

**Québec Reliability Standards Compliance Monitoring and  
Enforcement Program  
(QCMEP)**

**October 10, 2014**

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1 1. INTRODUCTION

2  
3 In accordance with section 85.4 of the *Act respecting the Régie de l'énergie* (the "Act"), the  
4 Régie de l'énergie (the "Régie") has entered into agreements with the Northeast Power  
5 Coordinating Council, Inc. ("NPCC") and the North American Electric Reliability  
6 Corporation ("NERC") as experts in the development of electric power transmission  
7 Reliability Standards and in the monitoring of the application of these standards.

8  
9 The Québec Reliability Standards Compliance Monitoring and Enforcement Program (the  
10 "QCMEP") sets out the process by which, subject to NERC oversight, NPCC monitors and  
11 assesses compliance with Reliability Standards within Québec. It also sets out the  
12 procedures for ensuring enforcement of these standards.

13  
14 The QCMEP defines the framework used by NPCC to provide opinions, observations and  
15 recommendations to the Régie regarding the enforcement of the Reliability Standards  
16 within Québec, Mitigation Plans and Remedial Actions, where applicable. The  
17 recommendations made by NPCC to the Régie assist the Régie in its determination of  
18 whether a failure to comply (violation) with a Reliability Standard has occurred and  
19 whether a sanction or other action is appropriate.

20  
21 As part of the annual Implementation Plan for monitoring compliance and the enforcement  
22 of the Reliability Standards for electric power transmission in Québec approved by the  
23 Régie, NPCC conducts, under the supervision of NERC, the investigations and inspections  
24 provided for in Division II of Chapter III of the Act. Under the same framework, NPCC  
25 provides opinions and recommendations pursuant to the QCMEP.

26  
27 The QCMEP activities include, but are not limited to, collecting data, reporting data,  
28 conducting Compliance Investigations, conducting Compliance Audits, assessing  
29 compliance or non-compliance, recommending financial penalties or sanctions, and  
30 recommending and monitoring Remedial Actions and Mitigation Plans.

31  
32 **1.1 DEFINITIONS**

33  
34 1.1.1 **Compliance Audit:** A systematic, objective review and examination of records  
35 and activities to determine whether a Registered Entity meets the requirements of  
36 applicable Reliability Standards.

37  
38 1.1.2 **Spot Check:** A process in which NPCC requests that a Registered Entity provide  
39 information to support the Registered Entity's Self-Certification, Non-Compliance Self-  
40 Reporting, or Periodic Data Submittal, and to assess whether the Registered Entity  
41 complies with Reliability Standards. A Spot Check may also be random or initiated in  
42 response to events, as described in the Reliability Standards, or by operating problems or  
43 system events. A Spot Check may require an on-site review to complete.

44  
45 1.1.3 **Reliability Coordinator:** The entity designated by the Régie pursuant to section  
46 85.5 of the Act.

47  
48 1.1.4 **Required Date:** The date given to a Registered Entity in a notice from the Régie  
49 or NPCC by which some action is required. The Required Date will allow the Registered  
50 Entity a reasonable period of time in which to take the required action, given the  
51 circumstances and the action required.

52  
53 1.1.5 **Non-Compliance Self-Reporting:** A report filed promptly by a Registered  
54 Entity which considers, based on its own assessment, that it does not comply with a

1 Reliability Standard, and which wants to submit as soon as possible the actions it has  
2 implemented or is planning to implement to resolve the Non-Compliance.

3  
4 1.1.6 **Self-Certification:** Attestation by a Registered Entity of compliance or Non-  
5 Compliance with, or non-applicability of, a Reliability Standard requirement for which  
6 Self-Certification is required under the monitoring provisions of the Implementation Plan.

7  
8 1.1.7 **Compliance Investigation:** A comprehensive investigation, which may include  
9 an on-site inspection with interviews of the Registered Entity's personnel, to determine if  
10 a Non-Compliance with a Reliability Standard has occurred.

11  
12 1.1.8 **Registered Entity:** Any owner or operator of transmission systems or facilities,  
13 owner or operator of production facilities, distributor, or user of the electric power  
14 transmission system registered in the Register of entities subject to Reliability Standards.

15  
16 1.1.9 **Data Repository:** A computerized, secure electronic data and information  
17 storage repository system controlled and maintained by the Régie and located within the  
18 Province of Québec. Information, data and documents related to activities of the QCMEP  
19 whether filed by a Registered Entity, or created or obtained by the Régie, NPCC, or NERC  
20 are stored on the Data Repository.

21  
22 1.1.10 **Sanction Guide for the Enforcement of the Reliability Standards in effect in**  
23 **Québec:** A document specifying the guidelines for imposing a financial penalty or sanction  
24 when the Régie determines, pursuant to section 85.10 of the Act, that a failure to comply  
25 (violation) with a Reliability Standard has occurred.

26  
27 1.1.11 **Restricted Information:** Highly sensitive data of a i) security nature or ii)  
28 commercial or proprietary nature whose circulation or consultation are restricted by the  
29 Régie, and which cannot be taken or transmitted outside Québec in any format.

30  
31 1.1.12 **Non-Public Information:** Except where the Régie rules otherwise, and unless  
32 designated by the Régie with a more restrictive designation such as Privileged, Restricted  
33 or Personal, all information, data and documents created or obtained in activities related to  
34 the QCMEP by the Régie, NPCC, NERC, or a Registered Entity are Non-Public  
35 Information. Information that is already public or that becomes public is excluded.

36  
37 1.1.13 **Privileged Information:** Information that neither the Régie nor NPCC are  
38 required by law to disclose, for example, advice or opinions furnished by NPCC, NERC or  
39 Régie staff to the Régie in an adjudicative context.

40  
41 1.1.14 **Inspection:** Pursuant to paragraph 2 of section 85.4 and section 44 of the Act,  
42 entry by a representative of NPCC, NERC or the Régie upon the property of a Registered  
43 Entity to examine and make copies of books, records, accounts, files and other documents  
44 or require any information pertaining to the application of the Act, and the production of  
45 any related document.

46  
47 1.1.15 **Day:** A calendar day, unless otherwise specified.

48  
49 1.1.16 **Act:** The Act respecting the Régie de l'énergie (CQLR, c. R-6.01).

50  
51 1.1.17 **Remedial Action (“measures...to correct” pursuant to section 85.12.1 of the**  
52 **Act):** An action ordered by the Régie pursuant to section 85.12.1 of the Act when an  
53 inspection or inquiry reveals that an entity is in Non-Compliance with a Reliability  
54 Standard and is thus seriously compromising the reliability of electric power transmission.

55

1 1.1.18 **Non-Compliance:** Identification of a possible failure by a Registered Entity to  
2 comply with the Reliability Standard that is applicable to the Registered Entity that has  
3 occurred or is occurring and for which the NPCC may send a notice of Non-Compliance  
4 and which may result in a decision by the Régie, including but not limited to decisions  
5 regarding failure to comply (violation), Remedial Action, financial penalty or sanction and  
6 Mitigation Plan.

7  
8 1.1.19 **Reliability Standards:** Set of standards and their appendices adopted by the  
9 Régie under section 85.7 of the Act to provide for the reliability of electric power  
10 transmission in Québec.

11  
12 1.1.20 **NERC:** North American Electric Reliability Corporation. It has delegated certain  
13 authority to eight (8) regional entities within the United States portion of North America  
14 subject to its oversight.

15  
16 1.1.21 **NPCC:** Northeast Power Coordinating Council, Inc., the NERC regional entity  
17 for Northeastern North America.

18  
19 1.1.22 **Participant:** Representative of the Régie, a Registered Entity, NERC or NPCC,  
20 designated for the purposes of a Compliance Audit or any other purpose under the QCMEP.

21  
22 1.1.23 **Designated Contact:** A contact designated by the Registered Entity, responsible  
23 for sending and receiving all information and communications required under the QCMEP,  
24 and a contact designated by NERC and NPCC to receive all documents relating to  
25 compliance.

26  
27 1.1.24 **Complaint:** An allegation that a Registered Entity might have failed to comply  
28 with a Reliability Standard.

29  
30 1.1.25 **Implementation Plan:** An annual plan prepared by NPCC and submitted to the  
31 Régie for approval, including (1) all Reliability Standards identified by the Régie for active  
32 monitoring in Québec during the year, (2) the QCMEP methods to be used by NPCC for  
33 compliance monitoring, assessment and reporting of each Reliability Standard, (3) NPCC's  
34 Annual Audit Plan regarding Registered Entities, (4) a schedule for Self-Certification and  
35 (5) a schedule for Periodic Data Submittals.

36  
37 1.1.26 **Mitigation Plan ("compliance plan" pursuant to section 85.12 of the Act):**  
38 The set of actions identified by a Registered Entity to (i) correct a violation or Non-  
39 Compliance and (ii) prevent their re-occurrence. It becomes effective once ordered by the  
40 Régie pursuant to section 85.12 of the Act.

