



Manual 15

Emergency Operations Manual

Issued: May 2026

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.