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|  | CROP.50001 Reporting Procedure | |
| © 2024 | Approved By: Director, Operations | Effective Date: 09/05/2024 |
| Rev #37 | Procedure Owner: Manager, Control Room Operations | Valid Through: 09/05/2026 |

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References

1. Department of Energy (DOE) DOE-417
2. M/LCC 13 - ISO and LCC Communication Practices
3. NERC Reliability Standards
4. NPCC Directory 5 Reserve
5. OP 10 - Emergency Incident and Disturbance Notifications
6. Electric Reliability Organization Event Analysis Process.

Procedure Background

This document contains the reporting requirement for ISO-NE based on DOE, NERC, and NPCC documentation.

RCIS login information is contained on the Control Room SharePoint site.

ISO's reporting responsibilities in CROP.50001 reflect the assignment of TOP responsibilities agreed to by ISO and the LCCs, in accordance with Master/Local Control Center Procedure No. 12 - Coordination of Responsibilities to Comply With NERC Standards for Transmission Operations (M/LCC 12) and as reflected in the associated Master Spreadsheet for Matrix of Responsibilities for NERC Reliability Standards for Transmission Operators that is maintained on the Satellite website. Such TOP reporting responsibilities assigned to ISO are reflected in CROP.50001.

The DOE-417 items 1 and 10 are applicable to the LCCs since they are assigned the responsibility for reporting for the associated NERC EOP-004 requirements.

The reporting responsibility for Physical threats to a Facility event type is the LCCs as determined by M/LCC 12. The reporting of theft is **NOT** required unless it degrades normal operation of a Facility; if it does degrade normal operation it is the LCCs responsibility to report the event.

NERC recognizes the weekend as 4 p.m. local time on Friday to 8 a.m. Monday local time.

NERC definitions that are used within this procedure:

Element:

Any electrical device with terminals that may be connected to other electrical devices such as a generator, transformer, circuit breaker, bus section, or transmission line. An Element may be comprised of one or more components.

Emergency or Bulk Electric System (BES) Emergency:

Any abnormal system condition that requires automatic or immediate manual action to prevent or limit the failure of transmission facilities or generation supply that could adversely affect the reliability of the Bulk Electric System.

Facility:


The Disturbance and Sabotage Reporting Standard Drafting Team (DSR SDT) used the defined term "Facility" to add clarity for several events listed in Attachment 1 of EOP-004. A Facility is defined as:

"A set of electrical equipment that operates as a single Bulk Electric System Element (e.g., a line, a generator, a shunt compensator, transformer, etc.)"

The DSR SDT does **NOT** intend the use of the term Facility to mean a substation or any other facility (**NOT** a defined term) that one might consider in everyday discussions regarding the grid. This is intended to mean **ONLY** a Facility as defined above.

Cyber Event (Information Technology):

An event occurring on or conducted through a computer network that actually or imminently jeopardizes the integrity, confidentiality, or availability of the electrical system. An Information Technology (IT) cyber event is a cyber-attack on the business systems/networks that impacts an electrical service.

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Cyber Event (Operational Technology):

An event occurring on or conducted through a computer network that actually or imminently jeopardizes the integrity, confidentiality, or availability of the electrical system. An Operational Technology (OT) cyber event is a cyber-attack on systems/networks of industrial control systems (ICS) including Supervisory Control and Data Acquisition (SCADA) and other control system configurations.

The DOE-417 is to be submitted online. The online process allows the user to create new reports, update an initial report, and finalize a report that has been submitted. The online submission process enforces that the required fields be filled out based on the report type. The Shift Supervisor account has been set up to automatically send a PDF copy to the shared Operations Shift Supervisor email account.

NERC will accept the DOE-417 form in lieu of the EOP-004 form if the entity is required to submit a DOE-417.

The option of submitting the DOE-417 to NERC will be used when the Operations Shift Supervisor submits a DOE-417. The distribution list for the DOE-417 will forward the report to all other required parties.

Due to the DOE417 website no longer requiring a user name and password, the default email in the contact information is the Control Room Manager. Therefore, the Shift Supervisor email must be added in order to receive the DOE-417 form to forward it in the specified steps.

If the normal means for providing a report **cannot** be completed within the required time frame an alternative method can be used to notify the required party for the intent of meeting the time requirement. If an alternative method is used, the report still needs to be completed using the normal means.

Alternative method contact information:

| | | |
|----------------------------|----------------------------|----------------------------|
| <u>DOE:</u> | <u>NERC:</u> | <u>NPCC:</u> |
| Voice - (202) 586-8100 | Voice – (404) 446-9780 | Facsimile - (212) 302-2782 |
| Facsimile - (202) 586-8485 | Facsimile - (404) 446-9770 | |
| Email- doehqeoc@hq.doe.gov | | |

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:

- SAR, or MRA, or both was implemented and has been ended; Or
- Supply loss greater than or equal to 500 MW occurred and SAR/MRA was NOT utilized.

Section 1 : SAR/MRA Event Report

Step 1.1 Primary Responsibility: Senior System Operator

Log the SAR/MRA event.

Instructions

Use log entry: > GENERATION > TRIP > SAR/MRA Event [E]

Notes

The report is automatically sent 90 minutes after the event is logged.

Step 1.2 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- The outage of an entire generation station of three or more generators (aggregate generation of 500 MW to 1,999 MW [EA category 1.a.ii]; Or
- Loss of 2,000 MW or more provided by DC tie(s) connected to asynchronous resources [EA category 3.d]; Or
- Loss of generation (including inverter-base resources) of 2000 MW or more. This excludes RAS action that performed as designed [EA category 3.e]; Or
- An interruption of inverter type resources aggregated to 500 MW or more not caused by a fault on its inverters, or its ac terminal equipment [EA category 1.i]; Or
- An interruption of a DC tie(s), between two separate asynchronous systems, loaded at 500 MW or more, when the outage is not caused by a fault on the dc tie, its inverters, or its ac terminal equipment [EA category 1.j].

Perform Event Analysis reporting using [Section 21](#).

Notes

- For EA category 1.a.ii: Gross MW output of the generators at the time of the outage.
- For EA category 1.i: Interruption of resources caused by action of control systems on the resources in response to perturbations in voltage and/or frequency on the Interconnection, not including the control actions of a RAS.
- For EA category 1.j: In most cases, inverter-based generating resources refer to Type 3 and Type 4 wind power plants, and solar photovoltaic (PV) resources. Battery energy storage is also considered an inverter-based resource. Many transmission-connected reactive devices such as STATCOMs and SVCs are also inverter-based. Similarly, HVDC circuits also interface with the AC network through converters.

