Compliance and Certification Committee Charter

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November 19, 2020
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Electricity is a key component of the fabric of modern society and the Electric Reliability Organization (ERO) Enterprise serves to strengthen that fabric. The vision for the ERO Enterprise, which is comprised of the North American Electric Reliability Corporation (NERC) and the six Regional Entities (REs), is a highly reliable and secure North American bulk power system (BPS). Our mission is to assure the effective and efficient reduction of risks to the reliability and security of the grid.

Reliability | Resilience | Security
Because nearly 400 million citizens in North America are counting on us

The North American BPS is divided into six RE boundaries as shown in the map and corresponding table below. The multicolored area denotes overlap as some load-serving entities participate in one Region while associated Transmission Owners/Operators participate in another.

### Table

<table>
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<tr>
<th>Acronym</th>
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<tr>
<td>MRO</td>
<td>Midwest Reliability Organization</td>
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<td>NPCC</td>
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<td>RF</td>
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<td>Texas RE</td>
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<td>WECC</td>
<td>Western Electricity Coordinating Council</td>
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Purpose

As a North American Electric Reliability Corporation (NERC) Board of Trustees (Board)-appointed stakeholder Committee serving and reporting directly to the NERC Board, the Compliance and Certification Committee (Committee or CCC) will engage with, support, and advise the NERC Board and NERC regarding the NERC Compliance Monitoring and Enforcement Program (CMEP), Organization Registration program (Registration program), Organization Certification program (Certification program), and the Reliability Standards development program in accordance with the NERC Rules of Procedure (ROP).
Chapter 1: CCC Functions

To fulfill its mission, the CCC performs the following functions:

1. Organizes and conducts Committee meetings with NERC staff regarding all facets of the CMEP, Registration, and Certification programs;¹

2. Provides balanced discussion, comments and recommendations to the NERC Board and NERC staff on the following:
   a. Stakeholders’ perceptions² of the policies, practices, and effectiveness of the CMEP, Registration program, and Certification program;
   b. Revisions to the ROP related to the CMEP, Registration program, and Certification program to the NERC Board; and
   c. Compliance and Enforcement process or procedural issues.

3. Monitors NERC’s adherence to the ROP consistent with the following:³
   a. Sections 402 and 405 of the ROP for Compliance Monitoring and Enforcement, including but not limited to the uniform CMEP (Appendix 4C), the Sanction Guidelines (Appendix 4B), as well as the establishment of criteria for use in annual evaluations of the Regional Entity CMEP implementation⁴.
   b. Section 506 of the ROP for Organization Registration and Certification, including but not limited to the Organization Registration and Certification Manual (Appendix 5A).
   c. Section 300 of the ROP regarding the Reliability Standards development process except for appeals of substantive or procedural action or inaction associated with a Reliability Standard or the Reliability Standards process as defined in the appeals section of the Reliability Standards Development Procedure. Committee members who have participated in the development process for a Reliability Standard shall not participate in the Committee’s monitoring of that process.

4. Acts as the hearing body⁵ for any contest regarding findings of or penalties or sanctions for violation(s) of Reliability Standard(s) where NERC is the Compliance Enforcement Authority as described in Section 408 of the NERC ROP;

5. As directed by the NERC Board, serves as the mediator for any disagreements or disputes between NERC and the Regional Entities concerning NERC performance audits of Regional Entity’s compliance programs⁶. When directed by the NERC Board to serve as mediator, the Committee Chair will appoint three members of the Committee to meet with representatives of NERC and the Regional Entity to attempt to resolve the matter. The appointed members shall be disinterested parties, shall not be registered in the Regional Entity associated with the disagreement, or, shall not otherwise have any conflicts prohibiting the member from playing a role in the disagreement or dispute.