41  
42 1.1.27 **Annual Audit Plan:** A plan included in the Implementation Plan that specifies  
43 the Reliability Standards and Registered Entities to be audited and the schedule of  
44 Compliance Audits for the calendar year.

45  
46 1.1.28 **Québec Reliability Standards Compliance Monitoring and Enforcement**  
47 **Program (QCMEP):** Program describing the processes used to monitor and assess  
48 compliance with the Reliability Standards adopted by the Régie and the procedures in place  
49 to ensure their enforcement.

50  
51 1.1.29 **Exception Reporting:** Information provided by a Registered Entity indicating  
52 that it might not be complying with a requirement of a Reliability Standard (e.g., a system  
53 operating limit is exceeded). Only a subset of the Reliability Standards requires Exception  
54 Reporting.

55

1 1.1.30 **Régie:** Régie de l'énergie du Québec.  
2

3 1.1.31 **Register of entities subject to Reliability Standards (the "Register"):** List,  
4 approved by the Régie pursuant to section 85.13 of the Act, of Registered Entities subject  
5 to Reliability Standards and their functions, and of the facilities, systems and equipment  
6 subject to these Standards. Use of the Register is limited to QCMEP administration.  
7

8 1.1.32 **Personal Information:** Confidential information which, in a document, concerns  
9 a natural person and allows that person to be identified. Such information must be dealt  
10 with in accordance with the Act respecting access to documents held by public bodies and  
11 the protection of personal information (CQLR, c. A-2.1).  
12

13 1.1.33 **Periodic Data Submittals:** Submittals of data by Registered Entities within a  
14 timeframe required by a Reliability Standard, on a schedule stipulated in the  
15 Implementation Plan, or upon additional request by NPCC with the Régie's approval.  
16  
17

## 18 2. REGISTER OF ENTITIES SUBJECT TO RELIABILITY STANDARDS 19

20 In accordance with section 85.13 of the Act, the Reliability Coordinator must submit to the  
21 Régie a Register identifying the entities that are subject to the Reliability Standards adopted  
22 by the Régie.  
23

24 The Régie maintains on its website the Register it has approved and a current list of the  
25 Reliability Standards applicable in Québec.  
26

27 Each Registered Entity must send the Régie the names of one or more Designated Contacts  
28 for the purposes of QCMEP administration and the Régie makes the information available  
29 to NPCC.  
30

31 NPCC also designates one or more Designated Contacts and inform the Registered Entities.  
32

33 Any changes to the designation of a Designated Contact must be promptly filed with the  
34 Régie, NPCC and the Registered Entities, as applicable.  
35

36 Each Registered Entity must inform the Reliability Coordinator of changes to its  
37 Registration information, and the Reliability Coordinator must promptly file the  
38 information with the Régie. The Régie informs NPCC of such changes. NPCC informs  
39 each Registered Entity of the Reliability Standards that are applicable to that Registered  
40 Entity.  
41  
42

## 43 3. COMPLIANCE MONITORING PROCESS 44

45 Under the Implementation Plan, NPCC monitors and assesses Registered Entities'  
46 compliance with the Reliability Standards and make recommendations for the actions  
47 needed to ensure enforcement, including financial penalties and sanctions, to the Régie.  
48 NPCC may use the following monitoring processes to monitor and assess compliance:

- 49 (1) Compliance Audits,
- 50 (2) Self-Certification,
- 51 (3) Spot Checks,
- 52 (4) Compliance Investigations,
- 53 (5) Non-Compliance Self-Reporting,

- 1 (6) Periodic Data Submittals,
- 2 (7) Exception Reporting, and
- 3 (8) Investigations following a Complaint.

4  
5 These processes are described in Sections 3.1 through 3.8 below.

6  
7 For the purpose of effective monitoring of compliance with the Reliability Standards,  
8 Registered Entities must promptly make available the information and reports required by  
9 NPCC under the QCMEP, in the required format and no later than the Required Date.

10  
11 When possible and practicable, all data submittals must be in electronic format. However, a  
12 Registered Entity may request that information be examined on its premises if the submittal  
13 of data in the required format is considered to be an unnecessary burden.

14  
15 If a Registered Entity considers that a request for information is unreasonable, and if an  
16 agreement cannot be reached with NPCC, the Registered Entity may ask the Régie to rule  
17 on the matter.

18  
19 If the data, information or documents required of a Registered Entity are not made available  
20 to NPCC by the Required Date, NPCC so advises the Régie. It informs the Registered  
21 Entity that filing of the required information is imperative and, in addition to the applicable  
22 sanctions for breaches of sections 46 and 47 of the Act, the Registered Entity may,  
23 depending on the circumstances, be subject to an unscheduled Compliance Audit, a notice  
24 of Non-Compliance at the severe compliance severity level, or a specific order by the Régie  
25 to produce the information.

26  
27 When engaged in the processes described in this Section, Registered Entities and NPCC  
28 should consult with each other to determine the data and information that would be  
29 appropriate for effectively addressing this Section's process requirements.

### 30 31 **3.1 COMPLIANCE AUDITS**

32  
33 All Registered Entities are subject to scheduled on-site or off-site Compliance Audits by  
34 NPCC, in accordance with the Annual Audit Plan included in the Implementation Plan  
35 approved by the Régie. These audits are conducted using Reliability Standards Audit  
36 Worksheets (the "RSAWs") as developed by NERC to facilitate participation by the  
37 audited entity. The RSAWs describe the information that the audit team would expect to be  
38 presented to them to demonstrate compliance with various requirements. These documents  
39 are available on the Régie's website and in the Data Repository.

#### 40 41 **3.1.1 Annual Audit Plan and Schedule**

42  
43 NPCC prepares an Annual Audit Plan and incorporates it into the Implementation Plan it  
44 submits to the Régie for approval by November 1 of each year, or on another date as agreed  
45 by the Régie, NERC and NPCC.

46  
47 NPCC maintains in the Data Repository the audit schedule, including methods, which the  
48 Régie subsequently posts on its website. Prior to the first day of the period covered by an  
49 Implementation Plan, NPCC updates the audit schedule. NPCC gives due consideration to  
50 any schedule changes requested by Registered Entities to avoid unnecessary burdens.

51  
52 For those electric power transmission system owners and operators with primary reliability  
53 responsibility (reliability coordinator, balancing authority and transmission operator), the  
54 Compliance Audits are performed at least once every three (3) years unless otherwise

1 specified in the Implementation Plan. For other Registered Entities on the Register,  
2 Compliance Audits are performed on a schedule established by NPCC and approved by the  
3 Régie.

4  
5 Audits of electric power transmission system owners and operators with primary reliability  
6 responsibility are performed on the audited entity's site. For other Registered Entities, the  
7 audit may be an on-site or off-site.

8  
9 At the request or with the prior approval of the Régie, NPCC may also conduct a  
10 Compliance Audit of any Registered Entity not scheduled for auditing under the Annual  
11 Audit Plan if such an audit is deemed necessary for the purpose of compliance with the  
12 Reliability Standards. The Registered Entity must be given at least ten (10) Days advance  
13 notice of the unplanned audit. The notice must also include the list of audit team members  
14 and their recent employment history, and the observers, if any, and a request for data,  
15 including completion of a NERC pre-audit questionnaire.

16  
17 Revisions and additions to a NPCC Annual Audit Plan are reviewed by NERC and  
18 approved by the Régie, and each affected Registered Entity is notified in a timely manner  
19 (normally ninety (90) Days in advance) of changes or revisions to its scheduled audit dates.

### 20 21 3.1.2 Scope of Compliance Audits

22  
23 A Compliance Audit covers, at a minimum, all Reliability Standards applicable to the  
24 Registered Entity included in the current Implementation Plan. It may also include  
25 additional Reliability Standards applicable to the Registered Entity. If a Reliability  
26 Standard does not require retention of data for the full period covered by the audit, the  
27 Registered Entity will not be found in Non-Compliance solely on the basis of the lack of  
28 specific information that has rightfully not been retained based on the retention period  
29 specified in the Reliability Standard. However, in such cases, NPCC will require the  
30 Registered Entity to demonstrate compliance through other means.

### 31 32 3.1.3 Compliance Audit Process Steps

#### 33 34 3.1.3.1 Audit Team Composition

35  
36 The Compliance Audit team is made up of members considered by NPCC to possess the  
37 knowledge, training and skills required to conduct the Compliance Audit. The team may  
38 include:

- 39 (i) compliance staff members from NPCC or of another regional entity,
- 40 (ii) contractual workers and technical subject matter experts,
- 41 (iii) staff from the Régie, and/or
- 42 (iv) staff from NERC.

43  
44 The Compliance Audit team leader must be an NPCC staff member assigned to compliance  
45 monitoring, and is responsible for conducting the audit and drafting the audit report.

