



ISO New England Overview of Emergency Procedures and Communications Processes

Briefing for Government Contacts and Corporate Communications Contacts with New England's Local Control Centers and Transmission Companies

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Technical Instructions for Today's WebEx

- All attendee lines are muted
- If you are experiencing technical issues or have a question you would like to submit, send it via **Chat** to the **host**
- Questions and Answers will be addressed throughout the meeting

Outline of Presentation and Discussion

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 - Communications Quick References
 - Abnormal Conditions Alert (M/LCC2)
 - Action During Capacity Deficiency (OP-4)
 - Action in an Emergency (OP-7)
 - Other Information Resources



Key Takeaways

Summer Briefing 2026

- The ISO regularly briefs state and federal officials and corporate communications contacts at the transmission companies on the **seasonal outlook** (summer and winter)
- The **goal** of this outreach is to exercise our emergency communications plan with external audiences and promote unified messaging during actual system emergencies
- Under **typical weather conditions**, New England is expected to have **sufficient resources** to meet peak consumer demand for electricity this summer
 - Tight supply margins could develop if forecasted peak system conditions associated with above average hot and humid weather occur
 - If this happens, ISO New England will take steps to manage New England's electricity supply and demand and maintain power system reliability



Key Takeaways, cont.

Summer Briefing 2026



- New England is expected to have sufficient resources to meet peak summer demand
 - Peak demand for **typical** summer weather: **25,228 MW**
 - Peak demand for **above-average** summer weather: **26,473 MW**
- New England has nearly **29,000 MW** of total capacity available this summer
 - Almost **1,700 MW** of peak reduction from behind-the-meter solar PV
 - Several new large resources have connected to the region's power system, specifically the New England Clean Energy Connect (NECEC) transmission line, the Vineyard Wind offshore wind farm, and several grid-scale battery projects
- ISO's enhanced modeling analyses, which include assessing energy shortfall risk to the [Regional Energy Shortfall Threshold](#) (REST), indicate that New England is well-positioned entering the summer months

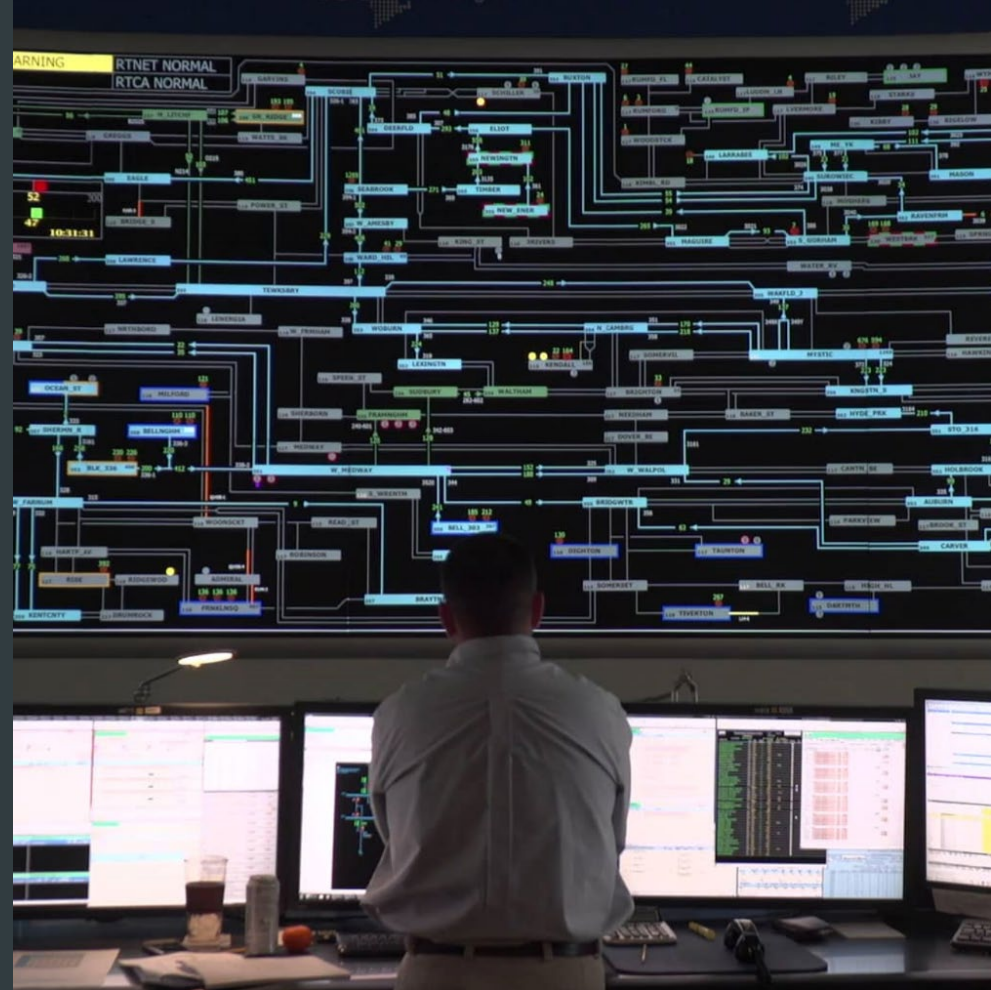
ISO NEW ENGLAND 2026 SUMMER OUTLOOK AND PREPARATIONS



One Goal Lies at the Heart of ISO New England's Mission: *Reliability*

ISO New England is:

- **Regulated** by the Federal Energy Regulatory Commission (FERC)
- **Reliability Coordinator** for New England under the North American Electric Reliability Corporation (NERC)
- **Independent** of companies in the marketplace and **neutral** on technology



Weather Drives Regional Demand

- New England is a **summer-peaking system**; heat and humidity drive demand
 - Summer peaks average ~25,600 MW
- Region anticipates shift to **winter-peaking system** with the electrification of heating demand
 - Winter peaks average ~21,000 MW

ISO New England Top Demand Days

Summer

28,130 MW

Aug. 2, 2006

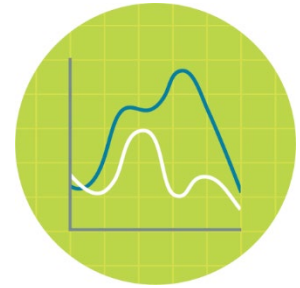
Winter

22,818 MW

Jan. 15, 2004



Preparations for Summer Peak Demand

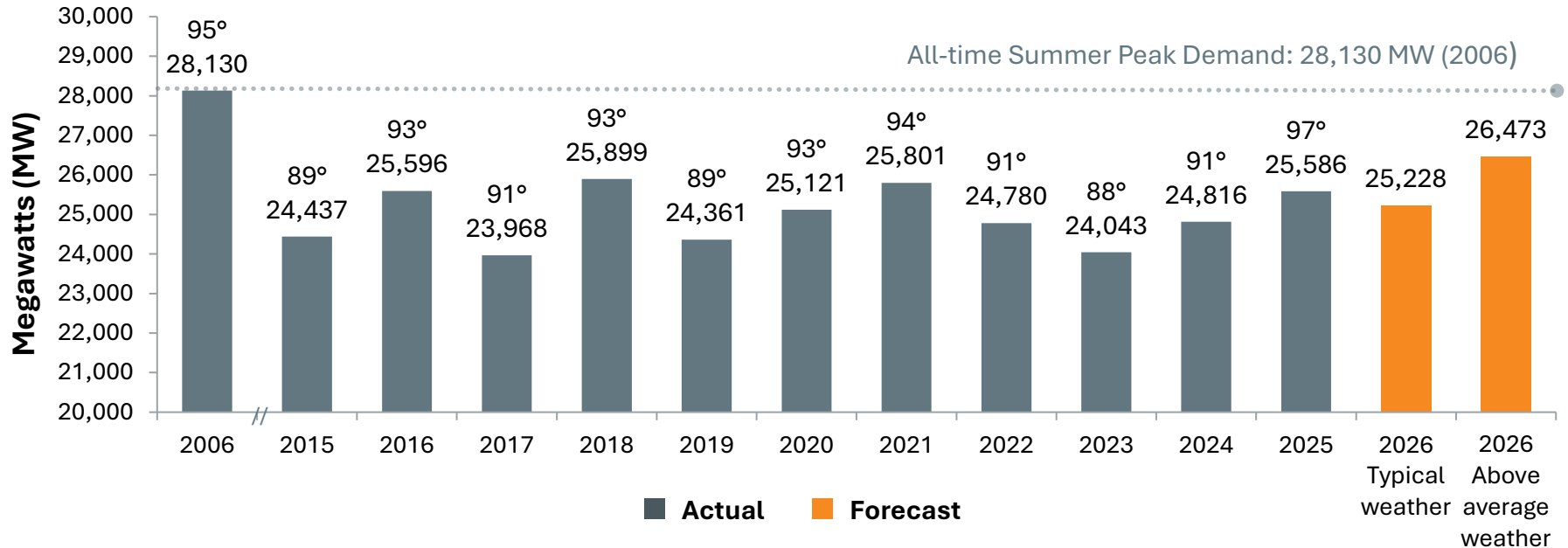


- New England's peak summer demand period runs from **June 1** through **September 30**
- In preparation for the summer, ISO New England will:
 - Forecast New England's demand for electricity and reserves
 - Evaluate the region's summer capacity outlook
 - Exercise the communications plan
- The ISO prepares **short-term forecasts** for the summer and winter seasons, taking into account estimated supplies for all resources; unplanned resource outages; imports from neighboring regions; resource retirements; and delays in commissioning new resources
- The purpose of the communications plan is to provide **timely, complete,** and **consistent** updates to key stakeholders on power system conditions

Weather Drives Summer Peak Demand

Historical and Projected Peak Demand in New England

Summer Peak Demand in Megawatts (MW)



Sources: [ISO-NE Seasonal Peaks Since 1980](#), [Net Energy And Peak Load Report](#), [2026 CELT Forecast](#)

*Temperature is dry-bulb temperature in degrees Fahrenheit based on weighted average of eight New England weather stations.

