

ISO Rules

Part 100 General

Division 103 Administration

Section 103.16 ISO Manual Consultation Procedures

Applicability

- 1 Section 103.16 applies to:
- (a) a **market participant**; and
 - (b) the **ISO**,

wherever an **ISO rule** requires the **ISO** to comply with this Section 103.16.

Requirements

ISO Manuals

- 2 The **ISO** must include any new or revised process or inputs subject to this Section 103.16 in an **ISO manual**.

Standard Consultation Requirements

- 3(1) Where this Section 103.16 applies, the **ISO** must:
- (a) notify **market participants**, in writing, of the **ISO**'s intent to introduce or revise a process or inputs in an **ISO manual**;
 - (b) provide **market participants** with the proposed new **ISO manual** or revisions to an **ISO manual** and any related explanatory material including, where valuable, comparison copies evidencing any proposed revisions;
 - (c) provide at least one opportunity for **market participants** to provide written feedback on:
 - (i) the proposed process or inputs in a new **ISO manual**; or
 - (ii) the proposed revisions to an existing **ISO manual**;
 - (d) provide **market participants** with a minimum of 15 **business days**' notice for each opportunity to provide written feedback under subsection 3(1)(c);
 - (e) publish written feedback received from **market participants** on the AESO website;
 - (f) respond, in writing, to written feedback that is received by the corresponding deadline; and
 - (g) publish the **ISO**'s decision on the AESO website, with reasons, to adopt the proposed new or revised process or inputs in an **ISO manual**, including, where applicable, any changes resulting from consultation under this subsection 3(1).
- (2) The **ISO** must have regard to the impact on **market participants** of the proposed new or revised process or inputs in an **ISO manual** when determining the extent and length of the consultation under subsection 3(1), including the need for one or more stakeholder engagement sessions.

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Administrative Amendments

4(1) Notwithstanding subsection 3, the **ISO** may, as required, make revisions that are administrative in nature to a process or inputs subject to this Section 103.16.

(2) Prior to adopting any revisions in accordance with subsection 4(1), the **ISO** must:

- (a) provide at least 15 **business days**' written notice of the **ISO**'s decision to make revisions that are administrative in nature to a process or inputs subject to this Section 103.16;
- (b) provide **market participants** with the proposed revisions and any related explanatory material including, where valuable, comparison copies evidencing the proposed revisions; and
- (c) provide **market participants** with the opportunity to object to the **ISO**'s decision under subsection 4(1) before the expiry of the notice period established in accordance with subsection 4(2)(a).

(3) A **market participant** may object in writing to the **ISO**'s decision to make a revision under subsection 3(1).

(4) In its objection under subsection 4(3), a **market participant** must provide an explanation as to why the proposed revisions are not administrative in nature.

(5) If the **ISO** is satisfied that the explanation provided under subsection 4(4) is reasonable, the **ISO** must consult on the proposed revisions in accordance with subsection 3.

Market Participant Requests for Clarifying Revisions

5(1) A **market participant** may propose, in the form and manner required by the **ISO**, clarifying revisions to a process or inputs subject to this Section 103.16.

(2) For each request for clarifying revisions received under subsection 5(1), the **ISO** must:

- (a) publish the request for clarifying revisions on the AESO website;
- (b) determine whether the request for clarifying revisions requires a revision to a process or inputs subject to this Section 103.16;
- (c) notify the **market participant** that made the request for clarifying revisions of the **ISO**'s determination under subsection 5(2)(b); and
- (d) publish the **ISO**'s determination under subsection 5(2)(b) on the AESO website.

(3) Prior to making a determination under subsection 5(2)(b), the **ISO** may request additional information from a **market participant** with respect to the request made under subsection 5(1).

(4) If the **ISO** determines that a request made under subsection 5(1) requires the revision to an **ISO manual**, the **ISO** must consult on the proposed revisions in accordance with subsection 3 or subsection 4, as applicable.

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Review of ISO Manual Decision

6(1) A **market participant** may dispute a decision of the **ISO** made under subsection 3(1)(g) by following the procedures set out in this subsection 6.

(2) A **market participant** that submits a dispute must do so within 10 **business days** of the publication of the **ISO's** decision under subsection 3(1)(g).

(3) A **market participant** must ensure a dispute submission:

- (a) is in writing;
- (b) includes the full legal name of the **market participant** directly affected by the matter and the contact information the **market participant** will use for receipt of all notices and communications;
- (c) includes the nature and basis of the dispute, a proposed solution to the dispute and any other material previously submitted to or received from the **ISO**;
- (d) is signed by an officer of the **market participant** if it is a corporation, one of its partners if a partnership, or by the **market participant** personally if an individual **person**; and
- (e) is submitted to the **ISO** at its head office, attention "ISO General Counsel".

(4) The **ISO** may make a request for clarification or additional information from a **market participant** that submits a dispute under subsection 6(1).

(5) The **ISO** must publish a dispute submitted under subsection 6(1), and completed in accordance with subsections 6(2) and (3), on the AESO website within 10 **business days** of receipt.

(6) Upon receipt of a completed dispute under this subsection 6, the Chief Executive Officer of the **ISO**, the **ISO** general counsel, and the **ISO** vice president accountable for external relations:

- (a) must review the dispute and any related materials, including any consultation materials developed as part of the consultation process under subsection 3;
- (b) may undertake additional consultation with **market participants**;
- (c) may stay the coming into effect of an **ISO manual**, or revisions to an **ISO manual**, pending review of the dispute, having regard to the safe, reliable and economic operation of the **interconnected electric system**; and
- (d) must, within 30 **business days** of the publication of a dispute under subsection 6(5), issue a decision, with reasons, to uphold or vary the **ISO's** decision under subsection 3(1)(g).

(7) The Chief Executive Officer of the **ISO** may designate an alternate vice president of the **ISO** to review and assess the dispute under subsection 6(6) if the Chief Executive Officer of the **ISO**, the **ISO** general counsel, or the **ISO** vice president accountable for external relations is unavailable.

(8) The **ISO** vice president accountable for the **ISO manual** subject to a dispute under this subsection 6 must not participate in the assessment of a dispute under subsection 6(6).

(9) The **ISO** must publish a decision, with reasons, made under subsection 6(6)(d) on the AESO website.

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(10) Section 103.2 of the **ISO rules**, *Dispute Resolution*, does not apply to a dispute of an **ISO** decision made under either subsection 3(1)(g) or subsection 6(6)(d).

Effective Date

7 The **ISO** must specify an effective date for any new or revised **ISO manual**.

Version History

8(1) The **ISO** must publish on the AESO website a final clean copy and, where valuable, a comparison copy, of an **ISO manual** following completion of consultation.

(2) The **ISO** must maintain on the AESO website the prior versions of any **ISO manual** that is revised in accordance with this Section 103.16.

Coming into Effect

9 This Section 103.16 is effective immediately upon approval.

Revision History

Date	Description
2026-03-12	Made effective in accordance with subsection 9 of this Section 103.16.
2026-03-12	Ministerial Approval.