

The logo for NERC, consisting of the letters "NERC" in a bold, sans-serif font. A horizontal blue bar is positioned below the letters.

# NERC

NORTH AMERICAN ELECTRIC  
RELIABILITY CORPORATION

A tall, lattice-structured power line tower with multiple cross-arms, set against a light blue sky. The tower is partially obscured by a dark blue curved shape in the top right corner.

## Appendix 5 Organization Registration and Certification Manual – Draft

6/19/2008

A faint, light blue map of North America is visible in the background of the lower half of the page. The map shows the outlines of the United States and Canada.

to ensure  
the reliability of the  
bulk power system

116-390 Village Blvd., Princeton, NJ 08540  
609.452.8060 | 609.452.9550 fax  
[www.nerc.com](http://www.nerc.com)

# Table of Contents

---

Section I — Executive Summary .....	1
Overview .....	1
To Whom Does This Document Apply .....	1
When will These Processes Begin .....	2
Where to Access and Submit Form(s) .....	2
Roles and Responsibilities .....	2
Section II — Organization Registration and Certification Processes .....	4
Regional Entity Process .....	4
Organization Registration .....	4
Organization Certification .....	4
Section III — Organization Registration Procedure .....	5
Section IV — Organization Certification Procedure .....	9
Section V — NERC Organization Registration Appeals Process .....	15
Section VI — NERC Organization Certification Appeals Process .....	15
Definitions .....	23

## Section I — Executive Summary

### Overview

The purpose of this document is twofold: (1) to define the registration process and to identify which functional entities must register as owners, operators, and users of the bulk power system required to comply with reliability standards; (2) to define the organization certification process for reliability coordinator (RC), balancing authority (BA), and transmission operator (TOP).

### To Whom Does This Document Apply?

All industry participants responsible for or intending to be responsible for, the following functions must register with NERC through the organization registration process. The entities are defined in the NERC Glossary of Terms used in reliability standards with responsibilities designated by the individual standards.

	<b>Entities that Must Register</b>	<b>Entities that Need to be Certified</b>
Reliability Coordinator (RC)	√	√
Transmission Operator (TOP)	√	√
Balancing Authority (BA)	√	√
Planning Authority (PA)	√	
Transmission Planner (TP)	√	
Transmission Service Provider (TSP)	√	
Transmission Owner (TO)	√	
Resource Planner (RP)	√	
Distribution Provider (DP)	√	
Generator Owner (GO)	√	
Generator Operator (GOP)	√	
Load-Serving Entity (LSE)	√	
Purchasing-Selling Entity (PSE)	√	
Interchange Authority (IA)	√	
Market Operator (MOP)		
Standards Developer (SD)		
Compliance Monitor (CM)	√	

### **When will These Processes Begin?**

Registration began in January of 2006. Registration for new entities will be ongoing. If a Registered Entity's information changes, a new application form indicating the changes must be submitted.

Certification is ongoing for new entities in accordance with Section IV of this manual.

### **Where to Access and Submit Form(s)?**

Registration and certification forms are provided by each Regional Entity's [website](#). Completed forms are to be sent electronically to the compliance and certification manager of the Regional Entity(s). According to the *Role of the Regions*<sup>1</sup> document, it is desirable that entities operate within a single Regional Entity reliability region; however, if an entity operates in more than one Regional Entity region, they must complete and submit separate registration applications to each of those Regional Entities.

### **Roles and Responsibilities**

The following is a high-level overview of the roles and responsibilities in the registration and certification processes:

#### **NERC**

1. Oversight of entity processes performed by the Regional Entities, including:
  - a. Governance per the Regional Entity's delegation agreement with NERC.
  - b. Coordination of process execution when an entity is registering and/or certifying in multiple Regional Entities.
2. NERC identification number (NERC ID) management, including:
  - a. Issue the NERC ID and inform Regional Entity.
  - b. Ensure entities have only one NERC ID for all Regional Entities in which they operate.
3. Make modeling changes based on registration information.
4. Maintain accurate registration and certification records including granting certification certificates for the Entity(s) responsible for compliance (including JRO).
5. Publish up-to-date list of functional entities.

#### **Regional Entity**

1. Performs data collection and mapping of footprints.
2. Approves entity's registration applications.
3. Reviews entity's certification applications for completeness.
4. Notifies NERC of entities registered within the Regional Entity.

---

<sup>1</sup> "Role of the Regional Reliability Councils: Follow-up Report" prepared by the Regional Managers Committee for the NERC Members Committee meeting on May 2, 2005.

5. Approves certification team recommendation and notifies the entity and NERC of the approval.
6. Ensures entity obtains acronym from NERC.
7. Ensures that all bulk power system assets within its footprint are within the footprint of a registered and certified entity(s).
8. Provides leadership throughout the process and to the certification team (CT).

**Entity Submitting the Application**

1. Complete and submit registration and/or certification application.
2. Submit updates to registration and/or certification information as necessary and/or requested.
3. Respond to Regional Entity and/or NERC questions pertaining to registration and/or certification.
4. Provide documentation or other evidence requested or required to verify compliance with certification requirements.

## Section II — Organization Registration and Certification Processes

### Regional Entity Process

The NERC organization registration and certification processes are administered by each Regional Entity. Pursuant with its delegation agreement with NERC, each Regional Entity is responsible for registering and certifying industry participants within their geographical footprint. Each Regional Entity must use the following NERC processes.

### Organization Registration — Entities Required to Register

All industry participants responsible for one or more of the functions shown must register as a performer of each function through the organization registration process. These entities are defined in the NERC Glossary of Terms used in reliability standards with responsibilities designated by the individual standards.