COMMUNICATIONS OVERVIEW



The ISO Provides Information about Power System Emergencies to Various Stakeholders



- **External Affairs notifies:**

- Governors' offices
- State and federal regulators and staff
- Emergency management agencies
- Reliability councils

- **Corporate Communications notifies:**

- Communication contacts from utilities
- Public via the media and other channels

- **Control Room notifies:**

- Local Control Centers
- Generation station designated entities
- Demand designated entities

- **Participant Support notifies:**

- Market participants

ISO New England Communications with Government Officials & Utility Communications Contacts During Power System Emergencies

Who:

ISO-NE External Affairs conducts outreach to 100+ **Government Contacts** at state and federal offices and agencies, and reliability organizations and dozens of Utility Communications Contacts

What:

Communications triggered by ISO procedures that require notifications to emergency contacts, and/or appeals to the public for conservation

When:

- ISO implements **OP-4** or **OP-7** actions, or
- ISO declares an **Energy Alert** or **Energy Emergency** in the 21-day forecast, or
- During any other emergency affecting the reliability of the bulk power system

How:

Automated alerts to emergency contacts via **phone, email, and text message** and **bridgelines** to provide real-time updates on power system conditions; public updates via ISO website, Newswire, mobile app and X/Twitter

Why:

To provide emergency contacts with **timely information** about system conditions

Under the ISO Information Policy we will share system-level information during emergency communications; however, we will not release unit-specific information

Take Action to Prevent Spam Diversion of ISOAlerts

ISO New England sends automated alerts to emergency contacts via **phone, email, and text message**, and may hold **conference calls** to provide real-time updates on power system conditions

Spam filters are blocking ISO alerts for some users

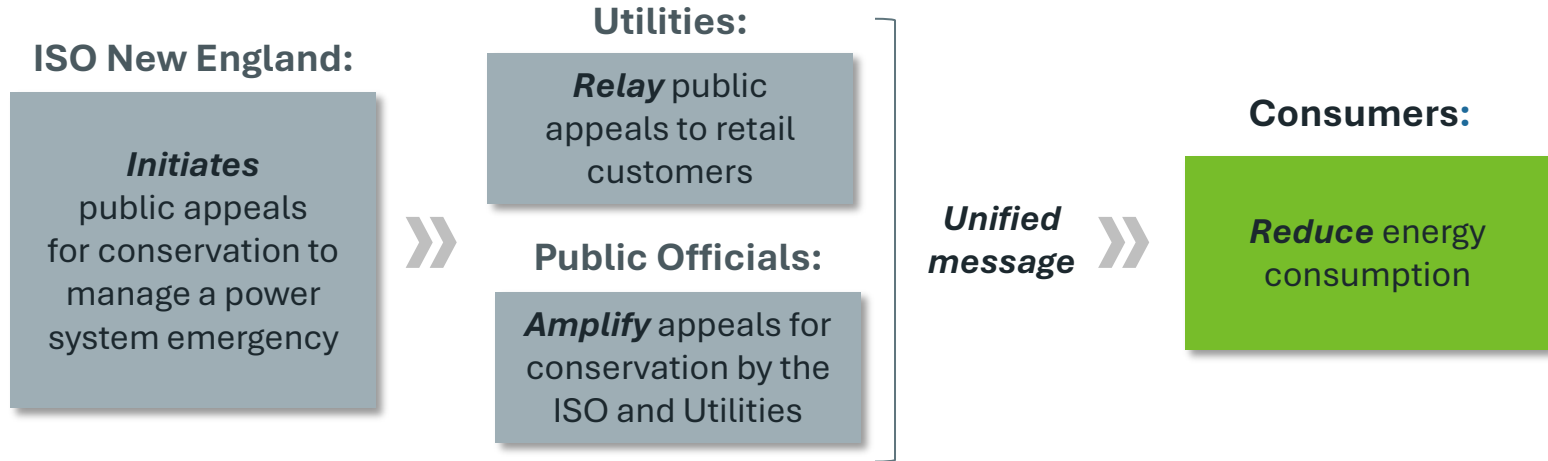
- Recent software updates to both Apple and Android devices may block calls and texts from unknown numbers, diverting them to spam filters
- Emails may not go through if recipients do not confirm their email address

What you can do to ensure you receive alerts:



- Add RAVE's short code numbers to your contacts.
 - o 226787, 67283, 78015, and 77295
- Save the ISO's phone number to your device: 413-535-4000
- Ensure members of your team do the same
- If prompted by ISO-NE via RAVE, confirm your email address
- Add isone@email.getrave.com to your email safe list

What Roles Do Public Officials and Consumers Play When Conservation Is Needed During a Power System Emergency?

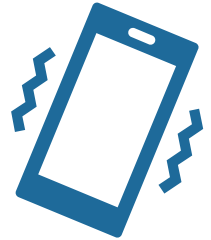


Bottom line:

Consumers have the power to lessen the *depth* and *duration* of emergency actions by the ISO by reducing their energy use – such as by *turning off* non-essential lighting, *adjusting* thermostat settings, and *turning off* and *unplugging* all non-essential electronic devices.

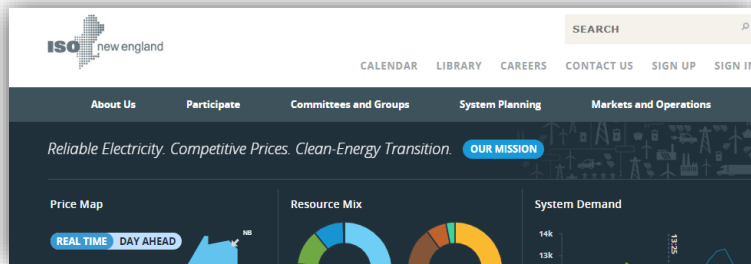
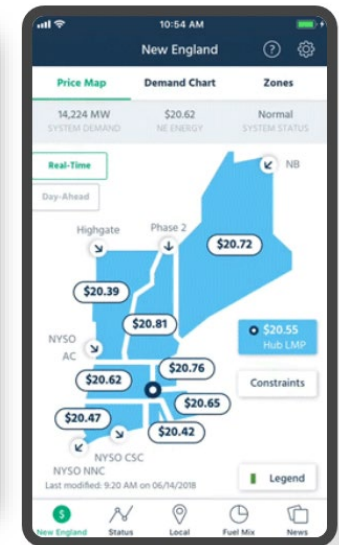
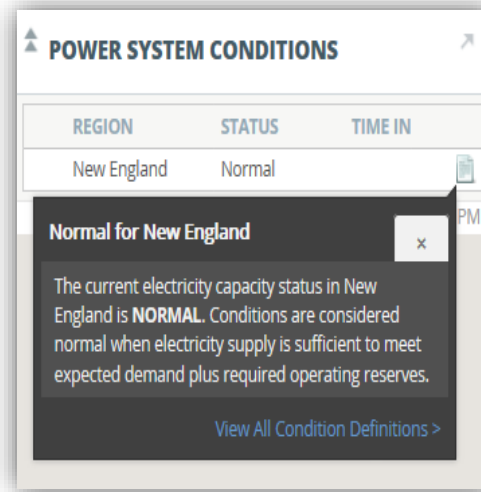
New Tool for Direct Outreach to Consumers During Power System Emergencies

- **Wireless Emergency Alerts (WEAs)** are short communications, issued by designated alerting authorities, delivered directly to mobile phones
 - **Can be issued in English and Spanish**
- ISO-NE now has a process in place with Emergency Management Agencies (EMAs) in **Massachusetts, Maine, and Vermont**, which allows the ISO to request they send a WEA, subject to EMA approval
 - ISO-NE will continue to explore similar arrangements with the other three New England states
- ISO-NE would request a WEA only in extreme emergency scenarios, such as impending or ongoing controlled power outages due to a regional electricity shortfall



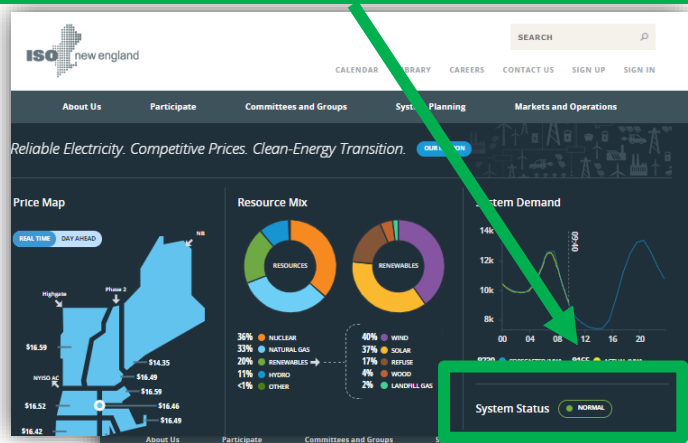
Digital and Social Media Communications Provide Real Time System Updates

- Visit [ISO-NE](#) homepage
- Visit [ISO Newswire](#) blog
- Visit [ISO Express](#) dashboard
- Follow [@isonewengland](#) on social media
- Download the [ISO to Go App](#)



Two Easy Ways to View Power Systems Conditions

Website Home Page



Markets and Operations > Power System Forecast and Status

Current Power System Status

IN THIS SECTION

Power System Forecast and Status

Morning Report

Current Power System Status

Seven-Day Capacity Forecast

Three-Day System Demand Forecast

21-Day Energy Assessment Forecast and Report

RELATED LINKS

Complete List of Possible System Status Notifications

This is the current status of the New England power system.

- Access real-time data on ISO Express—real-time demand, price, fuel mix, and more.
- View the Power System Status archive for a report of each instance the ISO has declared a system status other than normal.
- See the complete list and description of possible system status notifications that could be displayed below.

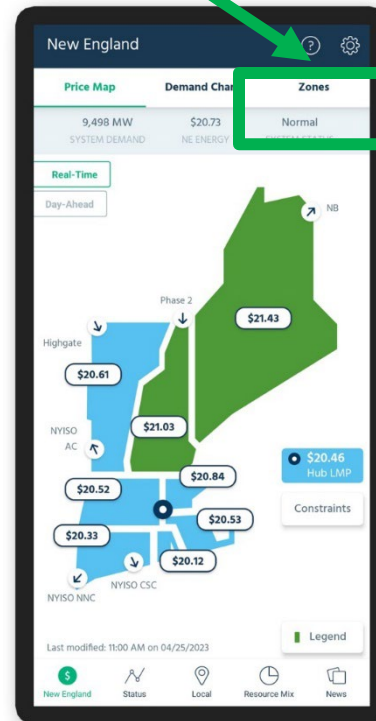
For more information, please contact Participant Support.

Current Reported Conditions:

REPORTED AREA	SYSTEM CONDITION	TIME IN
New England	Normal	

UPDATED: 04/25/2024 9:47 AM

ISO to Go Mobile App



Web Resource: Plain-Language Power System Status Explanations

[Current Power System Status >
Power System Updates
Explained](#)

ISO new england

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About Us Participate Committees and Groups System Planning Markets and Operations

Markets and Operations > Power System Forecast and Status > Current Power System Status

Power System Updates Explained

IN THIS SECTION

- Current Power System Status
- Power System Status Descriptions
- Power System Updates Explained
- Power System Status Archive
- OP 4 Implementation Summaries

ISO New England operates the region's power grid through all types of conditions every minute of every day. Certain conditions, like extreme weather or higher-than-normal consumer demand, can lead to a system status other than "normal." Learn more about what our highly trained teams are doing, and what the public may be able to do, during the different system statuses below.

