



January 15, 2010

To: Market Participants and Interested Parties

**Re: Information on Resolution of Technical Difficulties (December 15, 2009)**

Further to the [notice posted on the AESO's Website](#) on December 17, 2009 the AESO would like to share with you actions it has taken to resolve the technical difficulties that affected the Energy Trading System (ETS) and related market reports on December 15, 2009.

After further investigation, the AESO discovered a network device failure to be the primary cause of a large portion of the AESO network to become unavailable. During this time, ETS was not operating as intended and some market reports were not being updated accordingly, however, the real-time operation of the grid was not impacted. Unbeknownst to the AESO, our telecommunications provider implemented a recent change to the Customer Information Line (CIL) which rendered it unavailable on that day. Therefore, the AESO was unable to communicate this situation to the market as per our current process.

To improve the resiliency of the AESO's systems and to ensure that the reliability and stability of the Alberta's Interconnected Electric System (AIES) is maintained, we have taken the following actions:

- implemented changes to the network software and network design to reduce the likelihood of a similar situation reoccurring;
- continue to restore data (expect to complete in the next few weeks); and
- implemented a new process to regularly check that the CIL is working correctly.

The AESO apologizes for any inconvenience this may have caused and once again thanks participants for their cooperation.

Sincerely,

Sandra Scott  
Senior Vice-President, Corporate Services and Chief Information Officer