- Reliability Coordinator
- Transmission Operator
- Balancing Authority
- Planning Authority
- Transmission Planner
- Transmission Service Provider
- Transmission Owner
- Resource Planner
- Distribution Provider
- Generator Owner
- Generator Operator
- Load-Serving Entity
- Purchasing-Selling Entity
- Interchange Authority
- Compliance Monitor

### Organization Certification

All entities responsible for the RC, TOP, and/or BA functions shall be certified. Certification allows the entity to start operation within 12 months of being NERC certified. This procedure is identified in Section IV of this manual.

## Section III — Organization Registration Procedure

---

### Purpose and Scope

The purpose and scope of this procedure is to provide guidance on how a user, owner, and/or operator of the bulk power system would be registered into the NERC Compliance Registry (NCR).

### Overview

Section 39.2 of the Commission's regulations, and title 18 of the C.F.R. § 39.2, requires each owner, operator, and user of the bulk power system to be registered with NERC and to comply with approved reliability standards.

Owners, operators, and users of the bulk power system will be registered by function(s) or by requirement(s) and are:

1. Subject to monitoring and enforcement of compliance with all applicable requirements within reliability standards approved by the Commission, and
2. Responsible for any sanctions, penalties, and mitigation plans that are assessed due to noncompliance with the applicable requirements of the reliability standards.

See figure 1 *Registration Process Overview* for further details.

### Organization Registration Process

1. Any entity shall begin the process by submitting a completed registration application, to the Regional Entity(s) in which the entity intends to perform that function (registration forms are provided by each Regional Entity's [website](#)).
  - a. At any time an entity may recommend in writing, with supporting reasons, to the Regional Entity(s) that an organization be added to or removed from the compliance registry.
2. For an entity that spans multiple Regional Entities, all affected Regional Entities will inform NERC of the request. In all such cases, NERC will be the coordinator for ensuring consistency.

### **Southern Comment: Is there a NERC process already established for ensuring consistency in the registration process from one Region to another?**

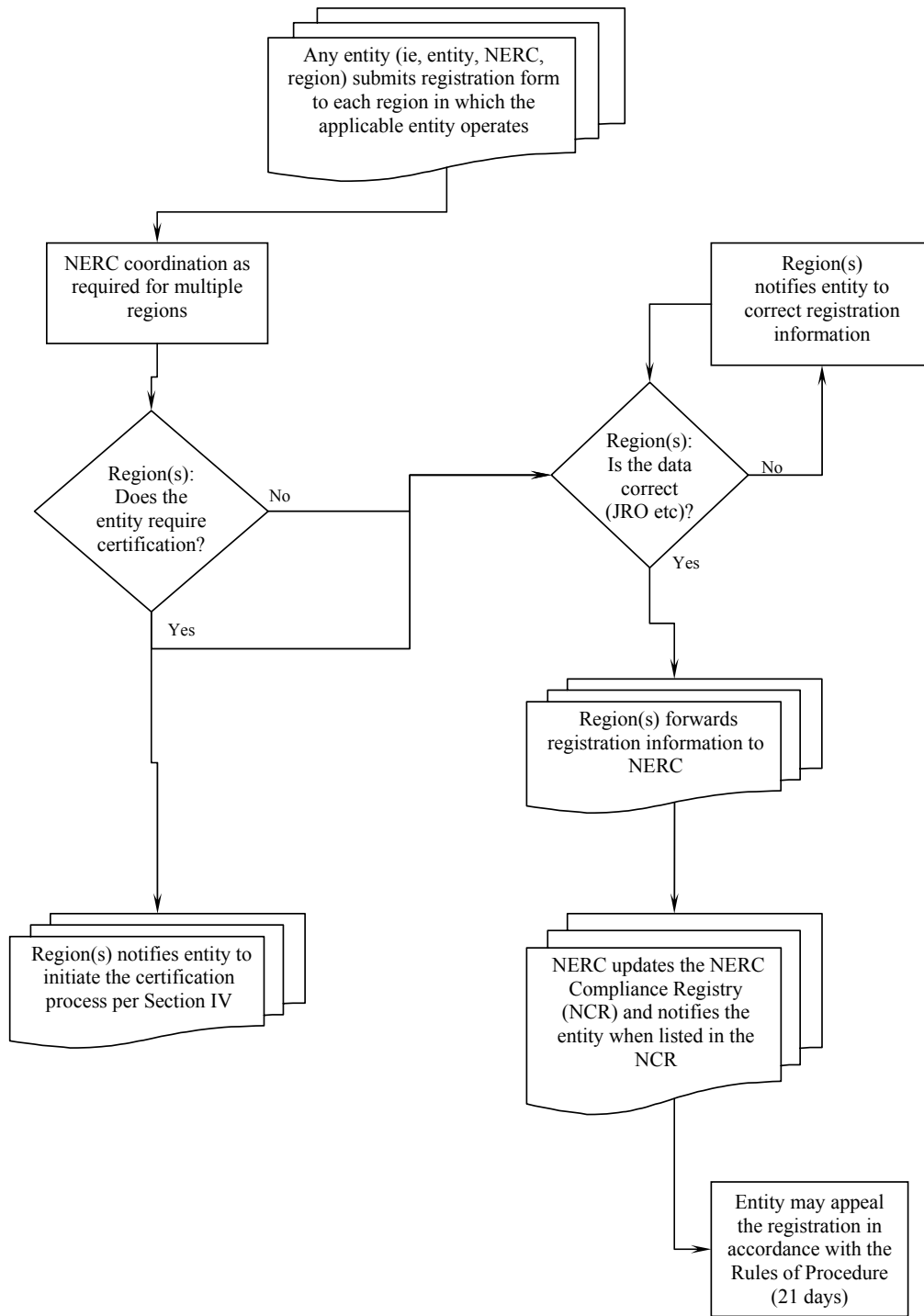
3. For the entity that is required to be certified, the Regional Entity(s) shall ensure that the registration information is accurate to update the NCR per step 4 through 12 below and notifies the entity to initiate the certification process per section IV of this manual.
4. Entities that have NERC identification numbers shall use them on the form.
  - a. If an entity does not have a NERC identification number, NERC shall assign one.
  - b. An entity responsible for more than one function can use a single NERC identification number.

