Operations Notification System (ONS) Tool Webinar Training

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Revised: 10/27/23
• Added disclaimer to Slide 6.
• Removed previous subscription method slides.
• Updated slide 29 with sender email for Emergency Notifications.

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This training will cover a high-level review of changes to how participants receive ISO Emergency Notifications through:

- ISO Today Mobile App
- CAISO.com *(Emergency Notification & Today’s Outlook)*
- Emergency Notification Email
Operations Notification System (ONS) Tool

BACKGROUND ON THE INITIATIVE
What is Changing?

AWE Tool
Alert, Warning, and Emergency tool is retiring.

Additional Platforms
GMS, MNS/MDS, ADS, and Everbridge.

ONS Tool
Operations Notification System Tool allows for all in one approach for communication.

Acronyms: Grid Messaging System (GMS), Market Notification System/Market Definitions Service (MNS/MDS), and Automated Dispatch System (ADS)
CHANGES TO THE ISO TODAY MOBILE APP – ALL TECHNOLOGY PLATFORMS

Added: The example screenshots throughout this training utilizes fake data (e.g., emergency notifications issued).
Display shows what is currently in effect.

Clicking the bell icon will bring users to the Alerts page.

Alerts display a running list of emergency notifications issued.
ISO Today Mobile App – Future

New Labeling System

**TODAY**
- What is happening today (it may not be in effect yet).

**IN EFFECT**
- What is currently taking place.

**UPCOMING**
- Has not occurred yet.
- This tab will collapse by default to save screen space for users.
Clicking bell icon will now bring users to Notifications page.

Notifications will display a running list of emergency notifications issued.

*Once a user clicks the bell, the notification alert goes away
Questions
CHANGES TO TODAY’S OUTLOOK ON CAISO.COM
Today’s Outlook – Before

Provides high level status of the grid.

Ex. Looking at the RMO, it provides the areas impacted and a link to view all alerts.
Today’s Outlook – After

Grid status will now mirror what users will see on the ISO Today mobile app.
Today’s Outlook – After

This will contain historical details around the specific emergency notification (e.g., issued, updates).
CHANGES TO THE EMERGENCY NOTIFICATION PAGE ON CAISO.COM
Emergency Notifications Archive Section – Before

Current Active Notice(s)
No Current Notice

Pending Notices
CAISO Grid Restricted Maintenance Operations [20230278]

The California ISO is declaring CAISO Grid RESTRICTED MAINTENANCE OPERATION for the period from 08/15/2023 12:00 through 08/16/2023 22:00.

Reason:
The ISO is anticipating high loads and temperatures across the CAISO Grid.


Restricted Maintenance Operations, as detailed in CAISO Operating Procedure 4420, will be in effect.

Market Participants are cautioned to avoid actions, which may jeopardize generator and/or transmission availability.

Monitor system conditions on Today’s Outlook (http://www.caiso.com/TodaysOutlook/Pages/default.aspx) and check with local electric utilities for additional information.

Notice issued at: 08/11/2023 11:30

Notice displayed in reverse chronological order

NOTICE: 202302780 POSTED: 2023-08-11 11:30:00

CAISO Grid Restricted Maintenance Operations [202302780]

The California ISO is declaring CAISO Grid RESTRICTED MAINTENANCE OPERATION for the period from 08/17/2023 12:00 through 08/17/2023 22:00.

Reason:
The ISO is anticipating high loads and temperatures across the CAISO Grid.


Restricted Maintenance Operations, as detailed in CAISO Operating Procedure 4420, will be in effect.

Market Participants are cautioned to avoid actions, which may jeopardize generator and/or transmission availability.

Monitor system conditions on Today’s Outlook (http://www.caiso.com/TodaysOutlook/Pages/default.aspx) and check with local electric utilities for additional information.

Notice issued at: 08/11/2023 11:30

--- DISCLAIMER ----------------------------------

This CAISO notice is based on the current conditions of the transmission grid system. While this CAISO notice reflects the most current information available to the CAISO, because transmission grid system conditions are subject to sudden and rapid change without warning, the accuracy of this notice cannot be assured. This CAISO notice is provided solely for informational purposes. Reliance by any party on the contents of this CAISO notice, regardless of any errors, omissions, inaccuracies, and/or subsequent changed conditions shall not be made the basis for any claim, demand or cause for action against the CAISO. Any recipient’s decisions or actions that may be based in any way whatsoever on the contents of this CAISO notice shall be the sole responsibility of the recipient.

