NERC System Operator Certification Program
Survey 2017

Purpose
To gather information from industry stakeholders related to the NERC System Operator Certification (SOC) program for potential future development/improvement.
(Format: Yes/No/Multiple Choice Questions with Comment box. If no comment, please add NA.)

System Operator Certification Program Historical Reference Points:
- Launched one credential in 1998 with 5 year expiration
- Converted to 4 credentials in 2001
- Switched from retesting to CEHs for credential maintenance 2005

Questions:

Program Direction Category

**OBSERVATION: SOCCED historical data indicates that over 65 percent of all credentials held by System Operators are Reliability Coordinator (RC) credentials.**

1. Do you support combining the current four (4) NERC System Operator Certification Credentials into a single Reliability credential with only one (1) Exam?
   - [ ] Yes
   - [ ] No

   Please support your choice with comments:

SOC Program Guideline: Successfully passing an examination earns candidates a credential and a certificate that is valid for three years. NERC requires certified system operators to accumulate CEHs through the NERC Continuing Education Program in recognized operator training topics. To maintain a valid credential, candidates must accumulate the proper number and type of CEHs from NERC-approved learning activities within a three-year period.

2. Do you support the current methodology of Continuing Education Hour (CEH) accumulation for credential maintenance?
   - [ ] Yes
   - [ ] No

   Please support your choice with comments:
3. Should an operator credential be valid for three (3) years?
   - [ ] Yes
   - [ ] More than 3 years
   - [ ] Less than 3 years

Please support your choice with comments:

4. How would you prefer to maintain your credential?
   - [ ] Accumulation of CEHs only
   - [ ] Re-examination only
   - [ ] Both CEHs or Re-examination as options
   - [ ] Other:

Please support your choice with comments:

**SOC Program Guideline:** To maintain a valid certification, a system operator must earn CEHs within the three-year period preceding the expiration date of their certificate as specified by their credential in Table 3.

<table>
<thead>
<tr>
<th>Certification</th>
<th>Designation</th>
<th>Total CEH Requirement</th>
<th>NERC Standard CEH Requirement</th>
<th>Simulation CEH Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability Operator Certification</td>
<td>RA, RC</td>
<td>200</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Balancing, Interchange, and Transmission Certification</td>
<td>BT</td>
<td>160</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Transmission Operator Certification</td>
<td>TO</td>
<td>140</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Balancing and Interchange Certification</td>
<td>BI</td>
<td>140</td>
<td>30</td>
<td>30</td>
</tr>
</tbody>
</table>

5. Are the current total CEH requirements per credential adequate?
   - [ ] Yes
   - [ ] Too many required
   - [ ] Too few required

Please support your choice with comments:
6. Are the current NERC Standard and simulation hour requirements adequate?
   - Yes
   - Too many required
   - Too few required
   - Not needed
   - Add Different Content Area(s): Please describe below.

   Please support your choice with comments:

   *SOC Program Guideline: NERC requires certified system operators to accumulate CEHs through the NERC Continuing Education Program in recognized operator training topics, listed in Appendix A for credential maintenance.*

7. Should credential maintenance specify a defined amount of hours from the content outlines (Operating Topics from Appendix A)?
   - Yes
   - No

   Please support your choice with comments:

8. How would you improve the current credential maintenance program?

   Comments:

9. What Credential(s) do you hold? (Select all that apply.)
   - RC
   - BT
   - BI
   - TO

10. Is the credential you currently hold aligned with your job? (i.e. Do you hold a Transmission Operator credential and work as a Transmission Operator?)
    - Yes
    - No

    Comments:
11. Is the credential you currently hold required by NERC for your job?
   - Yes
   - No, but required by my employer
   - No, professional preference

   Comments:

12. Is your employer required to follow NERC Standards?
   - Yes
   - No

   Comments:

13. Which of the following describes your job function? (Select all that apply)
   - System Operator – Reliability
   - System Operator – Balancing and Transmission
   - System Operator – Balancing and Interchange
   - System Operator – Transmission Operator
   - Engineer
   - Manager/Supervisor/Lead
   - Trainer
   - Vendor/Consultant
   - Operations Support
   - IT/OT Operations Support
   - Compliance
   - Other, please describe below: