

### **30.9 Complaints and Requests for Investigations**

Any Market Party or other interested person or entity may at any time submit information to the Market Monitoring Unit concerning any matter relevant to the responsibilities of the Market Monitoring Unit under Attachment O, or may submit a request to the Market Monitoring Unit for the Market Monitoring Unit to conduct an investigation, or take any other action contemplated by Attachment O. Such submissions or requests may be made on a confidential basis. The Market Monitoring Unit's authority to conduct an investigation may be limited by Section 30.4.5.3 of Attachment O. The Market Monitoring Unit shall provide a copy of any such submission or request to the ISO, unless a confidential investigation request addresses the ISO's actions or inaction, and the Market Monitoring Unit determines that it would not be appropriate to reveal the submission or request to the ISO, or that it would not be appropriate to reveal the submission or request to certain ISO personnel or departments. At the time it provides a copy of a confidential submission or request to the ISO, the Market Monitoring Unit may include written instructions to the ISO staff to whom the copy of the submission or request is sent, requiring them to limit their distribution of such submission or request. ISO staff shall abide by any limitation on distribution imposed by the Market Monitoring Unit until the information is made public, or the Market Monitoring Unit, FERC, or FERC staff provide written instructions to the contrary. The MMA shall be available to assist the Market Monitoring Unit's efforts to process or investigate the submissions and requests it receives. The Market Monitoring Unit may request further relevant information available from the submitting Market Party, or from any other person or entity, as a condition of undertaking any further investigation. Following a preliminary review, acting in a timely manner, the Market Monitoring Unit shall decline to take further action, or shall carry out such investigation as it deems appropriate, or as may be required by the

Board acting on its own initiative or at the request of a Market Party or other interested party.

The Market Monitoring Unit shall include a summary of its actions or decisions not to act under this Section 30.9 in its annual report to the Board. The summary included in the annual report to the Board need not contain any Protected Information.