¹ Meetings are conducted under Chapter 4 of this Charter
² CCCPP: Program for Monitoring Stakeholder’s Perceptions
³ Monitoring by the CCC is ongoing and does not preclude, interfere with or replace, in whole or in part, the NERC Board’s responsibility to conduct and provide such reviews of these programs as required by Federal Energy Regulatory Commission (the Commission) regulations, 18 C.F.R. § 39.3.c: “The Electric Reliability Organization shall submit an assessment of its performance three years from the date of certification by the Commission, and every five years thereafter.”
⁴ CCCPP: Criteria for Annual Regional Entity Program Evaluation
⁵ CCCPP: NERC Compliance and Certification Committee Hearing Procedures
⁶ CCCPP: NERC Compliance and Certification Committee Mediation Procedures
6. At its discretion, participates as an observer participating with NERC Internal Audit, including but not limited to the Regional Entity audits conducted pursuant to Appendix 4A of the ROP; 

7. Actively monitor compliance with the NERC ROP as related to Reliability Standards development, directly and through support of the NERC Standards Committee; and, 

8. Undertakes assignments from the NERC Board or the NERC Board’s Compliance Committee related to CMEP, Organization Registration and Certification, and Reliability Standards development.
Chapter 2: Membership

Expertise
When selecting individuals to recommend for Committee membership, the Committee will seek to engage individuals who, in aggregate, provide the Committee with a level and breadth of expertise to achieve its goals and fulfill its scope and responsibilities while respecting other important factors such as industry sector, Region, interconnection, and country. Members with industry experience in compliance management, enforcement matters and legal, or auditing expertise is desired.

Representation
Membership is based on a hybrid model consisting of the following types of memberships:

- Industry Sector members;
- At-large members; and,
- Non-voting members.

Industry Sector Members
Two members will be nominated to fulfill each of the following membership sectors:

- Sector 1 - Investor-owned utility;
- Sector 2 - State/Municipal utility;
- Sector 3 - Cooperative Utility;
- Sector 4 - Federal or Provincial Utility/Power Marketing Administration;
- Sector 5 - Transmission-dependent Utility;
- Sector 6 - Merchant Electricity Generator;
- Sector 7 - Electricity Marketer;
- Sector 8 - Large End Use Electricity Customer;
- Sector 9 - Small End Use Electricity Customer;
- Sector 10 - ISO/RTO; and,
- Sector 12 - Government Representatives.

At-Large Members
At-large is a designation for individuals who are appointed to ensure that final configuration of the Committee best reflects the perspectives of the whole membership of the industry. At-large membership is intended to balance the needs of the Committee and to ensure performance of its responsibilities under the ROP. Those responsibilities require diverse perspectives representing Interconnections, regional views, country-specific views and expertise. To the extent practicable, the Committee will balance the following criteria to select at-large members:

1. Geographic diversity from all Interconnections and ERO Enterprise Regional Entities;
2. High-level understanding and perspective on reliability risks based on experience at an organization in a sector; and,
3. Experience and expertise from an organization in the sector relevant to the Committee purview.
Membership Selection

It is expected that CCC members will be from organizations that are NERC members, but it is not required.

Members are appointed to the CCC upon approval of the NERC Board and serve on the CCC at the pleasure of the NERC Board.

1. **Affiliates**
   A company, including its affiliates, may not have more than one member on the CCC. Any CCC member who is aware of a membership conflict of this nature is obligated to notify the CCC secretary within 10 business days. The CCC secretary will in turn report the conflict to the Committee Chair.

   Members impacted by such a conflict, such as through a merger of organizations, may confer among themselves to determine which member should resign from the CCC and notify the secretary and Chair; however, if they are within the same industry sector and cannot reach an amicable solution to determine who will remain, the Nominating Subcommittee will review the qualifications of each member and will determine which member shall continue to serve, subject to NERC Board approval.

2. **Nominating Subcommittee**
   The Nominating Subcommittee will consist of five members. To the extent practicable, the Nominating Subcommittee will be reflective of diversity of sectors and representation. Additional expectations are outlined in Section 4 of this Charter.

3. **Non-Voting Members**
   The Committee Chair, Nominating Subcommittee Chair or CCC secretary will coordinate with entities entitled to non-voting membership to identify representatives for the non-voting seats.

4. **International Representation**
   The Nominating Subcommittee, described below, will endeavor to attract and engage individuals with suitable qualifications and expertise in adequate numbers to satisfy Article VIII, Section 4 of the Bylaws. To the extent practicable, recognized Canadian organizations, such as the Canadian Electricity Association and Canada’s Energy and Utility Regulators, will be consulted for assistance in ensuring Canadian participation.

