

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-068	Specified Penalty Amount ¹	\$11,250.00
Market Participant Name:	Syncrude Canada Ltd.		
Reliability Standard	COM-001-AB-3	Self-Report	Yes: ☐ No: ☒
Requirement	R4	Accepted Mitigation Plan	Yes: ☒ No: ☐
Date of Referral / Self Report	April 24, 2026	Date of Contravention:	April 01, 2024 - August 31, 2025

MSA FINDINGS

Requirement R4 of COM-001-AB-3 states:

Each operator of a transmission facility shall designate a backup voice communication capability with the following entities:

- (a) the ISO;
- (b) each adjacent operator of a transmission facility that is directly connected to its transmission facility;
- (c) each operator of an electric distribution system that is directly connected to its transmission facility;
- (d) each operator of a generating unit that is part of the bulk electric system and is directly connected to its transmission facility;
- (e) each operator of an aggregated generating facility that is part of the bulk electric system and is directly connected to its transmission facility; and (f) each adjacent interconnected transmission operator that is directly connected to its transmission facility.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R4 of COM-001-AB-3 during the period of April 1, 2024, to August 31, 2025, as there was no designated backup voice communication capability with the ISO, as required under R4(a), at the Aurora control room.

The MSA assessed this contravention as High severity in consideration of the duration of the contravention.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, 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 June 25, 2026

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