	CROP.25007 Manual Dispatch	
© 2024	Approved By: Director, Operations	Effective Date: 04/12/2024
Rev # 14	Procedure Owner: Manager, Control Room Operations	Valid Through: 04/12/2026

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References

1. CROP.27004 Interruption of RTU, CFE or ICCP Data
2. CROP.31001 Scheduling External Transactions
3. CROP.31002 Curtailing External Transactions
4. CROP.36003 Commitment De-commitment Self-Scheduling and Self-Dispatch
5. OP 19 - Transmission Operations

Procedure Background

[None]

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:

- Determined that fast-start resources are required to be sent a start-up based on system conditions; And
- Desired results cannot be attained through the use of the normal dispatch software; Or
- Directed from Section 2.

Section 1 : Implement Fast Start Manual Dispatch

Notes

- Prior to performing the actions in this section ensure the actions identified in CROP.36003 Commitment, De-commitment, Self-Scheduling, and Self-Dispatch are completed for committing resources.
- Prior to using manual dispatch, if time allows, attempts should be made to allow normal electronic dispatch software to generate a dispatch solution appropriate for the current system conditions. This allows for a proper security constrained economic dispatch and optimization of reserves.
- There is a process that runs to evaluate any new manual fast-start requests or manual DDPs, if detected, the start signal or manual DDP is issued without delay.
- If resource is being brought on for SCR, ensure that all actions of Section 10 ([LCC Requests that a resource be brought on line for local area reliability](#)) of CROP.36003 are completed.

Step 1.1 Primary Responsibility: Loader Operator
Access the Fast Start Manual Dispatch display.

Step 1.2 Primary Responsibility: Loader Operator
Select the Candidate Units tab.

Step 1.3 Primary Responsibility: Loader Operator
Select the required resources by clicking the "Include" button.

Step 1.4 Primary Responsibility: Loader Operator
Access the Preview Candidates tab.

Step 1.5 Primary Responsibility: Loader Operator
Review the included resources to ensure the correct resources were selected for start-up.

Step 1.6 Primary Responsibility: Loader Operator
Click the "Issue Startup" button and "OK" on the pop up.

Notes

- To the DE or DDE, the Fast Start Manual Dispatch start-up signal will be indistinguishable from a CD SPD start-up signal.
- After the "Issue Startup" is performed, the selected Fast-start resources will **no** longer be displayed on the "Preview Candidates" tab.
- The fast-start Generator will be sent a DDP equal to their Eco Min.
- The fast-start DRR will be sent a DDP equal to their Min Red.
- A Comm DDP should **NOT** be entered until the fast-start is on line and in a UCM 4; this is done to prevent software errors.

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Step 1.7 Primary Responsibility: Loader Operator

Verify the dispatch instruction is acknowledged by the DE/DDE.

Instructions

On the Unit/DRR Status display in the RTU ACK Required (labeled as A) column a red A will be populated for the resources that were sent a start-up dispatch instruction.

Step 1.7.1 Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- A DE or DDE has NOT acknowledged the dispatch instruction.

Contact and instruct the DE/DDE to comply with the RTU acknowledgment requirements.

Instructions

Contact the DE/DDE of the resource with the largest deviation value (SPD Dev) first.

Step 1.8 Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- A DDP greater than the Eco Min needs to be sent to the generator AND the fast-start is on-line in a UCM 4;
Or
- A DDP greater than the Min Red needs to be sent to the DRR AND the fast-start is on-line in a UCM 4.

Enter the applicable value in the “Comm DDP” well.

Step 1.9 Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- Resource is being brought on-line to correct the phase angle for reclosing a tie-line.

Notify the Forecaster of the resource started and reason.

Notes

The Forecaster will create a TCU flag for the Resource being dispatched.

Step 1.10 Primary Responsibility: Loader Operator

Log the implementation of Fast Start Manual Dispatch.

Instructions

For normal dispatch:


- ☐ Use log entry: > GENERATION > Fast Start Manual Dispatch Issued

If done for SCR:

- ☐ Use log entry: > GENERATION > SCR

Notes

If resource is being brought on for SCR, ensure that all actions of CROP.36003 Section: “LCC Requests that a resource be brought on line for local area reliability” are completed.

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Condition(s) to perform this section:

- Manual dispatch is required to be performed.

Section 2 : Perform Manual Dispatch

Step 2.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If not previously performed; And
- Manual Disptch is required due to a UDS failure/malfunction.

