	CROP.50002 Initiate a Conference Call	
© 2023	Approved By: Director, Operations	Effective Date: 01/19/2023
Rev # 7	Procedure Owner: Manager, Control Room Operations	Valid Through: 01/19/2025

## Conditions to Enter

1. A Conference Call is required to be initiated via the Zetron phone system.

## References


[None]

## Procedure Background

The actions in this procedure assume the Zetron phone system has been accessed.

## 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 communication.
- 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.

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**Step 1** Primary Responsibility: Any Control Room Operator  
**Select a Conference Group.**

**Instructions**

There are six conference groups.

- ☐ Group 1 can be accessed using the "Conference Group 1" button on the main display or Conference Group display.
- ☐ The Conference Group display is accessed by clicking the "Conference Group 2-6..." button on the main display.
- ☐ Groups 2 - 6 can be accessed by using the applicable "Conference Group <number>" button on the Conference Group display.

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**Step 2** Primary Responsibility: Any Control Room Operator  
**Select the desired parties.**

**Notes**

A Conference Group must be selected if using the "ALL LCCs" or "ALL RCs" button

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**Step 3** Primary Responsibility: Any Control Room Operator

**Condition(s) to perform this step:**

- Call has been completed.

**Terminate the call by using the Clear button.**

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**Step 3.1** Primary Responsibility: Any Control Room Operator

**Condition(s) to perform this step:**

- The conference call did NOT terminate.

**Select the applicable Conference Group and then terminate the call by using the Clear button.**

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## Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
0	01/04/13	Initial Draft of this Procedure	Steven Gould
1	12/09/14	Added a section for the BCC phone system	Steven Gould
2	01/27/16	Removal of Section 1 due to retirement of IPC phone system	Steven Gould
3	06/14/17	Administrative change for modification to procedure format	Steven Gould
4	01/18/18	Biennial review	Steven Gould
5	02/19/19	Added note to step 2	Steven Gould
6	02/02/21	Biennial review	Steven Gould
7	01/19/23	Biennial review, Updated Common Procedure Information	Jonathan Gravelin