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Condition(s) to perform this section:

- Manual Load Shed of firm load occurred; Or
- Automatic Load Shed of firm load occurred.

Section 2 : Manual or Automatic Load Shedding of firm load

Step 2.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Load Shedding of 100 MW or more implemented under an emergency operational policy (DOE); Or
- BES Emergency requiring manual firm load shedding greater than or equal to 100 MW (NERC EOP-004); Or
- BES Emergency resulting in automatic firm load shedding greater than or equal to 100 MW (via automatic undervoltage or underfrequency load shedding schemes, or RAS) (NERC EOP-004); Or
- Notified that 100 MW or more of load was shed under an emergency operational policy and requested to perform DOE reporting.

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 1 hour of event.

Instructions

- ☐ Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 2.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 2.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 2.4 Primary Responsibility: Operations Shift Supervisor

Contact the Manager, Control Room Operations.

Notes

This is a reminder for the Manager, Control Room Operations to contact External Affairs and Corporate Communications for State Agency reporting.

Step 2.5 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

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Step 2.5.1 Primary Responsibility: Operations Shift Supervisor
Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 2.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- **An initial DOE-417 report was submitted.**

Access the submitted DOE-417 online, finalize the report, and submit the final report.


Standard(s) for completion:

- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 2.6.1 Primary Responsibility: Operations Shift Supervisor
Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- System wide voltage reduction of 3% or greater occurred.

Section 3 : System Wide Voltage Reduction of 3% or greater

Step 3.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- A System Wide Voltage Reduction of 3% or more (DOE); Or
- BES Emergency requiring system-wide voltage reduction of 3% or more (NERC EOP-004).

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 1 hour of the event.

Instructions

- ☐ Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 3.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 3.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 3.4 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 3.4.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 3.5 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

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Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 3.5.1

Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Public appeals to reduce the use of electricity occurred.

Section 4 : Public Appeals to reduce the use of electricity

Step 4.1 Primary Responsibility: Operations Shift Supervisor

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 1 hour of the event.

Instructions

- ☐ Select “Notify NERC” on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 4.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 4.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: >REPORTING > DOE-417 Submitted

Step 4.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 4.5 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 4.5.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 4.6 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

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Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 4.6.1

Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Electric service to customers has been lost.

Section 5 : Loss of Electric Service to Customers

Step 5.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Within the ISO-NE area > 50,000 customers have lost electric service for ≥ 1 hour

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 6 hours of the event.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 5.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 5.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: >REPORTING > DOE-417 Submitted

Step 5.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the Event.

Step 5.4.1 Primary Responsibility: Operations Shift Supervisor

Update log entry made for DOE-417 with "LCCs Informed"

Step 5.5 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.


Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 5.5.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Step 5.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:


- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 5.6.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Operational failure or shut-down of the transmission and/or distribution system.

Section 6 : Complete Operational failure or shut-down of the transmission and/or distribution system

Step 6.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Complete Operational failure or shut-down of the transmission system (DOE); Or
- Requested by an LCC(s) to perform reporting for the Complete Operational failure or shut-down of the distribution system (DOE).

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 1 hour of the event.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 6.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 6.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 6.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 6.5 Primary Responsibility: Operations Shift Supervisor

Make an RCIS posting in the "System Emergency" category .


Instructions

Select ONLY the following in the "Send to" field:

- ☐ Regions
- ☐ Reliability Coordinators

Notes

If RCIS is inaccessible, initiate a NERC RC Hotline call (procedure is on the [Control Room SharePoint](#) site).

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Step 6.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Failure or misoperation of BES RAS [EA category 1.c]; Or
- BES system separation contrary to design results in an island of 100 MW to 999 MW. This excludes BES radial connection, and non-BES (distribution) level islanding [EA category 1.e]; Or
- System separation contrary to design, that results in an island of 1,000 MW to 4,999 MW [EA category 2.e]; Or
- System separation contrary to design, that results in an island of 5,000 MW or more [EA category 3.b].

Perform Event Analysis reporting using [Section 21](#).

Step 6.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 6.7.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 6.8 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted to DOE.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:


- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 6.8.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- **Electrical or System separation (Islanding).**

Section 7 : Electrical or System Separation (Islanding)

Step 7.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- **Electrical separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system (DOE); Or**
- **System separation, each separation resulting in an island \geq 100 MW (NERC EOP-004).**

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 1 hour of the event.

Instructions

- ☐ Separation (Islanding) from the proper operation of a RAS is **NOT** reportable;
- ☐ **If each island \geq 100MW Select “Notify NERC” on Schedule 2 Line W;**
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 7.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 7.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: >REPORTING > DOE-417 Submitted

Step 7.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 7.5 Primary Responsibility: Operations Shift Supervisor

Notify the required RC/BAs of the event.

Instructions

Notify the following RC/BAs:

- ☐ NYISO
- ☐ NBP-SO
- ☐ HQTE
- ☐ IESO

Step 7.6 Primary Responsibility: Operations Shift Supervisor

Make an RCIS posting in the “System Emergency” category.


Instructions

Select ONLY the following in the “Send to” field:

- ☐ Regions
- ☐ Reliability Coordinators

Notes

If RCIS is inaccessible, initiate a NERC RC Hotline call (procedure is on the [Control Room SharePoint](#) site).

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Step 7.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Failure or misoperation of BES RAS [EA category 1.c]; Or
- BES system separation contrary to design results in an island of 100 MW to 999 MW. This excludes BES radial connection, and non-BES (distribution) level islanding [EA category 1.e]; Or
- System separation contrary to design, that results in an island of 1,000 MW to 4,999 MW [EA category 2.e]; Or
- System separation contrary to design, that results in an island of 5,000 MW or more [EA category 3.b]

Perform Event Analysis reporting using [Section 21](#).

Step 7.8 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 7.8.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 7.9 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:


- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 7.9.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Loss of firm load.

Section 8 : Loss of Firm Load

Step 8.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Uncontrolled loss of >300 MW of firm load for ≥15 minutes from a single incident (DOE and NERC EOP-004)

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 1 hour of the event.

