shall be discontinued. The <i>IESO</i> will issue a RCIS ⁹ message.	<i>IESO</i> internal procedures	Y			
10	<i>Outage</i> management process – recall <i>outages</i>	<i>Outages</i> that can be recalled in a timely fashion will be recalled. This may trigger compensation of <i>generators</i> .	<i>Market Rules</i> - Chapter 5 Sections 6.4.4.1, 6.4.11 Market Manual Part 7.3 – Outage Management	Y			

⁹ RCIS message: A message on the Reliability Coordinators Information System which allow all Reliability Coordinators to be aware of the status of neighbouring control areas.

No.	Action	Description	References	A	B	C	D
11	Constrain Dispatch of energy limited resources	These control actions, where available and implemented, are intended to <u>avoid the declaration</u> of an <i>emergency operating state</i> . Daily Energy Limited resources would be constrained off at this time to allow for them to run in future deficient hours.	<i>Market Rules:</i> Chapter 5 Sections 1.2.1 and 2.3.2 Chapter 7 Sections 7.2.1.1, 7.2.5.1 and 11.3.3	Y			
12	Discontinue Commissioning Tests	During the commissioning of a <i>generation unit</i> the <i>IESO</i> may be required to carry additional reserve due to the increased likelihood of unit failure. The <i>IESO</i> may request that all commissioning tests halt so that the reserve requirement is returned to normal levels.	<i>Market Rules –</i> Chapter 5 Section 4.5.1.3	Y			
13	Issue <i>NERC</i> Energy Emergency Alert 1 (EEA-1)	The <i>IESO control area</i> has (or expects to have) all available resources in use. The <i>IESO</i> will issue an RCIS message and an advisory notice.	<i>NERC Reliability Standard – EOP-002, Attachment 1</i>	Y			
14	Issue System Emergency Advisory via advisory notice	The advisory notice will include a System Emergency Advisory indicating the <u>potential for the declaration</u> of an <i>emergency operating state</i> .	<i>Market Rules -</i> Chapter 7 Section 12.1.3.3	Y			
15	Run Short of 30-minute <i>operating reserve</i>	If the 30-minute <i>operating reserve</i> shortfall is expected to last less than 4 hours: Run short of 30-minute <i>operating reserve</i>					
16	Solve 30-minute <i>operating reserve</i> shortfall. The following ten control actions can be used only if the 30-minute <i>operating reserve</i> shortfall is forecasted to last beyond four hours from the time the shortfall was first identified. Implement control actions 16a through 16j in a timely manner as to resolve the 30-minute shortfall prior to the end of the 4-hour period.						
16a	Include any 3% voltage reductions not already included through market mechanisms as 30-minute <i>operating reserve</i>	This action will help to maintain the 30-minute <i>operating reserve</i> and will only be included if all available <i>offers</i> for <i>operating reserve</i> are utilized.	<i>Market Rules –</i> Chapter 5 Section 10.3	Y			

No.	Action	Description	References	A	B	C	D
16b	Constrain Dispatch of Resources on a best effort economic basis	<p>These control actions, where available and implemented, are intended to <u>avoid the declaration</u> of an <i>emergency operating state</i>.</p> <p>This action could include, if not recognized by the predispach or real time <i>dispatch algorithms</i>:</p> <ul style="list-style-type: none"> Constraining imports on, and/or constraining <i>dispatchable loads</i> down. <p>The use of Daily Energy Limited resources may be used at this time provided adequate resources are available.</p>	<p><i>Market Rules:</i> Chapter 5 Sections 1.2.1 and 2.3.2 Chapter 7 Sections 7.2.1.1, 7.2.5.1 and 11.3.3</p>	Y			
16c	Activate Demand Response 3	<p>These control actions, where available and implemented, are intended to avoid the declaration of an emergency operating state.</p> <p>This activation can be issued to any DR3 resource that was previously sent a standby notification. Resources must be activated 2.5 hours in advance of their expected load curtailment time.</p>	<i>IESO</i> internal procedures	Y			
16d	Include 5% voltage reductions as 30-minute <i>operating reserve</i> if not already included through market mechanisms as 30-minute <i>operating reserve</i> .	This action will help to maintain the 30-minute <i>operating reserve</i> requirement	<i>Market Rules</i> – Chapter 5 Section 10.3	Y			
16e	Solicit Bids/Offers	<p>The <i>IESO</i> will solicit <i>bids</i> and <i>offers</i> at this time.</p> <p>The <i>IESO</i> will open the offer / bidding window and issue an advisory notice.</p>		Y			
16f	Reconfigure <i>Transmission system</i>	Where an evaluation has deemed it beneficial to do so, the <i>IESO</i> will reconfigure the <i>transmission system</i> to avoid the declaration of an <i>emergency operating state</i> .		Y			

