

Standard Development Roadmap

This section is maintained by the drafting team during the development of the standard and will be removed when the standard becomes effective.

Development Steps Completed:

1. Draft SAR Version 1 posted January 15, 2007
2. Draft SAR Version 1 Comment Period ended February 14, 2007
3. Draft SAR Version 2 and comment responses on SAR version 1 posted March 19, 2007
4. Draft Version 2 SAR comment period ended April 17, 2007
5. SAR version 2 and comment responses for SAR version 2 accepted by SC and SDT appointed in June 2007.
6. First posting of revised standards on August 5, 2008 with comment period closed on September 16, 2008.
7. Draft Version 2 of standards and response to comments September 16, 2008 – May 26, 2009.

Proposed Action Plan and Description of Current Draft:

The SDT began working on revisions to the standards in August 2007. The current posting contains revisions based on stakeholder comments on the first draft. The team is seeking comments on the revised standards.

Future Development Plan:

Anticipated Actions	Anticipated Date
1. Second Posting of draft standards,	July-August 2009
2. Respond to comments on second posting	August 2009
3. Post Standards for pre-ballot period.	September 2009
4. Standards posted for initial and recirculation ballots.	October 2009
5. Standards sent to BOT for approval.	December 2009
6. Standards filed with regulatory authorities.	January 2010

Definitions of Terms Used in Standard

This section includes all newly defined or revised terms used in the proposed standard. Terms already defined in the Reliability Standards Glossary of Terms are not repeated here. New or revised definitions listed below become approved when the proposed standard is approved. When the standard becomes effective, these defined terms will be removed from the individual standard and added to the Glossary.

None

A. Introduction

1. **Title:** Communications
2. **Number:** COM-001-2
3. **Purpose:** To ensure that operating entities have adequate interpersonal communication capabilities.
4. **Applicability:**
 - 4.1. Transmission Operators.
 - 4.2. Balancing Authorities.
 - 4.3. Reliability Coordinators.
 - 4.4. Distribution Providers.
 - 4.5. Generator Operators.
 - 4.6. Transmission Service Providers.
 - 4.7. Load-Serving Entities.
 - 4.8. Purchasing-Selling Entities.
5. **Effective Date:** The first day of the first calendar quarter following applicable regulatory approval – or in those jurisdictions where no regulatory approval is required, the first day of the first calendar quarter following Board of Trustees adoption.

B. Requirements

- R1.** Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall test, on a quarterly basis, alternative interpersonal communications capabilities used for communicating real-time operating information. If the test is unsuccessful, the entity shall develop a mitigation plan to restore its interpersonal communications capabilities. *[Violation Risk Factor: Lower][Time Horizon: Real-time Operations]*
- R2.** Each Reliability Coordinator, Transmission Operator and Balancing Authority shall notify impacted entities within 60 minutes of the detection of a failure (30 minutes or longer) of its normal interpersonal communications capabilities. *[Violation Risk Factor: Medium][Time Horizon: Real-time Operations]*
- R3.** Unless agreed to otherwise, each Reliability Coordinator, Transmission Operator, Balancing Authority, Generator Operator, Transmission Service Provider, Load-Serving Entity, Purchasing-Selling Entity and Distribution Provider shall use English as the language for all inter-entity Bulk Electric System (BES) reliability communications between and among operating personnel responsible for the real-time generation control and operation of the interconnected BES. *[Violation Risk Factor: Medium] [Time Horizon: Real-time Operations]*
- R4.** Each Distribution Provider and Generation Operator shall have interpersonal communications capabilities with its Transmission Operator and Balancing Authority

for the exchange of Interconnection and operating information. [*Violation Risk Factor: High*][*Time Horizon: Real-time Operations*]

