

NERC Standards External Communication Contingency Plan and Procedure

Title: NERC Standards — External Communication Contingency Plan

Purpose: To ensure that in the event of an unforeseen outage of the NERC website NERC Standards has a process to communicate to industry members through the Regional Entities outages that impact the Standards Program.

Conditions: In the event that NERC has experienced an unforeseen outage of the NERC website and loss of internet functionality.

Responsibility	Activity
NERC Vice President and Director of Standards	NERC will create a communication plan including a description of the event, the impact of the event (particularly on any standards comment periods), a mitigation plan, and an estimated recovery time if possible. NERC will send the contents of the communication plan to the NERC Roster.
NERC Vice President and Director of Standards	NERC will utilize the pre-established contact list (Appendix A to this procedure) to electronically transmit or verbally transmit the communication plan to the eight Regional Entities.
Regional Entities	Regional Entities will also transmit the contents of the communication plan electronically to their members (using e-mail exploder).
Regional Entities	Will confirm with NERC that the communication plan has been executed.
NERC Vice President and Director of Standards	Once the event has concluded NERC Standards will ask the Regional Entities to remove any postings regarding the event on their websites.

Appendix A – Contact List

Region	*Contact	Title	Phone	Mobile	E-mail
RFC					
TRE	*Elaine Conces	IT Manager	512.225.7039	512.771.9676	Elaine.conces@texasre.org
	Judith James	Manager of Reliability Standards	512.225.7247	512.573.2144	Judith.james@texasre.org
FRCC	*Anne Brown		813.207.7984		
	Carlos Maldonado		813.207.7963		
MRO					
SERC					
SPP					
NPCC					
WECC					

* Primary Contact