

# **The WECC Human Performance Work Group – 2013**

## **HP Initiatives in Action**

**North American Electric Reliability  
Corporation  
Human Performance Conference  
Atlanta GA**

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**March 27,28, 2013**



# Background

- The WECC Human Performance Working Group (WECC HPWG) was formed during December of 2010
- Chairman and founding WECC HPWG member Bob Schwermann started with six representatives from various companies

# Why was the WECC Human Performance Work Group (HPWG) Formed?

- A need was recognized at WECC to identify and leverage synergies among its membership as it relates to Human Performance Improvement (HPI)
- To develop a collective forum to share HPI information
- Also to develop quality and consistency in HPI information for western utilities

# From Our Charter

- The Purpose of the HPWG is to provide common vocabularies, tools, techniques, and training materials to assist operations training personnel in the implementation of Human Performance practices.

# From Our Charter

The HPIWG shall:

- Identify, and share successful Human Performance initiatives in the industry including the following:
  - Human Performance tools, materials, techniques, technologies and vocabulary that may be deployed in the operations workplace to reduce errors.
  - Emerging Human Performance issues, and strategies for continuous improvement of operations training.
  - Operational experiences and lessons learned from industry events.
  - Types of metrics that are being used to measure Human Performance

# Current Membership

- The WECC HPWG currently lists 34 companies in its membership

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| <ul style="list-style-type: none"><li>• Public Service Company of New Mexico</li><li>• Western Electricity Coordinating Council</li><li>• TransAlta Utilities Corporation</li><li>• Portland General Electric Company</li><li>• Tri-State Generation</li><li>• First Solar</li><li>• California Independent System Operator</li><li>• Arizona Public Service Company</li><li>• Farmington Electric Utility System</li><li>• AltaLink Management Ltd.</li><li>• Tri-State Generation</li><li>• TransAlta Utilities Corporation</li><li>• Farmington Electric Utility System</li><li>• Southwest Transmission Cooperative, Inc.</li><li>• Western Area Power Administration</li><li>• Pacific Gas and Electric Company</li><li>• Public Service Company of New Mexico</li></ul> | <ul style="list-style-type: none"><li>• Seattle City Light</li><li>• Pacific Gas and Electric Company</li><li>• Tri-State Generation</li><li>• El Paso Electric Company</li><li>• Avista Corp.</li><li>• NERC</li><li>• California Independent System Operator</li><li>• California Independent System Operator</li><li>• Bonneville Power Administration (Power Services)</li><li>• Pacific Gas and Electric Company</li><li>• Colorado Springs Utilities</li><li>• Western Electricity Coordinating Council</li><li>• Arizona Public Service Company</li><li>• Colorado Springs Utilities</li><li>• Public Utility District No. 1 of Douglas County</li><li>• Western Electricity Coordinating Council</li><li>• Southwest Transmission Cooperative, Inc.</li></ul> |
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# What We Have Accomplished to Date

- Established Website for Sharing HPI Information
- Posted a Common HPI Vocabulary
- Posted videos for sharing
- Posted course work for sharing
- Error Codes from NERC
- Dynamic Learning Activities

# Current Projects

- Developing a newsletter
  - Purpose to give a template for individual HPI newsletters
  - Share upcoming HPI events
- Developing an 8 hour strawman HP introductory Class
  - Describe the types and causes of human error
  - Describe human performance concepts and principles
  - Apply the principles of human performance in a case study
  - Identify the human performance tools
  - Apply the appropriate tools in work situations



# Current Projects

- Near-Miss Reporting System
- Planning 2013 October WECC HPI Conference in Salt Lake City
  - October 8-10, 2013
  - HPI information, both basic and advanced training including root cause analysis

# What's the Point?

- There is value in the collective intelligence and experience that comes from the membership and the association with groups like the WECC HPWG
- There are many advantages in the leveraging of the membership's collective work to the good of all in the areas of HPI
- Sharing lessons learned from other's that have walked before us on their HPI initiatives and program
- Moral support!
- Let's don't "reinvent the wheel"

**But Most of All**

**Get Engaged!**

# WECC HPWG Contacts

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