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References

1. CROP.24002 Error or Failure of EMS or an EMS Application
2. CROP.25007 Manual Dispatch

Procedure Background

Generator and DRR RTU status is monitored using the ED Communication Status display. To access the ED Communication Status display:

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

ICCP consists of 3 paths, with T-Mobile as the primary, Windstream the secondary and the Shared Telecommunications Network (STN) as the back up if both primary and secondary fail. STN is a secure network of only the transmission owners in New England and ISO. All path switching occurs automatically.

The STN ICCP status is not monitored in EMS but the primary and secondary ICCP status is monitored using ICCP_LINK_STATUS display. To access the ICCP Link Status display:

- ❑ Click on "OTR" button

Server Status is monitored using the Server Status overview display. To access the Server Status overview display:

- ❑ Click on "EMP Applications" in the menu bar
- ❑ Hover over "ISO Specials" [this will cause a pop out menu to appear]
- ❑ Click on "Server Status Overview" on the pop out menu

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.

Procedure

Condition(s) to perform this section:

- **Determined that a resource RTU has failed and is no longer in service; Or**
- **Notified by a DE/DDE that their RTU will be taken OOS.**

Section 1: Actions for a resource RTU outage

Step 1.1

Primary Responsibility: Security Operator

Condition(s) to perform this step:

- **RTU has gone out-of-service unplanned.**

Notify the affected entity of the RTU failure.

Step 1.2

Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- **Resource RTU has gone out-of-service unplanned.**

Notify the IT On Call Technician of the RTU outage.

Step 1.3

Primary Responsibility: Loader Operator

Log the RTU out-of-service.

Instructions

Use log entry: > EQUIPMENT FAILURES > RTU OOS – Verbal Dispatch Required

Step 1.4

Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- **If dispatch is required while the RTU is out-of-service.**

Perform verbal dispatch using CROP.25007 Manual Dispatch "Resource RequiresVerbal Dispatch or is returning to Electronic Dispatch".

Step 1.5

Primary Responsibility: Security Operator

Condition(s) to perform this step:

- **RTU is out-of-service; And**
- **SCADA parameters may need to be updated.**

Refer to CROP.27002 Telemetry and Topology Problems to determine the course of action for the affected equipment.

Condition(s) to perform this section:

- **Determined that a resource RTU that was out-of-service has returned to service; Or**
- **Notified by a DE/DDE that their RTU has returned to service.**

Section 2: Actions for a resource RTU returning to service

Step 2.1

Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- **RTU returning to service was due to an unplanned outage.**

Notify the affected entity of the RTUs return to service.

Step 2.2

Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- **If verbal dispatch was required during a Resource RTU outage.**

Perform CROP.25007 Manual Dispatch "Resource RequiresVerbal Dispatch or is returning to Electronic Dispatch".

Step 2.3

Primary Responsibility: Loader Operator

Condition(s) to perform this step:

- **Resource RTU returning to service was due to an unplanned outage.**

Notify the IT On Call Technician of the RTUs return to service.

Step 2.4

Primary Responsibility: Loader Operator

Ensure the data being received is of good quality and is updating.

Step 2.4.1

Primary Responsibility: Security Operator

Return any Generator/pump storage DARD telemetry sources to their primary source.

Step 2.5

Primary Responsibility: Loader Operator

Log the RTU returning to service.

Instructions

Use log entry: > EQUIPMENT FAILURES > RTU Restored – Verbal Dispatch No Longer Required

Condition(s) to perform this section:

- **An LCC reports an unplanned interruption of ICCP data exchange with more than one other LCC for greater than 10 minutes; Or**
- **An unplanned interruption of ICCP data exchange has occurred, it is/could impact LCCs or External entities, and restoration of the exchange is not anticipated imminently.**

Section 3: Actions for an unplanned interruption of ICCP data exchange

Step 3.1 Primary Responsibility: Security Operator

Determine if the ICCP data exchange failure has impacted RTNET.

Instructions

Sustained ICCP failures can impact the State Estimator and cause problems in RTNET.
If an issue in RTNET is identified, refer to CROP.24002 Error or Failure of EMS or an EMS Application

Step 3.2 Primary Responsibility: Security Operator

Notify the IT On Call Technician of the unplanned interruption ICCP data exchange.

Step 3.3 Primary Responsibility: Security Operator

Notify the applicable entity(ies).

Instructions

For an unplanned interruption of the ISO-NE Intrapool ICCP:

- ❑ Notify all LCCs of the unplanned interruption of an ICCP data exchange.

For the failure of an LCC Intrapool ICCP:

- ❑ Notify the remaining LCCs of the unplanned interruption of an ICCP data exchange.

For an unplanned interruption of the ISO-NE Interpool ICCP:

- ❑ NYISO
- ❑ NBP-SO
- ❑ HQTE

For an indication of an unplanned interruption of an external parties ICCP data exchange:

- ❑ Notify the applicable entity of the indication of the ICCP data exchange issue

Step 3.4 Primary Responsibility: Security Operator

Log the unplanned interruption of ICCP data exchange.

