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References

1. ISO New England Facility Emergency Action Plan (FEAP)
2. ISO New England Business Continuity Plan (BCP)
3. M/LCC 6 – MCC Evacuation and BCC Operation
4. M/LCC 14 - Strategy for Preparedness and Response to a Pandemic
5. CROP.25011 Implement Operations During Abnormal Conditions


Procedure Background

In the event of a system emergency, it is imperative that ISO issue timely, complete and consistent reports on power system conditions and system operations status. To ensure that these reports are available, the following communications sequence shall be followed:

All operational information to be released to the Market Participants, governmental or state regulatory bodies, media, etc., shall:

1. Originate from information provided by the Director, Operations; Manager, Control Room Operations; or the Operations Shift Supervisor (designee)
2. Be developed into a pre-scripted or prepared statement by the Corporate Communications and or External Affairs departments (or designee)
3. Be approved for release by the Director, Media and Corporate Communications, the Director of External Affairs (or their designees)

NOTE: Corporate Communications, the Director of External Affairs (or their designees) will confirm actions being taken by the Control Room by calling (in the following order) the Director, Operations; Manager, Control Room Operations; or the Operations Shift Supervisor prior to making external notifications involving Control Room emergency actions.

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Common Procedure Information

- A. Any ISO-NE qualified Control Room Operator has the authority to take actions required to comply with NERC Reliability Standards. A qualified ISO-NE Control Room Operator has met the following requirements:
 - 1. Have and maintain a NERC certification at the RC level (per R.1 of PER-003-2)
 - 2. Applicable Requirements of PER-005-2
 - 3. Approved to cover a Control Room Operator shift position by the Manager, Control Room Operations
 - 4. Is proficient at the current qualified level.
- B. Real-time operation is defined as the current hour and the current hour plus one.
- C. Future hours are those beyond real-time operation.
- D. All verbal communications with Local Control Centers (LCC), neighboring Reliability Coordinators/Balancing Authorities (RC/BA), Designated Entities (DE), Demand Designated Entities (DDE) and/or SCADA centers shall be made on recorded phone lines unless otherwise noted.
- E. For all communications:
 - 1. Use the Basic Protocol for All Operational Communications as prescribed in M/LCC 13.
 - 2. Use 'ISO New England' or 'New England'. Refrain from using 'ISO'.
 - 3. Use Asset ID's when communicating with DE/DDEs.
 - 4. Use three-part communication in all situations where its use will enhance communications.
- F. Primary responsibilities are stated for each step within the procedure, but any ISO Control Room Operator qualified at that position or higher can perform the step. The Primary Responsibility may be delegated to an Operator in a lower qualified position, but the responsibility for its completion remains with the identified individual.
- G. The use of “ensure” within this document means that a verification has been performed and if the item is not correct, corrective actions will be performed.

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Procedure

Condition(s) to perform this section:

- Medical Emergency; Or
- Fire Emergency; Or
- Explosion; Or
- Bomb Threat; Or
- Severe Weather; Or
- Shelter in Place; Or
- Toxic, Irritant Gas or Hazardous Materials Incident; Or
- Pandemic Event Preparation and Response

Section 1 : Emergency Event Response

Notes

- The Operations Shift Supervisor has the authority to take action(s) if unable to contact the Manager, Control Room Operations or Director, Operations.
- The ISO New England Facilities Emergency Action Plan (FEAP) is located on the Control Room Homepage, under the “On the Wire” column “Facilities” link.
- Security personnel at the gate should be made aware when emergency vehicles are dispatched to ISO.
- Fire Department personnel (Incident Commander) assume command and control of the ISO New England Facilities when requested to respond to an emergency event.

Step 1.1 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- Medical Emergency; Or
- Fire Emergency; Or
- Explosion; Or
- Bomb Threat; Or
- Severe Weather; Or
- Shelter in Place; Or
- Toxic, Irritant Gas or Hazardous Materials Incident

Refer to the FEAP for the appropriate condition.

Step 1.1.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Evacuation is required


Refer to M/LCC 6 – MCC Evacuation and BCC Operation

Notes

The Manager, Control Room Operations or the Operations Shift Supervisor should consider the personnel staffing needs if implementation of M/LCC 6 – MCC Evacuation and BCC Operation is required.

Step 1.1.2 Primary Responsibility: Manger, Control Room Operations

Refer to the BCP - Section 2, Chapter 2, Operations and Training.

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Step 1.1.3 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Severe Weather

Refer to Section 2.

Step 1.2 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- Pandemic Event Preparation and Response

Refer to M/LCC 14 – Strategy for Preparedness and Response to a Pandemic.

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Condition(s) to perform this section:

- Actions are required due to the threat or occurrence of a natural disaster or severe weather event having the potential to cause significant danger to the reliability of the BES.

