

13.0 **BACKUP PROCEDURES FOR SCHEDULING SYSTEM OUTAGES**

In this section:

[Notification of Outages](#)

[OASIS Outage](#)

[eTag System Outage](#)

[British Columbia Transmission Corporation Scheduling Application Outages](#)

13.1 **Notification of Outages**

British Columbia Transmission Corporation will notify Customers of planned and unplanned outages on British Columbia Transmission Corporation's website under Bulletins at http://www.bctc.com/transmission_scheduling/bulletins/2008/. British Columbia Transmission Corporation will provide timeframes for planned or unplanned outages as soon as possible.

Note: British Columbia Transmission Corporation will not notify in any other manner, so the onus is on the Customer to monitor British Columbia Transmission Corporation's Bulletin Board. If the Customer subscribes to this website, it will receive e-mail notifications of website postings.

13.2 **OASIS Outage**

The scheduling processes are highly dependent on interaction with systems external to British Columbia Transmission Corporation. These external systems can experience outages, which will require action and alternate methods of performing the business processes.

The official backup procedures in the event of an OASIS outage (as designated by British Columbia Transmission Corporation) are as follows:

a) Pre-schedule

British Columbia Transmission Corporation requires transmission requests be faxed to it at (604) 696-9886 on its Transmission Service Fax Request Form located at http://www.bctc.com/NR/rdonlyres/32E9B93C-0BEC-4876-97A9-EDFF97E82345/0/trans_service_fax_request_form.pdf. The Pre-schedule Office will only accept faxes on the last ATC posting to OASIS. Changes to ATC during the outage will not be provided in Pre-schedule.

b) Real-time

The Real-time Office will accept telephone requests for ATC during the outage, but Customers must follow up by faxing the Transmission Service Fax Request Form located at http://www.bctc.com/NR/rdonlyres/32E9B93C-0BEC-4876-97A9-EDFF97E82345/0/trans_service_fax_request_form.pdf to the Real-time Office fax number at (604) 455-1809.

When a Customer has problems purchasing transmission through OASIS it should call the Pre-schedule office at (604) 699-7575 or the Real-time office at 877-888-1705 to verify the source of the problem. British Columbia Transmission Corporation will not process transmission requests by fax or phone if OASIS is operational and/or there has been no notification by British Columbia Transmission Corporation to the market that an unplanned OASIS outage has occurred.

Additional Rules

When an outage occurs, either known in advance or not, the following applies to both Pre-schedule and Real-time:

- British Columbia Transmission Corporation is the default supplier for all Ancillary Services reservations including losses.
- British Columbia Transmission Corporation will not perform reinstatements.
- British Columbia Transmission Corporation will perform curtailments.

13.3 **eTag System Outage**

The Scheduling processes are highly dependent on interaction with systems external to British Columbia Transmission Corporation such as eTag. These external systems can experience outages that will require action and alternate methods of performing the business processes.

1. The following procedures will be implemented for energy schedules in the event of an eTag failure:
 - **Pre-schedule** – Customers can fax eTags to the Pre-schedule Office at (604) 696-9886 using the eTag Fax Request Form located at http://www.bctc.com/NR/rdonlyres/B7D766FB-F5E3-4D4D-9681-410A9AB002E4/0/etag_request_fax_form.pdf. Pre-schedule staff will manually enter the energy schedules from the faxed eTags into British Columbia Transmission Corporation's Scheduling Application.

- **Real-time** – Customers may telephone the Real-time Office at 877-888-1705 with their energy schedules; however, the telephone schedules must be backed up with a faxed eTag to the Real-time fax at (604) 455-1809 using the eTag Fax Request Form located at http://www.bctc.com/NR/rdonlyres/B7D766FB-F5E3-4D4D-9681-410A9AB002E4/0/etag_request_fax_form.pdf.
- 2. Losses will be linked with the parent through a manual process. Therefore, the Customer must submit a separate fax for losses or accept British Columbia Transmission Corporation as the default supplier.
- 3. Interruptible Energy schedules will be accepted by telephone during an eTag system outage.
- 4. The following applies to Adjust (send and receive):
 - Upon (telephone) notification from the Sink Control Area, the Schedulers will manually adjust the energy schedule accordingly in British Columbia Transmission Corporation's Scheduling Application. The Sink Control Area is responsible for notifying parties to the transaction (in eTag).
 - In the event that British Columbia Transmission Corporation is the Sink Control Area, the Schedulers will notify the Source Control Area by telephone and adjust the energy schedule in British Columbia Transmission Corporation's Scheduling Application. This will automatically trigger the creation of an Adjust eTag when service resumes.

When a Customer has problems submitting an eTag with the eTag system it should contact the Pre-schedule office at (604) 699-7575 or the Real-time office at 877-888-1705 to verify the source of the problem.

13.4 British Columbia Transmission Corporation Scheduling Application Outages

British Columbia Transmission Corporation's Scheduling Application may experience planned and unplanned outages of its services. The official backup procedures in the event of an outage of British Columbia Transmission Corporation's Scheduling Application are as follows:

Transmission Reservations

The Pre-schedule and Real-time Offices will not post any further ATC to OASIS until British Columbia Transmission Corporation's Scheduling Application is restored. All transmission requests received during the official outage times will be REFUSED.

Energy Schedules

While the Scheduling Application is down, the Real-time Office will rely on the Alberta and BPA operators to establish the net schedule capacity amounts for each operating hour in which the system is down.

British Columbia Transmission Corporation will not be processing eTags, so any eTags that are “late” will be DENIED without British Columbia Transmission Corporation’s active approval.

Adjustments/credits may be made after-the-fact.

[Back to Top of Section](#)

Document Change History

Issue No.	Reason for Issue	Date
1	OATT Implementation	March 1, 2006
2	Update to Pre-schedule office phone and fax numbers	December 3, 2007
3	Correct contact numbers and link to Bulletins	July 30, 2008
4	Correct reference	August 6, 2008
5	Updated template.	July 2, 2010