Entity Registration: CFRs
End User Guide: Registered Entities

December 12th, 2017
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1 Overview

1.1 Entity Registration Overview

The North American Electric Reliability Corporation (NERC) is a not-for-profit international regulatory authority whose mission is to ensure the reliability of the bulk power system (BPS) in North America. NERC develops and enforces Reliability Standards; annually assesses seasonal and long-term reliability; monitors the BPS through system awareness; and educates, trains, and certifies industry personnel.

The objective of the Entity Registration Application is to take the core registration functions currently distributed across multiple systems and move those functions to a single, consolidated registration system. Doing so will allow for an expansion of current functionality, more control over the future of the application, and ultimate reduction in costs through the long-term transfer of the remaining functions provided by those three systems into a single, purpose-built system.

Phase one of the Entity Registration Application will deal with the implementation of Coordinated Functional Registrations (CFRs). This new application will address the registration, tracking, and management of CFRs, as well as facilitate deeper communication between NERC, regional entities, and registered entities alike.

1.2 CFR Overview

A Coordinated Functional Registration (CFR) is an arrangement between multiple entities to clearly identify compliance responsibilities. The CFR submission must include a written agreement that governs itself and clearly specifies the entities' respective compliance responsibilities for requirements or requirement parts for selected Reliability Standards, all pertaining to a specific function. This tool allows for seamless maintenance when a CFR is created and modified, and is designed for easy use and flexibility over prior practices.

Please note that NERC or the Regional Entity may request clarification of any CFR submitted to them in reference to compliance responsibilities and may request such additional information as NERC or the Regional Entity deems appropriate.

This application also encompasses the concept of a continuous CFR with revisions that regions can accept.

1.2.1 CFR States

- Overall, a CFR can either be Registered, Not-Registered or Terminated. (The default state is Not-Registered)
- Responsibility Sets can be in 5 different states: Draft, Pending, Returned, Accepted, Rejected. (The default state is Draft)
1.2.2 CFR Status Flow Diagram

1.2.3 CFR Actors

- Registered Entities can have two roles:
  - Lead registered entity, a.k.a. the CFR Point of Contact
  - Participant registered entity
- Regional Entities
- NERC

1.3 How It Fits into the Current Business Process

This tool will take the place of the current manual spreadsheet-based process currently being used by NERC and the Regions.
2 Getting Started

2.1 Setup and Configuration
This application supports all modern browsers; the latest versions of Chrome, Internet Explorer 11 or later, and Firefox.

2.2 Prerequisites for Using the System
A web browser and an internet connection is needed to run the Entity Registration application. Also make sure you have Excel or similar application for opening spreadsheets installed on your computer.

2.3 Register for a New Account
If you do not have an account in the NERC ERO Portal yet, you must first register for a new account at https://eroportal.nerc.net

1. Click on the REGISTER button in the upper right hand corner

   Welcome to the ERO Portal
   The ERO Portal allows new users to register for an account and perform the following functions upon completion:

   SELF SERVICE ACCOUNT
   Change Password, Update Security Questions

   VIEW MAILING LISTS & RESOURCES
   Access to Datastores and Applications

   REQUEST ACCESS
   Get Access to Resources & Mailing Lists

2. Fill out the form below. Please use your email and contact information that is associated with the Registered Entity you represent.
3. Once you are done click **REGISTER** and return to **HOME SCREEN** in order to sign in

### 2.4 Login to Your Account

1. Click the button to **SIGN IN** in the upper right hand corner
2. Input your account information. Click **SIGN IN**. Now you can see your name and the entity you are associated with in the upper right hand corner

3. Click on the **MY RESOURCES** tab and select **REQUEST ACCESS** in order to place a request for the Entity Registration CFR Application. Search for “Entity Registration CFR” and place a request. Once a NERC administrator approves your request please continue to next step

4. Under the **MY RESOURCES** tab click on **ENTITY REGISTRATION - CFR**. From here on you will be in the Entity Registration CFR part of the application
3 Registered Entity Tutorials

3.1 Actions Available on a CFR

There are different actions that can be taken on a CFR depending upon its status and state and whether or not the logged in user is the CFR POC (Point of Contact).

