

Industry Advisory

NERC's Communication Update: New 24-Hour Emergency Hotline Phone/Email Contact Update and Complaint Hotline Information

Initial Distribution: September 6, 2012

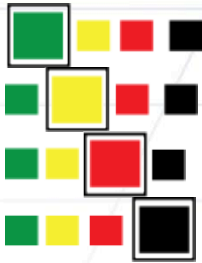
With the relocation of the NERC Corporate office from Princeton, NJ to Atlanta, GA, the 24-hour Emergency Hotline number is changing from (609) 452-1422 to (404) 446-9780. Additionally, there is a new bulk power system (BPS) operations (non-cyber) disturbance reporting email address. The new email address is systemawareness@nerc.net. For cyber disturbances, please continue to use esisac@nerc.com.

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No Reporting is Required – For Information Only



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Instructions:

NERC Advisories are designed to improve reliability by disseminating critical reliability information and are made available pursuant to Rule 810 of NERC's Rules of Procedure, for such use as your organization deems appropriate. **No particular response is necessary.** This NERC Advisory is not the same as a reliability standard, and your organization will not be subject to penalties for a failure to implement this Advisory. Additionally, issuance of this Advisory does not lower or otherwise alter the requirements of any approved reliability standard, or excuse the prior failure to follow the practices discussed in the Advisory if such failure constitutes a violation of a reliability standard.

Distribution:

Initial Distribution: Balancing Authority, Distribution Provider, Generator Owner, Generator Operator, Interchange Authority, Load-Serving Entity, Planning Coordinator, Purchasing-Selling Entity, Reliability Coordinator, Resource Planner, Reserve Sharing Group, Transmission Owner, Transmission Operator, Transmission Planner, Transmission Service Provider

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Primary Interest Groups: Cyber Security – Control Systems, Cyber Security – Corporate IT, Generation Engineering, Generation Operations, Physical Security, System Operations – Transmission Engineering, System Operators, System Operators – System Protection, Transmission Planning

Advisory:

24-hour Emergency Hotline Information:

In an effort to provide a more efficient and streamlined system for responding to BPS disturbances and events, a new 24-hour Emergency Hotline number has been created to provide entities and industry the option of reporting BPS operational (non-cyber) disturbances and events to NERC's System Awareness (SA) group or cyber disturbances and events to NERC's Critical Infrastructure Department (CID).

Please update all documentation and equipment (programmed phones, etc.) to reflect (404) 446-9780 as the new NERC 24-hour Emergency Hotline. This number replaces the previous number of (609) 452-1422.

Both numbers will remain in operation until Tuesday, January 1, 2013. At that time, (609) 452-1422 will be taken out of service.

The new hotline number will feature an auto attendant which will allow the user to select SA or CID. When reporting an incident, Press 1 for BPS operational disturbances or events (non-cyber occurrences) or Press 2 for CID (cyber occurrences). The auto attendant will direct the call to the appropriate duty officer.

To report incidences via email/fax:

For BPS operational (non-cyber) disturbances and events, please send emails to systemawareness@nerc.net Fax Number: (404) 446-9770.

For all cyber disturbances and events, please send emails to esisac@nerc.com.

Complaint Hotline Information:

An anonymous complaint may be submitted to report a possible violation of a reliability standard to NERC. The complete process is noted in NERC Rules of Procedure Appendix 4C, Section 3.8. This document is available on NERC's website: www.nerc.com.

You may submit complaints via email at hotline@nerc.net or via phone by calling (866) 888-0451.

Background: As part of the process of relocating the NERC headquarters to Atlanta, GA, phone numbers affiliated with the New Jersey office are transitioning to an Atlanta area code. Please update all applicable documentation and equipment.

Contact: Earl Shockley
Senior Director of Reliability Risk Management
(404) 446-2570
earl.shockley@nerc.net

To report any incidents related to this alert, contact:
NERC 24-hour Emergency Hotline
(404) 446-9780
For Operations: systemawareness@nerc.net
For CID: esisac@nerc.com

Alert ID: A-2012-09-06-01

You have received this message because you are listed as a primary compliance contact for your organization on the North American Electric Reliability Corporation's compliance registry. If you believe that you have received this message in error, please notify the sender immediately and delete or otherwise dispose of all occurrences or references to this email. If you have questions about your membership in this list, please contact Trion King at NERC by calling 404-446-9654 or emailing Trion directly at: trion.king@nerc.net.

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