5. All affected Regional Entities shall evaluate the submitted information and determine if the information is correct. If the information is not correct, the region(s) notifies the entity to correct the registration information.
6. Where parties agree in writing, upon a division of compliance responsibility among the parties for one or more reliability standard(s) applicable to a particular function, and/or for one or more requirements within particular reliability standard(s), there must be a written agreement that clearly specifies their respective responsibilities, such as:
  - a. JRO (see section 507 of NERC's Rules of Procedure) or
  - b. Non-JRO written agreements.
7. In a Joint Registration Organization (JRO), an entity identified as the Primary Compliance Contact registers as the entity responsible for all functions that a JRO performs itself. They may register on behalf of one or more of its members or related entities for one or more functions to which such members or related entities would otherwise be required to register and, thereby, accept on behalf of such members or related entities all compliance responsibility for all requirements of reliability standards applicable to that function or those functions including reporting requirements (see section 507 of NERC's Rules of Procedure).
8. In steps 6 and 7 above, the following are key items the Regional Entity must verify:
  - a. No areas lacking any entities to meet the requirements identified in the reliability standards,
  - b. No unnecessary duplication of such coverage of areas by entities to meet the requirements identified in the reliability standards or of required oversight of such coverage,
  - c. The registration submission must include a written agreement that clearly specifies the member's respective responsibilities identifying the division of responsibilities in the standards such as registration by requirement.
  - d. The registration of the JRO shall fully complete the registration of its members for their responsibilities under the agreement.
9. The Regional Entity forwards the registration information to NERC.
10. NERC updates the NERC Compliance Registry (NCR) and notifies the entity when listed in the NCR.
11. The entity may appeal the registration in accordance with the Rules of Procedure.
12. The compliance registry shall be dynamic and be revised as necessary to take account of changing circumstances such as corrections, revisions, and or deletions. Per the Regional Entity's delegation agreement, the Regional Entity will take such recommendations, and other applicable information, under advisement as it determines whether an entity should be on the compliance registry (registration forms are provided by each Regional Entity's [website](#)).
  - a. Each entity identified in the registry shall notify NERC and its corresponding Regional Entity of any corrections, revisions, deletions, changes in ownership, corporate structure, or similar matters that affect the entity's responsibilities with respect to the reliability standards. Failure to notify will not relieve the entity from

any responsibility to comply with the reliability standards or shield it from any penalties or sanctions associated with failing to comply with such standards

**Southern Comment: In all other situations, an entity works with its regional entity - should this also be the case in regard to (a) above?**

**Figure 1: Registration Process Overview**



## Section IV — Organization Certification Procedure

---

### Purpose and Scope

The purpose of this procedure is to provide the process on completing certification of a new entity that will become NERC certified as an RC, TOP, or BA.

### Overview

See figure 2 *Certification Process Overview* for further details.

### Organization Certification Process

1. Entities seeking certification:
  - a. In a single NERC reliability region, the entity shall initiate the certification process by completing a certification application (certification applications are provided on each Regional Entity's [website](#)) and sending it to the Regional Entity. The Regional Entity in which the entity plans to operate will manage the certification process.
  - b. In multiple NERC reliability regions, the entity shall initiate the certification process by completing a certification application (certification applications are provided on each Regional Entity's [website](#)) and sending it to each affected Regional Entity. Each affected Regional Entity will inform NERC of the request. The affected Regional Entities will determine which Regional Entity will provide the leadership of the certification process.
2. For an entity that is not required to be certified, the Regional Entity(s) shall reject the application and notify the entity that certification is not required.
3. The Regional Entity(s) will assess the application for completeness and accuracy. When the application is deemed complete and accurate, it will be accepted or rejected. If accepted, the entity and the Regional Entity shall agree to a timeline including specific milestones for the certification process. The entity with the Regional Entity shall complete the NERC organization certification process within nine months of the date of acceptance of the application unless agreed otherwise by all parties involved in the process.
  - a. If the application is not complete or accurate, then the Regional Entity will notify the entity to revise the application as needed.
4. The Regional Entity shall notify all entities identified in Step 6 below, that they will provide input into the certification process and provide each with the necessary information regarding the entity's request for certification, the certification process, and the duties expected of each affected entity.
5. The Regional Entity(s) shall notify NERC that the functional entity certification process has begun to enable NERC to carry out their roles and responsibilities.
6. The Regional Entity shall provide to entities that must complete documentation a certification schedule, the deadlines for questionnaire submission, and a statement of expectations of the entity and all of the entities participating in the certification process. These questionnaires (can be found on the [NERC Web site](#)) and other related documents address the entity's capabilities and actions as they relate to established entity standards and

requirements. The Regional Entity shall distribute questionnaires and other related documents to the following entities, as required:

- a. Entity (i.e., entity seeking certification).
  - b. Participating BAs, RCs, and TOPs in which the entity intends to operate or with which the entity intends to interconnect transmission facilities.
  - c. Participating TOs, TSPs, PAs, GOs, IAs, GOPs, TPs, DPs, and/or other applicable entities.
  - d. The Regional Entity shall assemble a certification team (CT) responsible for determining if the entity meets NERC's organization certification process. The CT members shall adhere to NERC confidentiality agreements for any data or information made available to them through the certification process. Team members shall not be employees of or have a direct financial interest in the entity or any of its affiliates.
  - e. The leader of the certification team, with concurrence with NERC, may increase or decrease the distribution of the questionnaires and other related documents based upon the complexity of the certification.
7. If the entity objects to any member of the certification team, the entity must make that known, in writing, to the Regional Entity listing the reasons for the objection. The Regional Entity will either replace the team member or respond with written justification for keeping the member on the team.
  8. The BA CT shall consist of representatives from an existing BA, the entity's proposed RC, TOP, each affected Regional Entity, and NERC.
  9. The RC CT shall consist of representatives from an existing RC, a BA and a TOP in the proposed RC area, each affected Regional Entity, and NERC.
  10. The TOP CT shall consist of representatives from an existing TOP, the entity's proposed RC, each affected Regional Entity, and NERC.
  11. Additional CT members with expertise in the following areas can be added:
    - a. Balancing Authority
    - b. Reliability Coordinator
    - c. Transmission Operator
    - d. Transmission Owner
    - e. Transmission Service Provider
    - f. Transmission Planner
    - g. Planning Authority
    - h. Generation Operator
    - i. Interchange Authority
    - j. Generation Owner
    - k. Distribution Provider
    - l. RTO or ISO

12. Additional CT members from the following areas can be added:

- a. NERC staff
  - b. Regional Entity staff
13. Each CT member must complete the NERC auditor training.
  14. Entities such as **government representatives** or other **stakeholders** may be observers in the certification process.

**Southern Comment: Should government representatives be limited to those responsible for reliability issues? Should there be some type of qualifier for a stakeholder?.**

15. The CT will review the entity’s completed documentation and address any issues prior to the site visit.
16. The CT shall inform the entity before the on-site visit of any documentation or clarification that is necessary to support the questionnaire.
17. The entity shall identify to the CT prior to the on-site visit all standards or requirements which have been delegated to another entity and or entity (e.g., JRO).
  - a. The CT will review that entity’s or entity(s)’ ability to perform the requirements or standards that have been delegated.
18. The CT shall conduct at least one on-site visit to the entity’s facilities. At a minimum, the team will:
  - a. Review with the entity the data collected through the questionnaires;
  - b. Interview the operations and management personnel;
  - c. Inspect the facilities and equipment associated with the applicable NERC Reliability Standards referenced in the questionnaire;
  - d. Request demonstration of all tools identified in the certification process;
  - e. Review documents and data including agreements, processes, and procedures identified in the certification process;
  - f. Verify operating personnel NERC certification documents and proposed work schedules; and
  - g. Review any additional documentation resulting from inquiries arising during the site-visit.
19. The entity in conjunction with the CT, attempts to resolve any deficiencies prior to issuance of the draft report, where possible.
20. The draft report is provided to the entity for review for **fourteen (14) days** and any resulting comments will be assessed by the CT for possible inclusion in the report.
21. ~~The Regional Entity(s) may grant a time extension, not to exceed 180 days, to the entity to allow the entity to resolve any open certification issues.~~
22. The CT shall provide any certification recommendation and/or deficiencies in the final written report. All members of the CT shall have an equal voice in the certification recommendation. This allows for a minority opinion if the review team cannot reach a consensus. The final written certification report is distributed to NERC, the entity, and the other affected Regional Entities, as applicable.

Deleted: **fourteen (14) days**

Formatted: Pattern: Clear (White)