--- DISCLAIMER ----------------------------------
Emergency Notifications Page on CAISO.com – After

This section will mirror what is on the ISO Today Mobile App.
## Emergency Notifications Archive Section – After

### Different Ways to Filter

- **Post Date & Time**

### Emergency Notifications (last 90 days)

<table>
<thead>
<tr>
<th>Post date/time</th>
<th>ID</th>
<th>Event type</th>
<th>Message type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/15/23, 15:20 PT</td>
<td>2023051708061.06</td>
<td>Flex Alert</td>
<td>End</td>
<td>Flex Alert issued for 08/15/2023 13:30 to 08/16/2023 ...</td>
</tr>
<tr>
<td>08/15/23, 14:46 PT</td>
<td>2023051708041.77</td>
<td>Flex Alert</td>
<td>Update</td>
<td>UPDATE - Flex Alert for Northern CA Region - 2023051...</td>
</tr>
<tr>
<td>08/16/23, 13:36 PT</td>
<td>2023051708084.83</td>
<td>Flex Alert</td>
<td>Issue</td>
<td>Flex Alert for Northern CA Region effective 08/16/23...</td>
</tr>
<tr>
<td>08/12/23, 12:36 PT</td>
<td>2023051708114.83</td>
<td>Restricted Maintenance Operations</td>
<td>End</td>
<td>End - GENERATION Restricted Maintenance Oper...</td>
</tr>
<tr>
<td>08/12/23, 12:36 PT</td>
<td>2023051708164.05</td>
<td>Flex Alert</td>
<td>End</td>
<td>Flex Alert issued for 08/12/2023 17:00 to 08/14/2023 ...</td>
</tr>
<tr>
<td>08/15/23, 12:36 PT</td>
<td>2023052203012.26</td>
<td>System Emergency</td>
<td>End</td>
<td>System Emergency End update</td>
</tr>
<tr>
<td>08/15/23, 12:36 PT</td>
<td>2023052207122.81</td>
<td>Transmission Emergency</td>
<td>End</td>
<td>ONS Reminder - Event - 202312017328 terminating i...</td>
</tr>
<tr>
<td>08/16/23, 15:19 PT</td>
<td>2023052303001.35</td>
<td>System Emergency</td>
<td>Issue</td>
<td>System Emergency Notice</td>
</tr>
<tr>
<td>08/15/23, 13:49 PT</td>
<td>2023052307132.50</td>
<td>Transmission Emergency</td>
<td>End</td>
<td>CAISO Old TRANSMISSION EMERGENCY ENDED...</td>
</tr>
<tr>
<td>08/15/23, 15:05 PT</td>
<td>2023052309110.15</td>
<td>Restricted Maintenance Operations</td>
<td>Issue</td>
<td>ONGENERATION Restricted Maintenance Operations N...</td>
</tr>
<tr>
<td>08/14/23, 15:03 PT</td>
<td>2023052303061.31</td>
<td>Flex Alert</td>
<td>Issue</td>
<td>Flex Alert for Southern CA San Diego Region effective 0...</td>
</tr>
<tr>
<td>08/14/23, 15:01 PT</td>
<td>2023052307128.38</td>
<td>Transmission Emergency</td>
<td>Issue</td>
<td>CAISO Old TRANSMISSION EMERGENCY Notice + ...</td>
</tr>
<tr>
<td>08/14/23, 15:01 PT</td>
<td>2023052307132.50</td>
<td>Transmission Emergency</td>
<td>Issue</td>
<td>CAISO Old TRANSMISSION EMERGENCY Notice + ...</td>
</tr>
<tr>
<td>08/12/23, 15:15 PT</td>
<td>2023052309508.73</td>
<td>Test</td>
<td>End</td>
<td>CAISO Old TEST ENDED NOTICE - 202349185006</td>
</tr>
<tr>
<td>08/11/23, 11:13 PT</td>
<td>2023052307151.83</td>
<td>EEA 1</td>
<td>End</td>
<td>CAISO EEA 1 - ENDED - 202307675102</td>
</tr>
<tr>
<td>08/11/23, 14:08 PT</td>
<td>2023052307150.08</td>
<td>Test</td>
<td>Issue</td>
<td>CAISO Old TEST NOTICE - 20234895806</td>
</tr>
<tr>
<td>08/11/23, 14:14 PT</td>
<td>2023052307151.79</td>
<td>EEA 1</td>
<td>Issue</td>
<td>CAISO EEA 1 NOTICE - 202307675102</td>
</tr>
<tr>
<td>08/12/23, 17:39 PT</td>
<td>2023052307161.46</td>
<td>Test</td>
<td>End</td>
<td>CAISO Old TEST ENDED NOTICE - 202348975103</td>
</tr>
<tr>
<td>08/12/23, 18:34 PT</td>
<td>2023052307169.19</td>
<td>EEA 1</td>
<td>End</td>
<td>CAISO EEA 1 - ENDED - 202342748319</td>
</tr>
</tbody>
</table>
## Different Ways to Filter

