

Submitting a Complete NOD – Reference Card

Training Materials Disclaimer

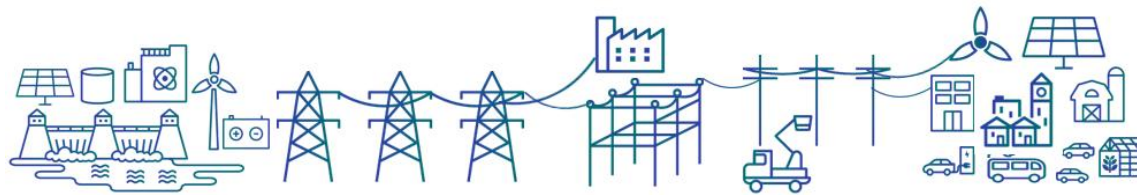
This document has been prepared to assist in the IESO training of Market Participants and has been compiled from extracts from the market rules or documents posted on the web site of Ontario's Independent Electricity System Operator. Users of this guide are reminded that they remain responsible for complying with all of their obligations under the market rules and associated policies, standards and procedures relating to the subject matter of this guide, even if such obligations are not specifically referred to herein. While every effort has been made to ensure the provisions of this guide are accurate and up to date, users must be aware that the specific provisions of the market rules or particular document shall govern.

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If you encounter issues or have questions, please contact the IESO Customer Relations at IESOCustomerRelations@ieso.ca for assistance.



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What can you NOD & Applicable Windows

What can you submit a Notice of Disagreement (NOD) for?

- First time transactions (shown as **settlement type 'P'** on the detailed record).
- New adjustments to a previously issued transaction (shown as **settlement type of 'A'** on the detailed record).
- Missing transactions.

What can you Disagree with?

- Meter readings
- Application of price
- Schedules
- Allocations

Note: You can't use a NOD to disagree with prices, or the equations used to calculate charges

When can you submit a NOD (NOD Windows as per MR Ch.9 s.6.8)?

NOD must be submitted as per the following timelines:

- **Physical market:** within six business days after the settlement statement has been issued.
- **Financial market:** within two business days after the settlement statement has been issued.

Extensions for NOD Windows based on Market Renewal

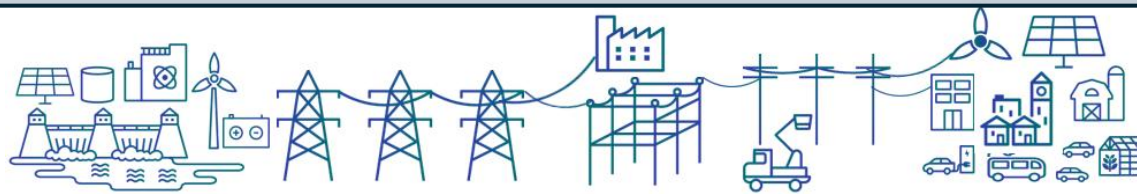
For PSS:

- **10 BD** for statements relating to TD **May 1, 2025 to Dec 31, 2025.**
- **8 BD** for statements relating to TD **January 1, 2026 to June 30, 2026.**
- **6 BD** for statements on for after TD **July 1, 2026.**

For FSS and RCSS:

- **10 BD** for statements on or after **May 1, 2025.**

Note: A NOD may be submitted for all settlement statements except the final recalculated settlement statement (RCSSF).



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Scope and Contents of a NOD

What is the Scope of a NOD?

A NOD may only pertain to **one item (or issue)**. Please ensure your submission is as **specific and detailed as possible**. Vague submissions **may be deemed invalid and not reviewed**. Incomplete submissions **may result in NOD processing delays** until sufficient information is provided.

What should you include (Contents of NOD)?

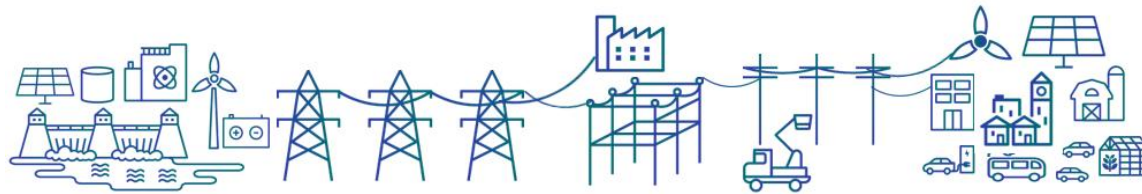
The notice of disagreement shall contain the proposed resolution with supporting material in accordance with Market Rule Ch.9 s.6.8.4.