46  
47 Before taking part in a Compliance Audit, the members making up the audit team must  
48 have successfully completed the auditor training provided by NERC or NPCC relevant to  
49 the Compliance Audit.

#### 50 51 3.1.3.2 Observers

52  
53 In addition to the members of the audit team, observers may attend an audit. Observers may  
54 be:

- 55 (i) members of NPCC's compliance staff;



- 1 (ii) members of the compliance staff of another regional entity and/or
- 2 (iii) staff from NERC.

3  
4 The Régie can also designate members of its staff as observers.

5  
6 Observers are not members of the audit team, and do not take part in the conduct of the  
7 audit or contribute to the conclusions or determinations resulting from the audit.

#### 8 9 3.1.4 Compliance Audit Process Steps

10  
11 The steps in the Compliance Audit process are as follows:<sup>1</sup>

- 12  
13 a. At least ninety (90) Days prior to commencement of an audit called for by the Annual  
14 Audit Plan, NPCC notifies the Registered Entity of the audit, and identifies the audit  
15 team members and their recent employment history, and the observers, if any. The  
16 NPCC requests data from the Registered Entity, including a completed NERC pre-  
17 audit questionnaire. If the audit team members or observers change from the time of  
18 the original notification, NPCC promptly notifies the Registered Entity of the change  
19 and allows time for the Registered Entity to object to the team member or observer if  
20 need be. NPCC submits to the Régie a copy of the information transmitted to the  
21 Registered Entity audited.
- 22  
23 b. A Registered Entity subject to an audit may object to any member or observer of the  
24 audit team on grounds of a conflict of interest or the existence of other circumstances  
25 that could interfere with their impartial performance of his or her duties. Such  
26 objections must be provided in writing to NPCC no later than fifteen (15) Days prior  
27 to the start of an on-site audit. If an agreement cannot be reached, NPCC or the  
28 Registered Entity may request that the Régie rule on the matter.
- 29  
30 c. The Registered Entity provides the required information in the format and by the  
31 Required Date specified in the request.
- 32  
33 d. The audit team reviews, prior to performing the audit, the submitted information to  
34 ensure that it meets the requirements of the Reliability Standards.
- 35  
36 e. The audit team conducts an exit briefing with the Registered Entity to present a  
37 summary of the contents of the audit report before it is drafted.
- 38  
39 f. The audit team develops a draft audit report that includes a description of the  
40 objective, scope, and methodology of the audit; identifies any Non-Compliances,  
41 Mitigation Plans or Remedial Actions completed or in progress in the year of the  
42 audit; and identifies the nature of any confidential information redacted.
- 43  
44 g. The draft report is forwarded to the Registered Entity for comment. Upon receipt of  
45 the draft report, including recommendations, the Registered Entity has at least twenty  
46 (20) business days to forward its comments to the audit team.
- 47  
48 h. The audit team prepares a final report, taking into account the Registered Entity's  
49 comments, and submits it to NPCC.
- 50  
51 i. NPCC reviews the audit team's report and conducts an assessment of any Non-  
52 Compliances identified in the report.

53  

---

<sup>1</sup> This process is normally completed within sixty (60) Days after the Compliance Audit.

- 1 j. NPCC forwards the final report, on a confidential basis, to the Régie, with a copy to  
2 the Registered Entity.  
3  
4 k. If the final report does not identify any Non-Compliances, the Régie publishes a  
5 summary of the report on its website.  
6  
7 l. If NPCC concludes that reasonable grounds exist for believing that a Non-  
8 Compliance has occurred, it sends the Registered Entity a notice of Non-Compliance  
9 in accordance with the provisions of Section 5.1.  
10  
11 m. If the final report does identify Non-Compliances, the Régie publishes a summary of  
12 the report on its website after it rules on the Non-Compliances.  
13

### 14 **3.2 SELF-CERTIFICATION**

15  
16 NPCC prepares a Self-Certification program, including the schedule for submittal, for the  
17 Régie's approval. This program includes the documentation required to enable the  
18 Registered Entity to certify its compliance with the Reliability Standards. The Self-  
19 Certification program, including the schedule and documentation, is included in the  
20 Implementation Plan.

21  
22 All Registered Entities must produce their Self-Certification according to the schedule  
23 approved by the Régie.  
24

25 If an analysis of the Self-Certification specifically shows Non-Compliances, an observation  
26 of the same Non-Compliances during a subsequent Compliance Audit or Spot Check does  
27 not subject the Registered Entity to an escalated financial penalty unless the severity of the  
28 Non-Compliances is found to be greater than reported by the Registered Entity in the Self-  
29 Certification.  
30

#### 31 **3.2.1 Self-Certification Process Steps**

32  
33 The steps in the Self-Certification process are as follows:<sup>2</sup>  
34

- 35 a. NPCC develops the Self-Certification program, including the reporting schedule and  
36 submits it to the Régie.  
37  
38 b. The Régie approves the Self-Certification program.  
39  
40 c. Once the program has been approved by the Régie, NPCC posts the Self-Certification  
41 schedule in the Data Repository. NPCC ensures that the compliance procedures and  
42 required blank submittal forms for the Reliability Standards being evaluated are  
43 available in the Data Repository at least forty-five (45) Days prior to the Required  
44 Date.  
45  
46 d. NPCC requests that the Registered Entity file a Self-Certification within the advance  
47 notice period specified by the Reliability Standard. If the Reliability Standard does  
48 not specify the advance notice period, this request is issued in a timely manner  
49 (normally thirty (30) Days advance notice).  
50  
51 e. The Registered Entity provides the required information no later than the Required  
52 Date.

---

<sup>2</sup> If no Non-Compliance is found, this process is generally completed within sixty (60) Days after verification of the data by NPCC.

- 1  
2 f. NPCC reviews the information to determine compliance with the Reliability  
3 Standards and may request additional data and/or information if necessary.  
4  
5 g. NPCC completes the analysis of information provided by the Registered Entity (as  
6 well as the Registered Entity's Mitigation Plan, if applicable).  
7  
8 h. If the Registered Entity has self-certified that it could be non-compliant with a  
9 standard and NPCC concludes that no Non-Compliance has occurred, it sends the  
10 Registered Entity and the Régie a notice to that effect. It also provides a report to the  
11 Régie on the facts justifying its conclusion.  
12  
13 i. If NPCC concludes that reasonable grounds exist for believing that a Non-  
14 Compliance has occurred, it sends the Registered Entity a notice of Non-Compliance  
15 in accordance with the provisions of Section 5.1.  
16

### 17 **3.3 SPOT CHECKS**

18  
19 NPCC can carry out Spot Checks, as authorized or requested by the Régie, to verify or  
20 confirm Self-Certification, Non-Compliance Self-Reporting, Mitigation Plan execution, and  
21 Periodic Data Submittal. With the Régie's agreement, Spot Checks may also be random or  
22 may be initiated in response to events, as described in the Reliability Standards, or to  
23 operating problems or system events. NPCC then reviews the information submitted to  
24 verify the Registered Entity's compliance with the Reliability Standard. Compliance  
25 auditors may be assigned by NPCC to conduct Spot Checks as necessary.  
26

#### 27 **3.3.1 Spot Check Process Steps**

28  
29 The steps in the Spot Checks process are as follows:<sup>3</sup>  
30

- 31 a. NPCC notifies the Registered Entity, with copy to the Régie, that a Spot Check will  
32 be performed and the reason for the Spot Check within the advance notice period  
33 specified by the Reliability Standard. If the Reliability Standard does not specify the  
34 advance notice period, any information submittal request made by NPCC allows at  
35 least twenty (20) Days for the information to be submitted or made available for  
36 review.  
37  
38 b. The Spot Check may require submission of data, documentation, or possibly an on-  
39 site review.  
40  
41 c. The Registered Entity provides the required information in the format and by the  
42 Required Date specified in the request.  
43  
44 d. NPCC reviews the information to determine compliance with the Reliability  
45 Standards and may request additional data and/or information if necessary for a  
46 complete assessment of compliance.  
47  
48 e. NPCC prepares a draft Spot Check report and gives an opportunity for the Registered  
49 Entity to comment on the draft report within ten (10) business days.  
50

---

<sup>3</sup> If the Spot Check does not identify a Non-Compliance, this process is normally completed within ninety (90) Days after verification of the data by NPCC.

