

# Hardship Request Form

## Personnel Certification Hardship Request

### Hardship Clause (NERC Rules of Procedure)

Hardship is when unforeseen events and extenuating circumstances occur that place excessive burden on a system operator to earn or maintain a credential. To initiate the hardship clause process, the system operator must submit a written request containing a thorough explanation of the circumstance and supporting information to the NERC Personnel Certification and Credential Maintenance (PC&CM) manager.

Following the Personnel Certification and Governance Committee's (PCGC) process, the PC&CM manager will provide the hardship request to the PCGC's Hardship and Dispute Resolution Task Force (HDRTF) for review. The HDRTF makes the determination on approval or rejection of the request.

**Send the completed Hardship Request form and your current transcript in an Excel spreadsheet to:**

[SOCCED Help Center](#) – Attention: Manager Personnel Certification and Credential Maintenance

### Additional Information

A system operator who does not accumulate the required CEHs within the three-year period will have their credential suspended. See Deficits of CEHs for Credential Holders of the [System Operator Certification Program Manual](#) page 7 *"The system operator with a suspended credential will have up to 12 months to acquire the necessary CEHs. The original anniversary date (three years after the previous expiration date) does not change."*

**Personal Information**

Date \_\_\_\_\_

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Email Address \_\_\_\_\_

Registered Entity \_\_\_\_\_

Position \_\_\_\_\_

Is this a real-time operations position? Yes      No

Does PER-003-2, Operating Personnel Credential, apply to this position? Yes      No

Regional Entity

**Credential Information**

Certificate Number \_\_\_\_\_

Effective Date \_\_\_\_\_

Renewed On \_\_\_\_\_

Expiration Date \_\_\_\_\_

Number of CEH Operating Topics Needed \_\_\_\_\_

Status

Hardship Request Reason

**PCGC Use Only:**

Hardship Request      Approved      Denied

Explanation

## Revision History

<b>Hardship Request Form Revision History</b>		
<b>Date</b>	<b>Page</b>	<b>Description</b>
July 23, 2023	Page 1	Changed where to send the Hardship Request form and transcript to.
October 7, 2021	1, para. 2	Added language clarifying the review process.
September 16, 2020	All	Approved by the Personnel Certification and Credential Maintenance Manager. Posted to NERC.com