- Abnormal Conditions Alert**
A precautionary notification that provides information for those directly involved with the bulk electric power system.
- Cold Weather Alerts**
We may issue these alerts if our Seven-Day Capacity Forecast indicates that upcoming extreme cold weather may affect our ability to reliably operate the region's power system.
- Forecasted Energy Alert and Emergency**
Issued when our 21-Day Energy Assessment Forecast and Report indicates a capacity deficiency or controlled outages are likely within the next 21 days.
- Reserve Shortage**
Reserves may be dispatched anytime a resource goes off line unexpectedly, or when consumer demand is higher than expected. If there are no other resources available to take over as reserves, the region may experience a reserve shortage.
- System Imbalance**
These alerts are issued when there is an expected or actual mismatch between supply and demand.

Abnormal Conditions Alert

Master/Local Control Center Procedure No. 2 (M/LCC 2)



What We're Doing

Alerting power system personnel and wholesale electricity market participants of potential system operating issues and asking them to suspend any testing or maintenance on their resources that could affect grid reliability.



What the Public Can Do

No action required.

See [Reference Materials > Other Information Resources](#) for details

Forecasted Energy Alert and Emergency



What ISO's Doing

Taking actions as necessary to mitigate forecasted energy shortfalls:

- Enhanced reporting and communication about system conditions
- Daily fuel inventory surveys and energy assessments
- Requesting generators use fuel that is not in short supply
- Appeals for voluntary conservation, including public appeals from the region's governors



What the Public Can Do

No immediate action required **unless** the ISO has made an appeal for voluntary conservation of electricity use.

[About Us](#)
[Participate](#)
[Committees and Groups](#)
[System Planning](#)
[Markets and Operations](#)

About Us

Government and Industry Affairs



Our Team

Our External Affairs department maintains continuous communication with stakeholders to provide information on the wholesale electricity markets and power system.



Presentations and Conference Materials

Access presentations and speeches delivered by our technical experts, senior management, and External Affairs team at industry events in New England and across the nation.



Memos, Reports, and Other Public Communications

Access memos, reports, and other public communications prepared by our technical experts, senior management, and External Affairs team.



State Profiles

Supply and demand resources help meet New England's electricity needs, and state policies are transforming the resource mix.



Regional Profile

The region's wholesale electricity marketplace is securing reliable electricity at competitive prices and helping usher in a cleaner, greener grid.



Government Communication in Emergencies

ISO New England Communications with Government Officials and Utility Communications Contacts During Power System Emergencies.

Web Resource: Government Communication in Emergencies

[About Us > Government and Industry Affairs > Communications During Power System Emergencies](#)

Web Resource: Government Communication in Emergencies

About Us Participate Committees and Groups System Planning Markets and Operations

About Us > Government and Industry Affairs

Communications During Power System Emergencies

ISO New England communicates with government officials and agencies during power system emergencies.

Why:
To provide emergency contacts with timely information about system conditions

Who:
ISO-NE External Affairs conducts outreach to 100+ Government Contacts at state and federal offices and agencies, and reliability organizations and dozens of Utility Communications Contacts

When:

- ISO implements certain operating procedures (e.g., capacity deficiency or controlled outages), or
- ISO declares an Energy Alert or Energy Emergency in the 21-day forecast, or
- During other emergencies affecting the reliability of the bulk power system

What:
Communications triggered by ISO notifications to emergency contacts for conservation

How:

- ISO communicates with emergency contacts via phone call, and/or text message
- Additional public updates via ISO mobile app and social media

The communication process described in ISO New England's [Overview of Emergency Procedures and Communications Processes 2025 Pre-Summer Briefing](#) is a guide for communicating power system emergencies with the ISO's government emergency contacts.

Under the ISO Information Policy we will not release unit-specific information.

What Roles Do Public Officials and Consumers Play When Conservation Is Needed During a Power System Emergency?



Bottom Line: Consumers have the power to lessen the depth and duration of emergency actions by the ISO by reducing their energy use — such as by turning off non-essential lighting, adjusting thermostat settings, and turning off and unplugging all non-essential electronic devices.

Consumers:

Relevant ISO New England Operating Procedures

<p>Abnormal Conditions Alert A precautionary notification that provides information for those directly involved with the bulk electric power system.</p>	<p>Cold Weather Alerts We may issue these alerts if our Seven-Day Capacity Forecast indicates that upcoming extreme cold weather may affect our ability to reliably operate the region's power system.</p>	<p>Forecasted Energy Alert and Emergency Issued when our 21-Day Energy Assessment Forecast and Report indicates a capacity deficiency or controlled outages are likely within the next 21 days.</p>	<p>Reserve Shortage A reserve shortage (also known as a capacity deficiency) could occur if one or more resources go off line unexpectedly or if consumer demand is much higher than expected and there are insufficient resources to meet operating reserve requirements.</p>	<p>System Imbalance These alerts are issued when there is an expected or actual mismatch between supply and demand.</p>
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- ### Related Links:
- Conservation Can Reduce Power Demand during a Summer Capacity Shortfall
 - Seasonal System Outlook
 - Conservation Can Help Balance the Power System during a Winter Energy Emergency
 - Media Contacts
 - ISO Newswire: stay in-the-know with our regularly updated news blog
 - What Is a Capacity Deficiency
 - Government and Industry Affairs Contacts
 - Follow @isonewengland on our social media channels

[About Us > Government and Industry Affairs > Communications During Power System Emergencies](#)

OPERATIONS OVERVIEW



Relevant ISO New England Operating Procedures



**Abnormal Conditions
Alert
M/LCC 2**



**Action During a
Capacity Deficiency
(OP-4)**

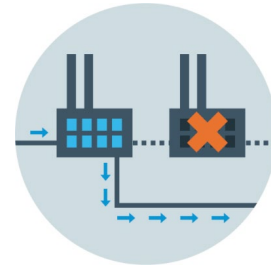


**Action in an
Emergency
(OP-7)**

Additional information can be found in the appendix

Reserve Requirements

- ISO New England carries operating reserves to maintain **reliable** power system operations in the event of a contingency on the system*
 - **Ten-Minute Reserve Requirement**
 - ISO maintains Ten-Minute Reserves adequate to recover from the loss of 115% of the largest source of supply
 - Normally 1,400 MW to 2,300 MW
 - **Thirty-Minute Reserve Requirement**
 - ISO maintains Thirty-Minute Reserves adequate to recover from the loss of 50% of the second largest source of supply
 - Normally 625 MW
- A contingency is an **unplanned disconnection** of a power system element, such as a transmission facility or a generator



* Governed by Northeast Power Coordinating Council (NPCC) requirements and ISO New England procedures

ABNORMAL CONDITIONS ALERT

Master/Local Control Center Procedure No. 2 (M/LCC 2)

Link: <https://www.iso-ne.com/participate/rules-procedures/master-lcc-procedures>

M/LCC 2 – Abnormal Conditions Alert

- What is an abnormal condition on the bulk power system?
 - Forecasted or actual deficiency of operating reserves requiring implementation of OP-4 and/or OP-7
 - Low transmission voltages and/or low reactive reserves
 - Inability to provide first contingency protection when an undesirable post-contingency condition might result (e.g., load shedding)
 - Geomagnetic Disturbance (GMD)
 - Cold Weather Event is declared
 - Operational staffing shortage impacting normal power system operations within New England
 - Any other credible threat to power system reliability and integrity (e.g., terrorism, sabotage, storms)

M/LCC 2 – Abnormal Conditions Alert, *continued*

- The purpose of M/LCC 2:
 - Alerts power system personnel and market participants of abnormal system conditions
 - Outlines steps to be taken, including:
 - Cancellation of maintenance on power system resources
 - Delineates which outages can and cannot be allowed
- M/LCC 2 may be issued systemwide or locally
- M/LCC 2 may be skipped – the ISO may move straight into OP-4 and/or OP-7, if necessary
- Typically, External Affairs does not send M/LCC 2 notices to government emergency contacts

ACTION DURING A CAPACITY DEFICIENCY

Operating Procedure No. 4 (OP-4)

Link: <https://www.iso-ne.com/participate/rules-procedures/operating-procedures>

OP-4 Is Implemented When One or More of the Following Occur



- **Demand + reserves** cannot be met with available resources
- **Contingencies** (1 or more) result in an immediate deficiency in available capacity
- **Transmission** facilities in a subarea are loaded beyond established transfer limits
- **Manual load shedding** (OP-7) is needed, but OP-4 actions could avoid or reduce that need
- **Abnormal voltage** and/or **reactive conditions** in a subarea
- **Assist other NPCC control areas** that are experiencing a capacity deficiency (would reduce our reserves below required margin)
- **Other serious threat** to the bulk power system for which the ISO determines this procedure would mitigate the impact

Key Takeaways: OP-4 Implementation



11 actions can be implemented...



...to cover the **affected area**:

- New England-wide
- State(s)
- LCC(s), or
- A specific area



...in any **order**



...or, **skipped** if emergency actions are needed...



...and declaration of any OP-4 actions **trigger notifications** on website and mobile app

What Triggers OP-4 Notifications?



Action 1: Notice to market participants that an energy deficiency exists, but no public appeal for electricity conservation



Action 4: Public appeal for electricity conservation, if conditions warrant



Action 10: Urgent public appeal to immediately turn off all unnecessary power use