- 1 f. NPCC completes and documents the assessment of the Registered Entity's  
2 compliance with the Reliability Standard and finalizes the Spot Check report and  
3 provides it to the Registered Entity and the Régie.  
4
- 5 g. If NPCC concludes that reasonable grounds exist for believing that a Non-  
6 Compliance has occurred, it sends the Registered Entity a notice of Non-Compliance  
7 in accordance with the provisions of Section 5.1.  
8

### 9 **3.4 COMPLIANCE INVESTIGATION**

10  
11 NPCC can lead a Compliance Investigation, including an Inspection when necessary, as  
12 authorized or requested by the Régie, in response to a system disturbance, when Non-  
13 Compliances have been identified by any other means, or when required by the Régie  
14 following a Complaint. Compliance Investigations are generally led by NPCC personnel.  
15 For good cause, the Régie reserves the right to assume the leadership of a Compliance  
16 Investigation or to delegate the leadership of a Compliance Investigation to NERC.  
17 Compliance Investigations are confidential. When the Régie determines that a violation has  
18 occurred, the decision is made public.  
19

20 The Compliance Investigation team is made up of members considered by the Compliance  
21 Investigation team leader to possess the knowledge, training and skills required to conduct  
22 the Compliance Investigation. The team may include

- 23 (i) compliance staff members from NPCC or of another regional entity,
- 24 (ii) contractual workers and technical subject matter experts,
- 25 (iii) staff from the Régie, and/or
- 26 (iv) staff from NERC.  
27

28 The Régie can also designate a staff member as an observer.  
29

30 The team leader of the investigation is responsible for conducting the investigation and  
31 drafting the investigation report. Unless the Régie has assumed leadership of the  
32 investigation or delegated leadership of the investigation to NERC, the team leader of the  
33 investigation must be an NPCC staff member assigned to compliance monitoring.  
34

35 Before taking part in a Compliance Investigation, the members making up the investigation  
36 team must have successfully completed the auditor training provided by NERC or NPCC.  
37 The team leader must also have completed the Compliance Investigation training provided  
38 by NERC or NPCC.  
39

#### 40 **3.4.1 Compliance Investigation Process Steps**

41  
42 The steps in a Compliance Investigation are as follows:<sup>4</sup>  
43

- 44 a. The Régie or NPCC receives information or observes facts indicating that a Non-  
45 Compliance may have occurred.  
46
- 47 b. NPCC assesses the need for an investigation and makes a recommendation to the  
48 Régie. When the Régie decides to conduct an investigation, it authorizes NPCC to  
49 notify the Registered Entity, within three (3) business days, that a Compliance  
50 Investigation has been launched and of the initial scope of the investigation.  
51

---

<sup>4</sup> If the Compliance Investigation does not find a Non-Compliance, this process is normally completed within sixty (60) Days after the decision to open the investigation.

- 1 c. Upon notification of an investigation, the Registered Entity must ensure retention of  
2 all relevant information.  
3
- 4 d. NPCC requests data or documentation from the Registered Entity and provides it with  
5 a list of the members of the investigation team with their recent employment history.  
6
- 7 e. Within ten (10) business days of receiving the notification of a Compliance  
8 Investigation, the Registered Entity concerned may object to any member of the  
9 investigation team on grounds of a conflict of interest or the existence of other  
10 circumstances that could interfere with the team member's impartial performance of  
11 his or her duties. Such objections must be provided in writing to NPCC within such  
12 ten (10) business day period. If an agreement cannot be reached, NPCC or the  
13 Registered Entity may request that the Régie rule on the matter.  
14
- 15 f. If necessary, the Compliance Investigation may include an on-site visit with  
16 interviews of the appropriate personnel, Inspection and review of data.  
17
- 18 g. The Registered Entity provides the required information in the format and by the  
19 Required Date specified in the request.  
20
- 21 h. NPCC reviews the information to determine compliance with the Reliability  
22 Standards and may request additional data and/or information if necessary for a  
23 complete assessment of compliance.  
24
- 25 i. NPCC completes the assessment of the Registered Entity's compliance with the  
26 Reliability Standard and the proposed Mitigation Plan if any. NPCC provides a report  
27 to the Régie, with a copy to the Registered Entity, that describes the actions that  
28 NPCC has undertaken as part of its Compliance Investigation, its findings and the  
29 facts on which its findings are based.  
30
- 31 j. If NPCC concludes that reasonable grounds exist for believing that a Non-  
32 Compliance has occurred, it sends the Registered Entity a notice of Non-Compliance  
33 in accordance with the provisions of Section 5.1.  
34

### 35 **3.5 NON-COMPLIANCE SELF-REPORTING**

36  
37 Non-Compliance Self-Reporting is encouraged at the time a Registered Entity becomes  
38 aware:

- 39
- 40 (i) that it is not complying, or it may not have complied, with a Reliability Standard,  
41 or  
42
- 43 (ii) that a change in the severity level of a previously reported Non-Compliance has  
44 occurred.  
45

46 Non-Compliance Self-Reporting is encouraged even if a Reliability Standard requires Self  
47 Certification on a pre-defined schedule stipulated in the Implementation Plan and the Non-  
48 Compliance was discovered outside that schedule.  
49

#### 50 **3.5.1 Non-Compliance Self-Reporting Process Steps**

51  
52 The steps in the Non-Compliance Self-Reporting process are as follows:<sup>5</sup>  
53

---

<sup>5</sup> This process is normally completed within sixty (60) Days after verification of the data by NPCC.

- 1 a. NPCC ensures that the Non-Compliance Self-Reporting submittal forms are available  
2 electronically in the Data Repository.  
3
- 4 b. The Registered Entity provides the Non-Compliance Self-Reporting information to  
5 the Régie using the submittal forms.  
6
- 7 c. NPCC reviews the information to determine compliance with the Reliability  
8 Standards and may request that the Registered Entity provide clarification or  
9 additional data and/or information.  
10
- 11 d. NPCC completes the assessment of the Registered Entity's compliance with the  
12 Reliability Standards and any Mitigation Plan, if applicable.  
13
- 14 e. If NPCC concludes that no Non-Compliance has occurred, it sends the Régie and the  
15 Registered Entity a notice to that effect. It also provides a report to the Régie on the  
16 facts justifying its conclusion.  
17
- 18 f. If NPCC concludes that reasonable grounds exist for believing a Non-Compliance has  
19 occurred, it sends the Registered Entity a notice of Non-Compliance in accordance  
20 with the provisions of Section 5.1.  
21

### 22 **3.6 PERIODIC DATA SUBMITTALS**

23  
24 NPCC requires Periodic Data Submittals at the dates stated in the applicable Reliability  
25 Standard, according to the schedule specified in the Implementation Plan or, with the  
26 Régie's approval, on an as-needed basis. Requests for data submittals are issued by NPCC  
27 to Registered Entities with at least the minimum advance notice specified by the applicable  
28 Reliability Standard. If the Reliability Standard does not specify an advance notice period,  
29 the requests are normally issued with no less than thirty (30) Days advance notice.  
30

31 The data may include models, studies, analyses, documents, procedures, methods, operating  
32 data, information on processes, and/or any other information showing compliance with the  
33 Reliability Standards.  
34

#### 35 **3.6.1 Periodic Data Submittals Process Steps**

36  
37 The steps in the Periodic Data Submittal process are as follows:<sup>6</sup>  
38

- 39 a. NPCC establishes the current data reporting schedule in the annual Implementation  
40 Plan approved by the Régie and keeps the Registered Entities informed of changes  
41 and/or updates. NPCC makes the required submittal forms for the Reliability  
42 Standards being evaluated available electronically in the Data Repository.  
43
- 44 b. NPCC makes a request for a Periodic Data Submittal.  
45
- 46 c. The Registered Entity provides the required information in the form and by the  
47 Required Date specified in the request.  
48
- 49 d. NPCC reviews the information to determine compliance with the Reliability  
50 Standards and may request additional data and/or information if necessary for a  
51 complete assessment of compliance or to demonstrate compliance.  
52

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<sup>6</sup> If no Non-Compliance is found, this process is generally completed within ten (10) business days after verification of the data by NPCC.

