



AESO
Stakeholder
Engagement Framework



The Alberta Electric System Operator (AESO) recognizes that the decisions we make and actions we take in delivering on our mandate affect many different stakeholders. In our view, stakeholder engagement is critical to our success: stakeholder engagement forms a fundamental part of how we achieve our business goals. To be successful, we recognize that we must earn the confidence of our stakeholders. They must believe that their efforts to stay informed about our activities and other industry developments, as well as their participation in our engagements are worthwhile investments and that we value their feedback.

Our Stakeholder Engagement Framework (Framework) provides a structure that allows stakeholder needs and interests to be consistently, transparently and meaningfully considered in our activities, including those processes through which we reach decisions.

ABOUT THE AESO

The Alberta Electric System Operator (AESO) manages and operates the provincial power grid. We're a not-for-profit organization with no financial investment in the industry. On behalf of Albertans, we work with industry partners and the government to make sure reliable power is there when you need it.

WHAT DO WE DO?

MANAGE AND PLAN THE GRID 24 HOURS A DAY

We work with industry partners to keep electricity flowing throughout the province. Our System Controllers balance supply and demand 24/7 making sure Albertans have power when they need it.

PLAN AND OPERATE THE MARKET

In Alberta, companies own generation, transmission and distribution facilities. We dispatch the power sold by generators, using the lowest-priced electricity first and then the next lowest until the need for power has been satisfied.

PLAN THE FUTURE OF THE SYSTEM AND ITS INFRASTRUCTURE

As Alberta grows, so does its need for electricity. We plan ahead and expand the grid, ensuring the right transmission lines are built as efficiently as possible.

CONNECTING CUSTOMERS TO THE GRID

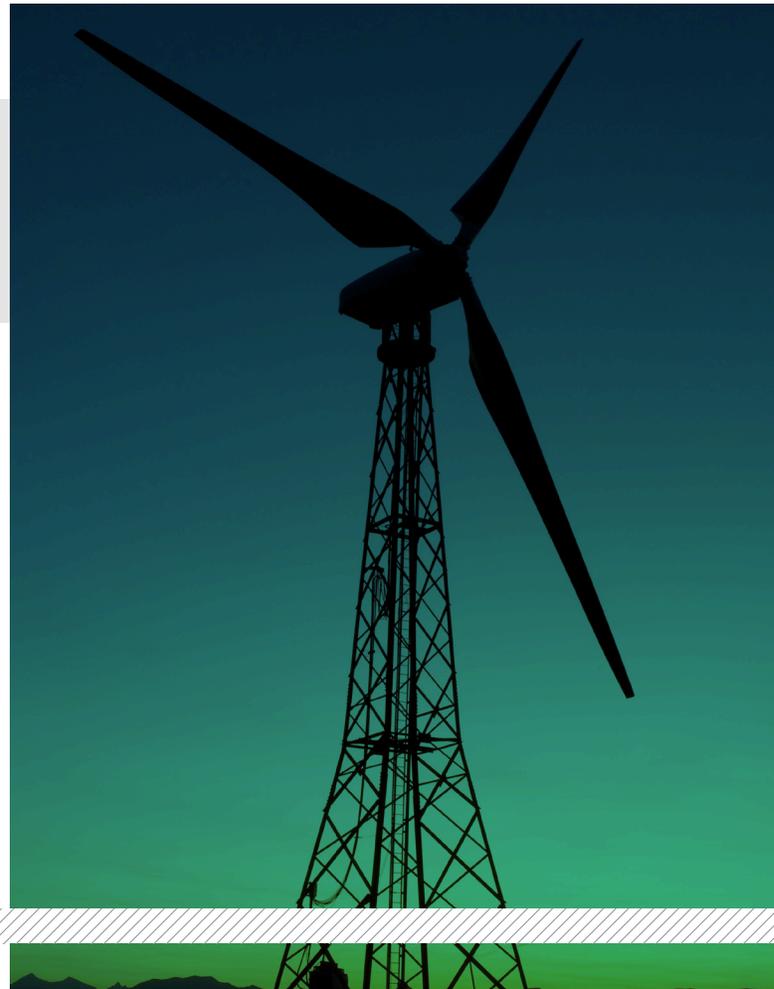
We ensure generators and large power consumers can connect to the transmission system in a safe and reliable manner. Fair, efficient and open transmission system access is facilitated through the AESO's Connection Process and transmission tariff.

PURPOSE OF THIS FRAMEWORK

This Framework sets out our approach to stakeholder engagement and the role it plays in how we deliver our mandate.

OUR APPROACH TO STAKEHOLDER ENGAGEMENT

Our stakeholder engagement process is conducted strategically and in a coordinated manner such that we are compliant with our legislative and regulatory obligations, and stakeholders are provided with a consistent and meaningful experience to help us make well-informed decisions for the benefit of Albertans.



WHY WE ENGAGE WITH STAKEHOLDERS

We work in the public interest of all Albertans. Our stakeholders are impacted by our decisions and actions. We recognize that they have a lot to contribute to the quality of decisions we make and the effectiveness of our actions. Engaging with stakeholders leads to many positive outcomes, including:

- *MORE INFORMED DECISIONS*
- *STRONGER TRUST*
- *MORE CONFIDENCE IN OUR STEWARDSHIP OF THE RELIABILITY OF ALBERTA'S GRID*
- *BETTER UNDERSTANDING OF STAKEHOLDER PERSPECTIVES AND OUR OWN*
- *ENHANCED TRANSPARENCY*
- *BETTER USE OF OUR RESOURCES AND THOSE OF OUR STAKEHOLDERS*

Stakeholder engagement also helps us:

- *SET PRIORITIES*
- *IDENTIFY, TRACK AND MANAGE ISSUES*

Stakeholder engagement is a critical piece of our business and we can only be successful if we do it well.

