

# ISO New England Operating Procedure No. 10 - Emergency Incident and Disturbance Notifications

**Effective Date: August 28, 2025**

**Review By Date: August 28, 2027**

## **REFERENCES:**

1. U.S. OMB No. 1901-0288 - DOE-417 Electric Emergency Incident and Disturbance Report. (Reporting forms are available at the DOE website: <https://doe417.pnnl.gov/>)
2. NERC Reliability Standard EOP-004 - Event Reporting.
3. ISO New England Operating Procedure No. 20 - Analysis and Reporting of Power System Incidents (OP-20).

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## I. INTRODUCTION

Each responsible entity: ISO New England (ISO), Market Participant (MP), Transmission Owner (TO) and Local Control Center (LCC), shall report an event that meets the threshold for reporting based on the requirements of state regulatory agencies, the United States Department of Energy (DOE), or the North American Electric Reliability Corporation (NERC). This Operating Procedure (OP) establishes reporting requirements and guidance for ISO, MPs, TOs, and LCCs. This OP does **not** alter reporting requirements set forth in relevant NERC Reliability Standards.

Contact information for assistance in reporting can be found in Appendix A to this OP (Federal and State Regulatory Agency Reports of Major System Disturbance/Outage/Incident).

## II. GENERAL REQUIREMENTS AND REPORTING GUIDANCE

- A. Each applicable MP or TO shall notify ISO and/or its respective LCC when an event that meets the threshold for reporting to a state regulatory agency, DOE, or NERC occurs. Such notifications shall be made as outlined in Appendix B to this OP (Communications and Reporting Matrix) and in accordance with the following:
1. The applicable MP shall notify the ISO control room by telephone through its assigned Designated Entity or Demand Designated Entity.
  2. The applicable TO shall notify its LCC by telephone in accordance with applicable LCC operating instructions.
    - a. For events reported to meet DOE requirements only, the applicable TO shall also notify the ISO control room by telephone.
- B. Where time allows within the reporting time period of the applicable NERC Reliability Standard, in order for ISO to review the validity of the content in the report and its applicability to the Bulk Electric System (BES):
1. MPs are encouraged to collaborate with ISO.
  2. TOs are encouraged to collaborate with their LCCs (and also with ISO, for DOE reporting only).
- C. When such collaboration is possible, the preferred means of report submittal within the reporting time period shall be:
1. By ISO, for events identified by MPs (and also for events identified by TOs, for DOE reporting only).
  2. By the LCCs, for events identified by the Tos.
- D. If an MP or TO chooses to submit the report directly, at the time such report is submitted it shall also be sent:
1. By the MP to ISO.
  2. By the TO to its LCC and, for DOE reporting only, also to ISO.
- E. Updates on any follow-up reporting shall be provided:
1. By the MP to ISO.
  2. By the TO to its LCC and, for DOE reporting only, also to ISO.

While collaboration between entities is encouraged under this OP, responsibility for meeting applicable reporting requirements and timelines remains with the entities experiencing the event.

### **III. LCC AND ISO REPORTING**

This section describes the reporting responsibilities of ISO and LCCs for events that meet the applicable agency reporting threshold.

#### **A. LCC Reporting**

The applicable LCC shall verbally notify the ISO Control Room when an event occurs that meets the threshold of reporting to one or more of the following organizations: state regulatory agency, DOE, or NERC. Where time allows within the reporting time period of the applicable NERC Reliability Standard, collaboration with ISO is encouraged to review the validity of the content in the report and its applicability to the BES. In cases where such collaboration is possible, it is preferable that ISO submit the report within the reporting time period. If the LCC chooses to submit the report directly, that information shall be communicated concurrently to ISO. The applicable LCC shall follow the reporting communication path described in Appendix B to this OP (Communication and Reporting Matrix) and provide status updates to appropriate parties. While collaboration with ISO is encouraged under this OP, the LCCs remain responsible for ensuring that reporting timelines under applicable reporting requirements are met.