**Governors'
Appeal**

Action 11: ISO requests Governors' support for Power Warning

What Emergency Communications Contacts Can Expect



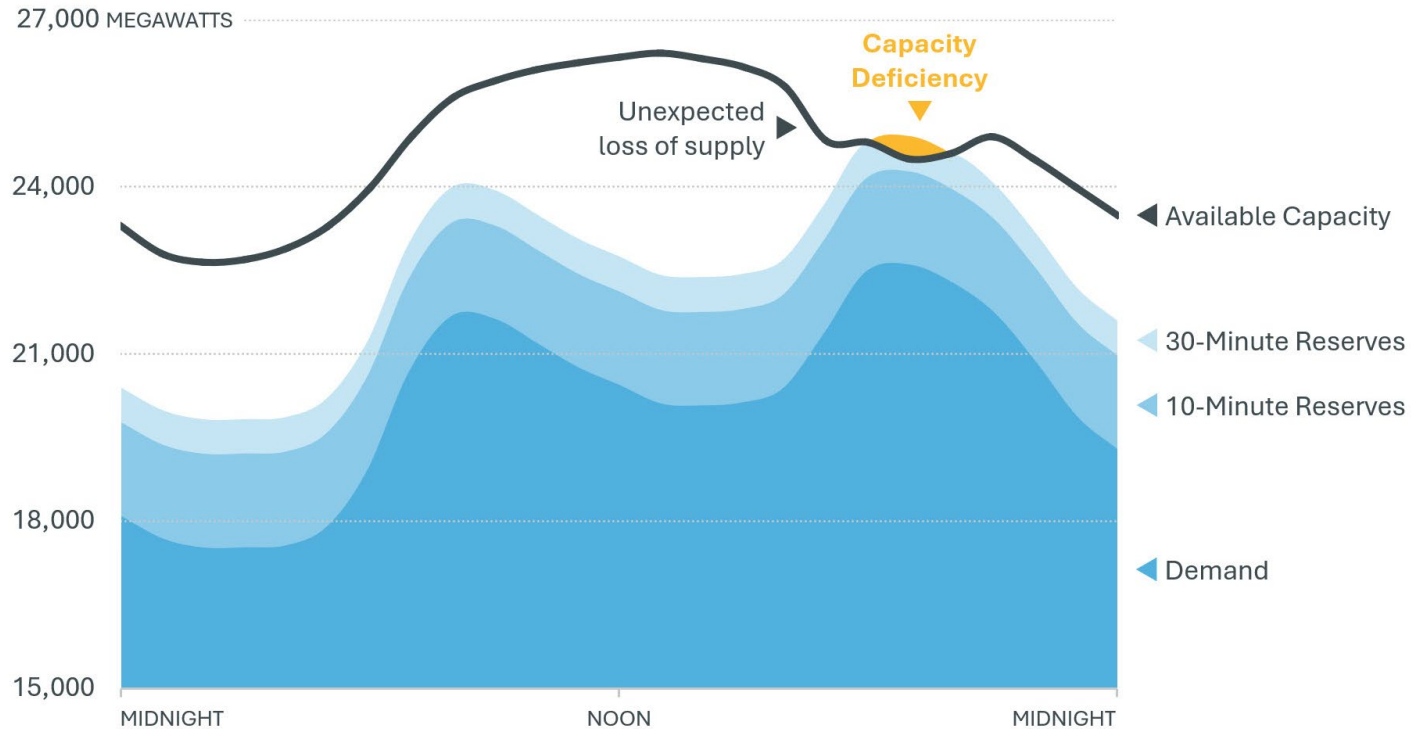
- Activation of **ISOAlert** if the ISO implements OP-4
 - Will create automated emails, phone calls, and/or text messages to all government and utility communications contacts*
- Follow-up notification if the ISO implements additional OP-4 actions that trigger a **public appeal for conservation**
 - To streamline notifications, we do not plan to make separate notifications for all incremental OP-4 actions
 - If the ISO issues a public appeal for conservation, we will invite emergency contacts to a **conference call briefing** on system conditions
- **System status** updates on the ISO homepage and mobile app throughout an event
- Notification when actions are **cancelled**
- For **localized** events, ISO will prioritize notification for emergency contacts in the affected area

Steps Taken for Different OP-4 Actions

	Actions	Notification via email, text, or phone	Activate Conference call
Power Caution	1	●	
Power Watch	4	●	If ISO issues public appeal
Power Warning	10	●	●
Governors' Appeal	11	●	

* ISO maintains three tiers of contacts for each organization: primary, secondary and alternate contacts. ISOAlert notifies all three tiers simultaneously. If ISO needs to bypass ISOAlert, we will reach out to primary contacts first and we will only call secondary and alternate contacts if the primary contact is unreachable.

Example of a Contingency Affecting Operating Reserves



Note: Available Capacity includes scheduled resources and those with response times under 30 minutes.

ACTION IN AN EMERGENCY

Operating Procedure No. 7 (OP-7)

Link: <https://www.iso-ne.com/participate/rules-procedures/operating-procedures>

Action in an Emergency (OP-7)



- If OP-4 actions are not adequate to manage a capacity deficiency, ISO will implement OP-7
 - OP-4 can be skipped to move into OP-7 immediately, if necessary
- OP-7 allows system operators to order the **disconnection** of firm customer load—frequently referred to as manual load shedding, load curtailment, controlled power outages, or rolling blackouts—as a means of maintaining the integrity of the bulk power system
- OP-7, like OP-4, can be called region-wide or locally
- When OP-7 actions are required, transmission and/or distribution companies disconnect customers at the direction of the ISO or the Local Control Centers (LCC)
 - ISO system operators do not have the ability to disconnect customers directly

Communications During OP-7



- Communications follow the **general framework** for OP-4 events
- Control Room will:
 - Notify LCCs, U.S. DOE, NERC, and NPCC
- Corporate Communications and External Affairs teams will:
 - Inform government officials and utility communications contacts of OP-7 implementation (prior to implementation, if possible)
 - Activate conference call bridgeline and conduct regular conference call updates when time permits
 - Issue Controlled Power Outage notice and, if necessary, conservation appeal (prior to implementation, if possible)

ISO Operating Procedures Are Designed to *Protect* System Reliability, *Avoid* Worsening Conditions, and *Expedite* Return to Normal System Conditions



Power System Conditions:	Normal	Shortage of Operating Reserves	Shortage of Energy	Systemwide Blackout
Operating Procedures and related actions:		Actions During a Capacity Deficiency (OP-4)*; load management	Actions in an Emergency (OP-7); controlled power outages	System Restoration Plan (M/LCC-18)
Objective:		Restore operating reserves	Avoid uncontrolled outages and a systemwide blackout	Restart electric grid

* The ISO may also implement OP-4 actions if it could reduce the need for emergency actions under OP-7.

NPCC SUMMER OUTLOOK



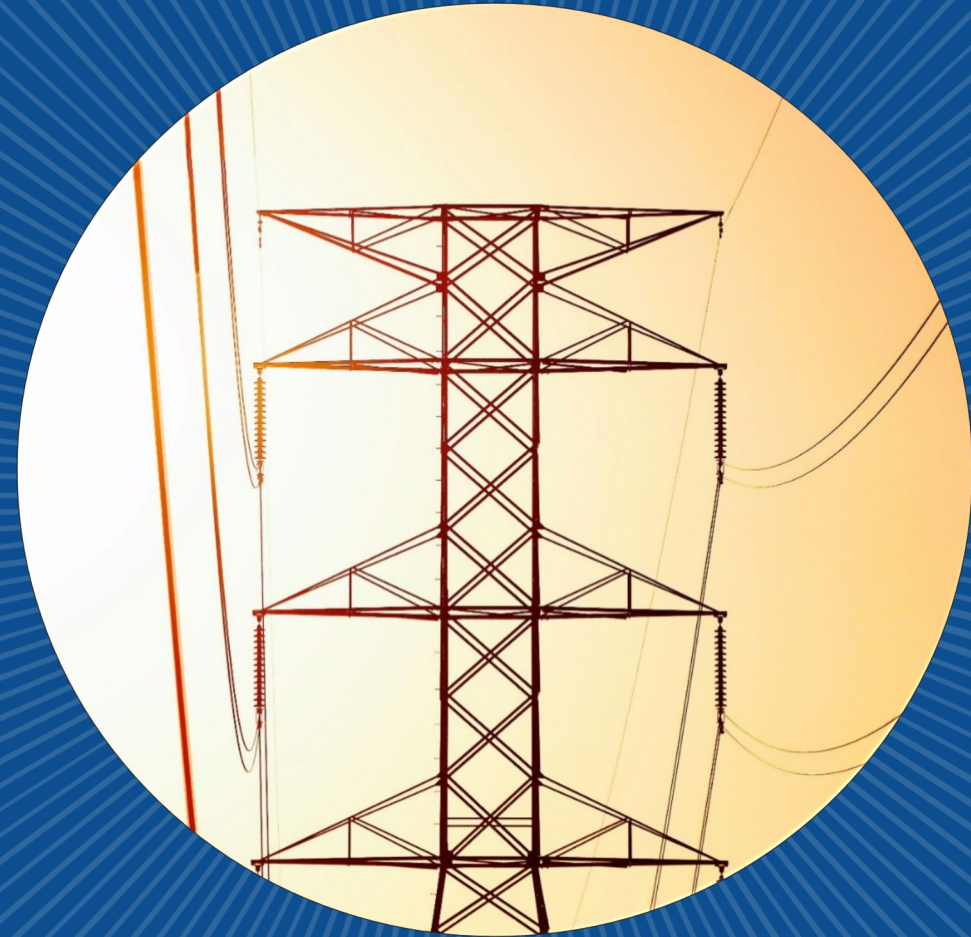


2026 Preliminary NPCC Summer Reliability Assessment

ISO New England Annual Pre-Summer Communications Training

Thursday, May 28, 2026

ISO New England Annual Pre-Summer Communications Training | May 28, 2026
Public



Summary of Major Findings

- NPCC summer reliability assessment forecasts the NPCC Region will have sufficient Area transmission capability and capacity margins available to meet the expected (50/50) peak demand and required operating reserve this summer.
- Considering transmission constraints, the amount of NPCC's **spare operable capacity** (over and above reserve requirements) this summer is estimated to range from **6,700 MW to over 15,100 MW**, available to mitigate reliability risks that may result from unexpected unavailability of key facilities, fuel supply interruptions, generation maintenance, or higher than anticipated demand.
- Additionally, established operating procedures are available to maintain reliability and keep electricity supplies and demand in balance.

Notes:

A key focus of this summer's assessment involves the capacity accounting of major transmission projects:

The 1,200 MW New England Clean Energy Connect (NECEC) project was excluded from firm capacity totals due to a lack of underlying firm supply contracts.

The 1,250 MW Champlain Hudson Power Express (CHPE) project was included, accounting for Québec's scheduled hydropower exports directly into New York City to support peak demand starting July 5, 2026.