- 1 e. If NPCC concludes that reasonable grounds exist for believing a Non-Compliance has  
2 occurred, it sends the Registered Entity a notice of Non-Compliance in accordance  
3 with the provisions of Section 5.1.  
4

### 5 **3.7 EXCEPTION REPORTING**

6  
7 Some Reliability Standards require Exception Reporting as a form of compliance  
8 monitoring. Reports must be submitted with an explanation for each exception.  
9

10 Registered Entities must also confirm the number of exceptions that have occurred in a  
11 given time period identified by the Régie, even if the number of exceptions is zero.  
12

### 13 **3.8 INVESTIGATION FOLLOWING A COMPLAINT**

14  
15 All Complaints alleging a Non-Compliance must be filed with the Régie. The Régie  
16 reviews each Complaint it receives, determines its merit based on the review and a  
17 preliminary assessment, and decides whether an investigation is warranted. The Régie may  
18 seek assistance from NPCC, NERC or both for this review.  
19

#### 20 **3.8.1 Investigation Following a Complaint Process Steps**

21  
22 The steps in the Complaint examination process are as follows:  
23

- 24 a. The complainant submits a Complaint to the Régie. The Complaint should include  
25 sufficient information to enable the Régie to determine whether a Compliance  
26 Investigation is warranted. The Régie may not act on a Complaint if the Complaint is  
27 incomplete and does not include sufficient information.  
28  
29 b. Based on the information in the Complaint and any other information it may possess,  
30 the Régie decides whether an investigation should be conducted pursuant to Section  
31 3.4.  
32  
33 c. If the Régie determines that an investigation is required, it shall request or lead a  
34 Compliance Investigation pursuant to Section 3.4.  
35  
36 d. The Régie informs the complainant of its decision to proceed or not with an  
37 investigation.  
38

39 All Complaints are handled on a confidential basis.  
40  
41

### 42 **4. IMPLEMENTATION PLAN**

43  
44 By November 1 of each year, or on another date as agreed by NERC, NPCC and the Régie,  
45 NPCC submits its Implementation Plan for the following calendar year, or the remainder of  
46 the current year as appropriate, to the Régie for approval, after review by NERC. The  
47 Implementation Plan is available on the Régie's website.  
48

49 The plan must:

- 50  
51 a. Indicate the Reliability Standards and requirements that must be actively monitored  
52 by means of the monitoring processes described in Section 3, with a schedule;  
53

- 1 b. Specify, for each Reliability Standard, the procedures for reporting, monitoring,  
2 assessment, and the criteria for performance assessment;
- 3
- 4 c. Include an Annual Audit Plan;
- 5
- 6 d. Include a schedule for Self-Certifications; and
- 7
- 8 e. Include a schedule for Periodic Data Submittals.
- 9

10 NPCC must provide for transitional mechanisms for the monitoring of Registered Entities  
11 that are already taking part in NPCC's monitoring program on a voluntary basis.

## 14 5. PROCEDURES TO ENSURE THE ENFORCEMENT OF RELIABILITY 15 STANDARDS

16  
17 In the performance of its responsibilities, NPCC monitors and assesses compliance with the  
18 Reliability Standards by Registered Entities.

19  
20 When NPCC identifies a Non-Compliance, it sends a notice of Non-Compliance to the  
21 Registered Entity concerned, with a copy to the Régie, and gives the Registered Entity the  
22 opportunity to submit its observations within thirty (30) Days.

23  
24 NPCC then sends its findings to the Régie and submits its recommendations to allow the  
25 Régie to determine:

- 26
- 27 (i) if a violation with the Reliability Standards by the Registered Entity concerned has  
28 occurred, and
- 29
- 30 (ii) if so, and in accordance with the Sanction Guide for the Enforcement of the  
31 Reliability Standards in effect in Québec, what financial penalties and sanctions  
32 should be imposed.
- 33

34 NPCC's recommendations to the Régie may be related to financial penalties or sanctions,  
35 the Mitigation Plans submitted by the Registered Entities and the Remedial Actions  
36 required to avoid a serious reduction in the reliability of electric power transmission.

37  
38 The Régie is responsible for choosing and imposing financial penalties or sanctions,  
39 Mitigation Plans or Remedial Actions in accordance with sections 85.10, 85.12 and 85.12.1  
40 of the Act.

41  
42 The imposition of financial penalties or sanctions on a Registered Entity does not relieve it  
43 of the obligation to comply with the Reliability Standards. A Registered Entity that fails to  
44 comply with a Reliability Standard must correct the situation, regardless of whatever other  
45 measures may have been taken or imposed on it.

46  
47 Parties engaged in the process described in this section should consult with each other on  
48 the data and information that would be appropriate for effectively addressing this section's  
49 process requirements.

### 51 5.1 NOTIFICATION OF NON-COMPLIANCE TO A REGISTERED ENTITY

52  
53 NPCC sends a notice of Non-Compliance to the Registered Entity by e-mail, with a copy to  
54 the Régie.



1  
2 The notice of Non-Compliance must contain, at a minimum:

- 3  
4 a) The Reliability Standard and requirement(s) thereof with which the Registered Entity  
5 might be in Non-Compliance;  
6  
7 b) The date and time the Non-Compliance occurred (or is occurring), the duration of the  
8 Non-Compliance and its current status, if applicable;  
9  
10 c) The facts related to the Non-Compliance;  
11  
12 d) The proposed financial penalty or sanction, if any, applicable according to the  
13 Sanction Guide for the Enforcement of the Reliability Standards in effect in Québec,  
14 including an outline of the grounds justifying the financial penalty or sanction;  
15  
16 e) Notice that the Registered Entity can, within thirty (30) Days after receiving the  
17 notice of Non-Compliance, choose one of the following options:  
18  
19 (i) Admit the facts related to the Non-Compliance and accept the proposed  
20 financial penalty or sanction, agree to submit a Mitigation Plan to correct the  
21 Non-Compliance and its underlying causes and, if applicable, provide  
22 explanations in accordance with section 5.2; or  
23  
24 (ii) Admit the facts related to the Non-Compliance and agree to submit a Mitigation  
25 Plan to correct the Non-Compliance and its underlying causes, but contest the  
26 proposed financial penalty or sanction or its grounds, and, if applicable, provide  
27 explanations in accordance with section 5.2; or  
28  
29 (iii) Contest both the Non-Compliance and the proposed financial penalty or  
30 sanction and, if applicable, provide explanations in accordance with section 5.2,  
31  
32 f) Notice that the Registered Entity may submit a Mitigation Plan even if it contests the  
33 Non-Compliance, the proposed financial penalty or sanction, the grounds for the  
34 Non-Compliance, or all three, and that submission of a plan does not obviate its right  
35 to contest;  
36  
37 g) Notice that if the Registered Entity decides to contest the Non-Compliance, the  
38 proposed financial penalty or sanction or the grounds for the Non-Compliance, or all  
39 three, it may ask that the Régie hold a hearing at which it may make representations;  
40 and  
41  
42 h) The required procedures for submission of the Registered Entity's Mitigation Plan.  
43

44 After the Régie determines that a violation has occurred, a summary of the violation,  
45 including, at a minimum, the Registered Entity name and the standards and requirements  
46 violated, is posted on the Régie website.  
47

## 48 **5.2 REGISTERED ENTITY RESPONSE**

49  
50 If the Registered Entity does not contest the notice of Non-Compliance or does not respond  
51 to it within thirty (30) Days after it was received, NPCC reports its findings and final  
52 recommendations, to the Régie, which may then rule on the Non-Compliance.  
53

54 If a Registered Entity wishes to contest the notice of Non-Compliance, the proposed  
55 sanction, the grounds for the notice of Non-Compliance, or all three, it can send to NPCC,

1 within thirty (30) Days following receipt of the notice of Non-Compliance, a response,  
2 signed by an officer or equivalent, with its comments and documents supporting its  
3 comments.

4  
5 NPCC schedules a conference with the Registered Entity within ten (10) business days after  
6 receipt of the response. If NPCC and the Registered Entity reach an agreement, NPCC  
7 reports its findings and final recommendations, consistent with the agreement, to the Régie.

8  
9 If NPCC and the Registered Entity are unable to reach an agreement within forty (40) Days  
10 after receipt of the Registered Entity's response, or within any extension of that time agreed  
11 to in writing by both parties, NPCC reports its findings and final recommendations to the  
12 Régie.

13  
14 When the Régie receives NPCC's report, it informs the Registered Entity concerned that it  
15 has ten (10) Days to file its comments or request a hearing.

16  
17 Once this delay expires and, if there is no request for a hearing, the Régie undertakes its  
18 consideration of the NPCC report and makes its ruling.

19  
20 At its own initiative or in response to a request by a Registered Entity, the Régie calls a  
21 hearing in order to hear the Registered Entity on the Non-Compliance in the notice of Non-  
22 Compliance.

23  
24 In all such cases, all information relevant to the Non-Compliance that was prepared or  
25 obtained as part of the process leading to the notice of Non-Compliance, except any  
26 document or part of a document containing Privileged Information must be made available  
27 at the Régie's offices for consultation and reproduction by the Registered Entity.

28  
29 The Régie makes a reasonable effort to ensure that all persons whose presence is required  
30 by the Registered Entity attend the hearing to which it is summoned.

### 31 32 **5.3 PROPOSED SETTLEMENT**

33  
34 The Registered Entity may ask NPCC to start discussions in order to reach a proposed  
35 settlement at any time after the issuance of a notice of Non-Compliance and prior to the  
36 submission of the final recommendation to the Régie. Either party may end the discussions  
37 at any time. These discussions are confidential until such time as the proposed settlement is  
38 evaluated and judged satisfactory by the Régie. NPCC shall require the Registered Entity to  
39 designate one or more individuals authorized to undertake discussions on its behalf. All  
40 proposed settlements must be recorded in writing.

41  
42 The time limits indicated in Section 5.2 within which the Registered Entity must respond to  
43 a notice of Non-Compliance are suspended until a proposed settlement is considered  
44 satisfactory by the Régie or until discussions cease.

