

## A. Introduction

1. **Title:**           **Communication and Coordination**
2. **Number:**    COM-002-2
3. **Purpose:**    To ensure Balancing Authorities, Transmission Operators, and Generator Operators have adequate communications and that these communications capabilities are staffed and available for addressing a real-time emergency condition. To ensure communications by operating personnel are effective.
4. **Applicability**
  - 4.1. Reliability Coordinators.
  - 4.2. Balancing Authorities.
  - 4.3. Transmission Operators.
  - 4.4. Generator Operators.
5. **Effective Date:**                January 1, 2007

## B. Requirements

- R1. Each Transmission Operator, Balancing Authority, and Generator Operator shall have communications (voice and data links) with appropriate Reliability Coordinators, Balancing Authorities, and Transmission Operators. Such communications shall be staffed and available for addressing a real-time emergency condition.
  - R1.1. Each Balancing Authority and Transmission Operator shall notify its Reliability Coordinator, and all other potentially affected Balancing Authorities and Transmission Operators through predetermined communication paths of any condition that could threaten the reliability of its area or when firm load shedding is anticipated.
- R2. Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall issue directives in a clear, concise, and definitive manner; shall ensure the recipient of the directive repeats the information back correctly; and shall acknowledge the response as correct or repeat the original statement to resolve any misunderstandings.

## C. Measures

- M1. Each Transmission Operator, Balancing Authority and Generator Operator shall have communication facilities (voice and data links) with appropriate Reliability Coordinators, Balancing Authorities, and Transmission Operators and shall have and provide as evidence, a list of communication facilities or other equivalent evidence that confirms that the communications have been provided to address a real-time emergency condition. (Requirement 1, part 1)
- M2. The Balancing Authority and Transmission Operator shall have and provide upon request evidence that could include but is not limited to, operator logs, voice recordings or transcripts of voice recordings, electronic communications, or other equivalent evidence that will be used to determine if it notified its Reliability Coordinator, and all other potentially affected Balancing Authorities and Transmission Operators of a

condition that could threaten the reliability of its area or when firm load shedding was anticipated. (Requirement 1.1)

## **D. Compliance**

### **1. Compliance Monitoring Process**

#### **1.1. Compliance Monitoring Responsibility**

Regional Reliability Organizations shall be responsible for compliance monitoring.

#### **1.2. Compliance Monitoring and Reset Time Frame**

One or more of the following methods will be used to assess compliance:

- Self-certification (Conducted annually with submission according to schedule.)
- Spot Check Audits (Conducted anytime with up to 30 days notice given to prepare.)
- Periodic Audit (Conducted once every three years according to schedule.)
- Triggered Investigations (Notification of an investigation must be made within 60 days of an event or complaint of noncompliance. The entity will have up to 30 days to prepare for the investigation. An entity may request an extension of the preparation period and the extension will be considered by the Compliance Monitor on a case-by-case basis.)

The Performance-Reset Period shall be 12 months from the last finding of non-compliance.

#### **1.3. Data Retention**

Each Balancing Authority, Transmission Operator and Generator Operator shall keep evidence of compliance for the previous two calendar years plus the current year. (Measure 1)

Each Balancing Authority and Transmission Operator shall keep 90 days of historical data. (Measure 2).

If an entity is found non-compliant the entity shall keep information related to the noncompliance until found compliant or for two years plus the current year, whichever is longer.

Evidence used as part of a triggered investigation shall be retained by the entity being investigated for one year from the date that the investigation is closed, as determined by the Compliance Monitor.

The Compliance Monitor shall keep the last periodic audit report and all requested and submitted subsequent compliance records.

#### **1.4. Additional Compliance Information**

None.

### **2. Levels of Non-Compliance for Transmission Operator and Balancing Authority:**

- 2.1. **Level 1:** Not applicable.
- 2.2. **Level 2:** Not applicable.
- 2.3. **Level 3:** Not applicable.
- 2.4. **Level 4:** Communication did not occur as specified in R1.1.
- 3. **Levels of Non-Compliance for Generator Operator:**
  - 3.1. **Level 1:** Not applicable.
  - 3.2. **Level 2:** Not applicable.
  - 3.3. **Level 3:** Not applicable.
  - 3.4. **Level 4:** Communication facilities are not provided to address a real-time emergency condition as specified in R1.

**E. Regional Differences**

None identified.

**Version History**

| <b>Version</b> | <b>Date</b>      | <b>Action</b>                          | <b>Change Tracking</b> |
|----------------|------------------|--|------------------------|
| 0              | April 1, 2005    | Effective Date                         | New                    |
| 0              | August 8, 2005   | Removed “Proposed” from Effective Date | Errata                 |
| 1              | February 7, 2006 | Adopted by Board of Trustees           | Revised                |
| 2              | November 1, 2006 | Adopted by Board of Trustees           | Revised                |



## Standard COM-002-2 — Communications and coordination

### Appendix QC-COM-002-2 Provisions specific to the standard COM-002-2 applicable in Québec

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This appendix establishes specific provisions for the application of the standard in Québec. Provisions of the standard and of its appendix must be read together for the purposes of understanding and interpretation. Where the standard and appendix differ, the appendix shall prevail.

#### A. Introduction

1. **Title:** Communications and coordination
2. **Number:** COM-002-2
3. **Purpose:** No specific provision
4. **Applicability:** No specific provision
5. **Effective Date:**
  - 5.1. Adoption of the standard by the Régie de l'énergie: October 30, 2013
  - 5.2. Adoption of the appendix by the Régie de l'énergie: October 30, 2013
  - 5.3. Effective date of the standard and its appendix in Québec: January 1, 2016

#### B. Requirements

No specific provision

#### C. Measures

No specific provision

#### D. Compliance

##### 1. Compliance Monitoring Process

###### 1.1. Compliance Monitoring Responsibility

The Régie de l'énergie is responsible, in Québec, for compliance monitoring with respect to the reliability standard and its appendix that it adopts.

###### 1.2. Compliance Monitoring and Reset Time Frame

No specific provision

###### 1.3. Data Retention

No specific provision

###### 1.4. Additional Compliance Information

No specific provision

##### 2. Levels of Non-Compliance for Transmission Operator and Balancing Authority:

No specific provision

##### 3. Levels of Non-Compliance for Generation Operator:

No specific provision

#### E. Regional Differences

No specific provision

**Standard COM-002-2 — Communications and coordination**

**Appendix QC-COM-002-2**

**Provisions specific to the standard COM-002-2 applicable in Québec**

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**Revision History**

| <b>Revision</b> | <b>Adoption Date</b> | <b>Action</b> | <b>Change Tracking</b> |
|-----------------|----------------------|---------------|------------------------|
| 0               | October 30, 2013     | New appendix  | New                    |
|                 |                      |               |                        |