Summary of New England's Findings

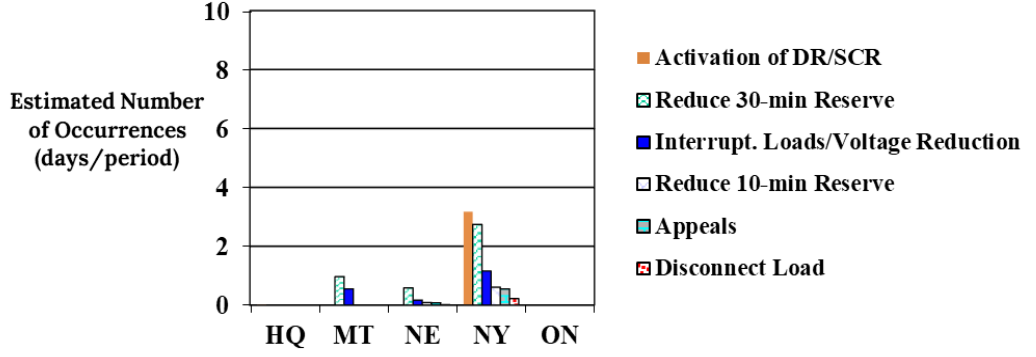
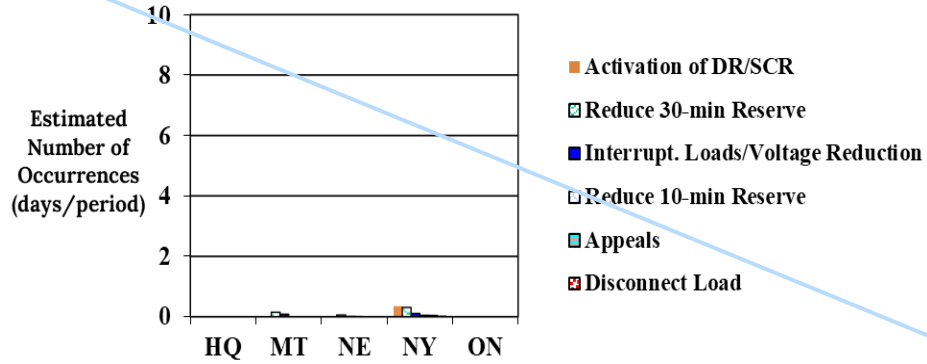
- NPCC projects that New England's summer system reliability can be maintained through non-firm imports from neighboring areas and the implementation of ISO New England's Operating Procedure No. 4 (OP-4).
- NPCC estimates that New England's lowest net margin occurs during the week of July 5, 2026.



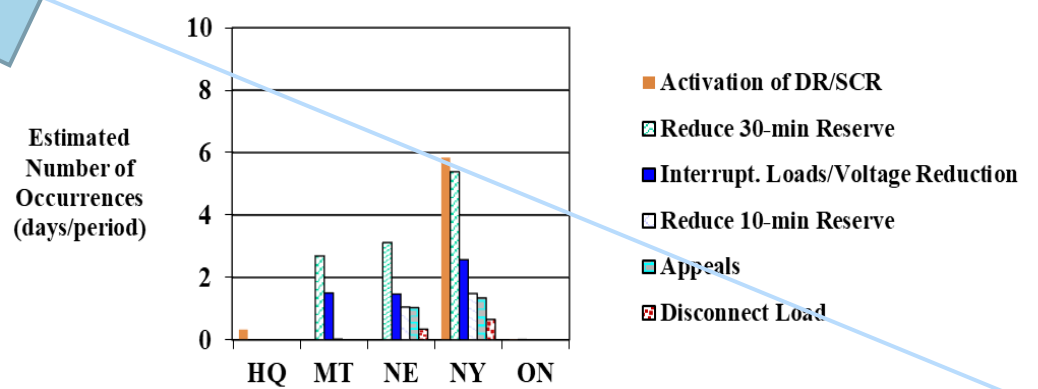
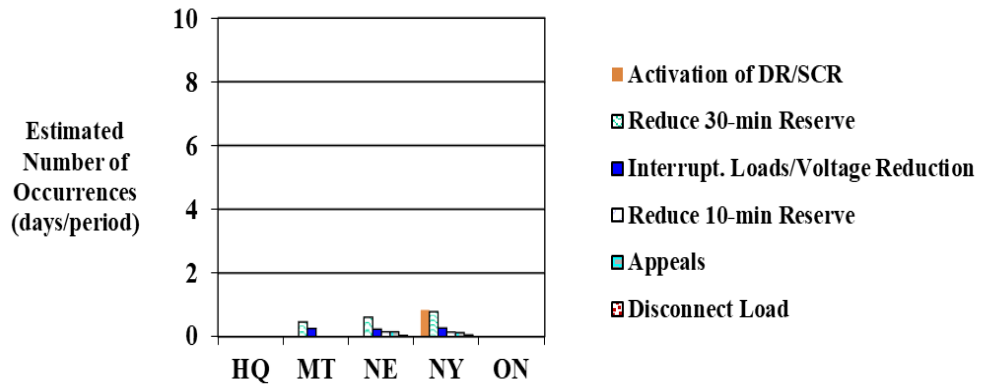
Summer Probabilistic Assessment Preliminary Results

Expected Use of Operating Procedures (days/period) May – Sept

Low Risk



Increasing Risk, Decreasing Likelihood



Higher Risk

Severe Case Assumptions – Expected Load Level

Severe case assumes approximately 10% reduced resources

Severe Case Assumptions – Higher Load Level

Severe case assumes approximately 10% reduced resources



NPCC Summer Readiness

- Reliability Coordinator (RC) Communications:
 - Daily – discuss and alert NPCC and neighboring RCs of any potential or emerging problems
 - Weekly – review a seven-day outlook for the Region, including contingencies, margins and weather, and to ensure future system changes (generation and transmission) outages are coordinated
- RCs continue to regularly conduct NPCC Emergency Preparedness Calls to review system conditions, if needed, prior to adverse weather
- NPCC Task Forces and Working Groups support continued reliable operations through reviewing and assessing the performance of the bulk power system

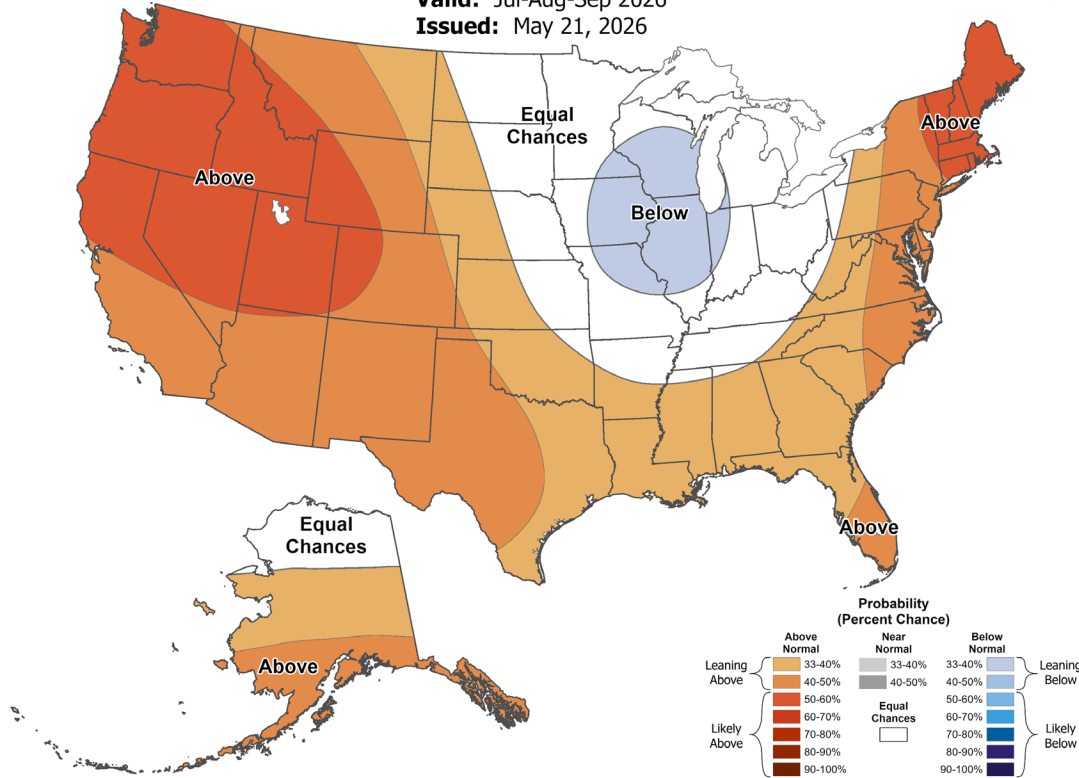


Summer 2026 Weather Outlook



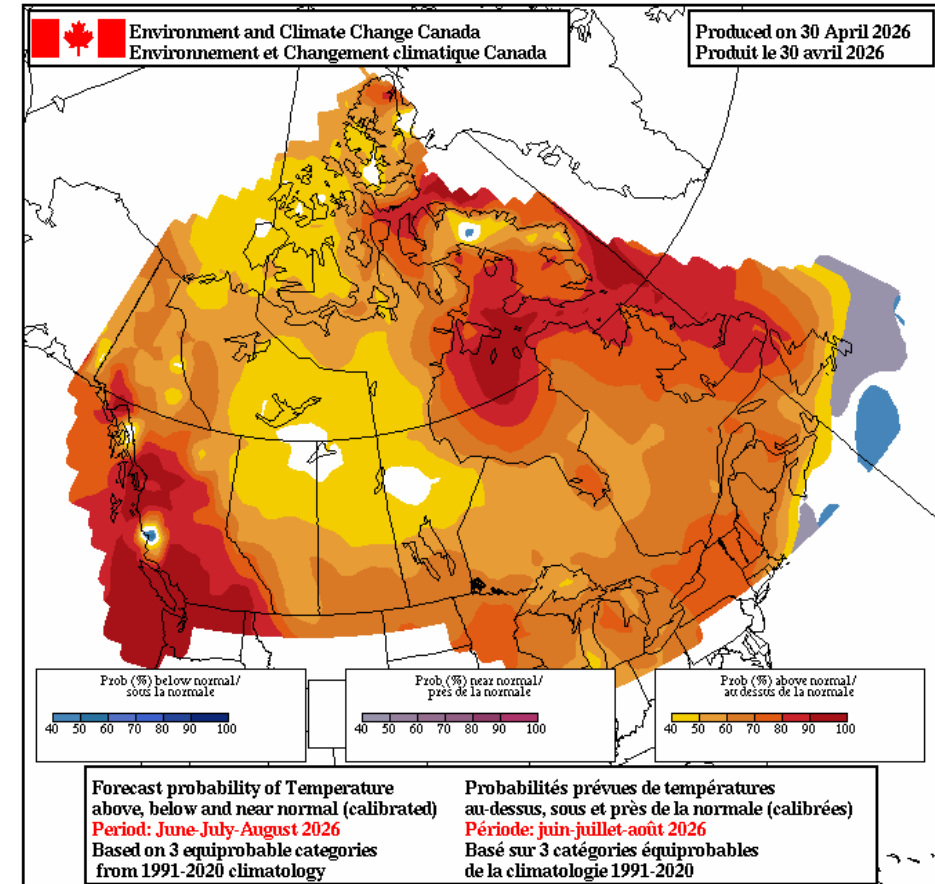
Seasonal Temperature Outlook

Valid: Jul-Aug-Sep 2026
 Issued: May 21, 2026



NOAA Climate Prediction Center

[Link](#)



Environment Canada

[Link](#)

