

 California ISO	Operating Procedure	Procedure No.	2720A
		Version No.	1.0
		Effective Date	1/15/26
Market Disruption Communications		Distribution Restriction: None	

1. Procedure Detail

1.1 Purpose

The Market Operator may need to take actions specifically in Tariff Sections 7.7.6 and/or 29.7(j) to prevent, mitigate, and minimize a market disruption to maintain reliability and restore normal market operations and participation. The Market Operator will communicate all planned Market Disruptions. The Market Operator will strive to communicate as soon as possible information on unplanned Market Disruptions that WEIM entities may need to take individual action within their own BAA.

1.2 Market Communications Applications

Everbridge	<p>Everbridge is a web-based notification system. It is the primary form of communication used in Real-Time by the Market Operator to the WEIM participants. It is used for notification of Market Disruptions (planned and unplanned), planned application work that may impact the Market, to request WEIM participants to join a participant bridge or to send a poll to assess the impact of a reported issue by a WEIM participant.</p>
MNS (Market Notification System)	<p>An internal CAISO messaging application that sends market notices to market participants via the market participant portal. MNS is an automated electronic data exchange mechanism between the CAISO and the Market Participant community.</p> <p>MNS messages can be sent to external entities via HTTP using the CAISO's application program interface. External entities configure their firewalls to allow HTTP port 80 traffic sourced from one of two public CAISO addresses and registers their receiving HTTP URL as the entities' target. The URL is the entity's MNS Endpoint, which is saved in the MDS database. (Also known as Market Notification Service, or Market Notices. MNS/MDS refers to market notices posted on the Market Definitions Service portal.</p> <p>MNS messages can also be found on OASIS, under the System Messages report.</p>
SendGrid	<p>SendGrid is an email messaging system used by the CAISO. It provides the ability to send targeted emails based on certificate access (i.e., BAAOP, BSAP, CMRI, OASIS, etc.)</p>

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1.3 Market Operator Actions

Market Operator
<p>1. For all <u>planned</u> Market Disruptions, the Market Operator will communicate in a timely manner the specifics of the Market Disruption including, but not limited to:</p> <ul style="list-style-type: none"> • Which system(s) planned work will impact • Planned start time • Market runs that could be impacted • Actual start time • Completion of planned work <p><i>Example Messaging from Everbridge:</i></p> <p>Attention WEIM Entity BAs:</p> <p><i>Market Patch 3.1 IFM/RTN</i></p> <p><i>Attention WEIM Entity BAs: The California ISO has scheduled maintenance in its IFM/RTN production environment today [08/20/2025 @ 13:23 PPT]. This will require RTD, RTPD, STUC and RTBS to be in manual and result in the interruption of RTD 5-min and RTPD 15-min dispatches. No Base Schedule Test Executions will be skipped. The Market Operator may use the “Trigger RTPD Advisory” feature for RTPD 5 at approximately 13:22. The Market Operator will send a follow-up message when the UI is available for login. The Market Operator will utilize the broadcast disconnect feature after the patch to validate market solutions before broadcasting to ADS. Refer to Operating Procedure 2720, Scenario 3.1 for more information. Recommendation reminder: Before logging back into Market UIs, please clear your web browser cache and start a new session</i></p> <p>2. For all <u>unplanned</u> Market Disruptions, the Market Operator shall strive to notify all affected WEIM Entity BAs via Everbridge and/or phone as quickly as capable. During a series of market failures, notification may be limited to the initial or initiating event.</p> <p>Some events may require WEIM participants to respond to polling requests and/or join an Everbridge Conference Call in a timely fashion in order to quickly assess the severity of the Market Disruption before the Market Operator takes action. Examples of those events include, but are not limited to:</p> <ul style="list-style-type: none"> • Network connectivity issues • Loss of critical payloads to the Market application (IFM/RTN and BAAOP) • Loss of Market application for all users (IFM/RTN and BAAOP) • Loss of ADS

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Market Operator

Example message from Everbridge:

Attention WEIM Entity BAs:

The California ISO is currently troubleshooting ADS and BAAOP connectivity issues. The Market Operator will send Everbridge message as soon as ADS and BAAOP is available for logging in. Refer to Operating Procedure 2720 3.1

Attention WEIM Entity BAs:

The California ISO is currently experiencing widespread connectivity issues that are impeding the ability of participants accessing various applications. We are currently troubleshooting the problem. We are requesting WEIM Entities to join an Everbridge conference call so we may assess the full impact on all participants. Upon receiving the call, press 1 to join. If for some reason a user may be disconnected, a conference phone number and ID will be provided in the Everbridge email. Refer to Operating Procedure 2720, Section 3.2.

Join the conference call at 1 (605) 468-8035, conference ID xxxxxxxx.

Attention WEIM Entity BAs:

A WEIM entity has reported they are having trouble accessing SIBR. Is your entity also experiencing SIBR access issues? Please reply to the poll with the appropriate response.

1. [YES](#)
2. [NO](#)

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1.4 WEIM Participant

WEIM Operator
<ol style="list-style-type: none"> 1. The WEIM entity should ensure they are monitoring Everbridge, MNS, and SendGrid messaging systems for timely updates and potential requests for Everbridge polling and/or joining an Everbridge conference call. As WEIM entities assess market disruption impacts, and take necessary actions, they shall notify the Market Operator of any impacts and actions that prevent them from following market dispatches or impacts on adjacent WEIM entities. 2. Communication with the Market Operator should include, but are not limited to, the following: <ul style="list-style-type: none"> • Inability to follow DOT • Internal system issues that cause market input data quality • Changes to Net_ITC limits outside of planned maintenance • Requests to lock ETSR <p>Note: Please refer to 2720B Market Disruption Settlements Notification for necessary actions after the event.</p>

1.5 Communications Testing

Market Operator
<ol style="list-style-type: none"> 1. On the 1st of each month, the Market Operator shall initiate two (2) tests on the Everbridge system that will include one (1) polling message asking for a response and one (1) message requesting entities to join an Everbridge Conference call. Results of the tests will be monitored and assessed. CAISO may follow up with any entity to ensure they receive the messages and correct any Everbridge contact information if necessary. <p><i>Example test messages:</i></p> <p>WEIM Everbridge Polling - Test:</p> <p><i>This poll is for test purposes only using Everbridge's polling feature. Please respond within 5 minutes with a YES to record your participation in the poll.</i></p> <p>-----</p> <p>WEIM Everbridge Conference Call - Test:</p> <p><i>This conference call is for test purposes only using Everbridge's conference call feature. Upon receiving the call, press 1 to join. Market Operator will perform a roll call. If for some reason a user may be disconnected, a conference phone number and ID will be provided in the Everbridge email.</i></p>

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Market Operator
<i>Join the conference call at 1 (605) 468-8035, conference ID 11014721.</i>

2. Supporting Information

Operationally Affected Parties

Shared with the Public and on the WEIM Portal.

References

Resources studied in the development of this procedure and that may influence some steps taken herein include but are not limited to:

None.

Definitions

Unless the context otherwise indicates, any word or expression defined in the Master Definitions Supplement to the CAISO Tariff shall have that meaning when capitalized in this Operating Procedure.

The following additional terms are capitalized in this Operating Procedure when used as defined below:

None.

Version History

Version	Change	Date
1.0	New procedure Appendix/Attachment issued.	1/15/26

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