Member Expectations

Committee members are expected to represent the interests of their sector or a broad industry view to the best of their ability and judgment. In addition to the duties, rights, and privileges described elsewhere in this Charter, Committee members will:

1. Act consistently with the procedures in this Charter and Robert’s Rules of Order during meetings;
2. Adhere to NERC Antitrust Guidelines and Participant Conduct Policy;
3. Demonstrate and provide expertise in support of Committee activities;
4. Adjudicate in a fair and unbiased manner that meets applicable legal and due process requirements when participating in hearing procedures conducted under the NERC ROP Section 408;
5. Solicit comments and opinions from constituents and groups of constituents or trade organizations represented by the member and convey them to the Committee;
6. Respond promptly to all Committee requests, including requests for reviews, comments, and votes on issues before the Committee;
7. Arrange for a proxy to attend and vote at Committee meetings in the member’s absence; and,
8. Respond promptly to all requests to register for Committee meetings.
Term of Membership
All terms will have a standard length of three years effective by calendar year. To the extent practicable, member terms will be staggered such that approximately one-third of the Committee is subject to reappointment or replacement each year.

Terms shorter than three years may be required for several reasons:

- If two members are simultaneously selected to a sector that did not have any existing members, to stagger their terms, one member will be assigned a one-year term and the second member will be assigned a two-year term.
- If a member is selected to fill a vacant member position, the term will end when the term for that vacant position ends.

There is no limitation on the number of times a member may be reappointed.

Vacancies and Proxies

1. Created by the Member
   In the event a member can no longer serve on the Committee, that member will submit a written resignation to the Committee Chair or the secretary.

2. Requested by the Chair
   The Chair may request any Committee member who ceases to participate in the Committee or to fulfill the membership duties described in the Membership Expectations section of this Charter to submit a resignation or to request continuation of membership with an explanation of extenuating circumstances. If a written response is not received within 30 days of the Chair’s request, the lack of response will be considered a resignation.

3. Requested by the Board
   Committee members serve at the pleasure of the NERC Board. The NERC Board may initiate a request for a Committee member to resign.

4. Proxies
   Proxies can only be a person who is a member registered in the same sector or an officer, agent or representative of a member either registered in the same sector or representing a similar position as an at-large member.

   A proxy may attend and vote during a Committee meeting provided the member notifies the secretary of the proxy. Such notification will be in writing (electronic medium is acceptable). The proxy representatives and their affiliation should be named in the correspondence.

Conflict of Interest
No Committee member may have a conflict of interest that would impair his or her ability to fulfill obligations under this Charter. Any Committee member who knows of any form of membership conflict, such as working for an entity affiliated with that of another Committee member, is obligated to notify the Committee Chair within ten (10) business days of obtaining that knowledge.
Chapter 3: Nominating Subcommittee

Functions
In addition to the duties, rights, and privileges described elsewhere in this Charter, members of the Nominating Subcommittee will:

1. Prepare a slate of Committee officer candidates for submission to the NERC Board for appointment;
2. Prepare a slate of recommended individuals to fill designated Committee vacancies (sector or at-large) as required; and,
3. Manage, when required, the process to recommend the Committee Chair and/or Vice Chair.

Appointment of Nominating Subcommittee Members
The Nominating Subcommittee will consist of five members nominated by the Committee Chair and approved by the Committee. The Chair of the Nominating Subcommittee will be selected by the Committee Chair from among the five Nominating Subcommittee members annually. Members of the Nominating Subcommittee will serve concurrently with the term of the Committee Chair that selects the Nominating Subcommittee members.

Vacancies on the Nominating Subcommittee
The Committee Chair will nominate, and the full Committee will approve, a CCC member to fill a vacancy on the Nominating Subcommittee.

Appointment Process for CCC Members
Prospective members of the Committee may be identified via any means the Committee finds acceptable, including:

1. Solicited or unsolicited nomination by a recognized industry group or association;
2. General open solicitation by the Committee for nomination(s);
3. Self-nomination;
4. Recent list of nominations available to the Nominating Subcommittee that it deems to be valid;
5. Directed solicitation by the Committee to an individual or individuals; or,
6. Referral by the NERC Board or other NERC body or Committee.

The Nominating Subcommittee may give preference to candidates nominated by organizations generally considered by the industry as representative of a broad cross-section of the industry sector in question, such as an industry trade association.

The Nominating Subcommittee will convert any sector vacancy to an at-large position to fill that seat until the end of the term when there is no qualified sector candidate from a nomination pool.