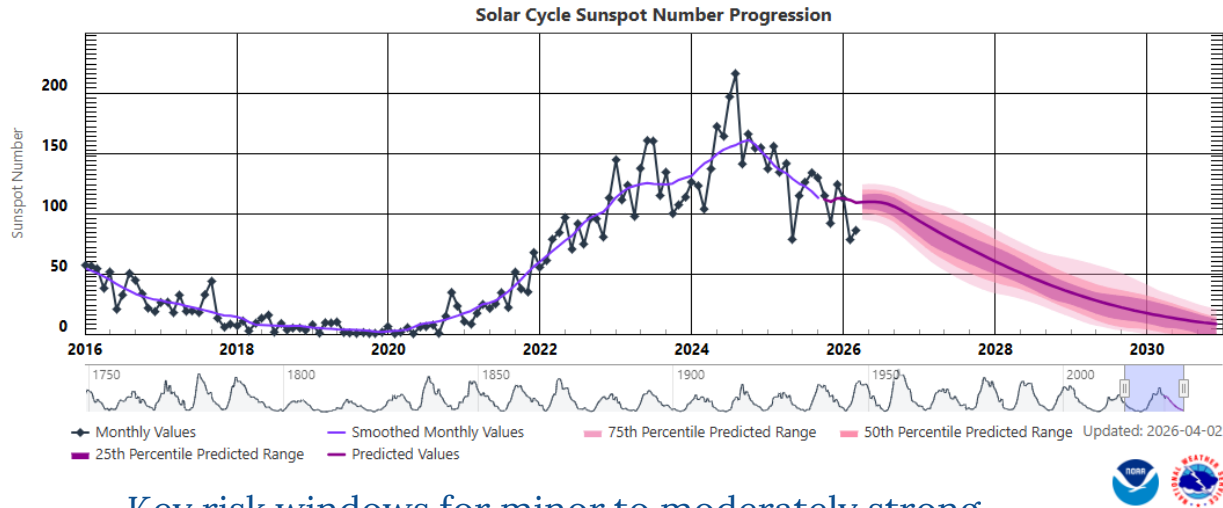


Wildfire Awareness

- Hydro-Québec operating procedures for forest fire conditions include recalling planned outages, requiring additional operating margins to mitigate the impact of line tripping, preparing contingency plans, and other daily optimization of system configurations and operations.
- If severe forest fire conditions recur in 2026, Hydro-Québec expects to be able to maintain its system reliability. However, the capacity of the Hydro-Québec system to support its neighbors during such conditions could be reduced.



2026 Geomagnetic Outlook



Key risk windows for minor to moderately strong geomagnetically induced currents (GICs):

- May 9
- May 16-17
- May 27-28
- June 5
- June 12-13
- June 23-24
- July 2
- July 9-10
- July 20-21
- July 30
- August 6
- August 17-18
- August 26
- September 2-3
- September 13-14
- September 29-3

Space Weather Prediction Center: [Link](#)

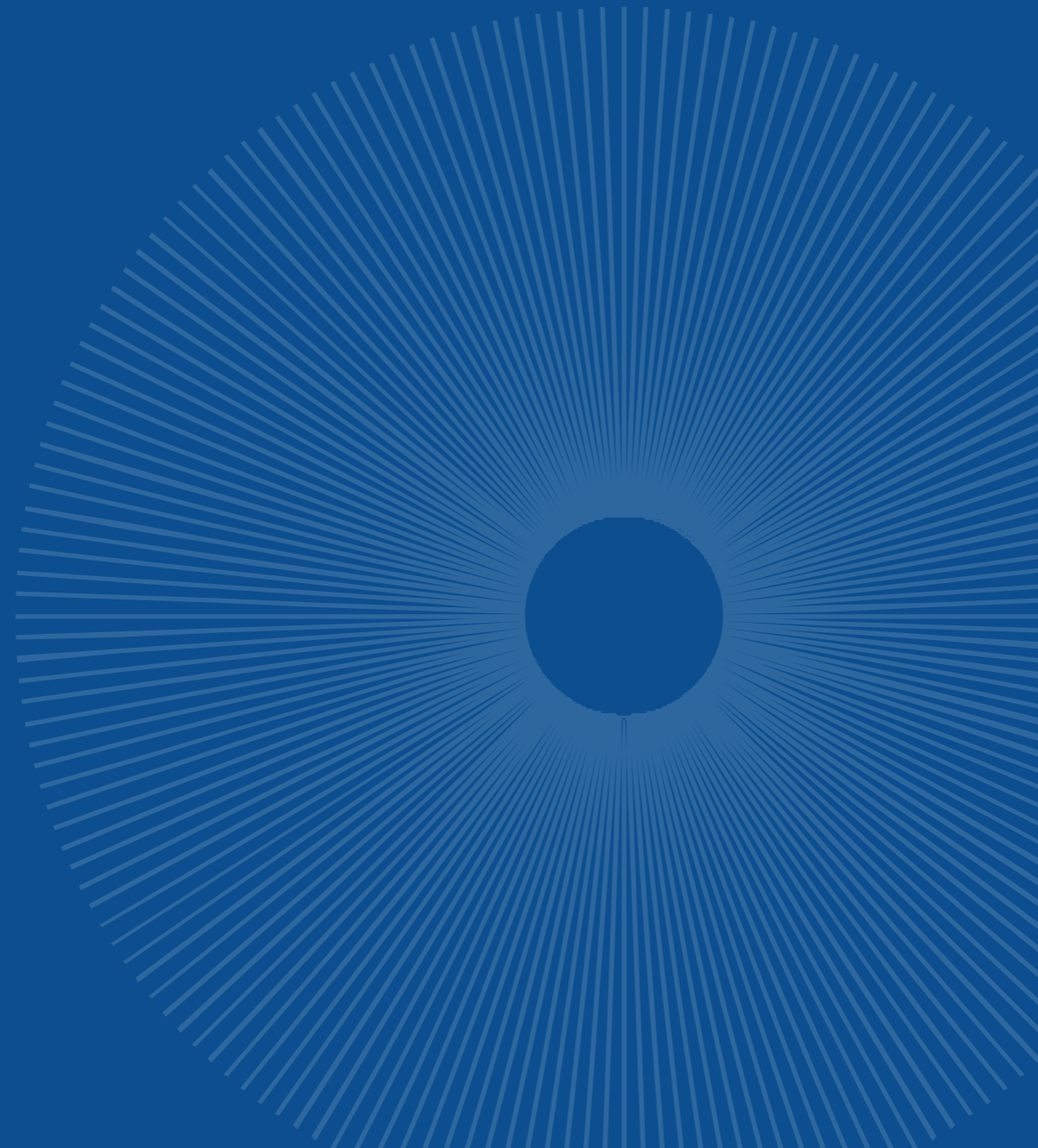
- Solar Cycle 25 likely peaked in October 2024, with sunspot activity exceeding predictions.
- There remains a small possibility of a double peak in the current cycle, as has occurred in many previous sunspot cycles.
- Major geomagnetic storms, and occasional severe storming, are expected to continue over the next year or two. Geomagnetic K indices greater than 6 will remain possible and may induce moderate to strong electrical currents in power grids.
- Operators are encouraged to monitor daily geomagnetic activity predictions this spring and summer.





Questions?

Contact Us: npcc.org/contact



Next Steps

- ISOAlert Test scheduled for **Today, Thursday May 28** for government and utility contacts
- 2026 Summer [Seasonal Outlook Webpage](#) & [Press Release](#)
- Send updated contact information to the ISO:



Government Contacts:

External Affairs Department:

- (413) 535-4138
- Gae Warman-Gold
gwarmangold@iso-ne.com



Utility Communications Contacts:

Corporate Communications/
Media Relations Department:

- (413) 535-4309
- Rebecca Meek
rmeek@iso-ne.com

Questions



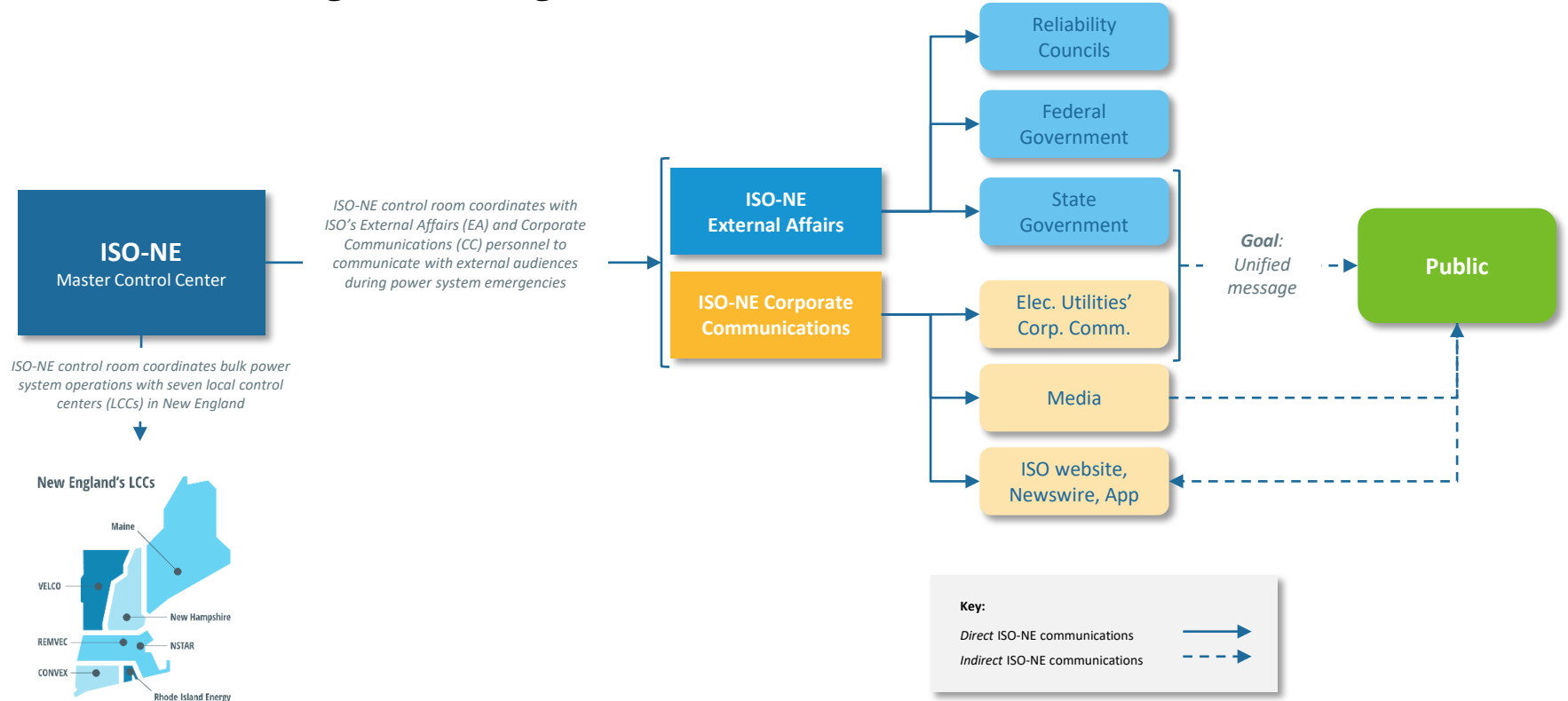
REFERENCE MATERIALS



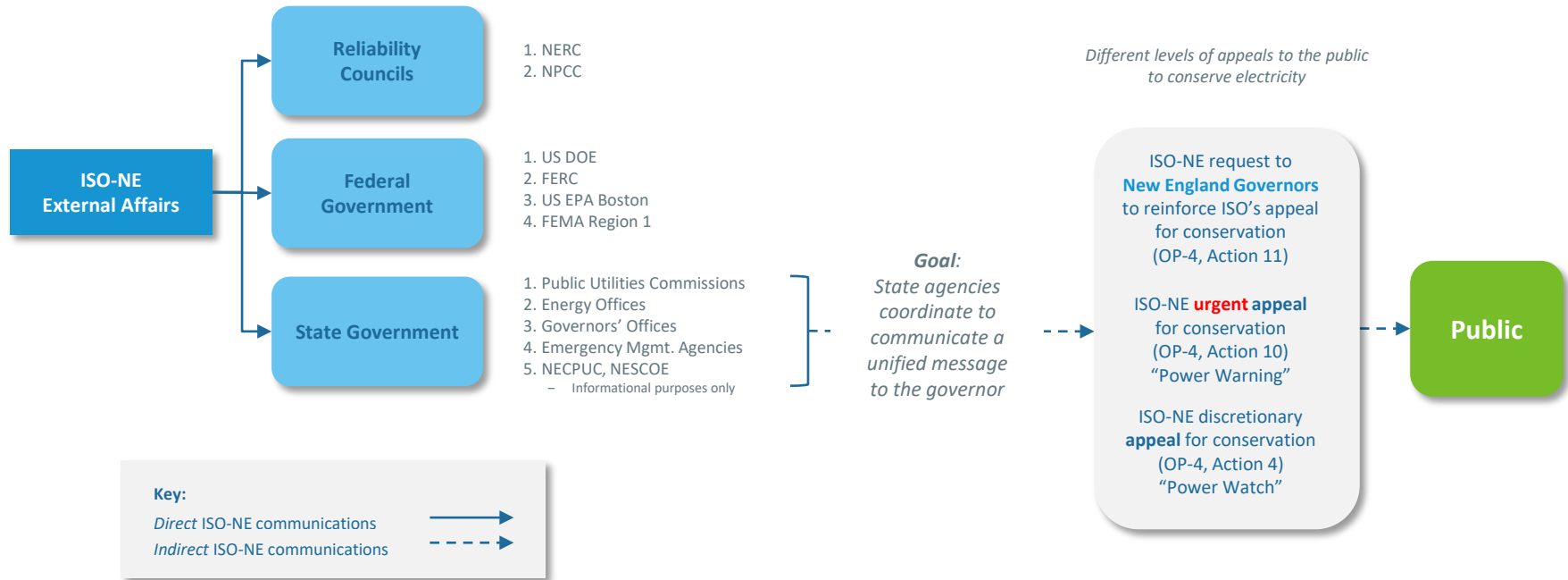
Communications Quick References



Communications Paths During a Power System Emergency: From ISO New England through to the Public



Communications Paths During a Power System Emergency: From ISO-NE External Affairs to State Agencies and the New England Governors through to the Public



External Affairs (EA) Contacts

Federal Government

U.S. Department of Energy
(DOE)

U.S. Environmental Protection Agency (EPA Region I)

Federal Energy Regulatory Authority
(FERC)

Federal Emergency Management Agency
(FEMA)

State Public Utility Commissions and Energy Offices

NESCOE
(as an FYI)

Vermont DPS and PUC

NECPUC
(as an FYI)

Rhode Island PUC, DPUC and OER

New Hampshire PUC and DOE

Massachusetts DPU and DOER

Maine PUC and GEO

Connecticut PURA and DEEP

Governors' Offices (or designee)

Connecticut Governor's Office

Maine Governor's Energy Office

Massachusetts Governor's Office

New Hampshire Department of Energy

Rhode Island Governor's Office

Vermont Department of Public Service

Emergency Management Agencies

CT Emergency Management Division

ME Emergency Management Agency

MA Emergency Management Agency

NH Bureau of Emergency Management

RI Emergency Management Agency

VT Emergency Management

Northeast States Emergency Consortium

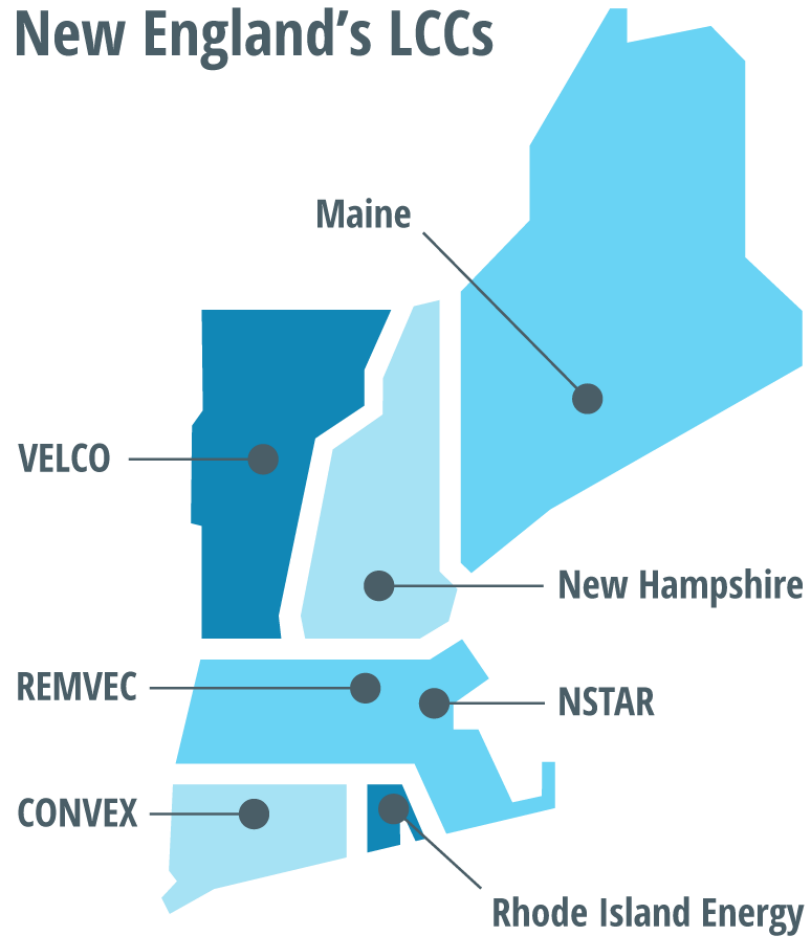
Reliability Councils

North American Electric Reliability Corporation
(NERC)

Northeast Power Coordinating Council
(NPCC)

Corporate Communications Utility Contacts

New England's LCCs



ABNORMAL CONDITIONS ALERT

Master/Local Control Center Procedure No. 2 (M/LCC 2)

Link: <https://www.iso-ne.com/participate/rules-procedures/master-lcc-procedures>

M/LCC 2 – Abnormal Conditions Alert

- What is an abnormal condition on the bulk power system?
 - Forecasted or actual deficiency of operating reserves requiring implementation of OP-4 and/or OP-7
 - Low transmission voltages and/or low reactive reserves
 - Inability to provide first contingency protection when an undesirable post-contingency condition might result (e.g., load shedding)
 - Geomagnetic Disturbance (GMD)
 - Cold Weather Event is declared
 - Operational staffing shortage impacting normal power system operations within New England
 - Any other credible threat to power system reliability and integrity (e.g., terrorism, sabotage, storms)

M/LCC 2 – Abnormal Conditions Alert, *continued*

- The purpose of M/LCC 2:
 - Alerts power system personnel and market participants of abnormal system conditions
 - Outlines steps to be taken, including:
 - Cancellation of maintenance on power system resources
 - Delineates which outages can and cannot be allowed
- M/LCC 2 may be issued systemwide or locally
- M/LCC 2 may be skipped – the ISO may move straight into OP-4 and/or OP-7, if necessary
- Typically, the ISO does not send M/LCC 2 notices to OP-4 contacts

ACTION DURING A CAPACITY DEFICIENCY

Operating Procedure No. 4 (OP-4)

Link: <http://www.iso-ne.com/participate/rules-procedures/operating-procedures>

Action During a Capacity Deficiency

Operating Procedure No. 4 (OP-4)

Link: <http://www.iso-ne.com/participate/rules-procedures/operating-procedures>

Action 1



- Inform all resources that a capacity deficiency exists
 - Each resource with a Capacity Supply Obligation (CSO) should prepare to provide capability
 - “Settlement-Only” Resources with real-time obligations and CSOs need to monitor the status of reserve pricing and meet their obligations under “Capacity Scarcity Condition” definitions in the Tariff
- Begin to allow depletion of 30-minute operating reserve
- Implement a **Power Caution**
 - Notify government official and utility communications contacts
 - Does not involve public appeals for conservation

Action 2

- Declare Energy Emergency Alert (EEA) Level 1
- EEA levels are described in Attachment 1 to NERC Reliability Standard EOP-011-4 Emergency Operations:
 - <https://www.nerc.com/standards/reliability-standards/eop/eop-011-4>

Action 3

- Request voluntary load curtailment of Market Participants' facilities in New England

Action 4



- Implement a **Power Watch**
 - Notify government official and utility communications contacts
 - Communicate that additional OP-4 actions may be taken
- If conditions warrant, issue a public appeal for voluntary conservation
 - Activate conference call and conduct regular conference call updates if public appeal is issued
 - Publicize conservation appeal

Action 5

- Implement Actions 5 and above to maintain 10-minute reserves
- Arrange to purchase available emergency capacity and energy, or energy only (if capacity backing is not available), from Market Participants or neighboring regions

*Note: EEA levels are described in Attachment 1 to NERC Reliability Standard EOP-011-4 - Emergency Operations (<https://www.nerc.com/standards/reliability-standards/eop/eop-011-4>).

Action 6

- Declare Energy Emergency Alert (EEA) Level 2*
- Implement a voltage reduction of 5% of normal operating voltage requiring more than 10 minutes to implement
 - Local Control Centers (LCCs) implement voltage reduction on distribution and sub-transmission systems
- Alert NYISO that sharing of reserves within Northeast Power Coordinating Council (NPCC) may be required

Action 7

- Request generators and demand response resources not subject to a CSO to voluntarily provide energy for reliability purposes
 - Either on a forecast basis or in real time when ISO anticipates it will be unable to maintain 10-minute reserves

*Note: EEA levels are described in Attachment 1 to NERC Reliability Standard EOP-011-4 - Emergency Operations (<https://www.nerc.com/standards/reliability-standards/eop/eop-011-4>).

