	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

Table of Contents

Section 1 : Initiate an ENS message for an event.....	4
Section 2 : Failure of ENS software	8
Attachment 1 - ENS activation for MLCC 6 (Protected Information).....	10
Attachment 2 - Manual Initiation of an ENS Scenario (Protected Information).....	11

References

[None]

Procedure Background

The Emergency Notification System (ENS) is used by ISO New England to send out phone and email messages to specific groups of contacts to alert them of unusual or emergency conditions on the New England power system. Such conditions for ENS activation are predetermined.

After each activation of an ENS event an Activation Exception Report is automatically generated and emailed to the Shift Supervisor email account. This report will provide the details of the activation event and which contacts were **NOT** successfully notified.

Each contact within the specific group selected will attempt to be contacted by the highest level group.

Example: If "All of NE" is selected, all contacts will be attempted via that group and only that group. Lower level groups like "CT All" will log it as "NC Attempted in Alternate Group". NC means Not Contacted.

Pre-defined groups are listed alphabetically under the Group Information section. The software will evaluate each group in alphabetical order and if that group is selected for notification it will attempt notification using that group. If the DE/DDE belongs to multiple groups the software will attempt notification to that DE/DDE under the first group encountered. When reviewing the Activation Exception Report, look for groups that have numbers in the Total Filled (Qualified) column. Use that group name and reference the Non-Qualifying section to determine which DE/DDEs were **NOT** contacted.

Device Detail status code key:

A – Abandoned indicates that the system received the data, the data was correct, but the system abandoned the record (e.g., the queue was full, multiple copies of the same record was sent, etc.)

B – Busy Line indicates that the system encountered a busy signal when trying to contact a specific number

C – Disconnected or caller hung up. Indicates the initial call was successful but the recipient hung up without listening to the entire script

E – Error making call. An extensive list of error messages exists. The following only include examples of the most common 'E' error messages:

E-Timeout. During a call the script timed out waiting for the next programmed expected event and terminated the call in progress. (e.g., **NOT** able to find speech files, unable to write to hard disk, etc.)


E-Error Calling indicates an error occurred on the phone line prior to the recipient receiving the call (e.g., number does **NOT** exist, all lines are busy, number is **NOT** answering, the number is switched off, etc.).

E-No Dial Tone. The system attempted to place an outbound call but it did **NOT** detect a dial tone on this port. No further dialing was attempted and the call was unsuccessful.

E-No Ringback. The system attempted to place an outbound call, dialed the number, and then timed out because it did **NOT** detect any further line activity (the line was silent or unrecognizable audio).

E-No Carrier.

E-Operator Intercept. The system attempted to place an outbound call, dialed the number, and then received

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

an error from the telephone network. Typically "all circuits' busy" or "invalid number was dialed".

E-Failure. Typically, this indicates a failure occurred at the phone card/telephony board level

E-Stopped. During a call the system experienced an event that it was **NOT** expecting and terminated the call script in progress. (e.g., ringing or busy signal before dialing, disconnect message was received from the telephone network before having received a connect, etc.).

H –Hangup (when the user hangs up the phone, a descriptive message is included, indicating when the phone was hung-up during the call flow):

H-Invalid ID – Recipient pressed a key to continue, but entered and verified an incorrect User ID code (only on Secure Templates)

H-Act Msg – Recipient hung up during the activation message prior to answering the repeat question

H-No Response Key – Recipient hung up without answering the “Can you respond?” question (only on ‘With Response’ Templates)

H-No ETA Key – Recipient hung up without entering and verifying their Estimated Time of Arrival (only on ‘With Response’ Templates)

H-Greeting – Recipient hung up during the “Hello” or “Press a numeric key” speech segment

H-No ID Key – Recipient hung up without entering their User ID code when prompted (only on ‘Secure’ Templates)

H-Voice Mail – Recipient did **NOT** press a key as prompted in the Greeting. Therefore, the system played the voice mail message and the user hung up during this speech segment. Or, the system reached the device voice mail and hung up (e.g., voice mail was full, system timed-out waiting to leave message, etc.).

I – Invalid script indicates the system could **NOT** find the designated service script. Please contact Technical Support to correct this issue.

J – Email sent successfully

J-Email Sent

J-Filled - Email

K – Error sending email

N – No Answer indicates the telephone number was successfully dialed but was **NOT** answered within maximum ring cycles allowed so the call was terminated

P – No Response indicates that the call connected, however the call recipient did **NOT** press a numeric key in response to a speech segment prompt in a "response" call flow.