No.	Action	Description	References	A	B	C	D
16g	Issue <i>NERC</i> Energy Emergency Alert 2 (EEA-2)	The <i>IESO</i> control area has or is about to initiate load management procedures. The <i>IESO</i> will issue an RCIS message and an advisory notice.	<i>NERC Reliability Standard</i> – EOP-002, Attachment 1	Y			
16h	Issue System Emergency Advisory via advisory notice	The advisory notice will include a System Emergency Advisory indicating the <u>declaration</u> of the <i>emergency operating state</i> .	<i>Market Rules</i> – Chapter 7 Section 12.1.3.3	Y			
16i	Purchase <i>emergency energy</i> and request <i>emergency</i> assistance	Purchase resources not made available through market mechanisms to eliminate the deficiency. These purchases are made to maintain 30-minute <i>operating reserve</i> and are not providing support to the exports that may be flowing at the time. The source of the purchases must be the seller's surplus <i>energy</i> . The <i>IESO</i> will issue an advisory notice.	Market Rules - Chapter 5 Section 2.3.3A	Y			
16j	Issue a reliability declaration ¹⁰ to call on Hydro Quebec capacity (only during summer periods in which Hydro Quebec has committed capacity to the <i>IESO</i>)	A reliability declaration must be made to ensure offers are submitted by Hydro Quebec to provide firm energy. The <i>IESO</i> will issue an advisory notice.	<i>IESO</i> internal procedures	Y			
The <i>IESO</i> is now no longer able to operate to respect the 30-minute <i>operating reserve</i> requirement. The preceding control actions are insufficient to meet the full 30-minute reserve requirement.							
17	Constrain ramp limited units up to maximize 10-minute <i>operating reserve</i>	This <i>IESO</i> may take this action where necessary, when the quantity of scheduled exports in real-time is less than the amount of CAOR scheduled in real-time.			Y		

¹⁰ Not to be confused with “Reliability Directive”. See section 3.2.2.

No.	Action	Description	References	A	B	C	D
18	Curtail remaining Exports for 10-minute non-synchronized reserve.	Exports will be curtailed for 10-minute non-synchronized <i>operating reserve</i> activation during the transaction checkout process or earlier as required to meet the 90/105 minute <i>operating reserve</i> requirement.	<i>Market Rules</i> - Chapter 7, Appendix 7.5		Y		
Note: <i>Operating reserve</i> may be sold as a recallable export in an emergency situation (e.g., to help prevent a neighboring entity from having to shed load).							
19	Bring a sufficient amount of 30-minute <i>operating reserve</i> imports to 10-minute <i>operating reserve</i> status.	This <i>IESO</i> will ask the external <i>control area</i> if they can deliver the scheduled 30 minute <i>operating reserve</i> imports in 10 minutes. If the external <i>control area</i> cannot deliver the imports in 10 minutes, the <i>IESO</i> will constrain on the import to allow internal <i>energy</i> to be made available for 10 minute <i>operating reserve</i> .			Y		
20	Include any 3% voltage reductions not already included through market mechanisms as 10-minute <i>operating reserve</i> .	This action will help to maintain the 10-minute <i>operating reserve</i> .	<i>Market Rules</i> – Chapter 5 section 10.3		Y		
21	Constrain Dispatch of Resources on a best effort economic basis.	<p>These control actions, where available and implemented, are intended to <u>avoid the declaration</u> of an <i>emergency operating state</i>.</p> <p>This action could include, if not recognized by the pre-dispatch of real time <i>dispatch</i> sequence algorithms:</p> <ul style="list-style-type: none"> Constraining imports on, and/or constraining <i>dispatchable loads</i> down. <p>The use of Daily Energy Limited resources may be used at this time provided adequate resources are available for future hours.</p>	<i>Market Rules:</i> Chapter 5 Sections 1.2.1 and 2.3.2 Chapter 7 Sections 7.2.1.1, 7.2.5.1 and 11.3.3		Y		

