

Information Document

Operating Personnel Communication Protocols

#2022-001 (Effective: 2024-04-01)



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 document¹ in effect, the authoritative document governs.

1 Purpose

This information document relates to the following authoritative document:

- reliability standard COM-002-AB-4, *Operating Personnel Communications Protocols* (“COM-002-AB-4”)

The purpose of this information document is to provide market participants with clarity on COM-002-AB-4 requirements.

2 Operating Personnel

Operating personnel, referred to throughout COM-002-AB-4, includes both personnel in the control room and in the field whose responsibilities include one or both of issuing and receiving operating instructions.

3 Timing of Initial Training on Communications Protocols

Each operator of a transmission facility, operator of an electric distribution system, operator of a generating unit, and operator of an aggregated generating facility, when determining when to conduct initial training for both current and future employees, on its communication protocol as set out in requirements R2 and R3, is encouraged to take into consideration the effective date of COM-002-AB-4.

4 Adherence to and Effectiveness of Documented Communications Protocol

To show compliance with requirement R4 of COM-002-AB-4, each operator of a transmission facility may show evidence of assessments it has performed of operating personnel’s adherence to and effectiveness of its documented communications protocol and any corrective action plan resulting from these assessments.

Revision History

Posting Date	Description of Changes
2023-03-10	Initial release

¹ “Authoritative document” 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 associated regulations, and that contain binding legal requirements for either market participants or the AESO, or both. Authoritative documents include the ISO rules, the reliability standards, and the ISO tariff.