- Post Date & Time
- ID name
Emergency Notifications Archive Section – After

Different Ways to Filter

- Post Date & Time
- ID name
- Event Type
  - Flex Alert, Restricted Maintenance Operations, Transmission Emergency, EEA levels
Different Ways to Filter

- **Post Date & Time**
- **ID name**
- **Event Type**
  - Flex Alert, Restricted Maintenance Operations, Transmission Emergency, EEA levels
- **Message Type**
  - Issue, Update, End
Different Ways to Filter

- **Post Date & Time**
- **ID name**
- **Event Type**
  - Flex Alert, Restricted Maintenance Operations, Transmission Emergency, EEA levels
- **Message Type**
  - Issue, Update, End
- **Description**
  - Subject line of email sent out
Here is an example of the page being filtered under the Event Type as “Transmission Emergency.”
Emergency Notifications Archive Section Details – After (cont.)

**California ISO**

**Flex Alert**

*Posted: 08/15/2023, 15:20 PT*

Notice No: 202351780611-08

The California ISO has concluded the Flex Alert issued for Northern CA Region from 08/15/2023 13:36 to 08/15/2023 15:20.

Thank you for your participation.

**Disclaimer**

End: 08/15/2023, 15:20 PT

Flex Alert issued for 08/15/2023 13:36 to 08/15/2023 15:20...
Questions
CHANGES TO THE EMERGENCY NOTIFICATION EMAILS & SUBSCRIBING
Emergency Notification Email Changes – Before

Previously, emergency notifications were sent from EmergencyNotifications@caiso.com

The context in the email will remain the same "with some new additions"
Emergency Notifications will now be sent from the email: emergencynotifications@caisocommunications.com

New section titled, “Planned Events.” Provide context to participants of upcoming events and context to what is happening next.

Link at the bottom of email to manage Emergency Notification subscription preferences.
READINESS ACTIVITIES AND WRAP UP
# Timing of Changes

<table>
<thead>
<tr>
<th>ISO Today Mobile App</th>
<th>A few weeks after the ONS Tool launch <em>(End of September)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>CAISO.com</td>
<td>*<em>Mid September</em> (w/ ONS tool Launch)**&lt;br&gt;weather conditions permitting</td>
</tr>
<tr>
<td>Emergency Notification Email</td>
<td>*<em>Mid September</em> (w/ ONS tool Launch)**&lt;br&gt;weather conditions permitting</td>
</tr>
</tbody>
</table>

Customer Readiness will be sending out communications when ISO Today App & CAISO.com changes occur.
Wrap Up

We covered a high-level review of changes to how participants receive ISO Emergency Notifications through:

- ISO Today Mobile App
- CAISO.com *(Emergency Notification & Today’s Outlook)*
- Emergency Notification Email
What Questions Do You Have?
Thank you for your participation!

For clarification on anything presented in this training, send an email to: CustomerReadiness@caiso.com

For any other questions or stakeholder specific questions or concerns, please submit a ticket.

www.caiso.com