Log the UDS failure/malfunction and the actions taken.

Instructions

Use log entry: > EQUIPMENT FAILURES > UDS failure/malfunction

Step 2.2 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- The MDB is NOT available.

Enable the "No MDB Manual DDP" Mode in EMS.

Instructions

Perform the following:

- ☐ Click "RTG";
- ☐ Click "Related Displays";
- ☐ Click "ISO Pend Details";
- ☐ Set the "MDB is Unavailable" flag.

Notes

- Enabling the "No MDB Manual DDP" mode pushes DDP's directly to the CFE message queue instead of going to the market database.
- If the MDB is unavailable or there are interruptions of communications to the MDB, fast start resources that are started via the Fast Start Manual Dispatch display may not have their minimum run or interrupt time properly accounted for in EMS and therefore may receive improper shutdown recommendations in RTUC/UDS when the MDB connectivity is restored. DEs/DDEs are encouraged to notify ISO-NE if they receive a shutdown recommendation while in their minimum run or interrupt time.

Step 2.2.1 Primary Responsibility: Loader Operator

Set the "Disable Auto-UCM" flag for DRRs.

Notes

- "Disable Auto-UCM" is a global setting.
- When the Automatic UCM function is disabled for DRRs, the Control Room Operators will be required to manually update the UCMs for DRRs.
- For dispatch performed via the Fast Start Manual Dispatch display Comm DDP well, or via UDS/CDSPD, the Automatic UCM logic system can process the required information when the "Disable Auto-UCM" flag is removed.

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Step 2.3 Primary Responsibility: Security Operator

Condition(s) to perform this step:

- A constraint was active at the time of the failure/malfunction.

Determine the required dispatch to maintain OP-19 criteria.

Notes

DNE limit can be found on the DNE Delta display, applicable DDG's Unit Limits display, or DLC results. As needed, use security analysis software to determine the DNE limit to maintain reliability.

Step 2.3.1 Primary Responsibility: Security Operator

Condition(s) to perform this step:

- It was determined that dispatch restrictions are required to maintain OP-19 criteria.

Inform the Loader Operator of the required dispatch to maintain OP-19 criteria.

Step 2.4 Primary Responsibility: Loader Operator

Determine the merit order dispatch for the expected change in load or tie schedule to maintain the ACE.

Instructions

The following items can be used to determine merit order dispatch:

- ☐ Energy Supply Time Curve OIS Log;
- ☐ Destacker to EcoMin OIS Log;
- ☐ Destacker to Emergency Min OIS Log;
- ☐ SCRA/COP;
- ☐ Fast Start Manual Dispatch display "Min Avg (\$)".

Notes

If the MDB is unavailable, the OIS Logs and Fast Start Manual Dispatch display will reflect offers that were present at the time of the MDB outage.

Step 2.5 Primary Responsibility: Loader Operator

Determine if the Electronic Dispatch (ED) System is still available.

Instructions

Perform the following:

- ☐ Choose any on-line non-ESD dispatchable resource;
- ☐ Enter a Comm DDP that is different from its DDP from the last approved UDS case;
- ☐ Contact the applicable DE or DDE;
- ☐ Verify the DDP was received;
- ☐ Remove the manual DDP.


Notes

The Electronic Dispatch System is the process in which DDPs/DNEs are sent to the resource RTUs through the CFE at the following intervals:

- Automatically every 5 minutes,
- With each UDS case approval,
- Startups via the Fast Start Manual Dispatch display, or
- Manual DDPs/DNEs.

Step 2.5.1 Primary Responsibility: Loader Operator

Notify the Senior System Operator and the Operations Shift Supervisor of the status of the Electronic Dispatch system.

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Step 2.5.1.1 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- Electronic Dispatch System is NOT available; Or
- The Market Database (MDB) is unavailable for an extended duration.

Make ENS notifications for the Electronic Dispatch Failure.

Notes

When electronic dispatch or the MDB is unavailable, resources may encounter stale data on their RTU.

Step 2.6 Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- The Electronic Dispatch (ED) system is available.

Perform manual dispatch using the “Comm DDP” or “Comm DNE” well.

Notes

There is a process that runs to evaluate any new manual fast-start requests or manual DDPs, if detected, the start signal or manual DDP is issued without delay.

Step 2.7 Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- The Electronic Dispatch (ED) system is NOT available; Or
- The resource is not normally electronic dispatch capable.

Perform verbal dispatch using [Section 3](#).

