

Frequently asked questions about:

ISO rules:

- ISO rule application
- Objections to ISO rule applications
- Complaints about an existing ISO rule

ISO reliability standards:

- ISO reliability standard applications
- Objections to ISO reliability standard applications

Q: Are the ISO operating policy and procedures (OPP's) considered ISO rules?

A: Yes. OPP's are encompassed in the ISO rules. The AESO's transition of authoritative documents (TOAD) project is working to eliminate duplication and improve clarity between ISO rules, reliability standards, and the ISO tariff. Visit the AESO's website at www.aeso.ca for more information about ISO rules and the TOAD project.

Q: Where can I find current applications regarding ISO rules and ISO reliability standards, objections to ISO rules and objections to ISO reliability standards, and complaints about an existing ISO rule?

A: Visit the AUC's [application search tool](#) to view current applications. If the application(s) has already become a proceeding you can visit the AUC's [proceeding search tool](#) to view current proceedings.

Q: What is the process for each type of application and/or proceeding?

A: You can find an outline of different processes on the AUC's website in the Market Oversight section of the website.

Q: What should I do if I have reason to believe that an existing ISO rule or reliability standard has been contravened?

A: Generally the AESO is responsible for monitoring compliance with ISO rules and reliability standards. Visit the AESO's website at www.aeso.ca for more information regarding compliance with ISO rules and reliability standards and the process for reporting suspected contraventions. There are some reliability standards that are monitored through the Market Surveillance Administrator.

Q: Who should I contact if I have questions regarding my application?

A: Prior to filing an application with the Commission, parties may contact:

Darin Lowther
Director, Markets Division
403-592-4507

darin.lowther@auc.ab.ca

After an application has been filed, please contact the application officer that has been assigned to the application.

Q: Where do I send an application or how do I get involved in a proceeding?

A: Directions on submitting an application or getting involved in a proceeding can be found on the AUC's website in the Market Oversight section, under the Filing of ISO Rules or Filing of Alberta Reliability Standards sections.