The Nominating Subcommittee will present the recommended Committee membership slate to the full CCC and then to the NERC Board for appointment. The NERC Board may appoint the entire recommended Committee slate or individual members, as needed, to meet membership balance and to fill vacancies.

The Nominating Subcommittee process will be detailed in a supporting CCC Process and Procedure document (CCCPP).
Member Vacancies
The Committee Chair will refer any general membership vacancy to the Nominating Subcommittee. The Nominating Subcommittee may request the Secretary to prepare a new solicitation for nominations to fill the vacancy.
Chapter 4: Meetings

In the absence of specific provisions in this Charter, all Committee meetings will follow Roberts Rules of Order.

Quorum

1. Two-thirds Requirement
   The quorum necessary for transacting business at meetings of the Committee is two-thirds of the members currently on the Committee’s roster.

2. Lack of Quorum
   If a quorum is not present at the beginning of the meeting, the Committee may not take any actions requiring a vote by the Committee; however, the Chair may, with the consent of the majority of members present, elect to allow discussion of the agenda items.

Voting

Actions by members of the Committee will be the affirmative vote of two-thirds of the votes present at any meeting at which a quorum is present.

Voting may take place during regularly scheduled in-person meetings or may take place via electronic mail or conference call.

Open Meetings

NERC Committee meetings will be open to the public, except as noted below under Confidential Sessions. Meetings are conducted in person.

Confidential Sessions

At the discretion of the Committee Chair, a meeting or portion of a meeting may have attendance limited based on confidentiality of the information to be disclosed at the meeting. Such limitations should be applied sparingly and on a non-discriminatory basis. All hearings of compliance matters will be confidential sessions. Confidential Information will only be disclosed as provided by Section 1500 of the NERC ROP. Confidentiality agreements may also be applied, as necessary, to protect Confidential Information.

Majority and Minority Views

All members of the Committee will be given the opportunity to provide alternative views on an issue. The results of Committee actions, including recorded minutes, will reflect the majority as well as any minority views of the Committee members. The Chair will communicate both the majority and any minority views in presenting results to the NERC Board.

Action without a Meeting

Any action required or permitted to be taken at a regular meeting may be taken without a meeting at the request of the Chair.

Such action without a meeting will be performed by mail or electronic ballot (e.g., telephone, email, or Internet) and will be recorded in the minutes as a roll call ballot. The secretary will announce the action required at least seven days before the date on which voting commences.
Chapter 4: Meetings

As time permits, members should be allowed a window of 10 business days to vote. The secretary will document the results of such an action within 10 business days of the close of the voting period. Such action must meet the regular meeting quorum and voting requirements above.

Approval of such action requires an affirmative vote by two-thirds of the Committee members eligible to vote. This vote will be recorded in the minutes of the next regularly scheduled meeting as a roll call ballot.
Chapter 5: Officers and Executive Committee

Officers
The Committee will have one secretary and two officers – one Chair and one Vice Chair.

Officers shall be selected as follows:

The CCC Nominating Subcommittee will recommend a Chair and a Vice Chair from among the members for a vote by the Committee at a meeting as required. The term of the Chair and the Vice Chair will begin on January 1.

The incumbent Chair and Vice Chair shall not vote on the selection of the incoming Chair and Vice Chair. The Chair and Vice Chair shall not be representatives of the same sector. As the Chair and Vice Chair shall continue to act as representative of the sectors, the administrative roles and responsibilities of the Committee shall be performed independently of the sectors they represent. Appointment of the Chair and Vice Chair shall be subject to approval of the NERC Board.

The Committee Chair and Vice Chair are voting members of the Committee.

Secretary
A member of the NERC staff will serve as the secretary of the Committee. The secretary will do the following:

- Manage the day-to-day operations and business of the Committee;
- Facilitate effective administration of Committee procedures;
- Prepare and distribute the notices of the Committee meetings, prepare the meeting agenda, and prepare and distribute the minutes of the Committee meetings; and,
- Act as the Committee’s parliamentarian.