Section 2 : Natural Disaster/Severe Weather Preparation Actions

Notes

The Operations Shift Supervisor has the authority to take action(s) if unable to contact the Manager, Control Room Operations or Director, Operations.

Step 2.1

Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If time permits, based on system conditions.

Contact the Manager, Control Room Operations for input to determine required actions of Attachments 1 and 2.

Notes

When staffing additional personnel consider starting to bring personnel in prior to and throughout the expected event.

Step 3.2.2

Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If time does **NOT** permit based on system conditions.

Determine required actions of Attachments 1 and 2.




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Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
0	03/07/16	Initial Draft of this Procedure This CROP replaces SOP-RTMKTS.0120.0060 Implement Emergency Action Plans	Steven Gould
1	04/01/16	Clarification to Attachment 1	Steven Gould
2	06/14/17	Administrative changes for modification to procedure format and updating Attachment 3 for generation changes	Steven Gould
3	03/06/18	Biennial review and update; removal of attachment 2 and renumbering the current attachment 3 to attachment 2.	Steven Gould
4	02/12/20	Biennial Review, Revision of Section 3, Modified Checklist and Unit List	Steven Gould
5	8/19/2021	Revised directions, conditions to enter, checklist in Attachment 1 and generators in Attachment 2.	Steven Gould
6	07/31//23	Periodic Review, Updated titles in Attachment 1, Updated Attachment 2 with asset retirements	Jonathan Gravelin

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Attachment 1 - Natural Disaster/Severe Weather Preparation Checklist

ISO New England Emergency Staffing and Facility Readiness

- ☐ Refer to the Hotel Policy for Inclement Weather (located on the Control Room SharePoint ([link](#)) for booking of hotel rooms for staff
- ☐ Determine/schedule additional System Operators, Senior Operators, and Shift Supervisors at MCC
- ☐ Determine/schedule System Operator and Shift Supervisor staffing at BCC
- ☐ Determine/schedule additional Forecaster
- ☐ Notify the following personnel of the event and discuss the need for on-site support from their staff:
 - ☐ Director, Operations Support Services (OSS) - Determine:
 - ☐ Operations Engineering staff on site and on call availability
 - ☐ Outage Coordination staff availability during daytime hours
 - ☐ Manager, Operations Analysis and Integration - Activate ISO Storm Reporting Process and confirm:
 - ☐ OAI staff availability to produce Storm Reporting for transmission, generation and load
 - ☐ Supervisor, EMS Applications - Confirm on site staff availability to support the control room staff and other critical functions at MCC and BCC (if BCC Staffed)
 - ☐ Manager, Power System Model Management - Confirm Power System Model and Data Communications staff on site availability to support the control room staff and other critical functions at MCC and BCC (if BCC Staffed)
 - ☐ Manager, Facilities & Security - Confirm staff availability to ensure power supply needs of the facility are met prior to and during the event
 - ☐ Determine/schedule of Cafeteria operation to support staff on site during storm
 - ☐ Director, Market Administration & Auctions - Confirm on site staff availability
 - ☐ Manager, Participant Support - Confirm on site staff availability
 - ☐ Director, External Affairs - Staff and prepare operations from the Solution Center
 - ☐ Director, Corporate, Media & Web Communications - Staff and prepare operations from the Solution Center
 - ☐ VP, Chief Financial & Compliance Officer – Arrange for on-site Cafeteria staff to provide meals for operations and support staff.
- ☐ Confirm Solution Center is staffed/operational for External Affairs, Corporate Communications, and Senior staff
- ☐ Confirm Restoration Room has been readied by IT and Operations staff
- ☐ Schedule final preparation/briefing meeting for all operations staff prior to the storm

Generation Readiness

- ☐ All generator outages that can be canceled and/or postponed should be completed
- ☐ Each generation station with greater than 75 MVA of capability should be called and advised of the ISO expectations concerning the upcoming event including to expect abnormal dispatch instructions up, down, off and on.
- ☐ Complete Generation Survey Report (Attachment 2)
- ☐ Conduct Generator Designated Entity/Lead Participant Conference Call
- ☐ All DR Designated Entities should be called and advised to be prepared for dispatch throughout the event.
- ☐ Convene daily conference calls with the nuclear stations to understand station requirements for operation/ramping down/shutdown.
- ☐ Request LCCs to confirm all black start facilities have been notified of the upcoming event. Remind the resources that, in the unlikely event that we need to black start the system, the LCC operators will provide dispatch instructions. They should ensure they have the necessary fuel supplies for an extended run if needed.
- ☐ The communication systems with generation, neighboring NPCC RC/BA and LCCs should be performance tested by the Communication Specialists.

Transmission Readiness

- ☐ All transmission outages that can be canceled and/or postponed should be completed
- ☐ Request LCC's test all communications

Operating Procedures

- ☐ Consider M/LCC 2 Abnormal Conditions Alert IAW CROP.25011 prior to event to ensure not jeopardizing the reliability of the power system.