A NOD must include (see page 4 for the associated process steps):

- Organization Name
- Applicable statement information
- Charge type & trading hour/interval (if applicable)
- Reason codes and explanation of disagreement
- Supporting material*

Supporting material* for the NOD may include, and is not limited to the following:

- Schedules, bids and/or offer information.
- Operational commitments
- Settlement calculation files
- Measurement data, meter trouble report data
- For intertie transactions, scheduling information (i.e. TLRe, TLRi, MrNh) and NERC tag ID. **Note:** evidence to demonstrate curtailments are outside of MP control.
- Settlement Mitigation files



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High-level Steps for Submitting a NOD

Step 1: Sign in to Online IESO and Click **Actions** on the menu bar at the top of the screen.

Step 2: Select **Submit a Settlement Disagreement** from the list displayed on the subsequent screen.

Step 3: Select an **organization** and click **Next**.

Step 4: Select one statement from the list, indicate if the NOD is for an administrative pricing event or not, and click **Next**.

Step 5: The statement detail screen is displayed. Select the **Charge Type** from the drop-down list. You may also choose the Trading Hour that is applicable.

Note: Ensure you are a Notice of Disagreement Contact for your organization.

Step 6: Select the applicable **Statement Line(s)** Once the Statement Line is selected, click **Add**.

Step 7: Click on a **selected line item** and provide **additional information** in the line-item disagreement details. Click **Save**.

To add missing line items to your NOD submission, click on the box in the Missing Line Items section before clicking Next.

Step 8: Click **Add Missing Line Item** to identify items that were missing from your settlement statement (if required). Click **Next**.

Step 9: Select one or more **Reason Codes** and **provide an explanation** of the disagreement.

The optional **Start Trading day** and End Trading day fields can be used to identify if an issue has been ongoing for multiple days.

Step 10: Click **Upload New Document**. Add a **description for each file**. Click **Next**.

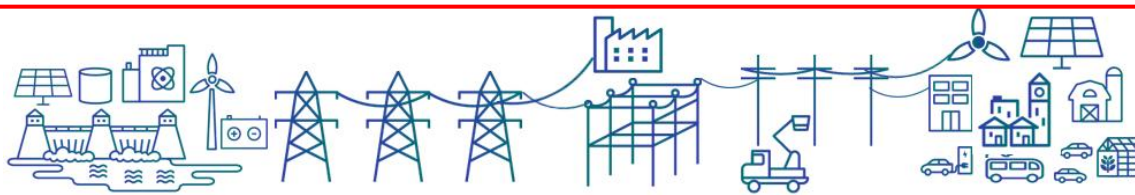
Step 11: Review your Notice of Disagreement information. Click **Next**.

Step 12: Confirm if you want to submit the NOD. Click **YES**.

Step 13: Review and Click **Submit**.

Once you submit a NOD, you will see it on the News page and the records page.

Note: For a detailed step-by-step with screenshots view the ['Introduction to the IESO Settlement Process'](#) workbook, Appendix C



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Next Steps After the NOD is Submitted

How does the MP know the IESO received the NOD?

An email confirmation will be sent upon receipt of a NOD and will include:

- A unique identifier for the submission.
- A date and time stamp of when the notice of disagreement was received.

How can the MP check the status and respond to a request?

Within the Online IESO (records page), notice of disagreement form, market participants can:

- Check the status and the history of their notice of disagreement.
- Respond to an information request* by the IESO.
- Respond to decision notification.

How Can an MP respond to an information request*?

- If necessary, the IESO may issue a **Request for Additional Information for a NOD**, and the Participant can then respond to this request.
- A **“Respond to Information Request” task** will be created in the Tasks page in **Online IESO**.
- The MP must provide any requested information or clarification **within the specified timeframe** through the Online IESO notice of disagreement form.

Can the MP withdraw a NOD?

- Yes, you may request to withdraw the NOD providing the status is still **“Open”**.
- In Online IESO, on the Records page, select **“Notices of Disagreements”**, and then select the **disagreement you wish to withdraw**.
- In the left menu, choose **“Related Actions”** and then **“Withdraw Notice of Disagreement”**. Fill in the required information and **submit**.