Instructions

- ☐ Select “Notify NERC” on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 8.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 8.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: >REPORTING > DOE-417 Submitted

Step 8.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 8.5 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Simultaneous loss of 300 MW or more of firm load due to a BES event, contrary to design for more than 15 minutes occurred [EA category 2.f]; Or
- The loss of firm load, contrary to design of 2,000 MW or more [EA category 3.a]

Perform Event Analysis reporting using [Section 21](#).

Step 8.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.


Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 8.6.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Step 8.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:


- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 8.7.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Fuel supply emergencies.

Section 9 : Fuel supply emergencies that could impact electrical power system adequacy or reliability

Step 9.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Energy Emergency per OP-21 is declared.

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 6 hours of event.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 9.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 9.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 9.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 9.5 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.


Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 9.5.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Step 9.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 9.6.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- If notified of a physical threat to the Bulk Electric System excluding weather or natural disaster related threats, which has the potential to degrade normal operations or a suspicious device or activity has been identified and requested to perform DOE reporting; Or
- Physical attack to the MCC or BCC (DOE); Or
- Vandalism has targeted components of any security system at the MCC or BCC (DOE); Or
- Physical threat to the MCC or BCC, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the MCC or BCC (DOE and NERC EOP-004); Or
- Suspicious device or activity at the MCC or BCC (DOE and NERC EOP-004); Or
- If notified of a physical attack or threat and requested to perform DOE reporting.

Section 10 : Physical attack/threat or suspicious activity

Notes

Suspicious activity is defined as surveillance including picture or note taking, eliciting detailed information, probing of physical or cyber security.

Step 10.1 Primary Responsibility: Operations Shift Supervisor

Notify Control Room Management via Voice and Text Message.

Instructions

The following are required to be notified:

- Director, Operations
- Manager, Control Room Operations
- Lead Operations Shift Supervisor

There are to be no external communications other than verbally with Reliability Coordinators, Transmission Operators, or a directly impacted Designated Entity from ISO New England operations, regarding physical security on the Bulk Electric System, without the express approval of the content from the Director of Operations or the Vice President of System Operations. This includes but is **NOT** limited to, any external communications by email, voice, and ENS.

The statement above does **NOT** preclude the ISO New England System Operators and Operations Shift Supervisors from taking independent and immediate operational actions to safeguard the Bulk Electric System as required ensuring reliability. If you find a conflict with the above and any NERC and NPCC requirements or standards you have (as always) the responsibility and authority to act without notice to higher levels of management.

Step 10.2 Primary Responsibility: Operations Shift Supervisor

Fill out and submit a DOE-417 online.

Standard(s) for completion:


- (For DOE events) Submitted within 1 hour of the event if it caused interruptions or impacts operations; Or
- (For DOE events) Submitted within 6 hours of the event if it could potentially impact electrical system adequacy or reliability or vandalism occurred; Or
- (For DOE and NERC events) Submitted by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time).

Instructions

- ☐ Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 10.3 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Step 10.4 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- The notification did NOT originate from the guard shack; And
- The MCC or BCC was involved.

Notify the guard shack.

Step 10.5 Primary Responsibility: Operations Shift Supervisor

Make an RCIS posting in the “CIP Free Form” category.

Instructions

Select ONLY the following in the “Send to” field:

- ☐ Regions
- ☐ Reliability Coordinators

Notes

If RCIS is inaccessible, initiate a NERC RC Hotline call (procedure is on the Control Room SharePoint site).

Step 10.5.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An RCIS posting was made for the event.

Notify IT Security Services via e-mail using the "IT Security Services" distribution list that an RCIS posting was made for the event and the details of the posting.

Step 10.6 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: >REPORTING > DOE-417 Submitted

Step 10.7 Primary Responsibility: Operations Shift Supervisor

Notify the LCC Operators of the event.

Step 10.8 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If suspected or actual sabotage occurred.

Verbally notify neighboring RC/BAs.

Step 10.9 Primary Responsibility: Operations Shift Supervisor

Notify ISO management via e-mail using the "ISO Grid Threat Level Alert" distribution list.

Step 10.10 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

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Step 10.10.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 10.11 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 10.11.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Report of a threat or an actual or cyber event has been received; Or
- Report of a Reportable Cyber Security Incident has been received.

Section 11 : Cyber Attack

Step 11.3 Primary Responsibility: Operations Shift Supervisor

Coordinate with the Security Operations Center (SOC) to determine the impact of the identified cyber Security Incident or event.

Instructions

If a Reportable Cyber Security Incident occurs that could potentially affect Control Room Operations, the Security Operations Center (SOC) will notify the Operations Shift Supervisor and work with them to identify the impact and to gather the information required to determine which reporting criteria is met.

Notes

ISO/IT-Procedure-006B, Incident Response defines what constitutes a security incident and outlines the incident response phases.

Step 11.2 Primary Responsibility: Operations Shift Supervisor

Notify Control Room Management via Voice and Text Message.

Instructions

The following are required to be notified:

- Director, Operations
- Manager, Control Room Operations
- Lead Operations Shift Supervisor

There are to be **no** external communications other than verbally with Reliability Coordinators, Transmission Operators, or a directly impacted Designated Entity from ISO New England operations, regarding cyber security on the Bulk Electric System, without the express approval of the content from the Director of Operations or the Vice President of System Operations & Market Administration. This includes but is **NOT** limited to, any external communications by email, voice, and ENS.

The statement above does **NOT** preclude the ISO New England System Operators and Operations Shift Supervisors from taking independent and immediate operational actions to safeguard the Bulk Electric System as required ensuring reliability. If you find a conflict with the above and any NERC and NPCC requirements or standards you have (as always) the responsibility and authority to act without notice to higher levels of management.

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Step 11.3 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- A Reportable Cyber Security Incident has been identified at the MCC or BCC; Or
- If notified of an actual or suspected cyber event on transmission equipment or a facility and requested to perform reporting and:
 - 1) Cyber event, that is not a Reportable Cyber Security Incident, causes interruptions of electrical system operations (DOE); Or
 - 2) Cyber event that could potentially impact electric power system adequacy or reliability (DOE); Or
 - 3) Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System or their associated Electronic Access Control or Monitoring Systems (DOE & NERC).

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submitted within 1 hour of the Reportable Cyber Security Incident (DOE-criterion 2); Or
- Submitted within 1 hour of the cyber event, that is not a Reportable Cyber Security Incident, that caused interruptions of electrical system operations (DOE-criterion 3); Or
- Submitted within 6 hours of the cyber event if it could potentially impact electrical system adequacy or reliability (DOE-criterion 11).
- Submitted by the end of the next calendar day if it was a Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems (EACMS). (DOE-criterion 14).

Instructions

- ☐ For DOE criteria 2 and 14 the SOC will supply a form for filing along with the report.
- ☐ If DOE-417 is being used to report on Criteria 2 or 14, the Notify E-ISAC AND Notify CISA Central must be checked in Schedule 2 Line W.
- ☐ If DOE-417 is being used to report on Criteria 2 or 14: Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 11.4 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 11.5 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- A DOE-417 is required to be submitted.

Make an RCIS posting in the "CIP Free Form" category.

Instructions

Select ONLY the following in the "Send to" field:

- ☐ Regions
- ☐ Reliability Coordinators

Notes

If RCIS is inaccessible, initiate a NERC RC Hotline call (procedure is on the Control Room SharePoint site).

Step 11.5.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An RCIS posting was made for the event.

Notify IT Security Services via e-mail using the "IT Security Services" distribution list that an RCIS posting was made for the event and the details of the posting.

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Step 11.6 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 11.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- The Operations Shift Supervisor has determined unaffected LCC(s) need to be notified.

Notify the unaffected LCC Operators of the cyber event.

Step 11.8 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If suspected or actual sabotage occurred.

Verbally notify neighboring RC/BAs.

Step 11.9 Primary Responsibility: Operations Shift Supervisor

Notify ISO management via e-mail using the "ISO Grid Threat Level Alert" distribution list.

Step 11.10 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Loss of monitoring or control at a control center such that it significantly affects the entity's ability to make operating decisions for 30 continuous minutes or more [EA category 1.h].

Perform Event Analysis reporting using [Section 21](#).

Step 11.11 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 11.11.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 11.12 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event.
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

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Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 11.12.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Notified by an LCC that an SOL was exceeded.

Section 12 : SOL

Step 12.1 Primary Responsibility: Security Operator

Determine if SOL met the associated time threshold.

Instructions

- Post contingent thermal SOLs have a time threshold of 120 minutes.
- Voltage SOLs time thresholds are determined using M/LCC 15, Attachment H.

Step 12.2 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- SOL was exceeded for greater than the allowable time.

Log the potential SOL violation.

Instructions

- ☐ Use log entry: > REPORTING > Potential SOL Violation [E]
- ☐ The following information should be entered into the log entry:
 - LCC Responsible
 - Narrative of the Event

Log entry generates an email to the Manager, Control Room Operations and Operations Support Service

Step 12.2.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Notified that an SOL violation actually occurred.

Update the Potential SOL Violation log entry

Instructions

- ☐ Set the "Yes" flag in the log entry to indicate an SOL violation occurred

Step 12.2.2 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Notified that an SOL violation did NOT occur.

Update the Potential SOL Violation log entry

Instructions

- ☐ Set the "No" flag in the log entry to indicate an SOL violation did NOT occur
- ☐ Update narrative on why it is NOT an SOL

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Condition(s) to perform this section:

- Potential IROL occurred.

Section 13 : IROL

Step 13.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An IROL was exceeded for 30 minutes or more (EOP-004).

Log the potential IROL violation.

Instructions

Use log entry: > REPORTING > Potential IROL Violation [E]

Step 13.2 Primary Responsibility: Manager, Control Room Operations

Request Operations Support Staff to determine if an IROL violation occurred.

Instructions

Operations Support Staff will determine if the exceedance of an interface identified as a potential IROL has become an IROL violation because of the changed system conditions; i.e. exceeding the limit will require action to prevent:

- System instability.
- Unacceptable system dynamic response or equipment tripping.
- Voltage levels in violation of applicable emergency limits.
- Loading on transmission facilities in violation of applicable emergency limits.
- Unacceptable loss of load based on regional and/or NERC criteria.

Step 13.3 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 13.4 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Notified that an IROL violation actually occurred.

Update the Potential IROL Violation log entry

Instructions

- ☐ Set the "Yes" flag in the log entry to indicate an IROL violation occurred

Step 13.5 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Notified that an IROL violation did NOT occur.


Update the Potential IROL Violation log entry

Instructions

- ☐ Set the "No" flag in the log entry to indicate an IROL violation did NOT occur
- ☐ Update narrative on why it is NOT an IROL

Step 13.6 Primary Responsibility: Operations Shift Supervisor

Notify ROC via e-mail using the "ROC Reliability and Operations Compliance" distribution list that an IROL violation occurred, including the date and time the event was determined to be an IROL violation.


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Step 13.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- **An Interconnection Reliability Operating Limit (IROL) violation for the time > 30 minutes [EA category 2.g] occurred.**

Perform Event Analysis reporting using [Section 21](#).

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Condition(s) to perform this section:

- Loss of 2,000 MWs or more of generation.

Section 14 : Loss of 2,000 MWs or more of Generation

Step 14.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Loss of 2,000 MW or more of generation within one minute (DOE and NERC EOP-004).

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submit by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time)

Instructions

- ☐ Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 14.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 14.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 14.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 14.5 Primary Responsibility: Operations Shift Supervisor

Notify the required RC/BAs of the event.

Instructions

Notify the following RC/BAs:


- ☐ NYISO
- ☐ NBP-SO
- ☐ HQTE
- ☐ IESO

Step 14.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Loss of 2,000 MW or more provided by DC tie(s) connected to asynchronous resources [EA category 3.d]; Or
- Loss of generation (including inverter-based resources) of 2000 MW or more. This excludes RAS action that performed as designed [EA category 3.e]

Perform Event Analysis reporting using [Section 21](#).

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Step 14.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event;
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 14.7.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Transmission loss of three or more BES elements caused by a common disturbance (excluding successful automatic reclosing).

Section 15 : Transmission Loss of three or more BES Elements

Step 15.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Unexpected loss within its area, contrary to design, of three or more BES Elements caused by a common disturbance (excluding successful automatic reclosing) (DOE and NERC EOP-004).

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submit by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time)

Instructions

- ☐ Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 15.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 15.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 15.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 15.5 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An outage contrary to design, of three or more BES facilities caused by an event:
- The outage of a combination of three or more BES Facilities (excluding successful automatic reclosing) [EA category 1.a.i].

Perform Event Analysis reporting using [Section 21](#).

Step 15.6 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event;
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

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Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 15.6.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Unplanned evacuation of the MCC where M/LCC6 was implemented; And
- A controlled transfer of operations was not performed

Section 16 : Unplanned BES control center evacuation

Notes

If a controlled transfer of operations to the TCR and/or BCC was performed, DOE reporting is not required. If unable to perform a controlled transfer of operations to the TCR and/or BCC, then DOE reporting shall be performed. For example, if the Senior System Operator and an additional System Operator are sent in advance to the BCC to establish operations prior to the remainder of the team leaving the MCC or TCR, then DOE reporting is not required.

Step 16.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Unplanned evacuation from BES control center facility for 30 continuous minutes or more (DOE and NERC EOP-004).

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submit by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time)

Instructions

- ☐ Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 16.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 16.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 16.4 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event;
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 16.4.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- **Loss of voice communications.**

Section 17 : Complete loss of voice communication capability

Notes

A complete loss is defined as: the loss of primary phone system (Zetron), satellite phones, and cellular phones.

Step 17.1 Primary Responsibility: Operations Shift Supervisor

Determine the extent of the voice communications loss.

Instructions

DOE-417 and NERC EOP-004 System Report event:

- Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more

Step 17.2 Primary Responsibility: Operations Shift Supervisor

Make an RCIS posting in the “Free Form” category.

Instructions

Select ONLY the following in the “Send to” field:

- ☐ Regions
- ☐ Reliability Coordinators

Notes

If RCIS is inaccessible, initiate a NERC RC Hotline call (procedure is on the Control Room SharePoint site).

Step 17.3 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Complete loss of voice communication capability affecting a BES control center for 30 continuous minutes or more (NERC EOP-004); Or
- Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more (DOE DOE-417)

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submit by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time)

Instructions

- ☐ Select “Notify NERC” on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 17.4 Primary Responsibility: Operations Shift Supervisor


Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 17.5 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: >REPORTING > DOE-417 Submitted

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Step 17.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Complete loss of interpersonal communication and alternative interpersonal communication capability affecting its staffed BES control center for 30 continuous minutes or more [EA category 2.a].

Perform Event Analysis reporting using [Section 21](#).

Step 17.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event;
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 17.7.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Complete failure of the EMS Real-Time and Study applications for 30 continuous minutes or more; Or
- Complete failure of ICCP for 30 continuous minutes.

Section 18 : Complete loss of monitoring capability

Step 18.1 Primary Responsibility: Operations Shift Supervisor

Notify the Manager, Control Room Operations, using the "Control Room Mgmt" distribution list, and ROC, using the "ROC Event" distribution list.

Instructions

- If there is uncertainty regarding whether the duration of the loss of monitoring or analysis tools listed in the "Condition(s) to perform" above meets the 30-minute criterion, the default action would be to notify the Manager, Control Room Operations and ROC, as described in Step 18.1.
- The Manager, Control Room Operations will coordinate with IT and ROC personnel to determine what reporting, if any, is required and will be performed or what optional Event Analysis reporting will be performed. An event could require reporting for both EOP-004 and Event Analysis, either or none.
- As requested by Manager, Control Room Operations, applicable IT personnel will determine what monitoring, analysis and/or software issues occurred during the event and provide that information to the Manager, Control Room Operations and ROC personnel.
- When ROC completes its evaluation of whether the event reporting threshold has been met and its determination of what reporting is required and/or will be performed, ROC will notify: (1) the Manager, Control Room Operations, using the "Control Room Mgmt" distribution list; and (2) Control Room Shift Supervisor, using the "Shift Supervisor" shared mailbox email address. The date/time of this email establishes the time that the event type was recognized and the start of the reporting period deadlines.

Step 18.2 Primary Responsibility: Operations Shift Supervisor

Make an RCIS posting in the "Free Form" category.

Instructions

Select ONLY the following in the "Send to" field:

- ☐ Regions
- ☐ Reliability Coordinators

Notes

If RCIS is inaccessible, initiate a NERC RC Hotline call (procedure is on the [Control Room SharePoint](#) site).

Step 18.3 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more (DOE); Or
- Complete loss of monitoring capability or control capability at its staffed BES control center for 30 continuous minutes or more. (NERC EOP-004).

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submit by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time)

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Instructions

- ☐ Select “Notify NERC” on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 18.4 Primary Responsibility: Operations Shift Supervisor
Send an email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 18.5 Primary Responsibility: Operations Shift Supervisor
Log submittal of DOE-417.

Instructions

Use log entry:> REPORTING > DOE-417 Submitted

Step 18.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- It was determined that a loss of monitoring or control, at a control center, such that it significantly affects the entity’s ability to make operating decisions for 30 continuous minutes or more [EA category 1.h] did occur.

Perform Event Analysis reporting using [Section 21](#).

Step 18.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event;
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 18.7.1 Primary Responsibility: Operations Shift Supervisor
Send an email with the final DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- Loss of a total of 500 MW or more from inverter-based resource(s).

Section 19 : Loss of 500 MW or more of Inverter-Based Resources

Step 19.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Uncontrolled loss of a total of 500 MW or more from inverter-based resource(s) for greater than 30 minutes at a common point of interconnection to the bulk electric system.

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Submit by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time)

Instructions

- ☐ Select "Notify NERC" on Schedule 2 Line W;
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 19.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to distribution list "DOE-417 Reporting".

Step 19.3 Primary Responsibility: Operations Shift Supervisor

Log submittal of DOE-417.

Instructions

Use log entry: > REPORTING > DOE-417 Submitted

Step 19.4 Primary Responsibility: Operations Shift Supervisor

Notify each LCC of the event.

Step 19.5 Primary Responsibility: Operations Shift Supervisor

Notify the required RC/BAs of the event.

Instructions

Notify the following RC/BAs:


- ☐ NYISO
- ☐ NBP-SO
- ☐ HQTE
- ☐ IESO

Step 19.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Uncontrolled loss of a total of 500 MW or more from inverter-based resource(s) for greater than 30 minutes at a common point of interconnection to the bulk electric system.

Perform Event Analysis reporting using [Section 21](#).

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Step 19.7 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:

- Submitted within 72 hours of the event;
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 19.7.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- A confirmed loss of functionality at a KF due to the failure of a KFCC; Or
- Failure of KFCC which results in a loss of redundancy at a KF (ex. the loss of a redundant ac or dc service supply at a KF); Or
- KFCC has been returned to service.

Section 20 : Key Facilities Critical Components failure, test failure or return to service

Notes

- Loss of Functionality at a KF is: the loss of operability at a KF due to a failure of a KFCC which can negatively impact the restoration plan and must be reported by the LCC, Generation Owner or Transmission Owner as soon as possible and no later than 15 minutes after the loss. Examples: loss of equipment control, complete loss of AC or DC service supply or the loss of a blackstart facility.
- Loss of Redundancy must be reported by the KF/KFCC Owner as soon as possible and no later than 24 hours after the loss.
Example: the loss of a redundant AC or DC service supply.
- A list of the KF/KFCC and associated information is found in M/LCC 11 Attachment D - Restoration Plan Resource List
- Key Facilities are facilities that ISO has identified as essential to the restoration plan in accordance with NPCC Directory #8 System restoration. The Key Facilities Log contains outage information that is critical to system restoration.

Step 20.1 Primary Responsibility: Security Operator

Condition(s) to perform this step:

- If the report of the failed KFCC did NOT come from the LCC Operator. OR;
- If the report of the KFCC's return to service did NOT come from the LCC Operator.

Notify the applicable LCC Operator of the KFCC status change and the need to create, update or close out an Informational Outage in the ISO Outage Scheduling Software.

Notes

- The LCC Operator is responsible for entering Informational Outage applications into the ISO Outage Scheduling software.
- M/LCC 13 provides guidance on how the LCC Operators should input the application.

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Condition(s) to perform this section:

- NERC Event Analysis threshold has been met.

Section 21 : Event Analysis

Category 1 events:

- An outage contrary to design of three or more BES Facilities caused by an event::
 - The outage of a combination of three or more BES Facilities (excluding successful automatic reclosing) {Section 15}
 - The outage of an entire generation station of three or more generators (aggregate generation of 500 MW to 1,999 MW); each combined cycle units is counted as one generator. {Section 1}

b. [Retired on January 1, 2024]

c. Failure or misoperation of BES Remedial Action Scheme (RAS) {possibly covered in Section 7, based on event}

d. [Retired January 1, 2024]

e. BES system separation contrary to design results in an island of 100 MW to 999 MW. This excludes BES radial connection and non-BES (distribution) level islanding {Section 7}

f. [Retired on January 1, 2016]

g. [Not applicable to ISO-NE]

h. Loss of monitoring and/or control at a Control Center such that it degrades the entity's ability to make Real-time operating decisions that are necessary to maintain reliability of the BES in the entity's footprint for 30 continuous minutes or more {Section 18}

Some examples that should be considered for EA reporting but are **NOT** limited to the following. Additional cases are provided in the Addendum for Category 1h Events found under reference materials for event analysis on the EA Program [website](#).

- Loss of operator ability to remotely monitor or control BES elements
 - Loss of communications from SCADA remote terminal units (RTU)
 - Unavailability of ICCP links, which reduces BES visibility
 - Loss of the ability to remotely monitor and control generating units via automatic generation control (AGC)
 - Unacceptable State Estimator or Contingency Analysis solutions {Determined in Section 18}
- A non-consequential interruption of inverter type resources aggregated to 500MW or more not caused by a fault on its inverters, or its ac terminal equipment. {Section 1}
 - A non-consequential interruption of a DC tie(s), between two separate asynchronous systems, loaded at 500MW or more, when the outage is not caused by a fault on the dc tie, its inverters, or its ac terminal equipment {Section 1}

Category 2 events:

- Complete loss of interpersonal communication and alternative interpersonal communication capability affecting its staffed BES control center for 30 continuous minutes or more {Section 17}
- [Retired on January 1, 2016]
- BES emergency resulting in a voltage deviation of $\geq 10\%$ difference of nominal voltage, sustained for ≥ 15 continuous minutes {LCC responsible for this based on TOP split}
- Complete loss of off-site power (LOOP) to a nuclear generating station per Nuclear Plant Interface Requirement {LCC responsible for this based on TOP split}.
- System separation contrary to design that results in an island of 1,000 MW to 4,999 MW {Section 7}
- Simultaneous loss of 300 MW or more of firm load due to a BES event, contrary to design, for more than 15 minutes {Section 8}
- Interconnection Reliability Operating Limit (IROL) violation for time greater than 30 minutes.

Category 3 events:

- Loss of firm load, contrary to design, of 2,000 MW or more {Section 8}
- System separation contrary to design, that results in an island of 5,000 MW or more {Section 7}
- [Not applicable to ISO-NE]
- Loss of 2,000MW or more provided by DC tie(s) connected to asynchronous resources
- Loss of generation (including inverter-based resources) of 2,000MW or more. This excludes RAS action that performed as designed {Section 1 and Section 14}

Items that are **NOT** covered or are partially covered in other sections will have specific conditions to perform entered for this section.

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Step 21.1 Primary Responsibility: Operations Shift Supervisor

Contact the applicable LCC Operator and determine which entity will perform the reporting for Event Analysis.

Instructions

ISO-NE will always perform the Event Analysis reporting for system wide events.

The control center (ISO or LCC) that experienced the loss that is creating the impact on monitoring or control will fill out the NERC Event Analysis Appendix C – Brief Report. If requested by LCC, ISO will submit the report to NPCC and MS Heads.

Step 21.2 Primary Responsibility: Operations Shift Supervisor

Notify ISO Control Room Management via e-mail using the "Control Room Mgmt" distribution list that a NERC Event Analysis qualifying event has occurred and which entity will be performing the reporting.

Step 21.3 Primary Responsibility: Manager, Control Room Operations

Condition(s) to perform this step:

- Notified that ISO-NE is performing the reporting for a NERC Event Analysis event that occurred.

Fill out a NERC Event Analysis Appendix C - Brief Report.

Step 21.4 Primary Responsibility: Manager, Control Room Operations

Condition(s) to perform this step:

- Notified that ISO-NE is performing the reporting for a NERC Event Analysis event that occurred; Or
- LCC has filled out NERC Event Analysis Appendix C – Brief Report and requested ISO to submit the report

Submit NERC Event Analysis Appendix C – Brief Report to NPCC and MS Heads for initial comments via e-mail using "event-analysis@npcc.org" address and "M S Heads Full" distribution list.

Standard(s) for completion:

- Submitted to NPCC within 10 business days of the event.

Notes

The standard of 10 business days comes from the Event Analysis Appendix A - Target timeframes.

Step 21.5 Primary Responsibility: Manager, Control Room Operations

Condition(s) to perform this step:

- ISO-NE is performing the reporting for a NERC Event Analysis event that occurred and the NPCC comments have been addressed.


Submit the finalized NERC Event Analysis Appendix C - Brief Report to NPCC and MS Heads via e-mail using "event-analysis@npcc.org" address and "M S Heads Full" distribution list.

Standard(s) for completion:

- Submitted within 20 business days of the event.

Instructions

NPCC submits the report to NERC.

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Step 21.6 Primary Responsibility: Manager, Control Room Operations

Condition(s) to perform this step:

- A Category 2 event occurred and an Event Analysis Report was required; Or
- A Category 3 event occurred

Fill out a NERC Event Analysis Appendix D - Event Analysis Report and submit it to NPCC and MS Heads for initial comments via e-mail using "event-analysis@npcc.org" address and "M S Heads Full" distribution list.

Standard(s) for completion:

- Submitted within 30 business days for a Category 2 event; Or
- Submitted within 60 business days for a Category 3 event.

Instructions

NPCC submits the report to NERC.

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Condition(s) to perform this section:

- An external party requested that ISO-NE file a DOE report on their behalf.

Section 22 : Requested by an External party to file a DOE report

Step 22.1 Primary Responsibility: Operations Shift Supervisor

Fill out and submit a DOE-417 online.

Standard(s) for completion:

- Reporting time requirements (Begin at the time of notification of an event):
 - Criteria 1 – 9; Submitted within 1 hour.
 - Criteria 10 – 13; Submitted within 6 hours.
 - Criteria 14; Submitted within 1 calendar day.
 - Criteria 15 - 26; Submitted by the later of 24 hours or by the end of the next business day (16:00 local time)

Instructions

- ☐ If reporting for Criteria 6, 7 or 14-26, Notify NERC should be selected on Schedule 2 Line W.
- ☐ If reporting for Criteria 2 or 14, Notify E-ISAC and Notify CISA Central should be selected on Schedule 2 Line W.
- ☐ On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 22.2 Primary Responsibility: Operations Shift Supervisor

Forward the email with the initial DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

Step 22.3 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- The DOE-417 filed was for physical or cyber events (item 1, 2, 3, 10, 11 or 14 on the DOE-417 form).

Make an RCIS posting in the “CIP Free Form” category.

Instructions

Select ONLY the following in the “Send to” field:

- ☐ Regions
- ☐ Reliability Coordinators

Notes

If RCIS is inaccessible, initiate a NERC RC Hotline call (procedure is on the Control Room SharePoint site).

Step 22.4 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- The DOE-417 filed was for physical or cyber events (item 1, 2, 3, 10, 11 or 14 on the DOE-417 form).

Verbally notify neighboring RC/BAs.

Step 22.5 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- If significant information (or changes) regarding a reported incident or disturbance becomes available after the initial report was submitted.

Access the submitted DOE-417 online, update the report, and submit the changes.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

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Step 22.5.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the updated DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

Step 22.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An initial DOE-417 report was submitted.

Access the submitted DOE-417 online, finalize the report, and submit the final report.

Standard(s) for completion:


- Submitted within 72 hours of the event;
- For local (non-systemwide) events, identify the Transmission Owner in the narrative.

Instructions

On Schedule 2 Line S: include the email ss@iso-ne.com as an additional email address.

Step 22.6.1 Primary Responsibility: Operations Shift Supervisor

Forward the email with the final DOE-417 report PDF to the external parties address and distribution list "DOE-417 Reporting".

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Condition(s) to perform this section:

- An external party requested that ISO-NE file a NERC EOP-004 report on their behalf.

Section 23 : Requested by an external party to file a NERC EOP-004 report

Step 23.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If the external company submitted a filled out report.

Review and update the submitted reporting form then submit it via e-mail to the external parties address and the following distribution lists: "NERC Event Reporting", "NPCC Reporting", and "M S Heads Full".

Instructions

- ☐ While reviewing the submitted report, update any required items.
- ☐ In the description box for the event enter the following:
 - ☐ Name of external party that requested ISO-NE to perform the reporting;
 - ☐ Time the external party recognized the event;
 - ☐ Time the external party requested ISO-NE to perform the reporting.

Step 23.2 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If the external company did NOT submit a filled out report.

Fill out a NERC Event Reporting Form, in EOP-004, and submit it via e-mail to the external parties address and the following distribution lists: "NERC Event Reporting", "NPCC Reporting", and "M S Heads Full".

Standard(s) for completion:

- Submit by the later of 24 hours of recognition of meeting an event type threshold for reporting or by the end of the next business day (16:00 local time)

Instructions

When filling out the report, enter the following in the description box:

- ☐ Name of external party that requested ISO-NE to perform the reporting
- ☐ Time the external party recognized the event
- ☐ Time the external party requested ISO-NE to perform the reporting
- ☐ Description of the event that occurred

Step 23.3 Primary Responsibility: Operations Shift Supervisor

Log EOP-004 submission

Instructions

- ☐ Use log entry: >REPORTING > EOP-004 Submitted

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Condition(s) to perform this section:

- Notified that an External Party, within the ISO-NE Area, filed a NERC report.

Section 24 : External party files a NERC report

Step 24.1 Primary Responsibility: Operations Shift Supervisor

Notify ISO Control Room Management via e-mail using the "Control Room Mgmnt" distribution list that an external party filed a NERC report.

Step 24.2 Primary Responsibility: Manager, Control Room Operations

Determine if ISO reporting obligations are met.

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Condition(s) to perform this section:

- Significant event posted on RCIS; Or
- Notified by external RC/BA of significant event


Section 25 : Significant events external to ISONE

Notes

Examples of significant events may include frequency excursion due to large generation loss on the eastern interconnection or suspected terrorism external to ISONE.


Step 24.1 Primary Responsibility: Operations Shift Supervisor

Notify Control Room Management of the significant event that may impact ISONE via e-mail using the "Control Room Mgmnt" distribution list.

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Revision History

| Rev. No. | Date (MM/DD/YY) | Reason | Contact |
|----------|--------------------|--|-------------------|
| - | 12/11/18 | For previous revision history, refer to Rev 27 available through Ask ISO | Steven Gould |
| 28 | 03/13/19 | Updated for NERC EOP-004-4 | Steven Gould |
| 29 | 05/23/19 | Editorial correction in Step 8.1 | Steven Gould |
| 30 | 06/20/19 | Editorial correction in section 21; Modified condition to perform for section 21 | Steven Gould |
| 31 | 04/13/20 | Deleted Step 5.1, Step 5.2 deleted 2 nd bullet in the condition to perform. | Steven Gould |
| 32 | 10/08/20 | Section 2 – Moved RCIS EEA Level 3 postings to CROP.10001 Load Shed. Added Step 2.4. Globally updated RCIS Instructions. Removed EEA Level 2 posting direction in Sections 3&5. Reformat of Table of Contents | Steven Gould |
| 33 | 05/24/21 | Global Changes for modifications to the OE-417 report and process. Procedure Background – Corrected the DOE email and realigned contact information. Revised Attachment 1 to align with new DOE-417. Added steps to make RCIS postings and deleted old section 4 due to LCCs make the reporting for that criteria. | Steven Gould |
| 34 | 12/07/21 | Added logging requirements to steps 5.4.1 & 22.3. Updated Common procedure information. | Steven Gould |
| 35 | 12/04/23 | Updated Condition to Enter in Step 11.3; Added Steps 14.7, 14.7.1, 15.6, 15.6.1, 16.4, 16.4.1, 17.7, 17.7.1, 18.7 & 18.7.1; Added information to Condition to Enter in Section 15; Updated Notes in Section 20; Updated Attachment 1. | Jonathan Gravelin |
| 36 | 04/23/24 | Updated all sections that have ERO Event analysis requirements to match ERO Event Analysis Process version 5.0. | Jonathan Gravelin |
| 37 | 09/04/24 | Added Section 19 as a result of the DOE-417 form update; Modified all applicable sections for email instructions due to DOE-417 access change. | Jonathan Gravelin |
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|  | CROP.50001 Reporting Procedure | |
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Attachment 1 - DOE and NERC Reporting Tables


| Emergency Alert File within 1-Hour | DOE/ NERC | Responsibility | Section performed in or Reason why not performed |
|---|--------------|---|---|
| 1. Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations | BOTH | ISO-NE - For the MCC or BCC | Section 10 |
| | | For a facility - When notified that the event has occurred. | Based on the M/LCC 12 TOP split, LCC's perform reporting of the following NERC events that reflect this DOE event: Damage or destruction of a Facility Physical threats to a Facility |
| 2. Reportable Cyber Security Incident | BOTH | ISO-NE - For the MCC or BCC When notified that the event has occurred | Section 11 |
| 3. Cyber event that is not a Reportable Cyber Security Incident that causes interruptions of electrical system operations | DOE | ISO-NE - For the MCC or BCC | Section 11 |
| | | When notified that the event has occurred. | |
| 4. Complete operational failure or shut-down of the transmission and/or distribution electrical system | DOE | ISO-NE - Transmission System | Section 6 |
| | | For Distribution Systems shutdown - When notified that the event has occurred | |
| 5. Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system | BOTH | ISO-NE | Section 7 |
| 6. Uncontrolled loss of 300 Megawatts (MW) or more of firm system loads for more than 15 minutes from a single incident | BOTH | ISO-NE | Section 8 |
| 7. Firm load shedding of 100 MW or more implemented under emergency operational policy | BOTH | ISO-NE - When initiated by ISO-NE. | Section 2 |
| | | When notified that the event has occurred. | |
| 8. System-wide voltage reductions of 3 percent or more | BOTH | ISO-NE | Section 3 |
| 9. Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System | BOTH | ISO-NE | Section 4 |

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| Normal Report File within 6-Hours | DOE/ NERC | Responsibility | Section performed in or Reason why not performed |
|--|--------------|---|---|
| 10. Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems | BOTH | ISO-NE - For the MCC or BCC | Section 10 |
| | | For a facility - When notified that the event has occurred. | Based on the M/LCC 12 TOP split, LCC's perform reporting of the following NERC events that reflect this DOE event: Damage or destruction of a Facility Physical threats to a Facility |
| 11. Cyber event that could potentially impact electric power system adequacy or reliability | DOE | ISO-NE - For the MCC or BCC | Section 11 |
| | | When notified that the event has occurred. | |
| 12. Loss of electric service to more than 50,000 customers for 1 hour or more | DOE | ISO-NE - For the ISO-NE area | Section 5 |
| | | | |
| 13. Fuel supply emergencies that could impact electric power system adequacy or reliability | DOE | ISO-NE | Section 9 |

| Attempted Cyber Compromise File within 1-Day | DOE/ NERC | Responsibility | Section performed in or Reason why not performed |
|---|--------------|--|--|
| 14. Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems | BOTH | ISO-NE - For the MCC or BCC | Section 11 |
| | | When notified that the event has occurred. | |

| System Report File within 1-Business Day | DOE/ NERC | Responsibility | Section performed in or Reason why not performed |
|--|--------------|--|--|
| 15. Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency. | BOTH | LCC | Based on the M/LCC 12 TOP split |
| 16. Damage or destruction of its Facility that results from actual or suspected intentional human action. | BOTH | LCC | Based on the M/LCC 12 TOP split |
| 17. Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility. | BOTH | LCC | Based on the M/LCC 12 TOP split |
| 18. Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center. | BOTH | ISO-NE - For the MCC or BCC | Section 10 |
| | | When notified that the event has occurred. | |

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| System Report File within 1-Business Day | DOE/ NERC | Responsibility | Section performed in or Reason why not performed |
|--|----------------------|---|---|
| 19. Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes. | BOTH | LCC | Based on the M/LCC 12 TOP split |
| 20. Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts | BOTH | LCC - for loss less than 300 but greater than 200 if previous year system demand is less than 3,000 MW | Based on the M/LCC 12 TOP split |
| 21. Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection | BOTH | ISO | Section 14 |
| 22. Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements. | BOTH | LCC | Based on the M/LCC 12 TOP split |
| 23. Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing). | BOTH | ISO-NE performs DOE-417 Reporting | Section 15 |
| | | ISO-NE or LCC – Entity experiencing the event unless more than 1 LCC then ISO-NE. | |
| 24. Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more. | BOTH | ISO or LCC - Entity experiencing the event | Section 16 |
| 25. Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more. | BOTH | ISO or LCC - Entity experiencing the event | Section 17 |
| 26. Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more. | BOTH | ISO or LCC - Entity experiencing the event | Section 18 |
| 27. Uncontrolled loss of a total of 500 MW or more from inverter-based resource(s) for greater than 30 minutes at a common point of interconnection to the bulk electric system. | DOE | ISO | Section 19 |