

## **IESO Customer Relations**

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**From:** IESO Customer Relations  
**Sent:** August 16, 2016 2:43 PM  
**To:** IESO Customer Relations  
**Subject:** New Online Outage Management System to be implemented September 14

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

The IESO is implementing a new outage management system for market participants to submit all outages for their facilities. The new system will be implemented on September 14, 2016. Once the new system is live, outages will no longer be accepted on the existing system.

How do you get prepared?

- The IESO has produced several types of training manuals such as a [user guide](#), several [videos](#) to walk through specific situations and a recorded training webinar on the process and tools (the webinar will be posted later this week).
- We also recommend that you become familiar with the new system in the [sandbox](#) (testing) environment before September 14
  - If you have an existing sandbox account, please log in with your username and sandbox password and select the tab “IESO Outage Submission Tool”.
  - If you do not have a sandbox account and wish to test the new tool, please have your Applicant Representative register you in [Sandbox](#) Online IESO as an Equipment Outage Submitter.
  - If you have forgotten your username and/or password, please contact Customer Relations at [customer.relations@ieso.ca](mailto:customer.relations@ieso.ca).

How do you assign access to the new system?

- There are two new contact roles required: “Equipment Outage Submitter” and “Equipment Outage Viewer”. Your organization’s Applicant Representative will assign access to these contact roles. This can happen at any time.
- The current access roles “Online Outage Request Submission” and “Online Outage Request Search” will automatically be migrated to the above mentioned contact roles

What do I need to do on September 14?

- There will be a brief outage between 11:00 and 13:00 EST after which market participants will begin using the new tool. The exact timing of the outage will be provided a few days in advance.
- The new tool will be accessed via the IESO Portal <https://portal.ieso.ca> which will contain a new link called “IESO Outage Submission Tool”
- The majority of equipment and outage information entered in the existing system will be auto-migrated to the new system. The IESO will be working with impacted stakeholders to manually migrate any information that could not be auto-migrated before and after September 14.

What isn’t changing?

- The user name and password will stay the same
- If you can submit outages in the current system, you will be able to submit them in the new system.

Who can you contact for more information?

- Further information on the Outage Management Redesign project including training materials for the redesigned process and tool is available here <http://www.ieso.ca/Pages/Participate/Stakeholder-Engagement/SE-109.aspx>.
  - To inquire about the testing environment, or for more general inquiries on the new system, please email [customer.relations@ieso.ca](mailto:customer.relations@ieso.ca).
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This communication is being sent to all individuals with access to the existing Outage Management Tool, Primary Contacts, and Applicant Representatives.