Step 2.8 Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- A resource is being dispatched down and the created reserve cannot be credited.

Set the Reserve Monitor Down flag.

Step 2.9 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- MDB is available; And
- No MDB Manual DDP mode was enabled; And
- Electronic dispatch has been resumed.

Disable the "No MDB Manual DDP" Mode in EMS.


Instructions

Perform the following:

- ☐ Click “RTG”;
- ☐ Click “Related Displays”;
- ☐ Click “ISO Pend Details”;
- ☐ Remove the “MDB is Unavailable” flag.

Step 2.9.1 Primary Responsibility: Loader Operator

Remove the "Disable Auto-UCM" flag for DRRs.

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Condition(s) to perform this section:

- Directed to perform Verbal dispatch from CROP.27004; Or
- DE/DDE request for Verbal Dispatch or Return to Electronic Dispatch; Or
- Verbal dispatch was required from Section 2.

Section 3 : Resource Requires Verbal Dispatch or is Returning to Electronic Dispatch

Step 3.1 Primary Responsibility: Loader Operator

Set or remove the “Manual Dispatch” checkmark for the applicable resource.

Instructions

To access the ED Communication Status display:

- ☐ Click on "RTG";
- ☐ Click on "Related Displays" menu;
- ☐ Click on "Communication Status"

Notes

The Manual Dispatch checkbox should be utilized anytime it becomes known to the control room that a DE or DDE requires a phone call from ISO for dispatch purposes, regardless of the initiating reason or the expected duration. The only time the selection should be removed is after verbal confirmation from the DE or DDE that the resource can be returned to electronic dispatch.

Step 3.1.1 Primary Responsibility: Security Operator

Condition(s) to perform this step:

- A resource was on verbal dispatch.

Inform the DE/DDE that verbal dispatch is no longer required and can return to following DDPs or DNEs.

Step 3.2 Primary Responsibility: Loader Operator

Perform verbal dispatch.

Instructions

Perform verbal dispatch:

- ☐ Contact the DE or DDE;
- ☐ Identify the resource;
- ☐ Provide the dispatch instruction to the DE/DDE;
- ☐ Provide a reason for the verbal dispatch.

Step 3.3 Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- If not previously performed.

Log the resource on or off verbal dispatch.

Instructions

- ☐ For interruptions of the Electronic Dispatch system:
 - ☐ Use log entry: > GENERATION > Verbal Dispatch; Or
 - ☐ Use log entry: > GENERATION > Verbal Dispatch No longer required
- ☐ For interruptions of RTU Data:
 - ☐ For a Resource RTU: > EQUIPMENT FAILURE > RTU OOS – Verbal Dispatch Required
 - ☐ For a Resource RTU: > EQUIPMENT FAILURE > RTU Restored – Verbal Dispatch No Longer Required



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Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
--	05/16/18	For previous revision history, refer to Rev 4 available through Ask ISO	Steven Gould
5	12/11/18	Added notes to beginning and end of Section 1 to reference CROP.36003 when committing a resource for local area reliability.	Steven Gould
6	03/28/19	Updated the name of the ENS message for failure of electronic dispatch	Steven Gould
7	04/16/20	Added steps 2.6.2 and 2.6.3	Steven Gould
8	11/17/20	Added New section 4 for DE/DDE request for Verbal dispatch and added note to section 1 and 2 and modified section 3 to return to section 2 for manual dispatch.	Steven Gould
9	01/04/21	Updated Condition to Perform Section 4 and added Note.	Steven Gould
10	03/11/21	Updates language for verbal dispatch, added condition to enter to Section 4,	Steven Gould
11	05/24/21	Updated References, Removed Standard of Completion provided in Common Procedure Instructions, Updated notes in Section 1, Updated notes in Section 3, Added Step 4.1.1	Steven Gould
12	08/19/21	Updated Common Procedure Information, Added instruction to Step 2.5.1, Added condition to enter Step 2.6, Modified Section 3.	Steven Gould
13	03/01/23	Condition to enter, and notes added to Section 1, Deleted Step 2.5.1, Modified Step 2.6 to direct you to Section 3 since it was identical steps and deleted Steps 2.6.1 and 2.6.2, Added Step 3.4; Added Step 2.8 as lesson learned from network failure. Deleted Section 3 process is obsolete with DNE implemented.	Johnathan Gravelin
14	04/11/24	Added Steps 1.9 & 2.1; Added Note to Step 2.5	Johnathan Gravelin