

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-069 RS2026-070 RS2026-071 RS2026-072	Specified Penalty Amount¹	\$ 11,250
Market Participant Name	Syncrude Canada Ltd.		
Reliability Standard	COM-001-AB-3	Self-Report	☐ YES ☒ NO
Requirement	R4.A1, R8.A2	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 24, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

MSA FINDINGS

Requirement 4.A1 of COM-001-AB-3 states:

- R4.A1 Each operator of a transmission facility shall have the type of backup voice communication capability, in each control room, as identified in:
- (a) Appendix 1 for communicating with the ISO; and
 - (b) Appendix 2 for communicating with each entity specified in requirement R4.

Requirement 8.A2 of COM-001-AB-3 states:

- R8.A2 Each operator of a generating unit and operator of an aggregated generating facility shall have the type of backup voice communication capability, in each control room, as identified in: (a) Appendix 1 for communicating with the ISO; and (b) Appendix 3 for communicating with its operator of a transmission facility.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R4.A1 of COM-001-AB-3 during the period of April 1, 2024, to August 31, 2025, as there was no evidence demonstrating the availability of backup voice communication capability, as required by Appendix 1-1(a) and Appendix 2-1(a), at the Mildred Lake control room.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R4.A1 of COM-001-AB-3 during the period of April 1, 2024, to August 31, 2025, as the Aurora control room did not have utility orderwire service backup capability with the ISO, as required under Appendix 1, section 1(a).

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R8.A2 of COM-001-AB-3 during the period of April 1, 2024, to August 31, 2025, as there was no evidence demonstrating the availability of backup voice communication capability as required by Appendix 1, section 3(b) at the Mildred Lake control room.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R8.A2 of COM-001-AB-3 during the period of April 1, 2024, to August 31, 2025, as there was no backup voice communication capability as required by Appendix 1, section 3(b) at the Aurora control room.

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

The MSA accepted the mitigation plans, 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 for instructions. When submitting the EFT, please send an email to AU.FinOps@gov.ab.ca, compliance@albertamsa.ca and 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.

NOTICE

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

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.

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.

APPROVED BY

Daniela Cismaru - Advisor, Alberta Reliability Standards, on June 25, 2026