

#### 1. Purpose

The purpose of this **reliability standard** is to improve communications for the issuance of operating instructions<sup>1</sup>, including **directives**, with predefined communications protocols to reduce the possibility of miscommunication that could lead to action or inaction harmful to the **reliability** of the **interconnected electric system**.

#### 2. Applicability

This **reliability standard** applies to:

- (a) the **operator** of a **transmission facility**;
- (b) the **operator** of a **generating unit** that is part of the **bulk electric system**;
- (c) the **operator** of an **aggregated generating facility** that is part of the **bulk electric system**;
- (d) the **operator** of an **electric distribution system** that is directly connected to the **transmission system** or to **transmission facilities** within the City of Medicine Hat; and
- (e) the **ISO**.

#### 3. Requirements

**R1** The **ISO** and each **operator** of a **transmission facility** shall develop documented communication protocols for its operating personnel that issue or receive operating instructions, including **directives**. The protocols shall, at a minimum:

- R1.1** require its operating personnel that issues or receives an oral or written operating instruction to use the English language;
- R1.2** require its operating personnel that issues an oral two-party, person-to-person operating instruction to take one of the following actions:
- (a) confirm the receiver's response if the repeated information is correct;
  - (b) reissue the operating instruction if the repeated information is incorrect or if requested by the receiver; or
  - (c) take an alternative action if a response is not received or if the operating instruction was not understood by the receiver.
- R1.3** require its operating personnel that receives an oral two-party, person-to-person operating instruction to take one of the following actions:
- (a) repeat, not necessarily verbatim, the operating instruction and receive confirmation from the issuer that the response was correct; or
  - (b) request that the issuer reissue the operating instruction;
- R1.4** require its operating personnel that issues a written or oral single-party to multiple-party burst operating instruction to confirm or verify that the operating instruction was received by at least one receiver of the operating instruction;

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<sup>1</sup> For the purposes of COM-002-AB-4, "operating instruction" means a command by operating personnel responsible for the real-time operation of the **interconnected electric system** to change or preserve the state, status, output, or input of a **system element**. A **directive** is a type of an **operating instruction**. (a discussion of general information and of potential options or alternatives to resolve **interconnected electric system** operating concerns is not a command and is not considered an operating instruction.)

- R1.5** specify the instances that require time identification when issuing an oral or written operating instruction and the format for that time identification; and
- R1.6** specify the nomenclature for transmission interface **system elements** and interface **transmission facilities** when issuing an oral or written operating instruction.
- R2** The **ISO** and each **operator** of a **transmission facility** shall conduct initial training for each of its operating personnel responsible for the real-time operation of the **interconnected electric system** on the documented communications protocols developed in accordance with requirement R1 prior to that individual **operator** issuing an operating instruction, including **directives**.
- R3** Each **operator** of an **electric distribution system**, **operator** of a **generating unit**, and the **operator** of an **aggregated generating facility** shall conduct initial training for each of its operating personnel who can receive an oral two-party, person-to-person operating instruction prior to that individual **operator** receiving an oral two-party, person-to-person operating instruction, including **directives**, to either:
- (a) repeat, not necessarily verbatim, the operating instruction and receive confirmation from the issuer that the response was correct; or
  - (b) request that the issuer reissue the operating instruction.
- R4** The **ISO** and each **operator** of a **transmission facility** shall at least once every 12 months:
- R4.1** assess adherence to the documented communications protocols in requirement R1 by its operating personnel that issue or receive operating instructions, including **directives**, provide feedback to those operating personnel, and take corrective action, as deemed appropriate by the entity, to address deviations from the documented protocols; and
- R4.2** assess the effectiveness of its documented communications protocols in requirement R1 for its operating personnel that issue or receive operating instructions, include **directives**, and modify its documented communication protocols, as necessary.
- R5** The **ISO** and **operator** of a **transmission facility** that issues an oral two-party, person-to-person operating instructions during an emergency, excluding written or oral single-party to multiple-party burst operating instruction, shall either:
- (a) confirm the receiver's response if the repeated information is correct (in accordance with requirement R6);
  - (b) reissue the operating instruction if the repeated information is incorrect or if requested by the receiver; or
  - (c) take an alternative action, if a response is not received or if the operating instruction was not understood by the receiver.
- R6** The **ISO** and each **operator** of an **electric distribution system**, **operator** of a **generating unit**, **operator** of an **aggregated generating facility**, and **operator** of **transmission facility** that receives an oral two-party, person-to-person operating instructions during an emergency, excluding written or oral single-party to multiple-party burst operating instruction, shall either:
- (a) repeat, not necessarily verbatim, the operating instruction and receive confirmation from the issuer that the response was correct, or
  - (b) request that the issuer reissue the operating instruction.
- R7** The **ISO** and each **operator** of a **transmission facility** that issues a written or oral single-party to multiple-party burst operating instruction during an emergency shall confirm or verify that the operating instruction was received by at least one receiver of the operating instruction.

#### 4. Measures

The following measures correspond to the requirements identified in section 3 of this **reliability standard**. For example, MR1 is the measure for requirement R1.

- MR1** Evidence of having developed documented communication protocols for operating personnel that issue or receive operating instructions, including **directives**, as required in requirement R1 exists. Evidence may include documented communication protocols or other equivalent evidence.
- MR2** Evidence of conducting initial training for each of its operating personnel for the real-time operation of the **interconnected electric system** as required in requirement R2 exists. Evidence may include initial training records, such as dated class rosters, training certificates, lesson plans, course materials, or other equivalent evidence.
- MR3** Evidence of conducting initial training for operating personnel who can receive an oral two-party, person-to-person operating instruction, including **directives**, as required in requirement R3 exists. Evidence may include initial training records, such as dated class rosters, training certificates, lesson plans, course materials, or other equivalent evidence.
- MR4** Evidence of assessing the adherence to and effectiveness of the documented communication protocols in requirement R1 as required in requirement R4 exists. Evidence may include documented assessments, dated **operator** logs or other evidence of feedback, corrective actions taken, modified documented communication protocols, or other equivalent evidence.
- MR5** Evidence of confirming receiver's response, reissuing the operating instruction during an emergency, or taking an alternative action as required in requirement R5 exists. Evidence may include dated and time-stamped voice recordings, dated and time-stamped transcripts of voice recordings, dated **operator** logs, or other equivalent evidence.
- MR6** Evidence of repeating the operating instruction during an emergency or requesting that the issuer reissue the operating instruction as required in requirement R6 exists. Evidence may include dated and time-stamped voice recordings, dated and time-stamped transcripts of voice recordings, dated **operator** logs, or other equivalent evidence.
- MR7** Evidence of confirming or verifying that a written or oral operating instruction during an emergency was received by at least one receiver as required in requirement R7 exists. Evidence may include dated and time-stamped voice recordings, dated and time-stamped transcripts of voice recordings, dated **operator** logs, or other equivalent evidence.

#### Revision History

Date	Description
xxxx-xx-xx	Initial release.