Any user that is associated with a Registered Entity that is only a participant in a CFR will have **VIEW ONLY** access. Otherwise, if the logged in user is the CFR POC the following options will be available:

<table>
<thead>
<tr>
<th>User Role</th>
<th>State</th>
<th>Status</th>
<th>Available Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>POC</td>
<td>Not Registered</td>
<td>Draft</td>
<td>Edit Draft, Delete Draft, Transfer POC</td>
</tr>
<tr>
<td>POC</td>
<td>Not Registered</td>
<td>Pending</td>
<td>No actions available, view only since Region is reviewing it</td>
</tr>
<tr>
<td>POC</td>
<td>Not Registered</td>
<td>Returned</td>
<td>Edit Draft, Delete Draft, Transfer POC</td>
</tr>
<tr>
<td>POC</td>
<td>Registered</td>
<td>Accepted</td>
<td>Update CFR, Terminate CFR, Transfer POC, Update Entity Contacts</td>
</tr>
<tr>
<td>POC</td>
<td>Not Registered, Registered</td>
<td>Rejected</td>
<td>No actions available, view only</td>
</tr>
<tr>
<td>POC</td>
<td>Registered</td>
<td>Terminated</td>
<td>No actions available, view only</td>
</tr>
<tr>
<td>Participant</td>
<td>Not Registered, Registered</td>
<td>Draft</td>
<td>No actions available, view only</td>
</tr>
<tr>
<td>Participant</td>
<td>Not Registered, Registered</td>
<td>Pending</td>
<td>No actions available, view only</td>
</tr>
</tbody>
</table>
### Participant Status

<table>
<thead>
<tr>
<th>Participant</th>
<th>Not Registered, Registered</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Returned</td>
<td></td>
<td>No actions available, view only</td>
</tr>
<tr>
<td></td>
<td>Accepted</td>
<td></td>
<td>No actions available, view only</td>
</tr>
<tr>
<td></td>
<td>Rejected</td>
<td></td>
<td>No actions available, view only</td>
</tr>
<tr>
<td></td>
<td>Terminated</td>
<td></td>
<td>No actions available, view only</td>
</tr>
</tbody>
</table>

### 3.2 Footer Buttons

Throughout the CFR process there will be multiple buttons located at the bottom of screen. Below is an explanation of how you can interact with each one.

#### 3.2.1 Next

The Next button will always **automatically save** your progress while creating or updating a CFR. Click it to continue to the next step in the process.

#### 3.2.2 Previous

The Previous button will not save any selections you have made on the screen, so make sure you hit that Save Draft button if you need your selections saved. Click it to continue to the previous step in the process.

#### 3.2.3 Cancel

The Cancel button will not save any selections on the screen and will return you to the CFR Landing Page.

#### 3.2.4 Save Draft

The Save Draft will save any selections you have made on the screen so you can return to your work at a later time.

#### 3.2.5 View Matrix

The View Matrix button will open a new tab with the current CFR Matrix for all the information you have selected.

### 3.3 Create a New CFR

There are **7 steps** in creating a CFR. Please follow the instructions below.

In order to create a new CFR between you and other Registered Entities, you can click the **CREATE A CFR** button on the top right hand side.
3.3.1 Step One: Basic Information

Step One in the process is to assign the CFR a FUNCTION and an EFFECTIVE DATE. Please note the function you select will affect the standards and requirements available. The Effective Date on the CFR can be any date in the past, present or future.

3.3.2 Step Two: Basic Information

In Step #2 you will notice the Lead Entity of the CFR is already set to the Registered Entity you are associated with.

Click the ADD ENTITY button to begin by selecting all entities that will be participating in your CFR. Next select the PROPOSED REGIONAL CFR ADMINISTRATOR; this field will give the selected region access to Accept, Reject or Send Back your CFR.

Note: Don’t worry if you select the wrong region, the region can re-assign this field to the correct one.
3.3.3 Step Three: Entity Contacts

On Step #3 you can designate primary contacts for the entities participating in the CFR.

