



Manual 15

Emergency Operations Manual

Issued: March 2023

1.4. Communications

This section describes communication procedures among the NYISO, the TOs, and neighboring Reliability Coordinators during Alert, Major Emergency, and Restoration States.

1.4.1. Emergency Notification

When an Alert State or Major Emergency State occurs, the NYISO shall communicate with the affected TO(s) to determine the nature of the problem and to make a preliminary estimate of the assistance required.

The NYISO shall notify all TOs via the Emergency Hot Line System that an Alert State or Major Emergency State exists.

When the Restoration State occurs, the NYISO shall notify all TOs via the Emergency Hot Line System that a Restoration State exists.

1.4.2. Non-Emergency Communications

Transmission Owners from non-affected areas who wish to talk with NYISO for communications not related to the Major Emergency shall have their calls responded to as system conditions dictate.

Transmission Owners requesting information on routine business may contact the NYISO; non-emergency communications shall be kept as brief as possible.

TOs shall notify the NYISO immediately of transmission line status changes in non-affected areas.

1.4.3. Emergency Status Updates

As soon as possible after the extent of the system disturbance is determined, the NYISO shall notify all TOs and neighboring Reliability Coordinators of the operating state of the NYS Power System. Neighboring Reliability Coordinators shall be notified via telephone and if appropriate the NERC Reliability Coordinator Information System (RCIS) shall be updated.

The NYISO shall issue reports to the TOs and the neighboring Reliability Coordinators as significant changes occur.

1.4.4. Dissemination of Emergency Communications

When a communication regarding an emergency situation or another significant event not covered in other sections of this Manual is received at the NYISO, the NYISO shall communicate the message to all TOs.

When such a communication is received at a TO Energy Control Center, the TO shall notify the NYISO of the content of the communication. The NYISO shall then notify all TOs.

1.5. Emergency Communication Systems

The NYISO uses several emergency communication systems to coordinate emergency actions and disseminate information during emergency conditions. The following systems are described in this section:

- Emergency Hot Line System
- Load Shed Alarm System
- Alternate Emergency Hot Line
- NERC Reliability Coordinator Information System

1.5.1. Emergency Hot Line System

The Emergency Hot Line System connects the Primary and Alternate Control Centers of all TOs with the NYISO Control Centers. The Emergency Hot Line System provides for notification of Emergency conditions by the NYISO simultaneously to all TOs.

The primary purpose of the Emergency Hot Line System is to notify all TOs that an abnormal condition exists on the NYS Power System. Corrective measures for the situation are directed by the NYISO. The NYISO shall use the Emergency Hot Line System for the following purposes:

- Notifying all TOs that Emergency Transfer Criteria are in effect or terminated.
- Notifying all TOs that a reserve pickup has been activated.
- Declaring or terminating an Alert State, a Major Emergency State, or a Restoration State.
- For Voltage Reduction, or Load Shedding.
- Other communications at the discretion of the NYISO.

The Emergency Hot Line System consists of two paths, designated "A" and "B" from the NYISO Control Centers to each TO Primary and Alternate Energy Control Center, and telephone sets at the TO Energy Control Centers. When a call is initiated by the NYISO, one path from each location is connected to the call.

Equipment in the NYISO Control Centers provides a visual indication to the NYISO as to which TO telephones are on line (off-hook). Visual alarms also indicate any Emergency Hot Line System malfunctions.

Only the NYISO can initiate a conference call connecting all TOs.

1. Upon receiving an Emergency Hot Line signal from the NYISO, each TO shall join the conference without announcing their identity. NYISO Emergency Hot Line communication protocol is to provide information to the TOs. When a directive is issued, the TO will be required to repeat back the directive.
2. If more than ten seconds elapse and all TOs are not on the line, the NYISO shall note which TO(s) is/are not on line and then shall issue necessary instructions. Upon completion of the message, the NYISO shall instruct the non-responding TO(s) by other means.
3. Transmission Owners shall remain on the line until the NYISO indicates the message is complete.
4. A TO may request assistance in meeting a contingency by using the Emergency Hot Line System to contact the NYISO. The NYISO may then conference the remaining TOs on the Emergency Hot Line System if conditions warrant.

Testing of the Emergency Hot Line System shall be initiated by the NYISO on a weekly basis, unless it is used in the course of daily operations. The NYISO receives an indication of any Emergency Hot Line System malfunction and has continuous indication of which TO telephones are off-hook.

The NYISO shall advise all TOs if the Emergency Hot Line System is out of service or is expected to be out of service, and shall advise all TOs regarding its restoration to normal operation.

The NYISO shall report any trouble on the Emergency Hot Line System to the service provider. TOs shall report any problems to the NYISO.

1.5.2. Load Shed Alarm System

The Load Shed Alarm System operates a visual Load Shed indicator in each TO Energy Control Center.

When the NYISO orders a TO to shed load, the NYISO shall immediately activate the Load Shed Alarm System, which activates the visual Load Shed indicator in the TO's Energy Control Center.

For additional detailed information about the use and testing of the Load Shed Alarm System, see section 7 of this Manual.

1.5.3. Alternate Emergency Hot Line

The Alternate Emergency Hot Line consists of telephones with preset conferencing capability for all TOs. When conferencing using this system is required, Transmission Owners must acknowledge this call on their designated telephones when answering, since the NYISO does not have off-hook indication. Transmission Owners shall acknowledge calls with the name of the TO and the Operator's name.

The NYISO shall test the conferencing capability of the Alternate Emergency Hot Line on a weekly basis and log the results. The NYISO shall report any trouble on the Alternate Emergency Hot Line to the service provider. TOs shall be responsible for their designated telephones.

The designated telephones of TOs are programmed for conferencing by the NYISO. Any change in telephone numbers requires reprogramming. The TO shall notify the NYISO of any change in telephone numbers in advance. The NYISO shall have the change implemented.

1.5.4. NERC Reliability Coordinator Information System

The system the Reliability Coordinators use to post messages and share operating information in real time is called the Reliability Coordinator Information System (RCIS).