

Information Document

Automated Dispatch and Messaging System and Voice Communication System Requirements

ID #2017-006R



Information Documents are not authoritative. Information Documents are for information purposes only and are intended to provide guidance. In the event of any discrepancy between an Information Document and any Authoritative Document(s)¹ in effect, the Authoritative Document(s) governs.

1 Purpose

This Information Document relates to the following Authoritative Document:

- Section 502.4 of the ISO rules, *Automated Dispatch and Messaging System and Voice Communication System Requirements* (“Section 502.4”).

The purpose of this Information Document is to provide general information relating to primary and emergency and backup voice communication system requirements.

2 Primary and Emergency and Backup Voice Communication System Requirements

The AESO recognizes that the manner in which the technologies specified in Section 502.4 are referred to may have changed over time and will be reviewing these requirements. The AESO encourages market participants to use the most robust technology and infrastructure possible for the purpose of primary and backup voice communication with the AESO’s coordination centre.

3 Automatic Forwarding of Primary Direct Access Telephone Connection

Section 5(3) of Section 502.4 requires that a primary direct access telephone connection be a primary number with automatic forwarding to another number if the primary number is busy or otherwise not available. The intent of this requirement is for the forwarding to another number to achieve the same result as if the primary number had been answered. As such, the AESO encourages market participants to use any forwarding number that will be answered by a person who is available twenty four (24) hours a day, seven (7) days a week and is able to take or initiate immediate action, as appropriate.

4 Emergency and Backup Requirements for a Pool Participant who may receive an Ancillary Service Dispatch or a Directive

The intent of the emergency or backup requirement option for a pool participant who may receive an ancillary service dispatch or a directive to have a “mobile satellite network telephone and dispatch service”, as outlined in subsection 7 of Section 502.4, row 2 of Table 1, is for the pool participant to have available a satellite network telephone that can be used to communicate with the AESO’s coordination centre, as well as the generation plant’s control room, so that an ancillary service dispatch or directive can be implemented without delay.

5 Appendices

Revision History

Posting Date	Description of Changes
2017-05-30	Initial release

¹ “Authoritative Documents” is the general name given by the AESO to categories of documents made by the AESO under the authority of the *Electric Utilities Act* and regulations, and that contain binding legal requirements for either market participants or the AESO, or both. AESO Authoritative Documents include: the ISO rules, the Alberta reliability standards, and the ISO tariff.