Chair
The Chair will direct and provide general supervision of Committee activities, including the following:

- Coordinate the schedule of all Committee meetings, including approval of meeting duration and location;
- Develop Committee agendas and rule on any deviation, addition, or deletion from a published agenda;
- Preside at and manage Committee meetings, including the nature and length of discussion, recognition of speakers and proxies, motions, and voting;
- Lead or direct the conduct of any hearings and the preparation of any adjudicatory documents by the Committee under Section 408 of the NERC ROP;
- Ensure actions and undertakings by the Committee under the NERC ROP Section 408 meet all applicable legal and due process requirements;
- Act as spokesperson for the Committee at forums inside and outside of NERC; and
- Attend meetings of the NERC Board when necessary to report to the NERC Board on Committee activities.

Vice Chair
The Vice Chair will assume the responsibilities of the Chair under the following conditions:

- At the discretion of the Chair (for brief periods of time);
• When the Chair is absent or temporarily unable to perform the Chair’s duties; or,
• When the Chair is permanently unavailable or unable to perform the Chair’s duties. In the case of a permanent change, the Vice Chair will continue to serve until a new Chair is nominated and appointed by the NERC Board.

**Executive Committee**
The CCC shall have an Executive Committee of at least four members as follows:

• Chair;
• Vice Chair;
• Past Chair;
• Chair and Vice Chair of all subcommittees under the purview of the full Committee; and,
• Additional members as deemed necessary by the Committee Chair.

The Executive Committee is authorized to act on the Committee’s behalf between regular meetings on matters where urgent actions are crucial and full Committee discussions are not practical.

Ultimate Committee responsibility resides with its full membership whose decisions cannot be overturned by the Executive Committee, and which retains the authority to ratify, modify, or annul Executive Committee actions.

**NERC Staff**
NERC will designate an executive sponsor and a secretary who will not be members of the Committee or vote on Committee business. The executive sponsor and the secretary shall be recused from participating in any Committee activity that involves monitoring of NERC’s adherence to ROP or any activity that they oversee. If the secretary has been recused from participating in a Committee activity, the Chair shall appoint another member of the Committee as acting secretary for any meetings or other activities from which the secretary is recused.

**Observers**
At the Chair’s discretion, observers may participate in public, non-confidential meetings of the full Committee and subcommittees; however, they cannot vote.

To the extent practicable, observers will be noted in meeting minutes. However, observers are required to comply with applicable Member Expectations in NERC Committees.
Chapter 6: Subordinate Groups

Committee Organization
The CCC organizational structure will be arranged as allowed in the NERC Bylaws to support a superior-subordinate hierarchy that is ordered as follows: a committee, a subcommittee, a working group, and a task force, with a committee being primary and a task force being quaternary.

The Committee may establish subcommittees, working groups, and task forces as necessary. The Committee Chair may also form any of these subordinate groups on behalf of the Committee. The Committee will be the responsible sponsor of all subordinate subcommittees, working groups, or task forces it may create, or that its subordinate subcommittees and working groups may create. The Committee will keep the NERC Board informed of all groups subordinate to the Committee.

Officers of the subordinate groups will be appointed by the Chair of the CCC.

Subcommittees, working groups, and taskforces will conduct business in a manner consistent with all applicable sections of this manual and Robert’s Rules of Order.

Subcommittees
The Committee may establish subcommittees to which the CCC may delegate some of CCC’s functions. The CCC will approve the scope of each subcommittee it forms. The Committee Chair will appoint the subcommittee officers (typically a Chair and a Vice Chair) for a specific term (generally two years). There is no limit to the number of terms that can be served by appointed subcommittee leadership. The subcommittee will work within its assigned scope and be accountable for the responsibilities assigned to it by the Committee. The formation of a subcommittee, due to the permanency of the subcommittee, will be approved by the NERC Board.

Working Groups
The Committee may delegate specific continuing functions to a working group. The CCC will approve the scope of each working group that it forms. The Committee Chair or delegates will appoint the working group officers (typically a Chair and a Vice Chair) for a specific term (generally two years). The CCC will conduct a “sunset” review of each working group every year. The working group will be accountable for the responsibilities assigned to it by the CCC or subcommittee and will work within its assigned scope. The CCC should consider promoting to a subcommittee any working group that is required to work longer than one term.

Task Forces
The Committee may assign specific work to a task force. The CCC will approve the scope of each task force it forms. The Chair of the CCC will appoint the task force officers (typically a Chair and a Vice Chair). Each task force will have a finite duration, normally less than one year. The CCC will review the task force scope at the end of the expected duration and at each subsequent meeting of the CCC until the task force is retired. Action of the CCC is required to continue the task force past its defined duration. The CCC should consider promoting to a working group any task force that is required to work longer than one year.