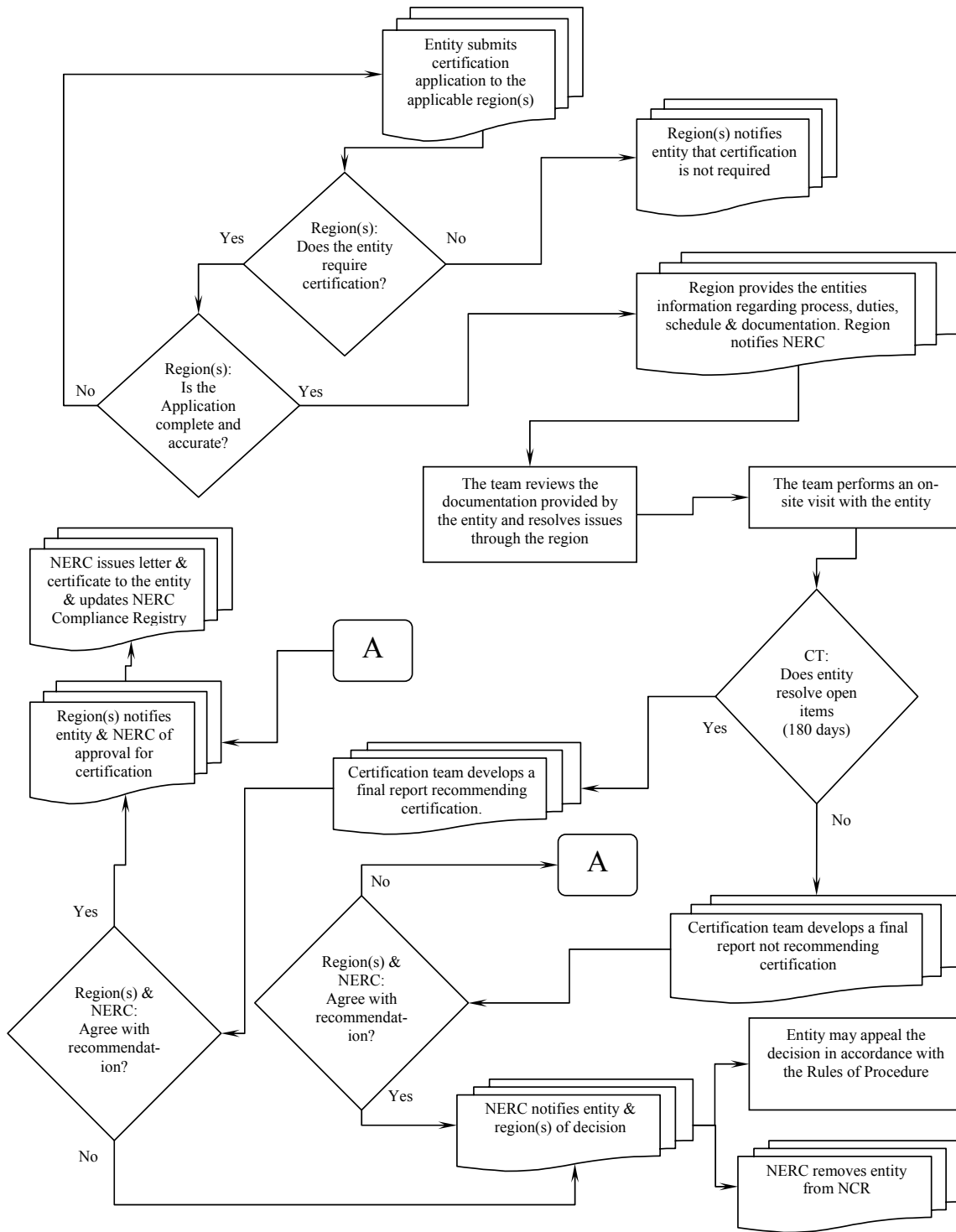
Deleted: Southern Comment: Maybe 14 business days to review might be appropriate.¶

Formatted: Bullets and Numbering

- a. If the entity intends to operate in a single Regional Entity region, the CT shall make a certification recommendation to that Regional Entity. The Regional Entity and NERC shall approve or disapprove the recommendation. The Regional Entity shall notify the entity and NERC of the certification decision.
  - b. If the entity intends to operate in multiple Regional Entity regions, the CT shall make a certification recommendation to those Regional Entities with a single report. The Regional Entities shall unanimously approve the recommendation. NERC shall approve or disapprove the recommendation. Each Regional Entity shall notify the entity and NERC of the certification decision.
  - c. The following is a recommended format for the final report:
    - Title page
    - Table of Contents
    - Introduction – A brief discussion on the Regional Entity(s) involved, the entity being certified, and a description of the function the entity(s) are being certified for
    - Certification Team (CT) – Provide the team makeup and brief timeline of the certification project
    - Objective and Scope – Discussion on entity application (who, what, when, & how)
    - Overall Conclusion – Recommendation being made by the CT
    - Needed for Operation – Any item needing closed prior to operation but does not hinder the certification team from making a recommendation
    - Site Visit Open Items – Those items addressed and closed after the site visit(s)
    - Positive Observations
    - Operator Preparedness – Discussion on the CT’s overall consensus on operator’s ability to operate reliably based upon the operator interviews
    - Specific Findings – Specific details gathered by the CT throughout the process
    - General Findings – Generic information regarding all entities involved in the certification
    - Documentation List – Provide a list of critical documentation reviewed by the CT used to make the CT’s conclusion and the documentation retention requirements
    - Attachments – Describe those attachments that are for public viewing and those that are separated from the report due to confidentiality issues such as Critical Infrastructure documentation
23. The entity may appeal the decision in accordance with the NERC Rules of Procedure.
24. If the entity is approved for certification, NERC shall provide the entity a certification letter and a NERC certificate indicating that that entity is NERC certified as a BA, RC, and/or TOP.
- a. For those JRO entities that agree upon a division of compliance responsibilities for one or more reliability standards or requirements, NERC shall provide all entities a NERC certificate indicating that those entities are NERC certified as a BA, RC, and/or TOP.

25. If the entity is approved for certification, NERC shall update the registry prior to the entity going operational.
26. If the entity is not approved for certification, NERC shall remove them from the NCR.
27. After the entity has been awarded certification; the Regional Entity(s) shall notify all appropriate entities as to the date that the entity may begin its operation as a certified entity. Entity must commence operation within 12 months of certification. Failure to begin operation within the 12-month period shall require the entity to reapply for certification.

**Figure 2: Certification Process Overview**



## Section V — NERC Organization Registration Appeals Process

### Purpose and Scope

This section describes the process **by which** any organization may challenge its listing and functional assignment on the NERC Compliance Registry (NCR); namely the *NERC Organization Registration Appeals Process*.

### Overview

The NERC Compliance Registry identifies the owners, operators, and users of the bulk power system that are responsible for complying with approved reliability standards applicable to the functions for which each entity is registered.

NERC has established documented procedures to ensure a fair and impartial appeals process. No one with a direct interest in a dispute may participate in the appeals process except as a party or witness. See figure 3 *Registration Appeals Process Overview* for further details.

### Registration Appeals Procedure

Any entity included on the NERC Compliance Registry (NCR) may challenge its listing and functional assignments with NERC.