45  
46 NPCC submits the proposed settlement to the Régie, including the proposed financial  
47 penalties, sanctions and Mitigation Plan.

48  
49 When the Régie receives the proposed settlement, it informs the Registered Entity  
50 concerned that it has ten (10) Days to file its comments.

51  
52 When this delay expires, unless the Régie calls a hearing for the parties in the proposed  
53 settlement, the Régie undertakes its consideration of the proposed settlement and makes its  
54 ruling.

1  
2 **5.4 SANCTION AND MITIGATION PLAN**

3  
4 After having allowed for a Registered Entity to provide comments, the Régie rules if there  
5 has been a violation of a Reliability Standard, and imposes a sanction, where applicable.  
6 The Régie can, on its own terms and within time limits that it determines, order a  
7 Registered Entity that has violated a Reliability Standard to implement a Mitigation Plan. It  
8 informs NPCC of its rulings with regard to the Registered Entity.  
9

10 **5.5 SIMPLIFIED IDENTIFICATION, CORRECTION AND MONITORING**  
11 **PROCEDURE FOLLOWING DISCOVERY OF A NON-COMPLIANCE**

12  
13 Notwithstanding the foregoing, when a Non-Compliance involves only a low-level risk for  
14 the reliability of electric power transmission, the Régie may, after receiving  
15 recommendation from NPCC including its justification, use a simplified identification,  
16 correction and monitoring procedure.

17  
18 For this purpose, the Régie takes into account the Reliability Standards and its  
19 requirements, the level of seriousness of the Non-Compliance and the risk factor for the  
20 reliability of electric power transmission, the actual and potential risk that the Non-  
21 Compliance poses or may have posed for the reliability of electric power transmission, and  
22 the compliance program established by the Registered Entity and its compliance record.

23  
24 If the Régie approves NPCC's recommendation, NPCC sends the Registered Entity a notice  
25 to that effect.

26  
27 If the Régie rejects NPCC's recommendation, NPCC sends the Registered Entity a notice  
28 of Non-Compliance in accordance with the provisions of Section 5.1.

29  
30 Under the simplified procedure, if the situation is corrected to the Régie's satisfaction, no  
31 financial penalty or sanction is imposed on the Registered Entity. A Non-Compliance dealt  
32 with using this procedure is noted and recorded in the Registered Entity's compliance file.  
33

34 **5.6 PROCEDURE FOR REQUESTING AND OBTAINING AN EXCEPTION**  
35 **UNDER A CYBER SECURITY STANDARD FOR A TECHNICAL REASON**

36  
37 Notwithstanding the foregoing, the Régie may, after receiving the NPCC's  
38 recommendations, grant an exemption from strict compliance with certain requirements of  
39 some cyber security Reliability Standards, specifically the critical infrastructure protection  
40 Reliability Standards ("CIP Standards"). This type of exemption takes technical feasibility  
41 and technical constraints into account; it is designated as a *Technical Feasibility Exception*  
42 ("TFE").

43  
44 TFEs apply only to the requirements of CIP Standards specifically designated by the Régie.  
45 The Régie posts a current list of the requirements targeted by this procedure on its website  
46 and in the Data Repository.

47  
48 A Registered Entity, subject to the requirements of CIP Standards permitting reliance on a  
49 TFE, may request a TFE from NPCC by following an appropriate procedure and using the  
50 prescribed forms. NPCC analyzes the request and makes recommendations to the Régie,  
51 which rules on the matter.

52  
53 NPCC ensures that the procedure and forms needed to submit a request for a TFE are  
54 available in the Data Repository.

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54

## 6. MITIGATION PLANS FOR VIOLATIONS OR NON-COMPLIANCES

Parties engaged in the process described in this section should consult with each other on the data and information that would be appropriate for effectively addressing this section's process requirements.

### 6.1 REQUIREMENTS FOR SUBMISSION OF A MITIGATION PLAN

Pursuant to Section 6.4, the Registered Entity must submit to the Régie:

- (i) a proposed Mitigation Plan to correct a violation or a Non-Compliance, or
- (ii) a description of how it has been mitigated.

NPCC submits its recommendations concerning the Mitigation Plan proposed by the Registered Entity to the Régie, which rules on the Mitigation Plan and, if applicable, orders its implementation within the time the Régie determines.

The Registered Entity must also file with the Régie any request for an extension of the Mitigation Plan or a completion report on the mitigation measures taken. NPCC submits its recommendations on the request or report so that the Régie can rule on them.

### 6.2 CONTENTS OF MITIGATION PLAN

A Mitigation Plan must include the following information:

- a. The Registered Entity's contact person for the Mitigation Plan, who must be a person (i) responsible for filing the Mitigation Plan, (ii) technically knowledgeable regarding the Mitigation Plan, and (iii) authorized and competent to respond to questions regarding the status of the Mitigation Plan. This person may be the Registered Entity's Designated Contact described in Section 2.
- b. The violation(s) or Non-Compliance(s) that the Mitigation Plan will correct.
- c. The cause of the violation(s) or Non-Compliance(s).
- d. The Registered Entity's actions to correct the violation(s) or Non-Compliance(s).
- e. The Registered Entity's actions to correct the underlying cause of the violation(s) or Non-Compliance(s).
- f. The Registered Entity's actions to prevent recurrence of the violation(s) or Non-Compliance(s).
- g. The anticipated impact of the Mitigation Plan on the reliability of electric power transmission and the actions taken to mitigate any increased risk to the reliability of electric power transmission while the Mitigation Plan is being implemented.
- h. A timetable for completion of the Mitigation Plan including the completion date by which the Mitigation Plan will be fully implemented and the violation(s) or Non-Compliance(s) corrected.

- 1 i. Implementation milestones no more than three (3) months apart for a Mitigation Plan  
2 with an expected completion date more than three (3) months from the date of  
3 submission. Additional violation(s) could be determined for not completing work  
4 associated with approved milestones.  
5  
6 j. Any other information deemed necessary or appropriate.  
7

8 The Mitigation Plan must be signed by an officer or equivalent of the Registered Entity or  
9 any other authorized representative of the Registered Entity.  
10

### 11 **6.3 TIMETABLE FOR COMPLETION OF MITIGATION PLANS**

12  
13 The Mitigation Plan must be completed in a timely manner in order to correct all violations  
14 or Non-Compliances prior to the beginning of the next compliance reporting/assessment  
15 period after the period in which the violations occurred or the Non-Compliances were  
16 discovered. The Registered Entity must be in full compliance with the Reliability Standard  
17 to which the Mitigation Plan is applicable at the next report or assessment of the Registered  
18 Entity. In all cases the Mitigation Plan must be completed within the timeframe specified  
19 by the Régie in its order unless the Régie has granted an extension. The Régie may extend  
20 the completion deadline, at the request of the Registered Entity, for good cause, including,  
21 but not limited to:

- 22  
23 (i) short assessment periods (e.g., event driven or monthly assessments), and  
24  
25 (ii) construction requirements in the Mitigation Plan that extend beyond the next  
26 assessment period or other extenuating circumstances.  
27

28 If the Mitigation Plan extends beyond the next applicable reporting/assessment period, all  
29 sanctions for any violations with the applicable Reliability Standard, occurring during the  
30 plan implementation period, are held in abeyance and are waived if the Mitigation Plan is  
31 satisfactorily completed.  
32

33 Any violations or Non-Compliances with respect to the applicable Reliability Standard  
34 assessed during the period of time the Mitigation Plan is being implemented and the  
35 associated financial penalties or sanctions are recorded by NPCC and reported by NPCC to  
36 the Régie, with the notation that the Registered Entity is working under a Mitigation Plan  
37 with an extended completion date, with financial penalties and sanctions held in abeyance  
38 until completion of the Mitigation Plan. Upon completion of the Mitigation Plan in  
39 accordance with Section 6.6, NPCC notifies the Registered Entity, with authorization from  
40 the Régie, that any violation or Non-Compliance with respect to the applicable Reliability  
41 Standard during the period that the Mitigation Plan was being implemented has been  
42 waived and no financial penalties or sanctions will apply.  
43

44 A request for an extension of any milestone or the completion date of the Mitigation Plan  
45 by a Registered Entity must be received by the Régie at least ten (10) business days before  
46 the date in question. The Régie may accept a request for an extension or modification of a  
47 Mitigation Plan after taking NPCC's recommendations into consideration if the Régie  
48 determines the request to be justified. The Régie rules on any request for an extension or  
49 modification of a Mitigation Plan and informs the Registered Entity and NPCC of its  
50 decision within ten (10) business days of the request.  
51  
52

1 **6.4 SUBMISSION OF MITIGATION PLAN**

2  
3 A Registered Entity may submit a Mitigation Plan at any time but must do so within thirty  
4 (30) Days after being served the notice of Non-Compliance if it does not contest it or, if it  
5 contests it, within ten (10) business days after the Régie determines that a violation has  
6 occurred following the procedure described in Section 5.

