	© ISO New England, Inc. 2007	<b>Master/ LCC Procedure # 13 Communications Between the ISO and Local Control Centers</b>
		Revision Number: 0 Revision Date: 09/14/07
<b>Contact: ISO Manager, Operations</b>		<b>Approved by: M/LCC Heads</b>
		<b>Review Due Date: June 1, 2008</b>

## Master/Local Control Center Procedure No. 13

### (M/LCC 13)


#### Communications Between the ISO and Local Control Centers

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## 1. References

- NERC Standard COM-002 - Communications and Coordination
- SOP-RTMKTS.0125.0020 Communicate With Internal and External Parties
- SOP- RTMKTS.0120.0010 Implement Operations During Abnormal Conditions
- Master/Local Control Center Procedure No. 12 Coordination of Responsibilities to Comply With NERC Standards for Transmission Operations (M/LCC 12)
- ISO New England Operating Procedure No. 4 - Action During a Capacity Deficiency (OP-4)
- ISO New England Operating Procedure No. 7 - Action in an Emergency (OP 7)
- SOP- RTMKTS.0120.0020 Implement Capacity Remedial Action
- Master/Local Control Center Procedure No. 4 Emergency Load Reduction Plans for Mitigating IROL Violations (M/LCC 4)
- Master Local Control Center Procedure No. 2 Abnormal Conditions Alert (M/LCC 2)
- ISO New England Operating Procedure No. 10 – Emergency Incident and Disturbance Notifications (OP-10)
- ISO New England Operating Procedure No. 20 – Analysis and Reporting of Power System Emergencies (OP-20)

## 2. Background


The intent of this procedure is to establish common protocols for communication between the ISO and each of the Local Control Centers (LCCs) to ensure effective communications by operating personnel. NERC Standard COM-002 - Communications and Coordination sets requirements for effective communications.

The ISO and each of the Local Control Centers may have internal communication procedures already established (such as SOP-RTMKTS.0125.0020 Communicate With Internal and External Parties), however this procedure is intended to supplement those procedures and provide specific guidance for communications between the ISO and LCC System Operators.

## 3. Responsibilities

1. The ISO and LCC are responsible for precise, accurate, and professional communications involving the collaborative efforts to meet Transmission Operator requirements as set forth in M/LCC 12.
2. The ISO and LCC are responsible for gathering and providing complete and accurate

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information during operational communications.

3. The ISO and LCC are responsible for performing 3 part communications to ensure operating directives are performed accurately and efficiently.

## 4. Procedure


### 4.1 Basic Protocol for All Operational Communications

**NOTE**

NERC requires that English be the language for all communications unless agreed to otherwise.

The Basic Protocols referenced in this section apply to communications at the ISO, the LCC and to external recipients of directives for system operations.


1. Verbal communication is extremely important and the primary method by which System Operators provide and receive information. The following are standard practices to be used by the ISO and LCC System Operators:
  - A. Communications should always be precise, accurate, and professional.
  - B. Be proactive rather than reactive in communications. Doing so will ensure up to date information for both the LCC and ISO.
  - C. Whenever possible, limit all unnecessary distractions that could hamper good communications.
  - D. Communication must be free of ambiguity. Avoid the use of slang terms and words that sound alike and use correct nomenclature of any devices mentioned.
  - E. Be direct. Use simple, straightforward language. Avoid technical terms and acronyms. Be aware that technical terms, jargon, and acronyms may be confusing and meaningless to people with backgrounds and experience different from your own.
  - F. Make every effort to ensure communications and intentions are understood completely. Listen for cues from listeners to gauge their interest in your comments. If they sound confused or distracted, stop speaking and make sure the conversation is on track. If there is a concern of misunderstanding or confusion, then stop the evolution and resolve the concerns.
  - G. Communications with team members should be concise and prioritized such that the meaning of urgent or high consequence data is conveyed with minimum distraction and delay.

