

## Announcement

### Leveraging the Grid's Human Vulnerabilities to Improve Reliability at the Human Performance Conference

March 26, 2019

**ATLANTA** – The technicians and engineers who build, maintain and operate the grid are at the heart of the eighth annual Human Performance Conference: [Improving Human Performance on the Grid](#), which focuses on improving performance at the organizational, process and individual levels. They are highly trained and educated. They are also human — and fallible.

This year's keynote address, "Doing Ordinary Things at Extraordinary Times" will be given by Joseph W. Pfeifer, former chief of Counterterrorism and Emergency Preparedness for the New York City Fire Department (FDNY). During his career, Pfeifer commanded some of the largest disasters in New York City's history and played a major command role during 9/11 and Hurricane Sandy.

This conference — a collaboration between NERC, the North American Transmission Forum (NATF) and the Department of Energy (DOE) — provides the space for industry to come together, leverage their commonality and vulnerability and learn how to achieve a culture of high reliability on the bulk power system.

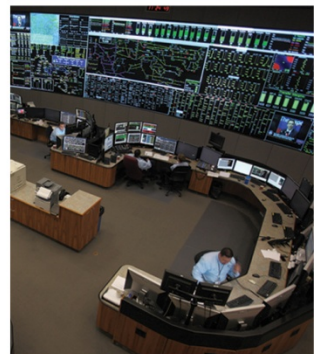
Reinforcing the collaborative nature of the conference, NERC and NATF signed an updated memorandum of understanding (MOU) designed to leverage respective strengths to identify existing and emerging risks, prioritize actions and implement mitigation strategies to assure the continued reliability of the bulk power system.

Jim Robb, president and CEO at NERC, welcomed conference participants, highlighting the collective approach within the ERO Enterprise to work as one effective, efficient, collaborative and synchronous machine.

The three-day conference features an array of speakers and presenters that include industry leaders, academia, government, vendors and manufacturers all using the

**CONTACT:**  
[Kimberly.Mielcarek@nerc.net](mailto:Kimberly.Mielcarek@nerc.net)

3353 Peachtree Road NE  
Suite 600, North Tower  
Atlanta, GA 30326  
404-446-2560 | [www.nerc.com](http://www.nerc.com)



science and art of human performance to enhance and improve human behavior.

“The wealth of knowledge and expertise in this room is incredible,” said James Merlo, vice president and director of Reliability Risk Management at NERC. “It reaffirms that industry recognizes the importance of sharing and collaborating and honoring the people who have their hands on the controls.”

In addition to the conference, participants are able to choose from a variety of training workshops, including a NERC Cause Analysis training, an Advanced Cause Analysis session, a Stand Your Ground: How Strong Character Improves Safety and Reliability session, a Brain Science Behind Human Performance and Organizational Culture session, a Risk Modeling session, a Learning Activities for Human Performance session and more.

The grid is a complex and high-risk machine, and the ERO Enterprise recognizes the crucial role that human performance plays in reliability. NERC is committed to continuous learning and improvement of bulk power system reliability.

Presentations from the conference will be posted on the NERC website in April. Previous conference presentations can be found [here](#).

###

*The vision for the Electric Reliability Organization (ERO) Enterprise, which is comprised of the North American Electric Reliability Corporation (NERC) and the seven 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.*