If you do not see the contact you are looking for, please reach out to your region to make sure they are added to the system. You can always come back to this step to select them at a later point in time.

3.3.4 Step Four: Choose Applicable Requirements

In Step #4 you can select the requirements that apply to your CFR. Note these standards and requirements have been filtered out to only those that are relevant to the function you selected in the first step and they do not include inactive or expired requirements.

The page is laid out in a tree structure in a Standard Family, Standard, Requirement, and Sub-Requirements hierarchy.

There also is a ‘Select All’ functionality at the Standard Family and Standard level to help you be more efficient in your selections.

*Note: You must choose at least 1 requirement to continue on to the next step*
3.3.5 Step Five: Set Responsibilities

After choosing all applicable requirements, continue onto Step #5. This step allows you to set responsibilities for each entity on the requirement level.

On the left hand side, you can select from the standards you selected on the previous page. Upon selecting a standard, the requirements for that specific standard will show to the right of it.

You can hover over the info icon of the Standard to see it’s description text
You can also click the info icon next the requirement to see modal with the description and any sub-requirements related to the requirement.

The table is shown in a matrix format. The column headers are all the entities in the CFR and the first row indicates the requirement for that standard. The Lead Entity is always the first entity in the table. You may select 1 of 5 possible values for the responsibility.

**PARTIAL:** This indicates that there is a division of compliance responsibilities for a requirement between two or more entities (Lead and Signatory(ies)). In general, this requires that additional details or language must be provided to explain the actual delineation of responsibility between the Lead and Signatory Entities. Notes **MUST** be provided to specify what this partial responsibility is.

**FULL:** This indicates that the identified entity is taking full responsibility for the requirement for all signatory entities that are party to the CFR agreement. All other entities should have the responsibility of **NONE**.

**NORMAL:** This indicates the identified entity (the lead or any of the signatories) has not transferred any responsibility for the requirement; they remain completely responsible for the requirement in its entirety, bounded by the scope of their existing functional registration.

**N/A:** This indicates that the requirement, while accounted for in the CFR agreement, does not explicitly apply to the identified entity.

**NONE:** This indicates that the identified entity has NO responsibility for the requirement under this CFR Agreement. Another entity must take on the FULL responsibility then.

Data Entry Accelerator: ROLL DOWN
The top row of the table has the option to “Roll Down” your choices. This will auto-select that value for all drop downs in that column

- For a given requirement, if PARTIAL is selected for the first entity (column), then all entities in that row will populate to PARTIAL
- For a given requirement, if FULL is selected for any entity in the row, then all other entities will populate to NONE

After choosing an option for each dropdown under a standard a green check will appear in the left side panel for that standard to indicate it is complete

Create CFR: Set Responsibilities

<table>
<thead>
<tr>
<th>ROLL DOWN</th>
<th>CO - NCR00024</th>
<th>- NCR01247</th>
<th>PARTNERS - NCR10195</th>
<th>POWER LLC - NCR10215</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roll Down</td>
<td>Full</td>
<td>Choose One</td>
<td>Choose One</td>
<td>Choose One</td>
</tr>
<tr>
<td>R10.</td>
<td>Full</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>R11.</td>
<td>Full</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>R12.</td>
<td>Full</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

Click on the ADD NOTES button to enter further explanation for all requirements under the selected standard. You can also use the COPY DOWN feature to copy text from the first text box to all text boxes below it.
3.3.6 Step Six: Upload Documents

After setting responsibilities, you can upload documents in Step #6. NERC recommends you upload the written CFR agreement and any signatures or files pertinent to the CFR.

There is a maximum file size of 200 MB. If you upload a file by mistake you can always click the arrow in the table row to delete it.

*Note: All uploaded documents will be at a global level throughout all revisions for that CFR*

3.3.7 Step Seven: CFR Submission

The last step in Creating a CFR, Step #7; the CFR Submission page.

You must enter a comment in the text box before submitting a CFR for review. This comment will be seen by the region reviewing your CFR.