1. All formal challenges to the NCR must be filed in writing to NERC. Formal challenges are sent to:
  - Vice President and Director of Compliance
  - North American Electric Reliability Corporation
  - 116-390 Village Blvd.
  - Princeton, New Jersey, 08540
2. All formal challenges must be received within **21 days of receipt** of the NERC letter informing the entity that they are listed on the NCR.

### **Southern Comment: Is this an adequate period of time, should 30 days be considered? Also, are these calendar days?**

- a. The challenge must state why the entity believes it should not be considered as an owner, operator, or user of the bulk power system based on the applicable Regional Entity's and NERC's criteria.
3. Prior to filing a formal challenge, NERC encourages the entity to contact the applicable Regional Entity(s) to further discuss any matters regarding the inclusion of that organization in the NCR. If the Regional Entity discovers an error in registration, the Regional Entity may provide NERC with corrections to the NCR, and NERC will issue a corrected notice.

4. At any time through this appeals process, an entity may agree with the decision or agree to close the appeal. NERC shall notify the involved parties and the BOTCC that the appeal is resolved and updates the NCR as needed.
5. The NCR shall be dynamic and be revised as necessary to take account of changing circumstances. NERC will use the recommendations made under step 4, and other applicable information, under advisement as it determines whether an entity should be on the compliance registry.
6. NERC will notify the entity and the applicable Regional Entity(s) regarding the appeal with the following expectations:
  - a. The entity will provide NERC and the applicable Regional Entity(s) any additional data supporting its appeal within 10 days of the date of such notification.
  - b. The applicable Regional Entity(s) will provide a copy of its assessment directly to the entity, as well as to NERC, within 20 days of the date of such notification.
  - c. The entity may submit a response to the Regional Entity(s) assessment, with copies to the Regional Entity(s) and NERC, within 30 days of the date of this notification.
  - d. To ensure there is no confusion with respect to the organization's rights and responsibilities during the pendency of the entity's appeal, the notification also confirms that the entity will remain on the NERC Compliance Registry and will be responsible for compliance with the approved reliability standards during the pendency of the appeal.
7. Hearing and Ruling by the NERC Board of Trustees Compliance Committee (BOTCC).
  - a. The NERC BOTC may request additional data.
  - b. The NERC BOTCC will provide a written decision regarding any appeals, along with the basis for its decision.
  - c. If the BOTCC upholds the appeal, NERC will:
    - Notify the entity and region(s) that the appeal was granted and any changes to the NCR.
    - Update the NCR.
  - d. If the BOTCC does not uphold the appeal, NERC will notify the entity and the region(s) that the appeal was denied.

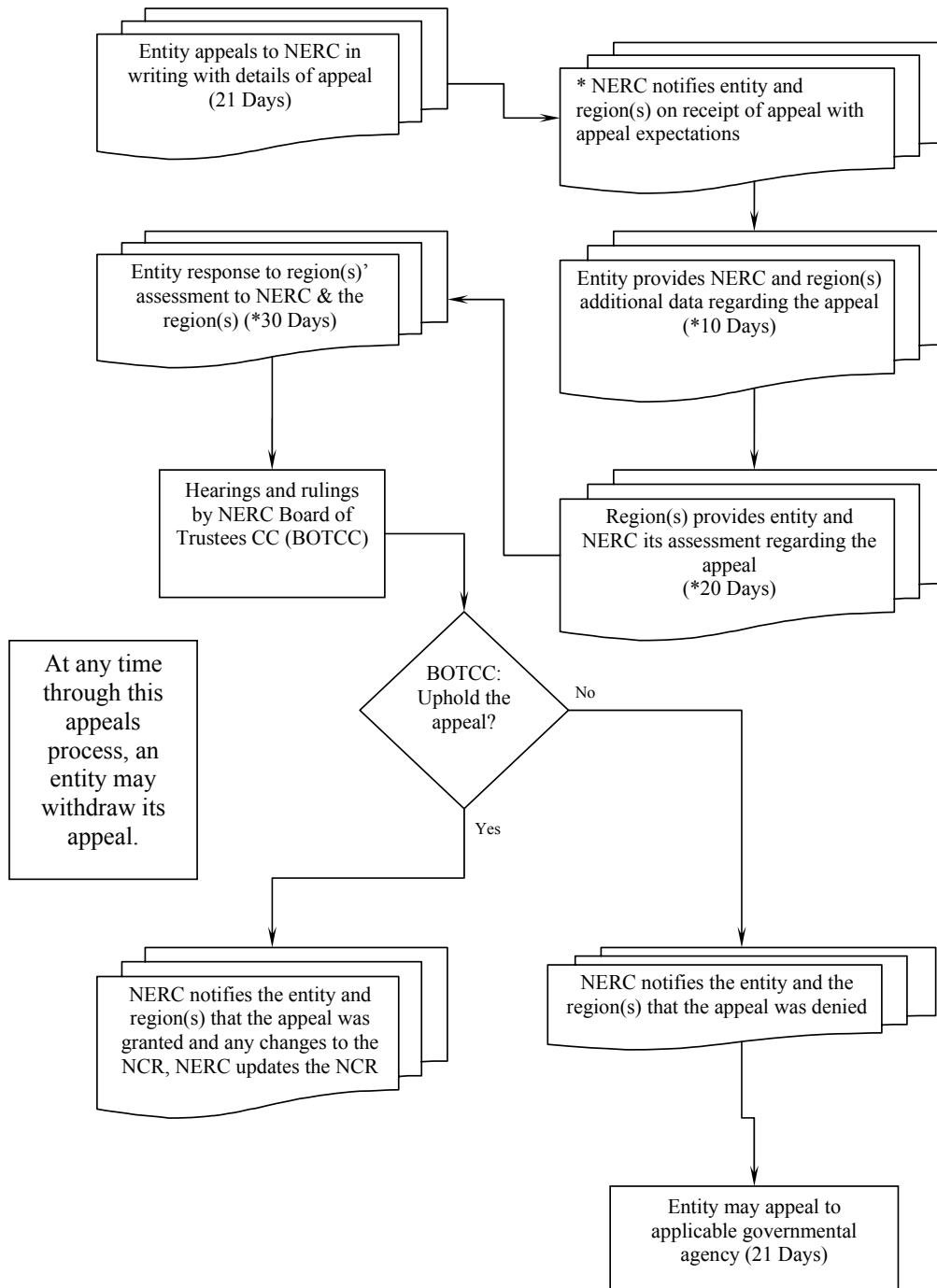
**Southern Comment: The response time for the BOTCC appears to be open ended – a reasonable response time should be required – 21 days, 30 days, etc.**

