

PJM Compliance Bulletin

CB024, COM-001-2.1 – Interpersonal Communications Capability

General

NERC Standard COM-001-2.1 was written to ensure adequate Interpersonal Communication capabilities necessary to maintain reliability. PJM is issuing this document to clarify our notification expectations in the event that a PJM Transmission Owner (TO) detects a failure of its Interpersonal Communication capability that lasts 30 minutes or longer.

Background

Requirement 3 of COM-001-2.1 requires each Transmission Operator (TOP) to have Interpersonal Communication capability with a variety of different entities within its TOP area. . In the event of a failure of Interpersonal Communication capability, Requirement 10 of COM-001-2.1 requires each Reliability Coordinator, Transmission Operator, and Balancing Authority to notify entities as identified in Requirements R1, R3, and R5, respectively within 60 minutes of the detection of a failure of its Interpersonal Communication capability that lasts 30 minutes or longer.

The assigned tasks in the TO/TOP Matrix for Requirement 10 are as follows:

1. Each Member TO shall notify PJM and, where applicable, TOs external to PJM, within 60 minutes of the detection of a failure of its Interpersonal Communication capability for voice communications that lasts 30 minutes or longer.
2. Each Member TO shall notify Distribution Providers (DP) and Generator Operators (GO) within its area within 60 minutes of the detection of a failure of its Interpersonal Communication capability for voice communications that lasts 30 minutes or longer.

PJM System Operations Division employs multiple forms of voice communications that are available from either PJM control room. Within each control room site there are multiple levels of redundancy, including dedicated ring-downs, manual dial, business voice systems, cellular, satellite, All-Call and facsimile communications. Likewise, PJM Member TOs employ multiple forms of voice communications with multiple levels of redundancy, including, but not limited to, dedicated ring-downs, manual dial, business voice systems, cellular, satellite, and facsimile communications, all of which may, collectively, form the basis of a TO's Interpersonal Communication capability.

For this reason, PJM anticipates that Member TOs would be required to deploy the required notifications established in the assigned tasks for COM-001-2.1, Requirement 10 only in the event of a failure of *all* redundant voice communications that form the basis for the Member TOs Interpersonal Communication capability. A loss of a single element of that capability (e.g. manual dial) when the member has other forms of voice communications that it has designated as forming the basis of its Interpersonal Communication capability (e.g., cell phone) would not trigger the required notifications.



Conclusion

PJM is issuing this document to clarify our notification expectations in the event that a TO in our footprint detects a failure of **all** forms of Interpersonal Communications capability that lasts 30 minutes or longer.

Development History

Revision: 0	Date: 6/13/2016
Author:	<p>Thomas Moleski, Sr. Compliance Specialist NERC and Regional Coordination Department</p> <p>Srinivas Kappagantula, Sr. Analyst NERC and Regional Coordination Department</p> <p>Mark Kuras, Sr. Lead Engineer NERC and Regional Coordination Department</p>
Reviewers:	<p>Mark Holman, Manager NERC and Regional Coordination</p> <p>Glen Boyle, Manager, System Operator Training</p>
Approver:	Robert Eckenrod, Chief Compliance Officer. Reliability and Compliance
Reason	New Compliance Bulletin