R – Rejected indicates that the data sent was invalid (e.g., an invalid PIN was sent for an alpha pager)

S – Call successful - includes a descriptive message which is dependent on the device type:

S-Greeting– Call was directed towards Voice Mail or an Answering Machine

S-Filled – Recipient answered all qualifying questions

S-Disqualified – Recipient indicated they could **NOT** respond (only on ‘With Response’ Templates)

S-No ID Key – Recipient did **NOT** enter their User ID code when prompted (only on ‘Secure’ Templates)

S-No Response Key – Recipient did **NOT** press a key in response to the “Can you respond?” question (only on ‘With Response’ Templates)

S-No ETA Key – Recipient did **NOT** enter their ETA (Estimated Time of Arrival) when prompted (only on ‘With Response’ Templates)

S-Multiple Qualifications – Recipient qualified for multiple activations in a single inbound phone call.

S-Qualification Status Unknown – The call connected, but the Recipient did **NOT** respond.

S-Voice Mail – After the voice mail message played, the call terminated normally.


Fill Status codes key:

FP – Filled Position, the contacts responded that they were able to fill the position (e.g., by answering Yes when prompted in the call flow)

DP – Disqualified for Position, the contacts responded that they were unable to fill the position (e.g., by answering No when prompted in the call flow)


NC – Not Contacted, the system was unable to establish contact to the individual via phone or leave a voice message. Please note that an individual is considered **NOT** contacted when 1) he does **NOT** answer the phone (or call into the system) and an answering machine message could **NOT** be left, 2) the phone was busy or 3) he does **NOT** have the defined phone type but receives an email. Delivery of an email, fax or pager message is considered **NOT** contacted.

NR – No Response indicates the contact did **NOT** answer the response prompt in the message (e.g., did **NOT** press a key on the phone key pad when prompted in the call flow. Only applicable in the Response call flows.)

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

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 System 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.

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

Procedure

Condition(s) to perform this section:

- An ENS message needs to be sent for an event; Or
- An ENS message needs to be resent via ENS.

Section 1 : Initiate an ENS message for an event

Notes

This section can be used to send the initial ENS message or resend an ENS message; the only difference is a resend requires Step 1.5 and children steps to be performed.

Step 1.1 Primary Responsibility: Senior System Operator

Access ENS and log in.

Notes

ENS is accessed via a favorite link on the Senior System Operators and Operations Shift Supervisors workstation or from the Control Room home page.

The website address is: <https://isone.dccnotify.com/nxtportal/login.aspx>

Step 1.2 Primary Responsibility: Senior System Operator

Locate the scenario to be activated.

Instructions

The software is set up to automatically open up to the "Scenarios" tab with "By Status" pre-selected.

Use the "Previous" and "Next" buttons at the bottom to change pages.

Step 1.3 Primary Responsibility: Senior System Operator

Select the scenario to be activated.

Instructions

Select the scenario by clicking the box to the left of the name.

Notes

Ensure desired scenario selected: Implemented, Declared, or Cancelled

Step 1.4 Primary Responsibility: Senior System Operator

Click the "Proceed to Activation" text from the menu on the left side.

Instructions

The page will navigate to the Scenarios Summary > Activate Scenario display with the "Scenario Options" tab selected.

No changes should be made to the fields on this tab.

Step 1.5 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:


- If the groups to be notified need to be modified; Or
- An ENS message needs to be resent.

Access the Tagging Options tab to modify who is notified.

Notes

All groups are selected by default.

Modifying the members within the groups under the Tagging Options tab is required when resending an ENS message.

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

Step 1.5.1 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- If the groups to be notified need to be modified.

Modify the groups selected for notification.

Instructions

All groups are selected by default in the "Groups Assigned to This Scenario:" column.

- ☐ To deselect a group: click the checkbox to the left of the group name
- ☐ Click the "Save" button below the "Groups Assigned to This Scenario:" column

Step 1.5.2 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- If the members within a group to be notified needs to be modified; Or
- An ENS message is being resent.

Modify the members within a group.

Instructions

To modify the members within a group:

- ☐ Click the name of the group in the "Groups Assigned to This Scenario:" column that was used in the original notification attempt, the left side column
- ☐ From the "Group Members List:" Column:
 - ☐ Click the "Deselect Page" text
 - ☐ Click the checkbox to the left of the member name to be selected for resend
 - ☐ Click the "Save" button

NOTE: You are required to save each page that has modifications performed on it, prior to moving to the next page.
- ☐ Advance to the next page and repeat Items 2, 3 and 4 above until all required members are selected.

Notes

If you are resending a message because some members were **NOT** contacted for an ENS event activation, select only those members when resending.

Step 1.6 Primary Responsibility: Senior System Operator

Access the "Message Options" tab to set up the message.

Notes

ISO-NE will only send out voice messages, email messages, or both. All other fields will be left <blank>.

Step 1.6.1 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:


- If the notification is to be sent out via telephone.

Setup the voice message.

Instructions

Perform the following:

- ☐ Verify that "Voice Message" option is selected
 - ☐ "Text-to-Speech" radio button is selected
 - ☐ Update the Date and Time in the message
 - ☐ Review the "Message Text:" to verify it is accurate for this instance
- NOTE:** the text must be typed out phonetically for the message to render correctly
- ☐ Click the "Render Speech" button to listen to the message

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

Step 1.6.2 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- If the notification is to be sent out via email.