#### **B. ISO Reporting**

ISO shall verbally notify the applicable LCC when an event occurs that meets the threshold of reporting to one or more of the following organizations: state regulatory agency, DOE, NERC, or NPCC. ISO shall report to each applicable state regulatory agency using the Director, Corporate, Media & Digital Communications, or the Executive Director, External Affairs or their respective designees. When an event occurs that meets the threshold for reporting, ISO shall communicate to all appropriate parties within the reporting time period.

#### **IV. EVENTS REQUIRING ANALYSIS AND REPORTS**

ISO shall determine whether to conduct an analysis and prepare a report for a system condition or disturbance that impacts the reliability of the BES as well as physical, cyber, and/or communication system sabotage / attack event in accordance with ISO New England Operating Procedure No. 20 - Analysis and Reporting of Power System Incidents (OP-20).

**OP-10 REVISION HISTORY**

**Document History** (This Document History documents action taken on the equivalent NEPOOL Procedure prior to the RTO Operations Date as well revisions made to the ISO New England Procedure subsequent to the RTO Operations Date.)

Rev. No,	Date	Reason
--	02/08/18	For previous revision history, refer to Rev 10 available through Ask ISO
Rev 11	06/04/10	Biennial review by procedure owner; Reformatted entire document, changed font to Arial, added disclaimer statement to 1 <sup>st</sup> page footer, & added "Uncontrolled to the footer on all pages; DOE change in reporting timelines for OE-781R: added new Reference 2., Corrected title for Reference 6 (C-42 in place of B-13) modified Section III. D 4 <sup>th</sup> paragraph by changing "year" to "month";
Rev 12	01/17/11	Section III.D 4 <sup>th</sup> paragraph deleted;
Rev 13	10/09/13	Biennial review by procedure owner; 1 <sup>st</sup> page Footer, deleted disclaimer 2 <sup>nd</sup> paragraph; References Section deleted U.S> OMB No. 1901-0296, corrected Title 10 section numbering, and deleted SOP-RTMKTS.0125.0020; Major document re-write to clarify reporting responsibilities and obligations
Rev 14	04/07/14	All sections changed, biennial review by procedure owner completed; Deleted references to CIP-001, which is inactive as of 1/1/14; Added reference to M/LCC 12; Updated titles of certain LCC procedures, OP-20 and to NERC Standard EOP-004; Added NOTE to explain TOP reporting responsibilities of ISO and LCCs with respect to EOP-004 Attachment 1.
Rev 15	04/04/16	Biennial review by procedure owner; Globally: corrected the titles for OP-20 and M/LCC 12, deleted references to NPCC Documents C17 and C42 and deleted references to CROP.50001 and M/LCC 12 (not needed in an OP);
Rev 16	02/08/18	Biennial review by procedure owner; Added required corporate document identity to all page footers; References, corrected the U.S. OMB No. 1901-0288 title; deleted Title 10 of CFR and NERC TOP-007 from the references list; Section I modified 2 <sup>nd</sup> paragraph and bullets; Globally, made editorial changes consistent with current practices and management expectations; Truncated the Revision History per SOP-RTMKTS.0210.0010 Section 5.6;
Rev 17	02/07/20	Biennial review by procedure owner; Removed Local Control Center Instructions in reference section; Deleted 2 <sup>nd</sup> paragraph in Section I, Introduction; Globally made editorial changes consistent with current conditions, practices and management expectations;
Rev 17.1	01/22/21	Minor revision. Modified the title of OE-417 for new DOE-417 form.
Rev 17.2	09/29/21	Biennial review by procedure owner with no intent changes required. Processed administrative edits for grammar and typos.
Rev 17.3	09/26/23	Biennial review by procedure owner with no intent changes required; Processed administrative edits for grammar.
Rev 18	08/28/25	Biennial review by procedure owner; Updated DOE website link in references; Updated titles and made minor language adjustment to Section III.