

**A. Introduction**

1. **Title:**           **Communication and Coordination**
2. **Number:**       COM-002-3
3. **Purpose:**       To ensure Balancing Authorities, Transmission Operators, and Generator Operators have adequate communications and that these communications capabilities are staffed and available for addressing a real-time emergency condition. To ensure communications by operating personnel are effective.
4. **Applicability**
  - 4.1. Reliability Coordinators.
  - 4.2. Balancing Authorities.
  - 4.3. Transmission Operators.
5. **Effective Date:**                   **To be determined.**

**B. Requirements**

- R1. Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall issue directives in a clear, concise, and definitive manner; shall ensure the recipient of the directive repeats the information back correctly; and shall acknowledge the response as correct or repeat the original statement to resolve any misunderstandings. [*Violation Risk Factor: High*][*Time Horizon: Real-Time*]

**C. Measures**

- M1. Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall have evidence such as voice recordings or transcripts of voice recordings to show that it issued directives in a clear, concise, and definitive manner; ensured the recipient of the directive repeated the information back correctly; and acknowledged the response as correct or repeated the original statement to resolve any misunderstandings.

**D. Compliance**

1. **Compliance Monitoring Process**
  - 1.1. **Compliance Enforcement Authority**

Regional Entity.
  - 1.2. **Compliance Monitoring and Reset Time Frame**

Not applicable.

Compliance Audits

Self-Certifications

Spot Checking

Compliance Violation Investigations

Self-Reporting

Complaints
  - 1.3. **Data Retention**

The Balancing Authority, Transmission Operator and Generator Operator shall keep evidence as identified below to show compliance 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, and Balancing Authority shall retain evidence for Requirement 3, Measure 3 for 90 calendar days.

If an entity is found non-compliant, it shall keep information related to the noncompliance until found 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	Moderate	High	Severe
<b>R1</b>	N/A	The responsible entity provided a clear directive in a clear, concise and definitive manner and required the recipient to repeat the directive, but did not acknowledge the recipient was correct in the repeated directive.	The responsible entity provided a clear directive in a clear, concise and definitive manner, but did not require the recipient to repeat the directive.	The responsible entity failed to provide a clear directive in a clear, concise and definitive manner when required.

**E. Regional Variances**

None identified.

**Version History**

<b>Version</b>	<b>Date</b>	<b>Action</b>	<b>Change Tracking</b>
0	April 1, 2005	Effective Date	New
0	August 8, 2005	Removed “Proposed” from Effective Date	Errata
1		Added measures and compliance elements	Revision
2		Retired R1, R1.1, M1, M2 and updated the compliance monitoring information	Revision