ENGAGEMENT PRINCIPLES



We take a principles-based approach to engagement with our stakeholders. Our stakeholder engagement is guided by the following principles:

PRINCIPLE ONE: INCLUSIVE AND ACCESSIBLE

We engage with stakeholders about industry developments and AESO activities and decisions that impact them. All impacted parties are welcome. Our engagements are accessible. We use technology to enhance our efforts to accommodate stakeholders.

PRINCIPLE TWO: STRATEGIC AND COORDINATED

Our engagements are strategic and well-coordinated. We look to ensure stakeholders have fair and reasonable opportunities to participate and that the tools and practices we employ are appropriate for the engagement being conducted.

PRINCIPLE THREE: TRANSPARENT AND TIMELY

Our engagements are transparent. The purpose of our engagements, their scope, as well as our criteria for decision-making is clear. We bring engagement topics forward to our stakeholders in a timely way so that stakeholders can prepare for their participation, provide informed feedback during the engagement, and prepare their organizations for any future changes that may result.

PRINCIPLE FOUR: CUSTOMIZED AND MEANINGFUL

We tailor our engagements based on the nature and impacts of issues to stakeholders. We implement an iterative and substantive process that recognizes the value of stakeholder input in developing outcomes. We acknowledge our stakeholders for investing their time, lending their expertise and sharing perspectives during our engagements. We demonstrate how stakeholders' feedback is considered.

SCOPE OF OUR ENGAGEMENTS

Our involvement with stakeholders ranges from sharing information with stakeholders about AESO activities and decisions, to consulting on issues and other matters, to collaborating on recommendations for the AESO's consideration.

OUR STAKEHOLDERS

- *END-USE CUSTOMERS*
- *GOVERNMENT AND AGENCIES*
- *INDIGENOUS PEOPLES*
- *INDUSTRY*
- *PUBLIC*



SPECTRUM OF AESO STAKEHOLDER ENGAGEMENT



INFORM



COLLABORATE

The AESO has a range of stakeholder engagement approaches. We choose the appropriate level of engagement by assessing our role and responsibilities, the topics and issues we are considering, and the outcomes we are seeking. With a clear mandate and well-established responsibilities, sharing information and requesting feedback in an iterative process form the bulk of our engagement efforts. However, for larger initiatives with high stakeholder impact, we may seek higher levels of stakeholder participation to develop recommendations for our consideration.

ENGAGEMENT ACTIVITIES THIS FRAMEWORK COVERS

This Framework covers a wide range of AESO engagement activities, including:

- *AESO BUSINESS ACTIVITIES WHERE STAKEHOLDER ENGAGEMENT IS REQUIRED BY LEGISLATION AND REGULATION*
- *OTHER AESO BUSINESS ACTIVITIES WHERE STAKEHOLDER ENGAGEMENT IS ESSENTIAL TO MAKING INFORMED, ROBUST DECISIONS*



OBJECTIVES

The core objectives of our Framework are to:

- ➔ *KEEP STAKEHOLDERS INFORMED ABOUT MATTERS THAT IMPACT THEM;*
- ➔ *PROVIDE OPPORTUNITIES FOR STAKEHOLDERS TO SHARE THEIR PERSPECTIVES AND CONCERNS ON RELEVANT DECISIONS AND DEVELOPMENTS IN OUR INDUSTRY;*
- ➔ *ENHANCE OUR ABILITY TO UNDERSTAND STAKEHOLDER VIEWS AND INCORPORATE CONSIDERATION OF THEM INTO OUR DECISION-MAKING;*
- ➔ *STANDARDIZE THE PROCESSES, PRACTICES AND TOOLS WE USE TO ENGAGE OUR STAKEHOLDERS;*
- ➔ *COORDINATE OUR ENGAGEMENTS TO MAXIMIZE EFFECTIVENESS AND EFFICIENCY AND REDUCE STAKEHOLDER FATIGUE;*
- ➔ *COMMUNICATE EFFECTIVELY BY ENHANCING THE CLARITY, ACCESSIBILITY, RELEVANCE AND TIMELINESS OF OUR ENGAGEMENT COMMUNICATIONS;*
- ➔ *BUILD STAKEHOLDERS' TRUST AND CONFIDENCE IN THE AESO AND IN OUR PROCESSES, DECISIONS AND ACTIVITIES; AND*
- ➔ *MEASURE OUR ADHERENCE TO THE PRINCIPLES AND REPORT ON OUR PROGRESS.*

REVIEWING THIS FRAMEWORK

We are committed to continuously improving how we engage with our stakeholders. We evaluate our engagement approaches and tools regularly, and we seek feedback on how to improve them to ensure that we and our stakeholders are maximizing the value of our engagements. It's important to determine whether the Framework is operating effectively and meeting our expectations and those of our stakeholders. We will continue to monitor the ongoing relevance of this Framework and update as necessary.



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