- The entity may appeal to FERC or applicable Canadian Provincial regulator within 21 days of the issuance of the decision.

**Southern Comment: Suggest using “notification” or “receipt” by entity of decision.**



**Figure 3: Registration Appeals Process Overview**



## Section VI — NERC Organization Certification Appeals Process

### Purpose and Scope

This section describes the procedure for an appealing organization to appeal the certification findings from the NERC Organization Certification Process. Any entity reviewed under the Organization Certification Process can file an appeal using this procedure.

### Overview

NERC’s mission is to ensure that the bulk power system in North America is reliable, adequate, and secure.

The NERC Organization Certification Program provides a key means to fulfill NERC’s mission. In conducting this program, NERC has established documented procedures to ensure a fair and impartial appeals process. No one with a direct interest in a dispute may participate in the appeals process except as a party or witness. See figure 4 *Certification Appeals Process Overview* for further details.

### Organization Certification Appeals Procedure

#### 1. Appeal for an Organization Certification Finding.

Any entity can appeal an organization certification decision issued as a result of organization certification actions of the NERC Organization Certification Process.

This should be limited and not really imply that “any” entity can appeal.

#### 2. Requirements and Conditions for Appeals.

- a. For all appeals under the NERC Organization Certification Program, the appeals process begins when an entity notifies the NERC vice president and director of compliance, in writing, that it wishes to use the NERC appeals process.
  - The vice president and director of compliance is the main contact for all parties in all steps of the appeals process.
  - If an appeal is not filed within fourteen (14) days of the date that the certification report or finding is issued, or the final Regional Entity appeals process ruling is made, the finding shall be considered final and un-appealable.

**Southern Comment: The timeframe in Section V was 21 days, the same timeframe should be considered here.**

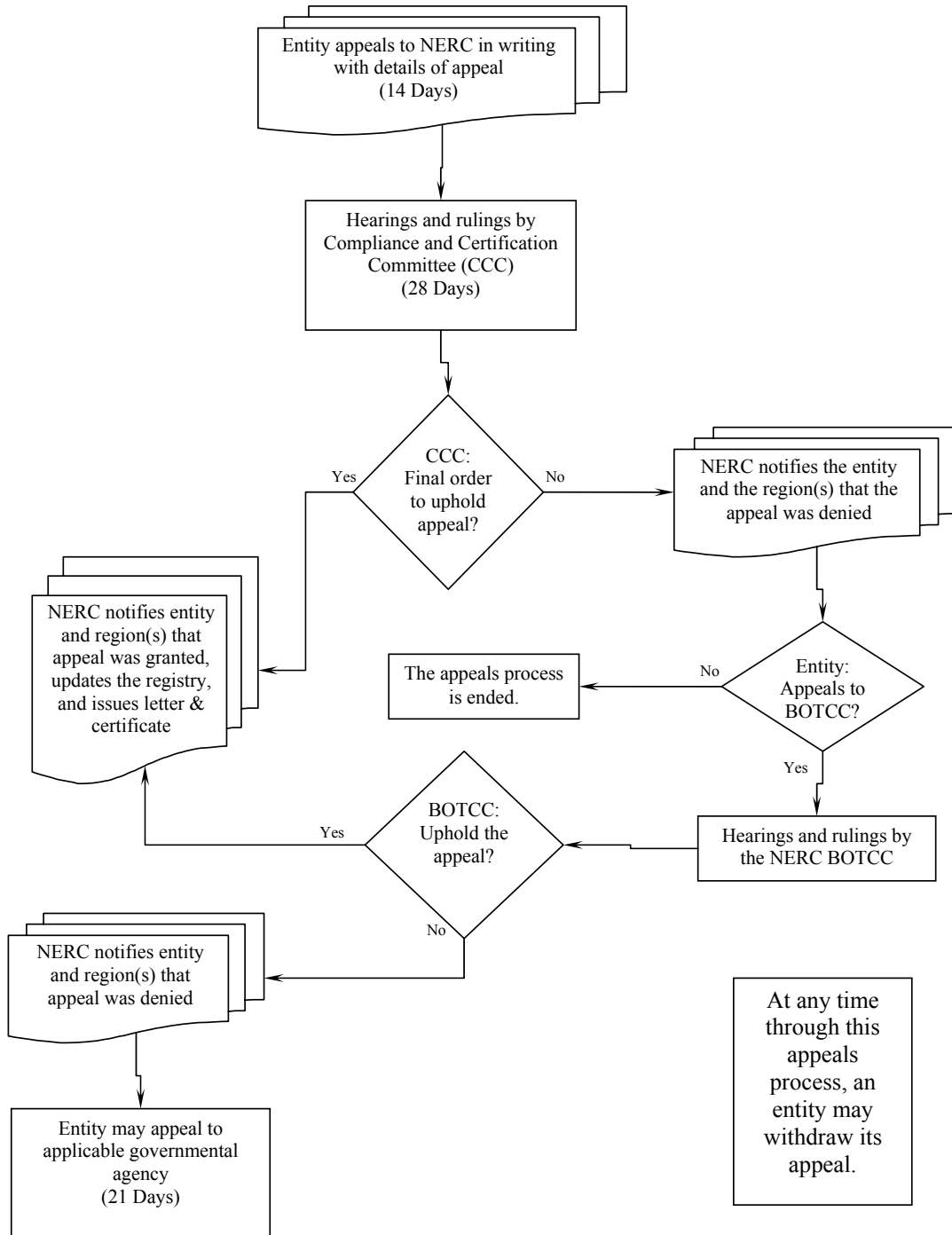
- b. Each party in the appeals process shall pay its own expenses for each step in the process.
- c. A stipulation of invoking the appeals process is that the Regional Entity or entity requesting the appeal agrees that neither NERC (its members, Board of Trustees, committees, subcommittees, and staff), any person assisting in the appeals process, nor any company employing a person assisting in the appeals process, shall be liable, and they shall be held harmless against the consequences of or any action or inaction of or