No.	Action	Description	References	A	B	C	D
22	Issue <i>NERC</i> Energy Emergency Alert 2 (EEA-2)	The <i>IESO</i> control area has or is about to initiate load management procedures. The <i>IESO</i> will open the bidding / offer window and issue an RCIS message and an advisory notice.	<i>NERC Reliability Standard – EOP-002, Attachment 1</i>		Y		
23	Issue a reliability declaration to call on Hydro Quebec capacity (only during summer periods in which Hydro Quebec has committed capacity to the <i>IESO</i>)	A reliability declaration must be made to ensure offers are submitted by Hydro Quebec to provide firm energy. The <i>IESO</i> will issue an advisory notice.	<i>IESO</i> internal procedures		Y		
24	Give advance warning to the Ministry of the Environment Spills Action Centre (by phone 1-800-268-6060) and the Ministry of Natural Resources (1-866-898-7372) of potential for Environmental Variance request from <i>market participants</i> .	This will allow MOE and MNR time to alert their Regional Offices and be prepared to approve Environmental Variance Requests. The <i>IESO</i> will only provide this notification if the situation is expected to progress to the point where environmental variance requests will be required.	<i>IESO</i> internal procedures		Y		
25	Include any 5% voltage reductions as 10-minute <i>operating reserve</i> not already included through market mechanisms as 10-minute <i>operating reserve</i> .	This action will help to maintain the 10-minute <i>operating reserve</i> and will only be utilized if all exports have been curtailed, and 3% voltage reductions are insufficient to maintain the 10-minute non-synchronized requirement.	<i>Market Rules – Chapter 5 Section 10.3</i>		Y		
26	Reconfigure <i>transmission system</i>	Where an evaluation has deemed it beneficial to do so, the <i>IESO</i> will reconfigure the <i>transmission system</i> to avoid the declaration of an <i>emergency operating state</i> .			Y		

No.	Action	Description	References	A	B	C	D
27	Issue System Emergency Advisory via advisory notice	The advisory notice will include a System Emergency Advisory indicating the <u>declaration</u> of the <i>emergency operating state</i> .	<i>Market Rules</i> – Chapter 7 Section 12.1.3.3		Y		
28	Request <i>market participants</i> to seek prior approval of environmental variances	The <i>IESO</i> will request <i>market participants</i> to seek prior approval for environmental variances. The environmental variances will be utilized only if implementing 3% voltage reduction. The <i>IESO</i> will issue an advisory notice.	<i>IESO</i> internal procedures		Y		
29	Purchase <i>emergency energy</i> and request <i>emergency assistance</i>	The <i>IESO</i> will purchase resources not made available through market mechanisms. These purchases are made to maintain 10-minute <i>operating reserve</i> and are not providing support to the exports that may be flowing at the time. The source of the purchases should be the seller's surplus <i>energy</i> or 30 minute reserve. The <i>IESO</i> will issue an advisory notice.	<i>Market Rules</i> – Chapter 5 Section 2.3.3A		Y		
The <i>IESO</i> is no longer operating to respect the 30-minute or 10-minute non-synchronized <i>operating reserve</i> requirement and has only enough resources available to meet the 10-minute synchronized reserve and minimum <i>regulation</i> requirements. The preceding control actions are insufficient to maintain 10-minute non-synchronized reserve.							
30	Exports scheduled in real-time are curtailed.	All export curtailments will be initiated prior to implementing the next control action. Exports that <i>bid MMCP</i> (or are flowing within the hour) will not be scheduled (or are curtailed) to maintain 10-minute synchronized <i>operating reserve</i> . Note: Should the <i>curtailment</i> of an identified export cause another jurisdiction to enter into (or aggravate a jurisdiction in) the <i>emergency operating state</i> the <i>IESO</i> will, in accordance <i>good utility practice</i> , take additional steps to support the dependent jurisdiction on a reciprocal step-by-step basis. This support is described in section E.2.	<i>IESO</i> internal procedures			Y	

