

IESO Engagement

From: IESO Engagement
Sent: November 21, 2016 10:25 AM
To: IESO Engagement
Subject: Outage Management Redesign Engagement now complete

The IESO wants to thank you for your participation in the engagement and implementation activities of the Outage Management Redesign engagement. The new outage management tool and process went into service on October 26 for all market participant outages going forward.

The IESO appreciates the feedback received from stakeholders throughout the initiative from early design stages through to identifying issues through market trials that helped to make refinements to the tool and process as well as deliver a successful implementation.

Now that the implementation is complete, the engagement is closed. For your continued reference, we recommend reading through the [training guide](#) and a set of [videos](#) which demonstrate how to submit outage requests.

For all inquiries on the outage management system, please contact customer.relations@ieso.ca

Thanks – Rick Romeo
IESO Engagement

+++This is being sent to the Outage Management Redesign participants