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Communications


- ☐ Convene daily calls with the MLCC Heads, if needed increase to 2 calls a day
- ☐ Convene daily NPCC CO-8 conference calls
- ☐ Convene conference call with gas pipelines for a status on compressor facilities and maintenance work.
- ☐ VP, System Operations & Market Administration and VP, External Affairs & Corporate Communications convene a conference call to brief the states and Transmission Owners.
- ☐ Notify Manager, Settlements of potential abnormal dispatches

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Attachment 2 - Generation Survey Report

Generator Survey Talking Points


- ☐ Notify the parties that ISO has been calling all generating stations to make sure that ISO understands your preparations for the upcoming event.
 - ☐ Have you or will you implement Emergency Action Plans prior to and during the event?
 - ☐ Do your Emergency Action Plans include shutting down or curtailing your generation?
 - ☐ Do you have any unusual Operating procedures that we need to be made aware of, or abnormal activities in your Emergency Action Plans?
 - ☐ Unless directed otherwise by an ISO System Operator, you are expected to follow all dispatch instructions.
 - ☐ Commitment and de-commitment will be done through the normal processes and electronic dispatch will be utilized unless voice communications are warranted. We are advising resources that the dispatch prior to, during and after the event may be unusual due to the potential losses of load, transmission and generation facilities. Your operators should expect unusual voltage conditions and loading requests. In some cases, we may request to posture the resource where we do not follow normal economic dispatch processes. During these type of events, loss of resources including generation, transmission and distribution facilities occur quickly and the system conditions change rapidly. We need to be sure that we are all working together to maintain the reliability of the grid. Communications with the ISO and the LCC are of paramount importance during the event.
 - ☐ Is your facility currently, or expecting to, experiencing unusual staffing issues? Are you increasing staff in preparation for the event?
 - ☐ If there is anything that will impact the availability of your resources, please let us know with as much advance notice as possible so we can better prepare the system
 - ☐ All resources should ensure that they have enough fuel to operate. Natural Gas facilities must stay in close coordination with the gas suppliers and pipelines so that their systems can be effectively managed.
 - ☐ To the extent that you have additional information to provide, concerning your facility, please contact the ISO New England Control Room.

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Generator	Is the Plant entering an Emergency Action Plan	Does the plan include shutting down or curtailments	Abnormal activity included in Emergency Plan	Plant informed to follow dispatch instructions	Plant informed of possible unusual dispatch instruction	Plant Staffing Issues	Fuel Status	Comments
9CC 10CC 11CC								
ALP								
ALTR								
BEL1 BEL2								
BERK								
BHCC								
BHR5								
BKS1 BKS2								
BCK4								
BSW1 BSW2								

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CAN1 CAN2								
CAN3								
CC10 CC11 CC12 CC13 CC14								
CL9C								
COM1 COM2 COM3 COM4								
DART DAR3								
DIGH								

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DV10 DV11 DV12 DV13 DV14 DV15 DV16 DV17 DV18								
ED1A ED1B								
FMJ1 FMJ2 FMJ3								
GNRT								
GR1A GR1B								
HAR1 HAR2 HAR3 HAR4								
KEN4								

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KLEN								
LENR								
LRD1 LRD2 LRD3								
MCNL								
MFD1 MFD2								
MI10 MI12 MI13 MI14 MI15								
MID2 MID3 MID4								
MILF								
MILN								

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MS1A MS1B								
MK1 MK2								
MON5 MON6								
MOR1 MOR2 MOR3 MOR4								
MPWR								
MYS8 MYS9								
NE1A NE1B								
NEWE								
NEWI								

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Generator	Is the Plant entering an Emergency Action Plan	Does the plan include shutting down or curtailments	Abnormal activity included in Emergency Plan	Plant informed to follow dispatch instructions	Plant informed of possible unusual dispatch instruction	Plant Staffing Issues	Fuel Status	Comments
NFD1 NFD2 NFD3 NFD4								
NHHB								
NHP2 NHP3 NHP4								
OSP1 OSP2								
RISE								
RUMF								
SAL5 SAL6								
ST1A ST1B ST1C ST2A ST2B								
TIVR								

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TO1A TO1B								
WAL1 WAL2 WAL3 WAL4 WAL5 WAL6 WAL7								
WAT1 WAT2								
WBRY								
WE1A WE1B								
WMJ1 WMJ2 WMJ3 WMJ4 WMJ5								
YAR3 YAR4								

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Generator	Is the Plant entering an Emergency Action Plan	Does the plan include shutting down or curtailments	Abnormal activity included in Emergency Plan	Plant informed to follow dispatch instructions	Plant informed of possible unusual dispatch instruction	Plant Staffing Issues	Fuel Status	Comments
<p>Additional Comment:</p>								