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- H. When communicating, identify yourself, including your name, position, and location.
  - I. If a request for information is received then obtain the information and promptly communicate it back to the party or provide them with a knowledgeable contact.
2. After an exchange of general operational information, the discussion should be summarized and acknowledged by the recipient by repeating back enough information in summary to ensure that the sender knows his message was received correctly.
  3. To ensure effective communications, perform 3 part communications for all operating directives as follows:
    - A. Issue directives in a clear, concise, and definitive manner.
    - B. Ensure the recipient of the directive repeats the information back correctly.
    - C. Acknowledge the response as correct or repeat the original statement to resolve any misunderstandings.

#### 4.2 ISO and LCC Communications Involving Normal Operations

1. The ISO Generation Operator or ISO Loader Operator shall make notifications and communicate the following (as soon as possible) if a:
  - Generator greater than 400 MW trips then notify all LCCs
  - Generator greater than 100 MW trips and is in close proximity to a neighboring LCC then notify respective LCCs involved
  - Significant tie line changes occur then notify affected LCCs
  - Significant Resource Redeclarations occur then notify affected LCCs
  - Generator Automatic Voltage Regulator (AVR) or Power System Stabilizer (PSS) device is inoperable then notify respective LCCs involved
2. The ISO Senior System Operator shall communicate Time Error corrections to all LCCs.
3. The ISO Security System Operator shall communicate system security issues that suddenly emerge to all affected LCCs.
4. The ISO Security System Operator shall maintain close communication with the Local Control Centers in tight operating reserve situations.
5. If the ISO is operating close to any security operating limit or if there is any security doubt or concern, the Security Operator shall notify the Local Control Centers about status changes in Resources that may affect the security operating limit in question.
6. The LCC shall communicate system security issues, transmission outages, and voltage/reactive control problems as they become aware of them to the ISO System Operators.

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**NOTE**

Routine Resource dispatches by the ISO are not communicated to Local Control Centers.


### 4.3 ISO and LCC Emergency Communications

1. If the ISO or any LCC evacuates to their Backup Control Center then the ISO shall ensure that all LCCs and adjoining Control Areas / Balancing Authorities are made aware of the situation.
2. When M/LCC 2, is declared by the ISO then ISO shall notify the LCCs as soon as possible. Reference SOP- RTMKTS.0120.0010 Implement Operations During Abnormal Conditions to perform M/LCC 2 notifications.
3. When OP-4 or is declared by the ISO then ISO shall notify the LCCs as soon as possible. Reference SOP- RTMKTS.0120.0020 Implement Capacity Remedial Action to perform OP notifications.
4. When OP-7 is declared by the ISO then ISO shall notify the LCCs as soon as possible.
5. If load shedding is required due to an IROL violation referenced in M/LCC 4 then ISO shall notify the LCCs as soon as possible.
6. When M/LCC 2 or OP-4 is declared by the LCCs then ISO shall notify the remaining LCCs as soon as possible.
7. If the ISO and LCC are unable to monitor system reliability (the ISO EMS and Local Control Center EMS systems are not operable at the same time) then the ISO Senior System Operator shall notify the affected nuclear Generators so they can take appropriate action as needed.
8. If the ISO and LCC are required to perform emergency reporting / communications then reference OP – 10 and OP – 20 as appropriate.
9. ISO shall perform actions of SOP-RTMKTS.0125.0020 Communicate with Internal and External Parties to perform emergency reporting / communications.
10. Each LCC shall also perform actions prescribed in their internal procedures for emergency reporting / communications.

**NOTE**

When communicating OP-4 Steps, use specific messages as detailed in ISO New England Operating Procedure No. 4 – Action During a Capacity Deficiency (OP-4).

When communicating OP-7 Steps, use specific messages as detailed in ISO New England Operating Procedure No. 7 - Action in an Emergency (OP 7).

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## 5. Revision History

Rev. No.	Date	Reason
0	09/14/07	Original Procedure