No.	Action	Description	References	A	B	C	D
31	Give warning to the Ministry of the Environment Spills Action Centre (by phone 1-800-268-6060) that the <i>IESO</i> is about to request <i>market participants</i> to implement their environmental variances.	This will allow MOE to alert their Regional Offices that the <i>market participants</i> are about to be requested by the <i>IESO</i> to implement their nuclear and gas environmental variances.	<i>IESO</i> internal procedures			Y	
32	Implement MOE environmental variances.	The <i>IESO</i> will request <i>market participants</i> to implement available MOE environmental variances to allow thermal <i>generators</i> (nuclear, gas) to increase their output. The <i>IESO</i> will open the offer / bidding window and issue an advisory notice.	<i>IESO</i> internal procedures			Y	
33	Disregard High-Risk Limits	This action will allow the <i>IESO</i> to make additional bottled <i>energy</i> available at the expense of increased risk to system <i>security</i> . The <i>IESO</i> will open the offer / bidding window and issue an advisory notice.	<i>IESO</i> internal procedures			Y	
34	Purchase <i>emergency energy</i> and request <i>emergency</i> assistance	The <i>IESO</i> will purchase resources not made available through market mechanisms. The source of the purchases should be the seller's surplus <i>energy</i> or 30-minute reserve made available by Step 33: Disregard High Risk Limits. The <i>IESO</i> will issue an advisory notice.	<i>Market Rules</i> – Chapter 5 Section 2.3.3A			Y	
The <i>IESO</i> is no longer operating to respect the 10-minute synchronized <i>operating reserve</i> requirement and has only enough resources available to meet the minimum <i>regulation</i> requirements.							
35	Implement 3% voltage reductions	The <i>IESO</i> has reduced voltage by 3% at the distribution level. Power quality affected but no “real” load cut. The <i>IESO</i> will issue an advisory notice.	<i>Market Rules</i> – Chapter 5 Section 10.3				Y

No.	Action	Description	References	A	B	C	D
36	Implement 5% voltage reductions	The <i>IESO</i> has reduced voltage by 5% at the distribution level. Power quality affected but no “real” load cut. Expect significant customer complaints and requests for <i>exemption</i> . The <i>IESO</i> will issue an advisory notice.	<i>Market Rules</i> – Chapter 5 Section 10.3				Y
37	Give warning to the Ministry of Natural Resources (1-866-898-7372) that the <i>IESO</i> is about to request <i>market participants</i> to implement environmental variances	This will allow MNR to alert their Regional Offices that the <i>market participants</i> are about to be requested by the <i>IESO</i> to implement their hydroelectric environmental variances.	<i>IESO</i> internal procedures				Y
38	Implement all necessary remaining approved environmental variances.	The <i>IESO</i> will request <i>market participants</i> to implement all remaining approved environmental variances. The <i>IESO</i> will open the bidding / offer window and issue an advisory notice.	<i>IESO</i> internal procedures				Y
39	Issue <i>NERC</i> Energy Emergency Alert 3 (EEA-3)	This publishes to all that “Firm Load interruption is imminent or in process”. These alerts are posted on the <i>NERC</i> public website. The <i>IESO</i> will issue an RCIS message and an advisory notice.	<i>NERC Reliability Standard</i> – EOP-002, Attachment 1				Y
40	Issue a reliability declaration to call on Hydro Quebec capacity (only during summer periods in which Hydro Quebec has committed capacity to the <i>IESO</i>)	A reliability declaration must be made to ensure offers are submitted by Hydro Quebec to provide firm energy. The <i>IESO</i> will issue an advisory notice.	<i>IESO</i> internal procedures				Y
41	Operate to Emergency Condition Limits	This action will allow the <i>IESO</i> to make additional bottled <i>energy</i> available at the expense of increased risk to system <i>security</i> . The <i>IESO</i> will open the bidding/offer window, issue an RCIS message and an advisory notice.	<i>IESO</i> internal procedures				Y

No.	Action	Description	References	A	B	C	D
42	Purchase <i>emergency energy</i> and request <i>emergency</i> assistance	The <i>IESO</i> will purchase resources not made available through market mechanisms. The source of the purchases should be the seller's surplus <i>energy</i> or <i>operating reserve</i> including 10-minute reserve made available by Step 40: Operate to Emergency Condition Limits. The <i>IESO</i> will issue an advisory notice.	<i>Market Rules</i> – Chapter 5 Section 2.3.3A				Y
43	Curtail <i>non-dispatchable load</i>	<i>Curtailment</i> achieved through <i>emergency</i> block or rotational load shedding. The <i>IESO</i> will issue an advisory notice.	<i>Market Rules</i> – Chapter 5 Section 10.3				Y

B.2 Emergency Operating State Actions (IESO and External Control Area Deficiency)

Legend applied to the last four columns of the table, indicating the status of the *IESO-controlled grid* associated with each control action:

- A** 30-minute *operating reserve*, 10-minute *operating reserve* and *regulation reserve* maintained
- B** 10-minute *operating reserve* and *regulation reserve* maintained
- C** 10-minute synchronized *operating reserve* and *regulation reserve* maintained
- D** *Regulation reserve* maintained

