

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-075 RS2026-076	Specified Penalty Amount¹	\$ 2,250
Market Participant Name	Syncrude Canada Ltd.		
Reliability Standard	COM-002-AB-4	Self-Report	☐ YES ☒ NO
Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 29, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

MSA FINDINGS

Requirement 2 of COM-002-AB-4 states:

The ISO and each operator of a transmission facility shall conduct initial training for each of its operating personnel responsible for the real-time operation of the interconnected electric system on the documented communications protocols developed in accordance with requirement R1 prior to that individual operator issuing an operating instruction, including directives.

Requirement 3 of COM-002-AB-4 states:

Each operator of an electric distribution system, operator of a generating unit, and the operator of an aggregated generating facility shall conduct initial training for each of its operating personnel who can receive an oral two-party, person-to-person operating instruction prior to that individual operator receiving an oral two-party, person-to-person operating instruction, including directives, to either:

- (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.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the first of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the first of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

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

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-075 RS2026-076	Specified Penalty Amount²	\$ 2,250
Market Participant Name	Syncrude Canada Ltd.		
Reliability Standard	COM-002-AB-4	Self-Report	☐ YES ☒ NO
Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 29, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

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- (a) repeat, not necessarily verbatim, the operating instruction and receive confirmation from the issuer that the response was correct; or
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Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the second of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the second of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

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Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 29, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

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Each operator of an electric distribution system, operator of a generating unit, and the operator of an aggregated generating facility shall conduct initial training for each of its operating personnel who can receive an oral two-party, person-to-person operating instruction prior to that individual operator receiving an oral two-party, person-to-person operating instruction, including directives, to either:

- (a) repeat, not necessarily verbatim, the operating instruction and receive confirmation from the issuer that the response was correct; or
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Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the third of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the third of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

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Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the fourth of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the fourth of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

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Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the fifth of 13 operators.

The MSA determined that the contravention was a Lower severity.

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Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
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Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the sixth of 13 operators.

The MSA determined that the contravention was a Lower severity.

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Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the seventh of 13 operators.

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Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the eighth of 13 operators.

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MSA FINDINGS

Requirement 2 of COM-002-AB-4 states:

The ISO and each operator of a transmission facility shall conduct initial training for each of its operating personnel responsible for the real-time operation of the interconnected electric system on the documented communications protocols developed in accordance with requirement R1 prior to that individual operator issuing an operating instruction, including directives.

Requirement 3 of COM-002-AB-4 states:

Each operator of an electric distribution system, operator of a generating unit, and the operator of an aggregated generating facility shall conduct initial training for each of its operating personnel who can receive an oral two-party, person-to-person operating instruction prior to that individual operator receiving an oral two-party, person-to-person operating instruction, including directives, to either:

- (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.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the ninth of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the ninth of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

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

⁹ 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

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-075 RS2026-076	Specified Penalty Amount¹⁰	\$ 2,250
Market Participant Name	Syncrude Canada Ltd.		
Reliability Standard	COM-002-AB-4	Self-Report	☐ YES ☒ NO
Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 29, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

MSA FINDINGS

Requirement 2 of COM-002-AB-4 states:

The ISO and each operator of a transmission facility shall conduct initial training for each of its operating personnel responsible for the real-time operation of the interconnected electric system on the documented communications protocols developed in accordance with requirement R1 prior to that individual operator issuing an operating instruction, including directives.

Requirement 3 of COM-002-AB-4 states:

Each operator of an electric distribution system, operator of a generating unit, and the operator of an aggregated generating facility shall conduct initial training for each of its operating personnel who can receive an oral two-party, person-to-person operating instruction prior to that individual operator receiving an oral two-party, person-to-person operating instruction, including directives, to either:

- (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.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the tenth of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the tenth of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

DELIVERY OF PAYMENT

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NOTICE

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APPROVED BY

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

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-075 RS2026-076	Specified Penalty Amount¹¹	\$ 2,250
Market Participant Name	Syncrude Canada Ltd.		
Reliability Standard	COM-002-AB-4	Self-Report	☐ YES ☒ NO
Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 29, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

MSA FINDINGS

Requirement 2 of COM-002-AB-4 states:

The ISO and each operator of a transmission facility shall conduct initial training for each of its operating personnel responsible for the real-time operation of the interconnected electric system on the documented communications protocols developed in accordance with requirement R1 prior to that individual operator issuing an operating instruction, including directives.

Requirement 3 of COM-002-AB-4 states:

Each operator of an electric distribution system, operator of a generating unit, and the operator of an aggregated generating facility shall conduct initial training for each of its operating personnel who can receive an oral two-party, person-to-person operating instruction prior to that individual operator receiving an oral two-party, person-to-person operating instruction, including directives, to either:

- (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.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the eleventh of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the eleventh of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

DELIVERY OF PAYMENT

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NOTICE

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APPROVED BY

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

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-075 RS2026-076	Specified Penalty Amount¹²	\$ 2,250
Market Participant Name	Syncrude Canada Ltd.		
Reliability Standard	COM-002-AB-4	Self-Report	☐ YES ☒ NO
Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 29, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

MSA FINDINGS

Requirement 2 of COM-002-AB-4 states:

The ISO and each operator of a transmission facility shall conduct initial training for each of its operating personnel responsible for the real-time operation of the interconnected electric system on the documented communications protocols developed in accordance with requirement R1 prior to that individual operator issuing an operating instruction, including directives.

Requirement 3 of COM-002-AB-4 states:

Each operator of an electric distribution system, operator of a generating unit, and the operator of an aggregated generating facility shall conduct initial training for each of its operating personnel who can receive an oral two-party, person-to-person operating instruction prior to that individual operator receiving an oral two-party, person-to-person operating instruction, including directives, to either:

- (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.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the twelfth of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the twelfth of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

DELIVERY OF PAYMENT

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APPROVED BY

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

NOTICE OF SPECIFIED PENALTY

Date of Issue: June 26, 2026		Payment Due Date: July 27, 2026	
MSA File Number	RS2026-075 RS2026-076	Specified Penalty Amount¹³	\$ 2,250
Market Participant Name	Syncrude Canada Ltd.		
Reliability Standard	COM-002-AB-4	Self-Report	☐ YES ☒ NO
Requirement	R2, R3	Accepted Mitigation Plan	☒ YES ☐ NO
Date of Referral/Self Report	April 29, 2026	Date of Contravention	April 1, 2024 to August 31, 2025

MSA FINDINGS

Requirement 2 of COM-002-AB-4 states:

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Requirement 3 of COM-002-AB-4 states:

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- (b) request that the issuer reissue the operating instruction.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R2 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training on the documented communications protocols developed in accordance with Requirement R1 was not conducted at the Aurora control room for operating personnel responsible for the real-time operation of the interconnected electric system prior to those individuals issuing operating instructions, including directives. This non-compliance applied to the thirteenth of 13 operators.

Based on the information in the AESO's referral, the MSA is satisfied that Syncrude Canada Ltd. contravened Requirement R3 of COM-002-AB-4 during the period of April 1, 2024, to August 31, 2025, as initial training was not conducted at the Aurora control room for its operating personnel who can receive oral two-party, person-to-person operating instructions. This non-compliance applied to the thirteenth of 13 operators.

The MSA determined that the contravention was a Lower severity.

The MSA accepted the mitigation plan, in accordance with section 4.9(c) of AUC Rule 027, as it addresses the contravention and includes measures designed to prevent recurrence.

DELIVERY OF PAYMENT

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