7  
8 Whether or not a Registered Entity contests the notice of Non-Compliance, its financial  
9 penalty or sanction, the grounds for the Non-Compliance, or all three, it may choose to  
10 submit a Mitigation Plan at any time.

11  
12 A Mitigation Plan submitted by a Registered Entity while it contests a notice of Non-  
13 Compliance, its financial penalty or sanction, the grounds for the Non-Compliance, or all  
14 three is not deemed to be an admission that it has failed to comply or that the financial  
15 penalty or sanction is appropriate.

16  
17 However, if the Registered Entity has not yet submitted a Mitigation Plan, any subsequent  
18 Non-Compliance with the applicable Reliability Standard identified by NPCC before the  
19 Régie renders its decision on the initial Non-Compliance is not held in abeyance and is  
20 considered a repeat Non-Compliance with the Reliability Standard.

21  
22 **6.5 REVIEW AND APPROVAL OR REJECTION OF MITIGATION PLAN**

23  
24 The Registered Entity must submit its proposed Mitigation Plan to the Régie.

25  
26 Unless the Régie has approved an extension, NPCC completes its analysis of the Mitigation  
27 Plan and, within thirty (30) Days of receipt, reports its findings to the Régie and  
28 recommends a date for completion of the Mitigation Plan, if applicable.

29  
30 If the Régie does not accept the Mitigation Plan, the Registered Entity must submit a  
31 revised Mitigation Plan to the Régie no later than the new Required Date.

32  
33 Within ten (10) business days after receipt of the revised Mitigation Plan, NPCC reports its  
34 findings to the Régie.

35  
36 If the Régie does not accept the revised Mitigation Plan, the Registered Entity must submit  
37 a second revised Mitigation Plan to the Régie no later than the new Required Date.

38  
39 Within ten (10) business days after receipt of the second revised Mitigation Plan, NPCC  
40 reports its findings to the Régie.

41  
42 If the Régie does not accept the second revised Mitigation Plan, the Registered Entity may,  
43 within five (5) business days from the date of the decision, request that the Régie hold a  
44 hearing, determine a Mitigation Plan and order implementation of the plan. In this case,  
45 NPCC submits its recommendations concerning an appropriate Mitigation Plan and a  
46 required implementation date to the Régie.

47  
48 Once the Mitigation Plan is accepted, the Régie orders its implementation on the conditions  
49 it determines, including the deadline for completion.

50  
51 **6.6 CONFIRMATION OF IMPLEMENTATION OF MITIGATION PLAN**

52  
53 The Registered Entity provides updates to the Régie and NPCC on the progress of the  
54 Mitigation Plan on at least a quarterly basis. NPCC tracks the implementation of all

1 Mitigation Plans to completion and may conduct on-site visits to monitor Mitigation Plan  
2 progress. It may also verify the state of progress during a Compliance Audit scheduled in  
3 the Annual Audit Plan.

4  
5 Upon completion of the Mitigation Plan, the Registered Entity must provide to the Régie  
6 and NPCC a certification, signed by the Registered Entity's officer responsible for the plan  
7 or that officer's representative, that all required actions described in the Mitigation Plan  
8 have been completed, including data or information sufficient for NPCC to verify  
9 completion. NPCC may, with the Régie's authorization or at the Régie's request, require  
10 additional data or information and conduct follow-up assessments, on-site or by Spot  
11 Checks, or Compliance Audits as it deems necessary to verify that all required actions in  
12 the Mitigation Plan have been completed and the Registered Entity is in compliance with  
13 the applicable Reliability Standard.

14  
15 In the event that all required actions in the plan are not completed within the applicable  
16 deadline, including any extensions of the original deadline granted under Section 6.3, any  
17 Non-Compliance(s) with a Reliability Standard subject to the Mitigation Plan that occurred  
18 during the originally scheduled time period for completion may be subject to immediate  
19 determination by the Régie including the imposition of financial penalties or sanctions; a  
20 new Mitigation Plan must then be submitted to the Régie and is reviewed pursuant to  
21 Section 6.5. NPCC may, with the Régie's authorization, conduct a Compliance Audit of a  
22 Registered Entity or recommend that the Régie order Remedial Actions, as necessary.

## 23 24 **6.7 RECORDKEEPING**

25  
26 NPCC maintains a record on the Data Repository containing the following information for  
27 each Mitigation Plan:

- 28  
29 a. Name of Registered Entity;  
30  
31 b. Date of the identification of the Non-Compliance and of the determination of the  
32 violation;  
33  
34 c. Monitoring method by which the violation or Non-Compliance was detected (Self-  
35 Certification, Non-Compliance Self-Reporting, Compliance Audit, Compliance  
36 Investigation, Investigation following a Complaint, etc.);  
37  
38 d. Date of the notice of Non-Compliance;  
39  
40 e. Expected and actual completion date of the Mitigation Plan and major milestones;  
41  
42 f. Expected and actual completion date for each required action;  
43  
44 g. Accepted changes to milestones, completion dates, or scope of Mitigation Plan; and  
45  
46 h. Registered Entity's completion notice and documents submitted as evidence of  
47 completion.

48  
49 Any information that meets the definition of Non-Public Information, Personal Information,  
50 Privileged Information or Restricted Information must be handled in accordance with  
51 Section 9.

52  
53

1 7. REMEDIAL ACTIONS

2  
3 The Régie may order a Registered Entity to perform Remedial Actions when an inspection  
4 or an inquiry reveals that the Registered Entity is in Non-Compliance with a Reliability  
5 Standard and is thus seriously compromising the reliability of electric power transmission.

6  
7 A Remedial Action may include, but is not limited to, any of the following: specifying  
8 operating or planning criteria, limits, or limitations; requiring specific system studies;  
9 defining operating practices or guidelines; requiring confirmation of data, practices, or  
10 procedures through inspection, testing or other methods; requiring specific training for  
11 personnel; requiring development of specific operating plans; directing a Registered Entity  
12 to develop and comply with a plan to remediate a violation or a Non-Compliance; imposing  
13 increased auditing or additional training requirements; requiring a Registered Entity to  
14 apply the Reliability Coordinator's practices, procedures and guidelines; and requiring a  
15 Registered Entity to cease an activity that is liable to result in a violation of a Reliability  
16 Standard.

17  
18 An order imposing Remedial Actions may be issued to a Registered Entity at any time,  
19 including during any procedures relating to a notice of Non-Compliance. NPCC, in its  
20 recommendation to the Régie, must specify if the Remedial Actions obviate the need for a  
21 Mitigation Plan.

22  
23 Prior to recommending that the Régie order Remedial Actions, NPCC must consult the  
24 Reliability Coordinator to ensure that the Remedial Actions are not in conflict with  
25 directives issued by the Reliability Coordinator.

26  
27 When recommending Remedial Action, NPCC must:

- 28  
29 a. Describe the Non-Compliance;  
30  
31 b. Explain its assessment of the need for Remedial Action, including the reliability  
32 impact both if the Remedial Action is undertaken and if it is not undertaken;  
33  
34 c. Explain the urgency of the Remedial Action and the reasons why the other means  
35 provided for in the QCMEP are insufficient to address to the Non-Compliances  
36 described;  
37  
38 d. Confirm that the Reliability Coordinator was consulted to ensure that the Remedial  
39 Action is not in conflict with directives issued by the Reliability Coordinator;  
40  
41 e. Recommend a deadline for compliance with the Reliability Standards;  
42  
43 f. Specify if the Remedial Action obviates the need for a Mitigation Plan; and  
44  
45 g. Provide a draft order for Remedial Action.

46  
47 The order of the Régie imposing Remedial Actions must list the facts justifying the order,  
48 define the measures to be implemented to cause the risks for the reliability of electric power  
49 transmission to cease, set a deadline for compliance, and inform the Registered Entity that  
50 if it fails to comply with the Remedial Actions within the deadline, other Remedial Actions  
51 or graver sanctions may be imposed.

52  
53 NPCC monitors the implementation of the Remedial Actions ordered by the Régie to  
54 ensure that the Registered Entity carries them out and complies with the Reliability



1 Standards. NPCC assembles and maintains the same information on the Régie Data  
2 Repository as for a Mitigation Plan listed in Section 6.7.

