

## A. Introduction

1. **Title:** Reliability Coordination — Staffing
2. **Number:** PER-004-1
3. **Purpose:**  
Reliability Coordinators must have sufficient, competent staff to perform the Reliability Coordinator functions.
4. **Applicability**
  - 4.1. Reliability Coordinators.
5. **Effective Date:** January 1, 2007

## B. Requirements

- R1. Each Reliability Coordinator shall be staffed with adequately trained and NERC-certified Reliability Coordinator operators, 24 hours per day, seven days per week.
- R2. All Reliability Coordinator operating personnel shall each complete a minimum of five days per year of training and drills using realistic simulations of system emergencies, in addition to other training required to maintain qualified operating personnel.
- R3. Reliability Coordinator operating personnel shall have a comprehensive understanding of the Reliability Coordinator Area and interactions with neighboring Reliability Coordinator Areas.
- R4. Reliability Coordinator operating personnel shall have an extensive understanding of the Balancing Authorities, Transmission Operators, and Generation Operators within the Reliability Coordinator Area, including the operating staff, operating practices and procedures, restoration priorities and objectives, outage plans, equipment capabilities, and operational restrictions.
- R5. Reliability Coordinator operating personnel shall place particular attention on SOLs and IROLs and inter-tie facility limits. The Reliability Coordinator shall ensure protocols are in place to allow Reliability Coordinator operating personnel to have the best available information at all times.

## C. Measures

- M1. The Reliability Coordinator shall have and provide upon request training records that confirm that each of its operating personnel has completed a minimum of five days per year of training and drills using realistic simulations of system emergencies, in addition to other training required to maintain qualified operating personnel, as specified in Requirement 2.
- M2. Each Reliability Coordinator shall have and provide upon request evidence that could include but is not limited to, a documented training program and individual training records for each of its operating personnel or other equivalent evidence that will be used to confirm that it meets Requirements 3 and 4.

## D. Compliance

1. **Compliance Monitoring Process**

**1.1. Compliance Monitoring Responsibility**

Regional Reliability Organizations shall be responsible for compliance monitoring.

**1.2. Compliance Monitoring and Reset Time Frame**

One or more of the following methods will be used to assess compliance:

- Self-certification (Conducted annually with submission according to schedule.)
- Spot Check Audits (Conducted anytime with up to 30 days notice given to prepare.)
- Periodic Audit (Conducted once every three years according to schedule.)
- Triggered Investigations (Notification of an investigation must be made within 60 days of an event or complaint of noncompliance. The entity will have up to 30 days to prepare for the investigation. An entity may request an extension of the preparation period and the extension will be considered by the Compliance Monitor on a case-by-case basis.)

The Performance-Reset Period shall be 12 months from the last finding of non-compliance.

**1.3. Data Retention**

Each Reliability Coordinator shall keep evidence of compliance for the previous two calendar years plus the current year.

If an entity is found non-compliant the entity shall keep information related to the noncompliance until found compliant or for two years plus the current year, whichever is longer.

Evidence used as part of a triggered investigation shall be retained by the entity being investigated for one year from the date that the investigation is closed, as determined by the Compliance Monitor,

The Compliance Monitor shall keep the last periodic audit report and all requested and submitted subsequent compliance records.

**1.4. Additional Compliance Information**

None.

**2. Levels of Non-Compliance for a Reliability Coordinator**

**2.1. Level 1:** Not applicable.

**2.2. Level 2:** Not applicable.

**2.3. Level 3:** Not applicable.

**2.4. Level 4:** There shall be a separate Level 4 non-compliance, for every one of the following requirements that is in violation:

- 2.4.1** One or more of its shift operating personnel did not complete a minimum of five days per year of training and drills using realistic simulations of system emergencies in the past year. (R2)
- 2.4.2** No evidence operating personnel have a comprehensive understanding of the Reliability Coordinator Area and interactions with neighboring Reliability Coordinator Areas. (R3)
- 2.4.3** No evidence operating personnel have an extensive understanding of the Balancing Authorities, Transmission Operators, and Generation Operators within the Reliability Coordinator Area. (R4)

**E. Regional Differences**

- 1. None identified.

**Version History**

<b>Version</b>	<b>Date</b>	<b>Action</b>	<b>Change Tracking</b>
0	April 1, 2005	Effective Date	New
0	August 8, 2005	Removed “Proposed” from Effective Date	Errata
1	November 1, 2006	Adopted by Board of Trustees	Revised