3.4 Viewing a CFR

In order to view a CFR, navigate to the CFR Landing Page. Click on the label in the CFR column that is highlighted and underlined in blue.
The CFR Details page is accessible for all Registered Entities participating in a CFR and for the CFR POC (Point of Contact)
On this page you can also View the CFR Matrix, Download the CFR Matrix to Excel, View the Registered Entity Contact Information, or return to the CFR Landing Page.

3.5 View the In-Browser CFR Matrix
Click on the VIEW CFR MATRIX either from the CFR Details page or while creating or updating a CFR.

3.6 Update a CFR
If a CFR that has already been Registered needs to be updated, select the UPDATE CFR option in the dropdown for the given CFR.
Updating a CFR is a very similar process to Creating a CFR. While updating a CFR each step will pre-populate selections from the previous CFR version.

### 3.6.1 Step One: Basic Information

You cannot change the **FUNCTION** of a CFR revision. If you feel the function needs to be changed, you must create a new CFR.

The **EFFECTIVE DATE** of the CFR can be any date after the previous version’s effective date.

#### Update CFR: Basic Information

A Coordinated Functional Registration (CFR) is an arrangement between multiple entities to clearly identify compliance responsibilities. The CFR submission must include a written agreement that governs itself and clearly specifies the entities’ respective compliance responsibilities for requirements or requirement parts for selected Reliability Standards, all pertaining to a specific function. This tool allows for seamless maintenance when a CFR is created and modified, and is designed for easy use and flexibility over prior practices.

Please note that NERC or the Regional Entity may request clarification of any CFR submitted to them in reference to compliance responsibilities and may request such additional information as NERC or the Regional Entity deems appropriate.

Please begin by selecting the registered function and effective date for your entity’s CFR. If you have any questions when creating or modifying a CFR, please contact your Regional Entity(ies), and they will be able to assist you.

**Function**  
Balancing Authority

**Effective Date**

9/17/2017

#### 3.6.2 Step Two: Basic Information

The Lead Entity of the CFR is still set to the Registered Entity you are associated with; all previous CFR Entity Participants have been preloaded as well as the previously selected Regional CFR Administrator.

Click the **ADD ENTITY** button to add any entities that will be participating in your CFR or you may delete entities by clicking the arrow next to the entity.

You may also select a new **PROPOSED REGIONAL CFR ADMINISTRATOR**; this field will give the selected region access to Accept, Reject or Send Back your CFR.
3.6.3 Step Three: Entity Contacts

On Step #3 you can designate primary contacts for the entities participating in the CFR. Previous contacts will be preloaded into the dropdowns.

If you do not see the contact you are looking for, please reach out to your region to make sure they are added to the system. You can always come back to this step to select them at a later point before submission.

3.6.4 Step Four: Choose Applicable Requirements

In Step #4 you can select the requirements that apply to your CFR; all previously selected requirements will be pre-selected on this page. Note these standards and requirements have been filtered out to only those that are relevant to the function you selected in the first step and they do not include inactive or expired requirements.
The page is laid out in a tree structure in a Standard Family, Standard, Requirement, and Sub-Requirements hierarchy.

There also is a ‘Select All’ functionality at the Standard Family and Standard level to help you be more efficient in your selections.

*Note: You must choose at least 1 requirement to continue on to the next step*

3.6.5 Step Five: Set Responsibilities

After choosing all applicable requirements, continue onto Step #5. Previous responsibilities will be pre-loaded into the form.

This step allows you to set responsibilities for each entity on the requirement level.

On the left hand side, you can select from the standards you selected on the previous page. Upon selecting a standard, the requirements for that specific standard will show to the right of it.

You can hover over the info icon of the Standard to see it’s description text.

You can also click the info icon next the requirement to see modal with the description and any sub-requirements related to the requirement.
The table is shown in a matrix format. The column headers are all the entities in the CFR and the first row indicates the requirement for that standard. The Lead Entity is always the first entity in the table. You may select 1 of 5 possible values for the responsibility.

