

NOTICE OF SPECIFIED PENALTY

Date of Issue: July 13, 2026		Payment Due Date: August 13, 2026	
MSA File Number	RS2025-204	Specified Penalty Amount ¹	\$3,500.00
Market Participant Name:	Syncrude Canada Ltd.		
Reliability Standard	COM-002-AB-4	Self-Report	Yes: ☒ No: ☐
Requirement	R1	Accepted Mitigation Plan	Yes: ☒ No: ☐
Date of Referral / Self Report	November 20, 2025	Date of Contravention:	April 01, 2025

MSA FINDINGS

Requirement R1 of COM-002-AB-4 states:

R1 The ISO and each operator of a transmission facility shall develop documented communication protocols for its operating personnel that issue or receive operating instructions, including directives. The protocols shall, at a minimum:

R1.2 require its operating personnel that issues an oral two-party, person-to-person operating instruction to take one of the following actions: (a) confirm the receiver's response if the repeated information is correct; (b) reissue the operating instruction if the repeated information is incorrect or if requested by the receiver; or (c) take an alternative action if a response is not received or if the operating instruction was not understood by the receiver.

R1.3 require its operating personnel that receives an oral two-party, person-to-person operating instruction to take one of the following actions: (a) repeat, not necessarily verbatim, the operating instruction and receive confirmation from the issuer that the response was correct; or (b) request that the issuer reissue the operating instruction;

R1.4 require its operating personnel that issues a written or oral single-party to multiple-party burst operating instruction to confirm or verify that the operating instruction was received by at least one receiver of the operating instruction;

R1.5 specify the instances that require time identification when issuing an oral or written operating instruction and the format for that time identification; and R1.6 specify the nomenclature for transmission interface system elements and interface transmission facilities when issuing an oral or written operating instruction.

R1.6 specify the nomenclature for transmission interface system elements and interface transmission facilities when issuing an oral or written operating instruction.

Based on the information provided by Syncrude Canada Ltd., the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R1 of COM-002-AB-4 during the period of April 1, 2025, to July 13, 2026, as the documented communication protocols did not adequately address R1.2, R1.3, R1.4, R1.5, and R1.6.

The MSA assessed this contravention as High severity due to the duration of the contravention.

The MSA accepted the mitigation plan as the actions correct the contravention and are intended to prevent recurrence of the root cause.

DELIVERY OF PAYMENT

Payment can be made by electronic funds transfer (EFT). Please reach out to compliance@albertamsa.ca (<mailto:compliance@albertamsa.ca>) for instructions. When submitting the EFT, please send an email to AU.FinOps@gov.ab.ca (<mailto:AU.FinOps@gov.ab.ca>), compliance@albertamsa.ca (<mailto:compliance@albertamsa.ca>) and enforcement@auc.ab.ca (<mailto:enforcement@auc.ab.ca>) noting the MSA file #, market participant name, name as appears on bank account, payment amount and the date of the payment. Questions can be directed to compliance@albertamsa.ca (<mailto:compliance@albertamsa.ca>).

NOTICE

The Market Surveillance Administrator (MSA) is granted the power and authority under s. 52 of the *Alberta Utilities Commission Act* to issue a Notice of Specified Penalty where the MSA is satisfied that a person has contravened an Alberta Reliability Standard. Specified penalties are set out in AUC Rule 027.

In accordance with the relevant enactments and rules, a dispute regarding the issuance of a Notice of Specified Penalty or failure to pay the specified penalty in accordance with this notice will result in a hearing or other proceeding before the AUC.

In accordance with s. 5.1 of AUC Rule 027 this Notice of Specified Penalty will be made public no earlier than receipt of confirmation of payment from the Commission and no later than 45 days after issuance unless it qualifies for the public reporting exception for critical infrastructure protection (CIP) contraventions in s. 5.3 of AUC Rule 027. The MSA will, if applicable, also post on its website the link to any decision of the AUC respecting the specified penalty.

If your organization disputes the issuance of this Notice of Specified Penalty, or if you have any other questions or comments regarding this matter, please contact the MSA compliance team at compliance@albertamsa.ca (<mailto:compliance@albertamsa.ca>).

APPROVED BY

Daniela Cismaru, Advisor, Alberta Reliability Standards on July 10, 2026

¹Specified penalty amount conditional on the completion of the accepted Mitigation Plan.