any agreement reached in resolution of the dispute or any failure to reach agreement as a result of the appeals proceeding. This “hold harmless” clause does not extend to matters constituting gross negligence, intentional misconduct, or a breach of confidentiality.

- d. Parties retain whatever rights they may have to seek further review of a decision in whatever regulatory agency or court may have jurisdiction.
3. At any time through this appeals process, an entity may withdraw its appeal.
  4. Hearing and Ruling by the Compliance and Certification Committee.
    - a. Within twenty-eight (28) days of receiving notice from the NERC vice president and director of compliance, the CCC will conduct a hearing where all the parties or representatives of the disputing parties will present the issue in question, all in accordance with established CCC procedures.
      - The hearing shall be closed to the public to protect confidential information.
      - CCC members who are interested parties or have an interest in the outcome shall not participate in the hearing.
    - b. The CCC may request additional data as needed.
    - c. The CCC will deliberate; take a vote on how to resolve the appeal, and issue a final order based on a majority vote, all according to established CCC procedures.
    - d. If the final order of the CCC is to uphold the appeal, NERC will:
      - Notify the entity and the region(s) that the appeal was granted.
      - Update the NCR.
      - Issue a certification letter and a certificate to the entity.
    - e. If the final order of the CCC does not uphold the appeal, NERC will notify the entity and the region(s) that the appeal was denied.
      - The entity may appeal to the NERC Board of Trustees Compliance Committee (BOTCC).
      - If the entity does not appeal to the NERC BOTCC, the appeals process is ended.
  5. Hearings and Ruling by the NERC Board of Trustees Compliance Committee (BOTCC).
    - a. The BOTCC will be asked to resolve a dispute related to the NERC Organization Certification Program if and only if any party contests the CCC final order.
    - b. The BOTCC may request more data as needed.
    - c. At the next regularly scheduled BOTCC meeting, or at a special meeting if the board determines it is necessary, the chairman of the CCC will present to the board a summary of the dispute and the actions taken in an attempt to resolve it.
      - Each party will then present their side of the dispute.
      - The BOTCC will then decide the dispute.
    - d. If the BOTCC upholds the appeal, NERC will:
      - Notify the entity and the region(s) that the appeal was granted.

- Update the NCR.
  - Issue a certification letter and a certificate to the entity.
- e. If the BOTCC does not uphold the appeal, NERC will notify the entity and the region(s) that the appeal was denied.
- The entity may appeal to FERC or the applicable Canadian Provincial regulator within 21 days of the issuance of the decision.
- f. A record of the appeals process shall be maintained and available upon request. Confidentiality of the record of the appeal will be based on the NERC Rules of Procedure section 1500. Entities may request information considered competitive or market sensitive information to be withheld.

**Figure 4: Certification Appeals Process Overview**



## Definitions

---

<b>Certification</b>	The process undertaken by NERC and a Regional Entity to verify that a new entity is capable of responsibilities for tasks associated with a particular function such as a Balancing Authority, Transmission Operator, and/or Reliability Coordinator.
<b>Compliance and Certification Manager</b>	The individual/individuals within the Regional Entity that is/are responsible for monitoring compliance of entities applicable NERC Reliability Standards.
<b>Days</b>	Days as used in the registration and certification processes are defined as calendar days.
<b>Footprint</b>	The geographical or electric area served by an entity.
<b>Functional Entity</b>	An entity responsible for a function that is required to ensure the reliable operation of the electric grid as identified in the NERC Reliability Standards.
<b>Mapping</b>	The process of determining whether a Regional Entity's footprint is being served by Registered Entities.
<b>NERC Identification Number (NERC ID)</b>	A number given to NERC Registered Entities that will be used to identify the entity for certain NERC activities. Note: corporate entities may have multiple NERC IDs to show different corporate involvement in NERC activities.
<b>Regional Entity</b>	NERC works with eight Regional Reliability Councils to improve the reliability of the bulk power system. The members of the regional councils come from all segments of the electric industry. These entities account for virtually all the electricity supplied in the United States, Canada, and a portion of Baja California Norte, Mexico. NERC delegates enforcement authority to these Regional Entities (FRCC, RFC, SPP, TRE, NPCC, MRO, SERC, & WECC).
<b>Registration</b>	Process undertaken by a Regional Entity to identify which entities are responsible for reliability functions within the Regional Entity's footprint.