3  
4 If a Registered Entity fails to carry out the Remedial Actions, NPCC advises the Régie by  
5 means of a notice containing the following information:

- 6  
7 i. A description of the breaches of the Remedial Actions or of one or more Reliability  
8 Standards; and  
9  
10 ii. Assessment of the reliability impact of the breaches of the Remedial Actions or of  
11 one or more Reliability Standards.  
12

13 The Régie notifies NPCC within two (2) business days after ordering Remedial Actions.  
14

15 The Registered Entity may contest the order imposing Remedial Actions ordered by giving  
16 written notice to the Régie, with a copy to NPCC, within two (2) business days after  
17 reception of the order, and may request that the Régie hold an expedited hearing for  
18 decision. The hearing is conducted expeditiously, with the participation of the Reliability  
19 Coordinator, if applicable.  
20

21 The Registered Entity must proceed with implementing the Remedial Actions even if it is  
22 contesting them.  
23  
24

## 25 8. REPORTS AND PUBLICATIONS

26  
27 NPCC prepares and submits to the Régie status reports with current information  
28 concerning:

- 29  
30 a. Registered Entity compliance with Reliability Standards;  
31  
32 b. All notices of Non-Compliance and violations with Reliability Standards by  
33 Registered Entities;  
34  
35 c. The status of notices of Non-Compliance and violations with Reliability Standards  
36 and their potential impact on the reliability of electric power transmission;  
37  
38 d. Financial penalties and sanctions;  
39  
40 e. The Remedial Actions imposed;  
41  
42 f. The Mitigation Plans approved, with the deadlines for all the measures imposed and  
43 for completion of the plan; and  
44  
45 g. The name of NPCC Designated Contact knowledgeable about the information filed.  
46

47 NPCC submits to the Régie, on a confidential basis and within five (5) business days of  
48 their discovery by any means, a report on any Non-Compliance with Reliability Standards  
49 regardless of significance, whether verified or still under investigation; however if the Non-  
50 Compliance has resulted in, or has the potential to result in, a reduction in the reliability of  
51 electric power transmission, NPCC must notify the Régie within forty-eight (48) hours.  
52 Such a report includes information regarding the nature of the Non-Compliance and its  
53 potential impact on the reliability of electric power transmission, the name of the  
54 Registered Entity involved, the status and timetable of any Non-Compliance assessment,

1 and the name of a NPCC Designated Contact able to provide information about the content  
2 of the report.

3  
4 NPCC submits to the Régie, with a copy to NERC, at least quarterly, an updated non-public  
5 summary status report. The summary status report includes:

- 6  
7 i. A summary listing the Régie's rulings determining violations have occurred,  
8 imposing financial penalties and sanctions, approving proposed settlements and  
9 approving Mitigation Plans.
- 10  
11 ii. A summary listing of Remedial Actions and Mitigation Plans that either ended in  
12 the quarter or are still ongoing, identifying the Registered Entity, the standards and  
13 requirements involved, and the schedule of the activities.
- 14  
15 iii. A non-public summary listing, which may only be shared in non-public meetings of  
16 the NERC Board and Board committees, of aggregate outstanding Non-  
17 Compliances, specifying the standards and requirements involved and the possible  
18 impact on reliability of electric power transmission.
- 19  
20 iv. A non-public summary listing, which may only be shared in non-public meetings of  
21 the NERC Board and Board committees, of aggregate Self-Certifications and Non-  
22 Compliance Self-Reporting with possible impact on reliability of electric power  
23 transmission that did not result in a finding of Non-Compliance.
- 24

25 The Régie publishes an annual report on its website listing all violations with Reliability  
26 Standards, identifying, at a minimum, the Registered Entities, the Reliability Standards and  
27 requirements violated, resulting Mitigation Plans, and financial penalties and sanctions. The  
28 Régie sends a copy of the report to NERC and NPCC.

29  
30  
31 **9. HANDLING OF INFORMATION**

32  
33 The Régie controls and maintains the Data Repository where Registered Entities  
34 electronically file their documents and completed forms. It administers the access to the  
35 Data Repository, maintains a register of authorized personnel and logs the accesses. The  
36 content of the logs are Non-Public Information, except where the Régie rules that it is  
37 Privileged Information. The Régie rules on any requests to review the register or logs.

38  
39 NPCC, NERC and the Registered Entity authorized personnel receive access codes in order  
40 to access the portions of the Data Repository necessary for the performance of their  
41 respective duties under the QCMEP. These access codes are issued and modified at the  
42 discretion of the Régie, and may not be shared between personnel, nor disclosed to any  
43 other party without the written consent of the Régie.

44  
45 All information, data and documents related to activities of the QCMEP whether filed by a  
46 Registered Entity, or created or obtained by the Régie, NPCC, or NERC are stored on the  
47 Data Repository. All such information, data and documents are classified in the Data  
48 Repository with one of the following designations: public information, Restricted  
49 Information, Privileged Information, Personal Information or Non-Public Information.

1 **Non-Public Information**

2  
3 By default, all information related to the QCMEP is designated by the Régie as Non-Public  
4 Information.

5  
6 **Restricted Information**

7  
8 A Registered Entity can request, using a form the Régie makes available on the Data  
9 Repository, that some of its information be treated as Restricted Information. For Restricted  
10 Information of a security nature, the request must identify that the information is of a  
11 security nature and need not include the information itself. Usually, such Restricted  
12 Information is only consulted at the Registered Entity's site. However, at its discretion, the  
13 Régie can order that such information be filed at the Régie for consultation at its offices.  
14 For example, the Régie could order a filing of such Restricted Information if it is relevant  
15 to a hearing held at the Régie.

16  
17 In rare cases, a Registered Entity can request that some of its extremely sensitive  
18 commercial or proprietary information be treated as Restricted Information. In such cases,  
19 the request must include the information itself as well as a justification for the Restricted  
20 Information designation. Such information is available for consultation at the offices of the  
21 Registered Entity and the Régie.

22  
23 The Régie may order a Registered Entity requesting that a document be designated  
24 Restricted Information to file with the Régie a redacted version that can be designated Non-  
25 Public Information.

26  
27 Restricted Information filed at the Régie cannot be remotely accessed by NPCC or NERC.

28  
29 **Privileged Information**

30  
31 Privileged Information may only be disclosed to personnel explicitly designated by the  
32 Régie and cannot be disclosed to third parties.

33  
34 **Personal Information**

35  
36 When a Registered Entity files information with Personal Information in it, it must request  
37 that the Régie designate it as Personal Information. Personal Information cannot be  
38 consulted outside the Régie, thereby complying with Québec's laws. The Régie rules on the  
39 request. The Régie may order a Registered Entity requesting that a document be designated  
40 Personal Information to file with the Régie a redacted version that can be designated Non-  
41 Public Information.

42  
43 **Public information**

44  
45 The notion of "public information" is only used to specify the handling of the information  
46 by the Régie, NPCC and NERC.

47  
48 Public information in the Data Repository can only be accessed by the Régie, NPCC and  
49 NERC in the performance of their respective duties in the QCMEP and, when relevant, by  
50 the Registered Entity that submitted or created it. That is, public information, despite its  
51 classification, is not available to the public on the Data Repository. Contrary to the other  
52 designations, public information can be shared between the Régie, NPCC, NERC, other  
53 Registered Entities and other entities without the written permission of the Régie and the  
54 Registered Entity that submitted or created the information. Copies of such information can  
55 be kept by NPCC and NERC in their offices.

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**Handling of information and designation modification**

Only the Régie can modify the designation of information in the Data Repository, at its own discretion or upon request by a Registered Entity, NPCC, or NERC. The Régie seeks comment on such a modification from relevant parties, including, at minimum, the submitter or creator of the information.

By default, the Régie grants NPCC and NERC access to public information, Non-Public Information, Restricted Information, Privileged Information, and Personal Information in the Data Repository as needed for the performance of their respective duties under the QCMEP and in a manner consistent with the handling that each designation of information must receive. For example, the Régie ensures that Personal Information cannot be accessed outside of Québec.

If it is necessary to share a Registered Entity’s information with another Registered Entity, for example the Reliability Coordinator, the Régie seeks comment on the proposed disclosure from the Registered Entity whose data would be disclosed, unless the delays in obtaining such a comment could have a negative impact on reliability of electric power transmission, such as delaying the preparation of a Remedial Action. In such a case, the Régie grants permission for the disclosure and, after the fact, the Registered Entity is informed of the disclosure and afforded the opportunity to comment.

If the Régie, NERC or NPCC is required to disclose information in its possession, for example by a judicial process, it must inform the relevant parties, including, at minimum, the submitter or creator of the information, prior to the release of the information in order to allow the relevant parties the opportunity to protect their interest.

A Registered Entity, NPCC, or NERC, that wishes to comment on a designation modification or a possible disclosure, has ten (10) Days to file comments with the Régie. A Registered Entity can file comments on an impending or existing designation of its information at any time. When relevant, NPCC and NERC can file comments on an impending or existing designation of information.

The Régie may disclose information as necessary for its public reporting. For example, any information filed with the Régie for the purposes of a hearing on a Non-Compliance under the QCMEP is dealt with confidentially by the Régie, until the Régie determines there has been a violation. Then the Régie publishes on its website a summary of the violation and relevant supporting information. However, only the Régie can make information that has been submitted under the QCMEP public.