**PARTIAL:** This indicates that there is a division of compliance responsibilities for a requirement between two or more entities (Lead and Signatory(ies)). In general, this requires that additional details or language must be provided to explain the actual delineation of responsibility between the Lead and Signatory Entities. Notes MUST be provided to specify what this partial responsibility is.

**FULL:** This indicates that the identified entity is taking full responsibility for the requirement for all signatory entities that are party to the CFR agreement. All other entities should have the responsibility of NONE.

**NORMAL:** This indicates the identified entity (the lead or any of the signatories) has not transferred any responsibility for the requirement; they remain completely responsible for the requirement in its entirety, bounded by the scope of their existing functional registration.

**N/A:** This indicates that the requirement, while accounted for in the CFR agreement, does not explicitly apply to the identified entity.

**NONE:** This indicates that the identified entity has NO responsibility for the requirement under this CFR Agreement. Another entity must take on the FULL responsibility then.

---

Data Entry Accelerator: ROLL DOWN
The top row of the table has the option to “Roll Down” your choices. This will auto-select that value for all dropdowns in that column:

- For a given requirement, if PARTIAL is selected for the first entity (column), then all entities in that row will populate to PARTIAL.
- For a given requirement, if FULL is selected for any entity in the row, then all other entities will populate to NONE.

After choosing an option for each dropdown under a standard a green check will appear in the left side panel for that standard to indicate it is complete.

Click on the ADD NOTES button to enter further explanation for all requirements under the selected standard. You can also use the COPY DOWN feature to copy text from the first text box to all text boxes below it.

All previous notes will be auto-populated into the modal.
3.6.6 Step Six: Upload Documents

After setting responsibilities, you can upload documents in Step #6. NERC recommends you upload the written CFR agreement and any signatures or files pertinent to the CFR.

There is a maximum file size of 200 MB. If you upload a file by mistake you can always click the arrow in table row to delete it.

*Note: All uploaded documents will be at a global level throughout all revisions for that CFR; so you will see any previously uploaded documents from other versions of this CFR here*
3.6.7 Step Seven: CFR Submission
The last step in Creating a CFR, Step #7; the CFR Submission page.

You must enter a comment in the text box before submitting a CFR for review. This comment will be seen by the region reviewing your CFR

3.7 Notifications

Email notifications will be sent out during the process of creating, updating and reviewing a CFR.

CFR Submission (Create or Update)

An email notification will be sent to the Lead Registered Entity’s POC, Entity Participant’s primary contacts, all participating entity PCCs (including that of the lead entity), and all regional users of the impacted regions, that the CFR is available for review

Transferring the CFR POC on a CFR

An email will be sent out to the new CFR POC (Point of Contact) that they now have access

Update Entity Contacts on a CFR

An email will be sent out to the new Entity Contact that they are now the primary contact for this CFR

Regional CFR Administrator Provides Comments and Sends Back CFR

An email will be sent to the POC with the Regional CFR Administrator’s comments and the Entity Participant’s primary contacts

Regional CFR Administrator Accepts CFR

An email will be sent to the Lead Registered Entity’s POC, Entity Participant’s primary contacts, all participating entity PCCs (including that of the lead entity), all regional users of the impacted regions, and all NERC users
Regional CFR Administrator Rejects CFR

An email will be sent to the Lead Registered Entity’s POC, Entity Participant’s primary contacts, all participating entity PCCs (including that of the lead entity), all regional users of the impacted regions, and all NERC users.

Regional CFR Administrator Transfers Region

An email will be sent to the new Regional CFR Administrator that they now have access. The email will also include the lead entity POC, participant POCs, all participating entity PCCs (including that of the lead entity), all regional users of the impacted regions, and all NERC users.

NERC Sends Out a Request to Update Standards

An email will be sent out to each contact (POCs and PCCs) that has a CFR with the selected standards, and all regional users of the impacted regions.

NERC Sends Out a Request to Update at the Function Level

An email will be sent out to each contact (POCs and PCCs) that has a CFR with the selected functions, and all regional users of the impacted regions.