Instructions

Use log entry: > EQUIPMENT FAILURES > ICCP Failures (Long Duration)

Condition(s) to perform this section:

- **An ICCP data exchange has returned to service following an unplanned interruption.**

Section 4: Actions for an ICCP data exchange that has returned to service

Step 4.1 Primary Responsibility: Security Operator

Notify the IT On Call Technician of the ICCP data exchange returning to service.

Step 4.2 Primary Responsibility: Security Operator

Notify the applicable entity(ies).

Instructions

For the restoration of the ISO-NE Intrapool ICCP:

- ❑ Notify all LCCs of the ICCP data exchange restoration

For the restoration of an LCC Intrapool ICCP:

- ❑ Notify the remaining LCCs of the ICCP data exchange restoration

For the restoration of the ISO-NE Interpool ICCP:

- ❑ NYISO
- ❑ NBP-SO
- ❑ HQTE

For an indication of the restoration of an external parties ICCP data exchange:

- ❑ Notify the applicable entity of the indication of the ICCP data exchange restoration

Step 4.3 Primary Responsibility: Security Operator

Log the ICCP data exchange returning to service.

Instructions

Use log entry: > EQUIPMENT FAILURES > ICCP Restored

Condition(s) to perform this section:

- **An interruption of CFE data exchange has occurred that could impact SCADA telemetry or electronic dispatch.**

Section 5: Actions for an interruption of CFE data exchange

Step 5.1

Primary Responsibility: Security Operator

Condition(s) to perform this step:

- **For unplanned interruptions of CFE data exchange.**

Verify the Server Status Overview to determine which CFE servers are unavailable.

Instructions

For an unplanned interruption of the ISO-NE CFE:

- ❑ Access the Server Status Overview display
- ❑ Determine if any CFE servers have an indication of "ON"
- ❑ If **NOT**, determine the impact on dispatch

Step 5.2

Primary Responsibility: Security Operator

Notify the IT on call technician of the CFE server failure.

Step 5.3

Primary Responsibility: Security Operator

Log the CFE Server failure.

Instructions

Use log entry: > EQUIPMENT FAILURES > CFE Failure / Malfunction

Step 5.4

Primary Responsibility: Loader Operator

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

Instructions

Perform the following:

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

Step 5.4.1

Primary Responsibility: Loader Operator

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

Step 5.5

Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- **Electronic Dispatch System is NOT available.**

Make ENS notifications for the Electronic Dispatch Failure.

Notes

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

Step 5.5.1 Primary Responsibility: Security Operator

Perform CROP.25007 Manual Dispatch "Resource RequiresVerbal Dispatch or is returning to Electronic Dispatch".

Step 5.6 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- **Interruption of CFE data exchange has caused an interruption to SCADA data being received.**

Refer to CROP.27002 Telemetry and Topology Problems to determine the course of action for the affected equipment.

Condition(s) to perform this section:

- **A CFE data exchange server has returned to service.**

Section 6: Actions for a CFE data exchange server returned to service

Step 6.1 Primary Responsibility: Security Operator

Verify the Server Status Overview has returned to service.

Instructions

For an unplanned interruption of the ISO-NE CFE:

- ❑ Access the Server Status Overview display
- ❑ Verify the CFE server(s) previously failed have an indication of "ON"

Step 6.2 Primary Responsibility: Security Operator

Notify the IT on call technician of the CFE server returned to service.

Step 6.3 Primary Responsibility: Security Operator

Log the CFE Server return to service.

Instructions

Use log entry: > EQUIPMENT FAILURES > CFE Restored

Step 6.4 Primary Responsibility: Loader Operator

Verify the Electronic Dispatch (ED) System is available.

Instructions

Perform the following:

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

Step 6.4.1 Primary Responsibility: Loader Operator

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

Step 6.5 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- **Electronic Dispatch System is working properly.**

Make ENS notifications for the Electronic Dispatch restored.

Step 6.5.1 Primary Responsibility: Security Operator

Perform CROP.25007 Manual Dispatch "Resource RequiresVerbal Dispatch or is returning to Electronic Dispatch".

Step 6.6 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- **SCADA parameters were modified.**

Remove any SCADA manual replacements applied to equipment or values.

Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
0	11/05/15	Initial revision of this Procedure. Initially was a part of CROP.35005 Dispatch, was stripped out due to implementation of GCA project	Steven Gould
1	06/23/17	Review and modification to procedure format	Steven Gould
2	11/21/17	Added sections for an interruption or restoration of an ICCP data exchange	Steven Gould
3	03/12/18	Modification to the condition to perform Section 3	Steven Gould
4	05/16/18	Modified for implementation of the PRD project	Steven Gould
5	04/13/20	Updated procedure background	Steven Gould
6	01/04/21	Updated log entry for Steps 1.4 and 2.4	Steven Gould
7	03/11/21	Updated language concerning verbal dispatch	Steven Gould
8	03/02/23	Biennial Review, Procedure title changed, Modified Sections 1 & 2, Added Section 5 & 6.	Jonathan Gravelin