Setup the email message.

Instructions

Perform the following:

- ☐ Verify that "Email Message" option is selected
- ☐ Review the "Subject" to verify it is accurate for this instance
- ☐ Review the "Message Text:" to verify it is accurate for this instance

Step 1.7 Primary Responsibility: Senior System Operator

Activate the scenario to send out the notifications.

Instructions

To activate the scenario:

- ☐ Click the green "Activate" button
- ☐ Click the "Ok" button when asked if you are sure you want to activate this scenario.

Once the scenario has been activated, the browser will navigate to the View Results display, and the green "Activate" button will switch to a red "Stop Activation" button.

Notes

WARNING

Do **NOT** click the Refresh button on the browser; it may cause the scenario to activate again with the default settings.

Step 1.8 Primary Responsibility: Senior System Operator

Inform the Operations Shift Supervisor the notifications have been sent out.

Step 1.9 Primary Responsibility: Operations Shift Supervisor

Open the Activation Exception Report from the shift supervisor email account.

Notes

After each ENS activation a report is automatically generated, the Activation Exception Report, and emailed to the shift supervisor email account. Each ENS activation has a preset duration of 10 minutes.

Step 1.10 Primary Responsibility: Operations Shift Supervisor

Identify which DEs/DDEs, if any, were NOT notified.

Instructions

Use the Non-Qualifying section to determine who was **NOT** contacted. Only contacts with names beginning with "DE" or "DDE" are required to be notified.

Step 1.11 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- If DEs/DDEs were NOT notified and need to be notified.

Determine which DEs/DDEs need to be notified and what means will be used to notify them, and then inform the Senior System Operator.

Instructions

DEs/DDEs can be individually contacted or the ENS message for the event can be resent to the required members.



CROP.27003 Emergency Notification System (ENS)

©2023

Approved By: Director, Operations

Effective Date: 02/16/2023

Rev #8

Procedure Owner: Manager, Control Room Operations

Valid Through: 02/16/2025

Step 1.11.1 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- It was determined that the affected DE/DDEs will be contacted via phone.

Contact the affected DE/DDE and deliver the ENS message.

Instructions


The Senior System Operator will either make the calls or coordinate with the System Operators to make the required notifications.

Step 1.11.2 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- It was determined that the affected DE/DDEs will be contacted via ENS.

Send the ENS message to only the affected DE/DDEs starting at [Step 1.3](#).

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

Condition(s) to perform this section:

- ENS software cannot be accessed; Or
- The Activation Exception Report indicates all notifications failed.

Section 2 : Failure of ENS software

Step 2.1 Primary Responsibility: Senior System Operator
Notify the Control Room personnel of the ENS failure.

Step 2.2 Primary Responsibility: Senior System Operator
Manually initiate the desired scenario using Attachment 2 - Manual Initiation of an ENS Scenario.

Step 2.3 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- Manual initiation of an ENS Scenario was unsuccessful.

Coordinate with the System Operators to notify each DE and DDE of the event.

Step 2.3.1 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- It was determined that the affected DE/DDEs will be contacted via phone.

Contact the affected DE/DDE and deliver the ENS message.

Step 2.4 Primary Responsibility: Senior System Operator
Notify the IT On Call Technician of the ENS failure.

Step 2.5 Primary Responsibility: Senior System Operator
Log the ENS Failure.


Instructions

Use log entry: > EQUIPMENT FAILURES > ENS Failure

©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025


Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
0	10/24/13	Initial revision of this Procedure	Steven Gould
1	12/30/14	Add clarification to who needs to be contacted. Added a Step to provide direction to use ENS to send a message to specific parties.	Steven Gould
2	11/09/16	Biennial review	Steven Gould
3	12/21/16	Added Attachment 2 that provides guidance on manual initiation of an ENS Scenario	Steven Gould
4	03/01/17	Update language in Attachment 1 Add items to Attachment 2	Steven Gould
5	12/18/17	Update format and addition of a step	Steven Gould
6	03/28/19	Updated ENS scenarios in Attachment 2	Steven Gould
7	02/26/21	Modified Attachments 1 & 2 to reflect process after Phone Upgrade	Steven Gould
8	02/16/23	Biennial review; Updated Common Procedure Information; Reformatted the instructions in Step 1.5.2	Jonathan Gravelin

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

Attachment 1 - ENS activation for MLCC 6 (Protected Information)

Protected information has been redacted

	CROP.27003 Emergency Notification System (ENS)	
©2023	Approved By: Director, Operations	Effective Date: 02/16/2023
Rev #8	Procedure Owner: Manager, Control Room Operations	Valid Through: 02/16/2025

Attachment 2 - Manual Initiation of an ENS Scenario (Protected Information)

Protected information has been redacted