

## A. Introduction

1. **Title:**        **Operating Personnel Credentials**
2. **Number:**   **PER-003-1**
3. **Purpose:** To ensure that System Operators performing the reliability-related tasks of the Reliability Coordinator, Balancing Authority and Transmission Operator are certified through the NERC System Operator Certification Program when filling a Real-time operating position responsible for control of the Bulk Electric System.
4. **Applicability:**
  - 4.1. Reliability Coordinator
  - 4.2. Transmission Operator
  - 4.3. Balancing Authority
5. **Effective Date:**
  - 5.1. In those jurisdictions where regulatory approval is required, this standard shall become effective the first calendar day of the first calendar quarter twelve months after applicable regulatory approval. In those jurisdictions where no regulatory approval is required, this standard shall become effective the first calendar day of the first calendar quarter twelve months after Board of Trustees adoption.

## B. Requirements

- R1.** Each Reliability Coordinator shall staff its Real-time operating positions performing Reliability Coordinator reliability-related tasks with System Operators who have demonstrated minimum competency in the areas listed by obtaining and maintaining a valid NERC Reliability Operator certificate <sup>(1)</sup>: [*Risk Factor: High*][*Time Horizon: Real-time Operations*]

### 1.1. Areas of Competency

- 1.1.1. Resource and demand balancing
- 1.1.2. Transmission operations
- 1.1.3. Emergency preparedness and operations
- 1.1.4. System operations
- 1.1.5. Protection and control
- 1.1.6. Voltage and reactive
- 1.1.7. Interchange scheduling and coordination
- 1.1.8. Interconnection reliability operations and coordination

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<sup>1</sup> Non-NERC certified personnel performing any reliability-related task of a real-time operating position must be under the direct supervision of a NERC Certified System Operator stationed at that operating position; the NERC Certified System Operator at that operating position has ultimate responsibility for the performance of the reliability-related tasks.

**R2.** Each Transmission Operator shall staff its Real-time operating positions performing Transmission Operator reliability-related tasks with System Operators who have demonstrated minimum competency in the areas listed by obtaining and maintaining one of the following valid NERC certificates <sup>(1)</sup>: [*Risk Factor: High*][*Time Horizon: Real-time Operations*]:

2.1. Areas of Competency

- 2.1.1. Transmission operations
- 2.1.2. Emergency preparedness and operations
- 2.1.3. System operations
- 2.1.4. Protection and control
- 2.1.5. Voltage and reactive

2.2. Certificates

- Reliability Operator
- Balancing, Interchange and Transmission Operator
- Transmission Operator

**R3.** Each Balancing Authority shall staff its Real-time operating positions performing Balancing Authority reliability-related tasks with System Operators who have demonstrated minimum competency in the areas listed by obtaining and maintaining one of the following valid NERC certificates <sup>(1)</sup>: [*Risk Factor: High*][*Time Horizon: Real-time Operations*]:

3.1. Areas of Competency

- 3.1.1. Resources and demand balancing
- 3.1.2. Emergency preparedness and operations
- 3.1.3. System operations
- 3.1.4. Interchange scheduling and coordination

3.2. Certificates

- Reliability Operator
- Balancing, Interchange and Transmission Operator
- Balancing and Interchange Operator

**C. Measures**

**M1.** Each Reliability Coordinator, Transmission Operator and Balancing Authority shall have the following evidence to show that it staffed its Real-time operating positions

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<sup>1</sup> Non-NERC certified personnel performing any reliability-related task of an operating position must be under the direct supervision of a NERC Certified System Operator stationed at that operating position; the NERC Certified System Operator at that operating position has ultimate responsibility for the performance of the reliability-related tasks.

performing reliability-related tasks with System Operators who have demonstrated the applicable minimum competency by obtaining and maintaining the appropriate, valid NERC certificate (R1, R2, R3):

- M1.1** A list of Real-time operating positions.
- M1.2** A list of System Operators assigned to its Real-time operating positions.
- M1.3** A copy of each of its System Operator's NERC certificate or NERC certificate number with expiration date which demonstrates compliance with the applicable Areas of Competency.
- M1.4** Work schedules, work logs, or other equivalent evidence showing which System Operators were assigned to work in Real-time operating positions.

## **D. Compliance**

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

#### **1.1. Compliance Monitoring Authority**

For Reliability Coordinators and other functional entities that work for their Regional Entity, the ERO shall serve as the Compliance Enforcement Authority.

For entities that do not work for the Regional Entity, the Regional Entity shall serve as the Compliance Enforcement Authority.

#### **1.2. Compliance Monitoring and Enforcement Processes:**

Compliance Audits

Self-Certifications

Spot Checking

Compliance Violation Investigations

Self-Reporting

Complaints

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

Each Reliability Coordinator, Transmission Operator and Balancing Authority shall keep data or evidence to show compliance for three years or since its last compliance audit, whichever time frame is the greatest, unless directed by its Compliance Enforcement Authority to retain specific evidence for a longer period of time as part of an investigation.

If a Reliability Coordinator, Transmission Operator or Balancing Authority is found non-compliant, it shall keep information related to the non-compliance until found compliant or the time period specified above, whichever is longer.

The Compliance Enforcement Authority shall keep the last audit records and all requested and submitted subsequent records.

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

None.

## 2.0 Violation Severity Levels

R#	Lower VSL	Medium VSL	High VSL	Severe VSL
R1				The Reliability Coordinator failed to staff each Real-time operating position performing Reliability Coordinator reliability-related tasks with a System Operator having a valid NERC certificate as defined in Requirement R1.
R2				The Transmission Operator failed to staff each Real-time operating position performing Transmission Operator reliability-related tasks with a System Operator having a valid NERC certificate as defined in Requirement R2, Part 2.2.
R3				The Balancing Authority failed to staff each Real-time operating position performing Balancing Authority reliability-related tasks with a System Operator having a valid NERC certificate as defined in Requirement R3, Part 3.2.

### E. Regional Variances

None.

### F. Associated Documents

#### Version History

Version	Date	Action	Change Tracking
0	April 1, 2005	Effective Date	New
1	February 17, 2011	Complete revision under Project 2007-04	Revision
1	February 17, 2011	Adopted by Board of Trustees	
1	September 15, 2011	FERC Order issued by FERC approving PER-003-1 (effective date of the Order is September 15, 2011)	

## Standard PER-003-1 — Operating Personnel Credentials Standard

### Appendix QC-PER-003-1 Provisions specific to the standard PER-003-1 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:** Operating Personnel Credentials
2. **Number:** PER-003-1
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: December 9, 2015
  - 5.2. Adoption of the appendix by the Régie de l'énergie: December 9, 2015
  - 5.3. Effective date of the standard and its appendix in Québec: April 1, 2016

#### B. Requirements

No specific provision

#### C. Measures

No specific provision

#### D. Compliance

1. **Compliance Monitoring Process**
  - 1.1. **Compliance Monitoring Authority**

No specific provision
  - 1.2. **Compliance Monitoring and Enforcement Processes**

No specific provision
  - 1.3. **Data Retention**

No specific provision
  - 1.4. **Additional Compliance Information**

No specific provision
2. **Violation Severity Levels**

No specific provision

#### E. Regional Variances

No specific provision

#### F. Associated Documents

No specific provision

**Standard PER-003-1 — Operating Personnel Credentials Standard**

**Appendix QC-PER-003-1**

**Provisions specific to the standard PER-003-1 applicable in Québec**

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**Revision History**

<b>Revision</b>	<b>Adoption Date</b>	<b>Action</b>	<b>Change Tracking</b>
0	December 9, 2015	New Appendix	New