

**November 5, 2014 – Section VII updated.**

## Summary

The IESO has undertaken an initiative to redesign its outage management processes and tools and has initiated a stakeholder consultation to seek feedback on the project. This redesign will focus on the development of an outage management process to enhance outage related services to market participants and better align the IESO with the processes adopted by its interconnected neighbours. This initiative is also expected to improve the IESO's ability to maintain system reliability in the future as the reliability standard requirements for outage assessments continue to be enhanced.

The intent of this Stakeholder Engagement Plan is to ensure that Market Participants have an opportunity to provide feedback on the redesign of the outage management process and to outline the goals and objectives in this consultation.

## I. Introduction

Experience with existing outage processes and software solutions and discussions with market participants and other independent system operators (ISOs) have identified changes to be considered in the IESO's current outage management process.

In order to redesign this process, updates and changes will be required to the appropriate IESO Market Manuals, Market Rules and process documents. The goal for completion of this redesign is the end of this year, followed by process implementation and software solution replacement in 2014.

## II. Stakeholders

Interested stakeholders may include all directly connected market participants that must submit outage information to the IESO. This includes generators, transmitters, local distribution companies, wholesale consumers and dispatchable loads.

Early feedback from Market Participants has identified objectives that will improve efficiencies in maintenance and new build planning efforts, improve coordination among all customers and provide longer term certainty on outage requests.

We encourage all stakeholders, or their representatives with an interest in this matter to participate in this consultation by contacting [stakeholder.engagement@ieso.ca](mailto:stakeholder.engagement@ieso.ca)

### III. Scope

The scope of this consultation will include:

- Review and finalize a set of design principles to guide the redesign of the outage management process.
- Provide market participants and interested parties with an opportunity to provide input in the redesign of the outage management process and any potential changes to supporting software solutions.
- Provide market participants and interested parties the opportunity to further refine the potential changes to the IESO Market Rules and Manuals in support of the outage management process.
- Keep all interested parties engaged in the ongoing progress, as well as provide opportunities for comments with respect to key milestones.
- Keep all stakeholders informed of feedback and development of consultation via IESO website.

### IV. Stakeholder Engagement Objectives

- Seek input on the design principles that will guide the development of the process redesign.
- Seek input on a draft Outage Management Process to address the needs of affected market participants and the reliable operation of the IESO Controlled Grid (ICG).

### V. Stakeholder Engagement Approach and Methods

The implementation of this Stakeholder Engagement Plan will be consistent with the IESO's approved stakeholder engagement principles. The plan will be subject to review and update as the process evolves and stakeholder input and comments are received.

The stakeholder process is open to all stakeholders or their representatives. It is anticipated that a Working Group will be developed to further refine and finalize the details of the new Outage Management Process. Stakeholders will meet initially to review the design principles that will guide development of the process re-design and subsequent meetings or discussions will be scheduled as necessary. The preliminary feedback will be presented to all stakeholders.

If stakeholders are unable to participate in face-to-face meetings, teleconferencing and web-based communiques will be made available to provide a low-cost way to participate and stay abreast of ongoing developments. Inputs and comments may be provided during the consultation process via email to [stakeholder.engagement@ieso.ca](mailto:stakeholder.engagement@ieso.ca). All stakeholder input and comments will be posted on the IESO's public website unless requested otherwise.

The IESO will consider all input to the maximum extent possible in this consultation and will use this input to develop options that try to address different viewpoints. All stakeholders will have the opportunity to communicate their view and positions in this matter.

Market rule amendments will be initiated in conjunction with this consultation through the IESO [Technical Panel](#), with final approval of any Market Rule amendments by the IESO Board of Directors. The IESO amendment process can be found [here](#).

This is a public consultation process. Information supplied by stakeholders will be posted on the IESO website including identification of the participant. Web-based postings provide all interested stakeholders with an efficient low-cost method to be informed with the opportunity to communicate their views.

## VI. IESO Sponsor

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## VII. Decision Making Steps and Schedule of Activities

Stakeholder Engagement Schedule	
Activity	Target Date (approx.)
1. Post and communicate stakeholder engagement plans	March 28, 2013
2. Stakeholder meeting to present draft stakeholder engagement plan and design principles for review and comment	April 17, 2013
3. Stakeholder feedback due	April 30, 2013
4. Post and communicate stakeholder meeting to discuss draft process document and draft market rule amendments	May, 2013
5. Stakeholder feedback due	Late May, 2013
6. Post and communicate stakeholder meeting to discuss draft revised process document and draft market rule amendments	Early June, 2013
7. Stakeholder feedback due	Late June, 2013
8. Post and communicate stakeholder meeting to review draft Market Rule amendments	Late June 2013
9. Stakeholder feedback due	Late June/Early July, 2013
10. Post and Communicate stakeholder meeting to review draft Market Manual amendments	September, 2013
11. Stakeholder feedback due	Late September
12. Stakeholder meeting(s) to review and consult on Market Rules development	Q1 - Q2 2015
13. Stakeholder meeting(s) to review Market Manuals and Undesirable Equipment Combinations	Q2 – Q4 2015
14. Stakeholders to review and provide feedback on Transition strategy, Testing strategy and Communication strategy	Q4 2015 – Q1 2016
15. Stakeholders to participate in software and process training sessions	Q1 – Q2 2016
16. Stakeholders to participate and provide feedback on Market Trials	Q3 2016