



January 26, 2010

To: Market Participants and Interested Parties

RE: Technical Difficulties with the AESO's Dispatch Tool ("DT")

This notice is to advise market participants and interested parties of technical difficulties encountered on Friday, January 22, 2010. Upon identifying potential data discrepancies with one of the AESO's critical web reports, the AESO determined it was necessary to perform emergency maintenance which required the removal of the Dispatch Tool ("DT") from service, at approximately 12:15PM MST. However, the AESO encountered further difficulties which resulted in the DT being unavailable until approximately 2:00PM MST.

During this time, participants were unable to access ADaMS, therefore, the AESO provided manual dispatch instructions to participants. The Energy Trading System ("ETS") was accessible, however, any information submitted during this time, was not transferred into the DT until approximately 2:00PM. Due to this outage the AESO was unable to post the System Marginal Price ("SMP") or the Pool Price ("PP"), until approximately 2:03PM MST.

The AESO acknowledges and respects the inconvenience this incident may have caused market participants and assures you we are working diligently to avoid future reoccurrences of these problems

If you have any questions or concerns, please contact AESOfirstcall at ph: 1.888.588.AESO (2376) during the business hours of 8:00 a.m. – 5:00 p.m. MST, Monday to Friday.

Sincerely,

Original signed by

Neil Curtis
Director, Grid & Market Operations