C. Measures

- M1.** Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall have and provide upon request evidence that could include, but is not limited to dated test records, operator logs, voice recordings or transcripts of voice recordings, electronic communications, or equivalent, it tested, on a quarterly basis, alternative interpersonal communications capabilities used for communicating real-time operating information. If the test was unsuccessful, the entity shall have and provide upon request evidence that it developed a mitigation plan to restore the interpersonal communications capabilities. (R1.)
- M2.** Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall have and provide upon request evidence that could include, but is not limited to operator logs, voice recordings or transcripts of voice recordings, electronic communications, or equivalent, it notified impacted entities within 60 minutes of the detection of a failure (30 minutes or longer) of their normal communications capabilities. (R2.)
- M3.** Each Reliability Coordinator, Transmission Operator, Balancing Authority, Generator Operator, Transmission Service Provider, Load-Serving Entity, Purchasing-Selling Entity, and Distribution Provider shall have and provide upon request evidence that could include, but is not limited to operator logs, voice recordings or transcripts of voice recordings, electronic communications, or equivalent, that will be used to determine that personnel used English as the language for all inter-entity Bulk Electric System reliability communications between and among operating personnel responsible for the real-time generation control and operation of the interconnected Bulk Electric System. If a language other than English is used, each party shall have and provide upon request evidence that could include, but is not limited to operator logs, voice recordings or transcripts of voice recordings, electronic communications, or equivalent, of agreement to use the alternate language. (R3.)
- M4.** Each Distribution Provider and Generation Operator shall demonstrate the existence of its interpersonal communications capabilities with its Transmission Operator and Balancing Authority for the exchange of Interconnection and operating information. (R4.)

D. Compliance

- 1. Compliance Monitoring Process**
 - 1.1. Compliance Enforcement Authority**
 - Regional Entity
 - 1.2. Compliance Monitoring and Enforcement Processes**
 - Compliance Audits
 - Self-Certifications
 - Spot Checking

Compliance Violation Investigations

Self-Reporting

Complaints

1.3. Data Retention

The Reliability Coordinator, Transmission Operator, Balancing Authority, Distribution Provider and Generator Operator shall keep data or evidence to show compliance as identified below unless directed by its Compliance Enforcement Authority to retain specific evidence for a longer period of time as part of an investigation:

Each Reliability Coordinator, Transmission Operator, Balancing Authority, Distribution Provider, and Generator Operator shall keep the most recent three years of historical data (evidence) for Requirement R1, Measure M1.

Each Reliability Coordinator, Transmission Operator, Balancing Authority, Distribution Provider, and Generator Operator shall keep the most recent twelve months of historical data (evidence) for Requirement R2, Measure M2.

Each Reliability Coordinator, Transmission Operator, Balancing Authority, Generator Operator, Transmission Service Provider, Load-Serving Entity, Purchasing-Selling Entity, and Distribution Provider shall keep evidence for Requirement R3, Measure M3 for the most recent 3 months. If a Reliability Coordinator, Transmission Operator, Balancing Authority, Distribution Provider or Generator Operator is found non-compliant with a requirement, it shall keep information related to the noncompliance until the Compliance Enforcement Authority finds it compliant.

The Compliance Enforcement Authority shall keep the last audit records and all requested and submitted subsequent audit records.

1.4. Additional Compliance Information

None

2. Violation Severity Levels

Requirement	Lower VSL	Moderate VSL	High VSL	Severe VSL
R1	The responsible entity tested alternative interpersonal communications capabilities but failed to develop a mitigation plan when the test failed.	N/A	N/A	The responsible entity failed to test the alternative interpersonal communications capabilities on a quarterly basis.
R2	N/A	The responsible entity notified at least one, but not all, impacted entities of the failure of its normal interpersonal communications capabilities within 60 minutes.	N/A	The responsible entity failed to notify any impacted entities of the failure of their normal interpersonal communications capabilities within 60 minutes.
R3	N/A	N/A	N/A	The responsible entity failed to provide evidence of concurrence to use a language other than English for communications between and among operating personnel responsible for the real-time generation control or operation of the interconnected BES when a language other than English was used.
R4	N/A	N/A	The responsible entity failed to have interpersonal communications capabilities with its Transmission Operator or Balancing Authority.	The responsible entity failed to have interpersonal communications capabilities with its Transmission Operator and Balancing Authority.

E. Regional Differences

None identified.

F. Associated Documents

Version History

Version	Date	Action	Change Tracking
0	April 1, 2005	Effective Date	New
0	August 8, 2005	Removed “Proposed” from Effective Date	Errata
1	November 1, 2006	Adopted by Board of Trustees	Revised
1	April 4, 2007	Regulatory Approval — Effective Date	New
1	April 6, 2007	Requirement 1, added the word “for” between “facilities” and “the exchange.”	Errata
2	TBD	Revised per SAR for Project 2006-06, RCSDT	Revised