No.	Action	Description	References	A	B	C	D
Initial actions The <i>IESO</i> will: <ul style="list-style-type: none"> Utilize all dispatchable resources including Ontario <i>dispatchable load/generation</i>, <i>bid</i> at +MMCP to satisfy demand and reserve requirements. Provide notices of expected supply shortfall, reject, revoke, and recall <i>outages</i>, cancel commissioning test and take all other acceptable control actions as articulated in the section E.1 to minimize the deficiency. Include voltage reduction as sources of <i>operating reserve</i>. <i>At this point all remaining exports would be supplying non-dispatchable load in the deficient jurisdiction and it would be in a state comparable to the Ontario “Emergency Operating State”. The following actions will be taken as long as the deficient area remains in a comparable or more severe state:</i>							
1	Curtail exports to jurisdictions not purchasing <i>emergency energy</i> or taking equivalent action.		<i>Market Rules</i> – Chapter 5 Section 2.3 <i>IESO</i> internal procedures			Y	
2	Purchase <i>Emergency Energy</i> and request <i>emergency</i> assistance.	Purchase resources not made available through market mechanisms.	<i>Market Rules</i> – Chapter 5 Section 2.3.3A			Y	
3	Curtail exports to jurisdictions not implementing 3% voltage reduction or taking equivalent action.		<i>Market Rules</i> – Chapter 5 Section 2.3 <i>IESO</i> internal procedures			Y	
4	Implement 3% voltage reductions in Ontario.	The <i>IESO</i> has reduced voltage by 3% at the distribution level. Power quality affected but no “real” load cut.	<i>Market Rules</i> – Chapter 5 Section 10.3			Y	

No.	Action	Description	References	A	B	C	D
5	Curtail exports to jurisdictions not implementing 5% voltage reduction or taking equivalent action.		<i>Market Rules</i> – Chapter 5 Section 2.3 <i>IESO</i> internal procedures			Y	
6	Implement 5% voltage reductions in Ontario.	The <i>IESO</i> has reduced voltage by 5% at the distribution level. Power quality affected but no “real” load cut. Expect significant customer complaints and requests for <i>exemption</i> .	<i>Market Rules</i> – Chapter 5 Section 10.3				Y
7	Curtail exports to jurisdictions not operating to <i>emergency</i> condition limits (or disregarding high-risk limits).		<i>Market Rules</i> – Chapter 5 Section 2.3 <i>IESO</i> internal procedures				Y
8	Operate to <i>emergency</i> condition limits (or disregard high risk) in Ontario.		<i>IESO</i> internal procedures				Y
9	Curtail remaining exports.		<i>Market Rules</i> – Chapter 5 Section 2.3				Y
10	If Hydro Quebec TransÉnergie has issued a reliability declaration to the <i>IESO</i> , curtail Ontario <i>non-dispatchable loads</i> to support firm energy export to Hydro Quebec (pro-rata with Hydro Quebec to equalize load shedding in both control area, up to the <i>IESO</i> capacity obligation)	To be applied only when <i>IESO</i> has committed capacity to Hydro Quebec (see Market Manual 4.3: Real-Time Scheduling of the Physical Markets, Section 1.7.4 Intertie Scheduling Protocols).	<i>IESO</i> internal procedures				Y
11	Curtail Ontario <i>non-dispatchable loads</i> .	<i>Curtailment</i> achieved through <i>emergency</i> block or rotational load shedding.	<i>Market Rules</i> – Chapter 5 Section 10.3				Y

– End of Section –

References

Document ID	Document Title
MDP_RUL_0002	Market Rules for the Ontario Electricity Market
IMO_PLAN_0002	Ontario Electricity Emergency Plan
MDP_PRO_0022	Market Manual 2: Market Administration, Part 2.6: Treatment of Compliance Issues
MDP_PRO_0023	Market Manual 2: Market Administration, Part 2.7: Treatment of Market Surveillance Issues
MDP_PRO_0048	Market Manual 2: Market Administration, Part 2.10: Connection Assessment and Approval
IMP_PRO_0035	Market Manual 7: System Operations, Part 7.3: Outage Management
IMO_POL_0002	Market Manual 7: System Operations, Part 7.4: IESO-Controlled Grid Operating Policies
IMP_GOT_0002	Market Manual 7: System Operations, Part 7.6: Glossary of Standard Operating Terms
IMO_PLAN_0001	Market Manual 7: System Operations, Part 7.8: Ontario Power System Restoration Plan (OPSRP)
NERC standard CIP-008-5	Cyber Security – Incident Reporting and Response Planning
NERC Standard EOP-004-2	Event Reporting
	NERC Security Guideline for the Electricity Sector: Threat and Incident Reporting

– End of Document –