Subordinate Group Membership and Representation
The membership of each subcommittee, working group, and task force should be established to address the need for expertise and balance of interests. Each group’s membership requirements will be defined within the group’s approved scope.

As a general guide, the broader the group’s scope, the more emphasis there should be on balancing of interests. Therefore, subcommittees would be expected to have the broadest representation of appropriate industry sectors,
while a task force may be more focused on simply having the necessary expertise, and a working group may be somewhere between.

To the extent subordinate group membership is of a representative nature, recommendations for staffing of the group should be provided in a manner consistent with the principles outlined in the staffing of a Committee, including the use of an open nominations process. Canadian representatives should be recommended by the Canadian Electricity Association.

Preference may also be given to representatives recommended by broadly-based industry associations.

To the extent that subordinate group membership is based on providing requisite expertise, the Chair of the Committee may appoint members based on the relevant technical qualifications.

Rosters will be maintained for all members, both full Committee members and appointed members, for the subcommittees only as these subordinate groups are Board approved.

**Procedures**

Subcommittees, working groups, and taskforces will conduct business in a manner consistent with all applicable sections of this Charter, the subordinate group's scope, Robert's Rules of Order, and Participant Conduct Policy.

CCC documents relating to the topics in the NERC ROP will require NERC Board approval.
Chapter 7: Hearings

General
The CCC will conduct hearings, as necessary, to fulfill its function of serving as the hearing body for any contest between NERC and a Regional Entity regarding NERC findings, penalties, or sanctions for violation(s) of Reliability Standard(s) by the Regional Entity as described in Section 408 of the NERC ROP.

Hearing Procedure
Unless specifically identified otherwise elsewhere in this Charter, the Committee’s hearing procedure shall follow the hearing procedure mandated and approved by jurisdictional authorities for use by NERC and the Regional Entities in the CMEP.

Hearing Panel
The Committee shall not have a standing hearing panel. When a hearing is to be conducted, the Committee shall select five members to serve as the adjudicatory panel for that hearing. Members serving on the panel shall be selected by vote of a valid quorum of the Committee. Voting members of the Committee at arm’s length from parties to the hearing may be nominated or volunteer to stand for selection to the hearing panel. One or more alternates may also be selected, as the Committee deems appropriate for the circumstances. A member may serve on more than one panel concurrently. A panel is disbanded upon conclusion of the hearing proceedings for which it was formed.
Chapter 8: Meeting Procedures

Voting Procedures for Motions

- The default procedure is a voice vote.
- If the Chair believes the voice vote is not conclusive, the Chair may call for a show of hands.
- The Chair will not specifically ask those who are abstaining to identify themselves when voting by voice or a show of hands.
- The Committee may conduct a roll-call vote in those situations that need a record of each member’s vote.
- The Committee must approve conducting a roll call vote for the motion.
- The secretary will call each member’s name.
- Members answer “yes,” or “no,” but may answer “present” if they wish to abstain from voting.

Minutes

- Meeting minutes are a record of what the Committee did, not what its members said.
- Minutes should list discussion points where appropriate but should usually not attribute comments to individuals. It is acceptable to cite the Chair’s directions, summaries, and assignments.
- Do not list the person who seconds a motion.
- Do not record (or even ask for) abstentions.
- All Committee members are afforded the opportunity to provide alternative views on an issue. The meeting minutes will provide an exhibit to record minority positions. The Chair shall report both the majority and any minority positions in presenting results to the NERC Board.
## CCC Membership Structure

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<th>Primary Sector</th>
<th>Sub-Sector</th>
<th>Number of Members</th>
<th>Full Voting</th>
<th>Non-Voting</th>
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<tbody>
<tr>
<td>1. Investor-owned Utility</td>
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<td>2. State/Municipal Utility</td>
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<td>3. Cooperative Utility</td>
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<td>4. Federal or Provincial Utility/Power Marketing Administration</td>
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<td>5. Transmission-dependent Utility</td>
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<td>6. Merchant Electricity Generator</td>
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<td>7. Electricity Marketer</td>
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<td>8. Large End Use Electricity Customer</td>
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<td>10. Independent System Operator (ISO)/Regional Transmission Organization (RTO)</td>
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<td>12. Government Representatives</td>
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