CFR POC or NERC Terminates a CFR

An email will be sent to the Lead Registered Entity’s POC, Entity Participant’s primary contacts, all participating entity PCCs (including that of the lead entity), all regional users of the impacted regions, and all NERC users.

4 Frequently Asked Questions (FAQs)

4.1 Icons are not showing in Internet Explorer for me?
If you prefer IE please following the following steps to Enable Icons in your Browser.
Go to the Internet Explorer Options menu > click on the Security Tab > click on the Custom Level button > search for Font Download > select the Enable radio button > click OK and Apply.

4.2 What do the various responsibility values mean?
Please see page 13 for complete definitions.

4.3 How do I assign responsibility to requirement parts?
Use the “Add Notes” functionality to spell out responsibilities for requirement parts if necessary. (See page 14 to review the “Add Notes” instructions)

4.4 What happens when I put a CFR effective date retroactive to today?
All standards that were active as of that date will be available for selection.

4.5 What happens when I put a CFR effective date in the future?
All standards currently active and active past that future date will be available for selection.
5 Support

5.1 How to Get Additional Help
If you have any questions, please contact your regional entity for support

<table>
<thead>
<tr>
<th>Region</th>
<th>Web Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida Reliability Coordinating Council (FRCC)</td>
<td><a href="https://www.frcc.com">https://www.frcc.com</a></td>
</tr>
<tr>
<td>Midwest Reliability Organization (MRO)</td>
<td><a href="https://www.midwestreliability.org">https://www.midwestreliability.org</a></td>
</tr>
<tr>
<td>Northeast Power Coordinating Council (NPCC)</td>
<td><a href="https://www.npcc.org">https://www.npcc.org</a></td>
</tr>
<tr>
<td>Reliability First (RF)</td>
<td><a href="https://www.rfirst.org">https://www.rfirst.org</a></td>
</tr>
<tr>
<td>SERC Reliability Corporation (SERC)</td>
<td><a href="https://www.serc1.org">https://www.serc1.org</a></td>
</tr>
<tr>
<td>Southwest Power Pool, RE (SPP RE)</td>
<td><a href="https://www.spp.org">https://www.spp.org</a></td>
</tr>
<tr>
<td>Texas Reliability Entity (Texas RE)</td>
<td><a href="https://www.texasre.org">https://www.texasre.org</a></td>
</tr>
<tr>
<td>Western Electricity Coordinating Council (WECC)</td>
<td><a href="https://www.wecc.biz">https://www.wecc.biz</a></td>
</tr>
</tbody>
</table>

5.2 NERC Contact Information
If you have any questions for NERC, please contact the Help Desk at NERC.Registration@nerc.net

6 Glossary

CFR
Coordinated Functional Registration. A CFR is a container that relates all the various data elements that describe responsibilities for given standards

CFR Participant
(AKA Signatory). The CFR participant represents a Registered Entity that is a party to the CFR Agreement and may be associated with multiple entities.

CFR POC
(AKA Lead). The CFR POC is the Point of Contact of the CFR who is responsible for submitting and maintaining the CFR Matrix and/or Agreement and may be associated with multiple entities.

Lead Entity
The registered entity associated with the CFR point of contact
The regional entity is responsible for reviewing the CFR and ensuring its completeness pursuant to the Rules of Procedure.

Proposed Regional CFR Administrator
The initial region who will gain access to the CFR in order to perform operations on it, such as Accept or Reject the CFR

Entity Participants
The registered entities who also named in the CFR, but are not the Lead Entity

Function
The functions that perform various activities as defined in the Reliability Functional Model. These activities must be performed to ensure the Bulk Electric System operates reliably. Standards are written to describe the rules around those activities, and are assigned to entities registered to perform those functions.

Standard
A standard is a collection of requirements that have been approved as applicable to one or more functions within one or more jurisdictions. Standards have many different parts/sections, and not all are discussed here. There are fourteen standards families at NERC, each of which focuses on a certain area of BES activities, and each of which and contains one or more standards.

Requirement
Provides the specific details about a given requirement or sub requirement

Notes
Notes can be used to define the unique responsibilities that may be associated with a given responsibility under the CFR