Action 8

- Implement a voltage reduction of 5% of normal operating voltage that is attainable within 10 minutes
 - LCCs implement voltage reduction on distribution and sub-transmission systems
- Declare Energy Emergency Alert (EEA) Level 2 if not already performed under an earlier action*

Action 9

- Request activation of all customer generation not contractually available to Market Participants
- Request voluntary load curtailment by large industrial and commercial customers
- Request is made through Transmission and Distribution owners

Action 10



- Initiate appeals for voluntary load curtailment
 - Publicize conservation appeal via ISO-NE home page, Newswire, Mobile app, X/Twitter
- Implement a **Power Warning**
 - Notify government official and utility communications contacts via conference call bridgeline
 - Public appeals made when an immediate reduction in power usage is necessary to avert overload of the electrical system
 - Public appeals made when other efforts (e.g., emergency purchases, voluntary curtailment, contracted curtailment and voltage reductions) have been unsuccessful in bringing supply and demand back into balance
 - Conduct conference call updates
- Declare Energy Emergency Alert (EEA) Level 2 if not already performed under an earlier action*

Action 11



- Request New England governors to reinforce **Power Warning** appeals initiated in Action 10
 - Notify government official contacts
 - Request governors to make an urgent public appeal for conservation
- Declare Energy Emergency Alert (EEA) Level 2 if not already performed under an earlier action*

*Note: EEA levels are described in Attachment 1 to NERC Reliability Standard EOP-011-4 - Emergency Operations (<https://www.nerc.com/standards/reliability-standards/eop/eop-011-4>).

Potential Relief Under OP-4

Roughly 1,145 – 4,020 MW of potential relief systemwide from 11 actions

OP-4 Action	Action Description (Page 1 of 3)	Possible Relief (MW)
1	Implement Power Caution and advise resources with a capacity supply obligation (CSO) to prepare to provide capacity and notify “Settlement-Only” generators with a CSO to monitor reserve pricing to meet those obligations	0 ¹
	Begin to allow depletion of 30-minute reserves	600
2	Declare Energy Emergency Alert (EEA) Level 1	0 ⁴
3	Request voluntary load curtailment of Market Participants’ facilities	40 ²
4	Implement Power Watch , a notification that further steps to manage capacity could affect the public	0
5	Schedule Emergency Energy Transactions and arrange to purchase Control-Area-to-Control-Area Emergency Capacity and Energy	Variable 0 – 1,000

Source: [OP-4, Action During A Capacity Deficiency, Appendix A](#)

Potential Relief Under OP-4, *continued*

Roughly 1,145 – 4,020 MW of potential relief systemwide from 11 actions

OP-4 Action	Action Description (Page 2 of 3)	Possible Relief (MW)
6	Implement a voltage reduction of 5% of normal operating voltage requiring more than 10 minutes	Variable 0 – 125 ³
	Declare Energy Emergency Alert (EEA) Level 2	0 ⁴
7	Request resources without a CSO to provide energy for reliability purposes	Variable 0 – 1,500
8	Implement a voltage reduction of 5% of normal operating voltage requiring 10 minutes or less	Variable 0 – 250 ³
	Declare Energy Emergency Alert (EEA) Level 2 (if not already declared)	0 ⁴
9	Request activation of transmission customer generation not contractually available to Market Participants during a capacity deficiency	5
	Request voluntary load curtailment by large industrial and commercial customers	200 ²

Source: [OP-4, Action During A Capacity Deficiency, Appendix A](#)

Potential Relief Under OP-4, *continued*

Roughly 1,145 – 4,020 MW of potential relief systemwide from 11 actions

OP-4 Action	Action Description (Page 3 of 3)	Possible Relief (MW)
10	Implement Power Warning and issue urgent public appeal for voluntary conservation Declare Energy Emergency Alert (EEA) Level 2 (if not already declared)	200 ² 0 ⁴
11	Request state governors' support for ISO appeals for conservation Declare Energy Emergency Alert (EEA) Level 2 (if not already declared)	100 ² 0 ⁴
	Total Relief (MW)	1,145 – 4,020

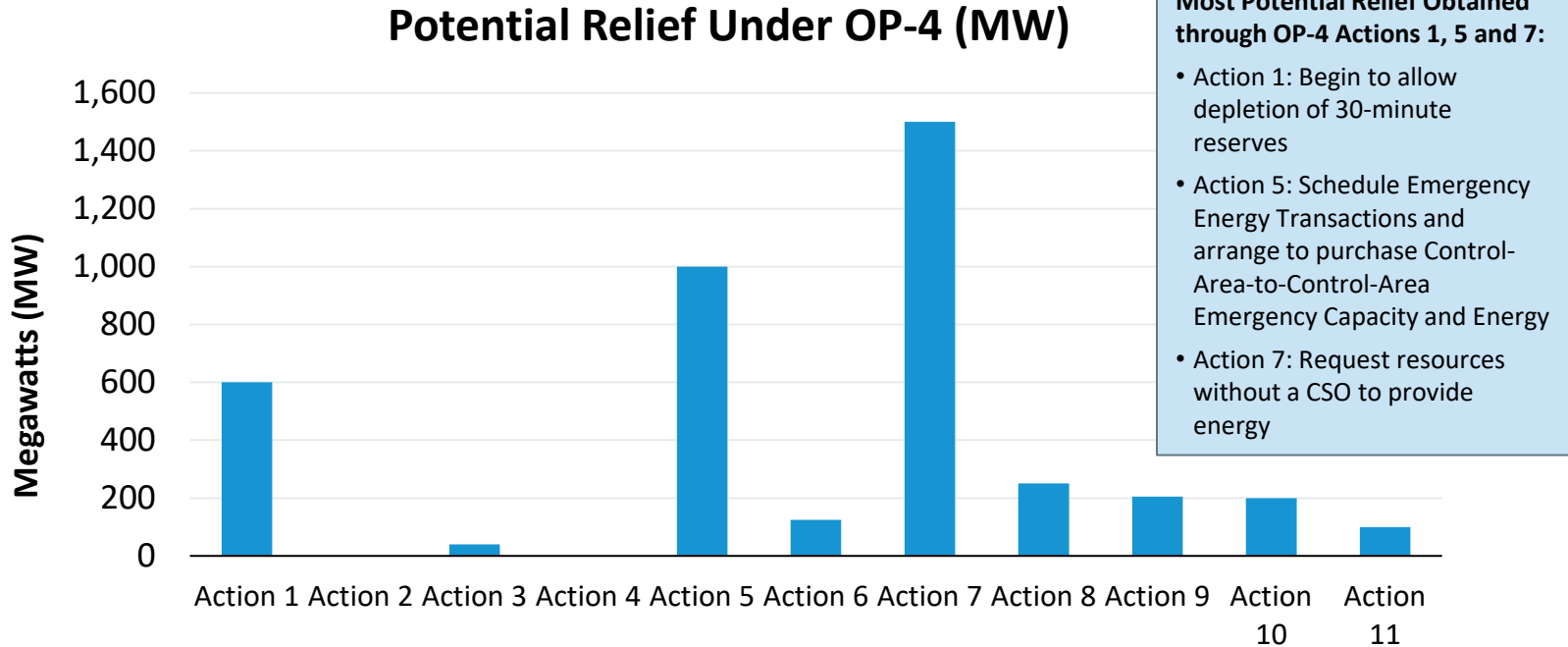
NOTES:

1. Based on Summer Ratings. Assumes 25% of total MW Settlement-Only units <5 MW will be available and respond.
2. The actual load relief obtained is highly dependent on circumstances surrounding the appeals, including timing and the amount of advanced notice that can be given.
3. The MW values are based on a 25,000 MW system load and verified by the most recent voltage reduction test.
4. EEA levels are described in Attachment 1 to NERC Reliability Standard EOP-011-4 - Emergency Operations (<https://www.nerc.com/standards/reliability-standards/eop/eop-011-4>) and do not trigger additional communications with OP-4 contacts.

Source: [OP-4, Action During A Capacity Deficiency, Appendix A](#)

Potential Relief Under OP-4

Roughly 1,145 – 4,020 MW of potential relief systemwide from 11 actions



[OP-4, Action During A Capacity Deficiency, Appendix A](#)

OP-4 Actions 2015-2026

Action	1	2	3	4	5	6	7	8	9	10	11
Date	Power Caution			Power Watch						Power Warning	Governors' Appeal
9/9/2015	•										
8/11/2016	•	•									
9/3/2018	•	•	•	•	•						
12/24/2022	•	•	•		•						
7/5/2023	•	•									
6/18/2024	•	•									
8/1/2024	•	•									
6/24/2025	•	•	•		•						
11/23/2025	•	•									

[OP 4 Implementation Summaries](#)

ACTION IN AN EMERGENCY

Operating Procedure No. 7 (OP-7)

Link: <http://www.iso-ne.com/participate/rules-procedures/operating-procedures>

Action in an Emergency (OP-7)



- If OP-4 actions are not adequate to manage a capacity deficiency, the ISO will implement OP-7
 - OP-4 can be skipped to move into OP-7 immediately, if necessary
- OP-7 allows system operators to order the **disconnection** of firm customer load—frequently referred to as manual load shedding, load curtailment, controlled power outages, or rolling blackouts—as a means of maintaining the integrity of the bulk power system
- OP-7, like OP-4, can be called region-wide or locally
- When OP-7 actions are required, transmission and/or distribution companies disconnect customers at the direction of the ISO or the Local Control Centers (LCC)
 - ISO system operators do not have the ability to disconnect customers

Communications During OP-7

Communications follow the general framework for OP-4 events



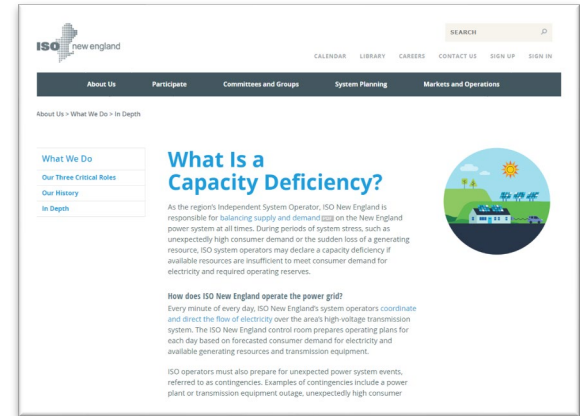
- Control Room will:
 - Notify LCCs, U.S. DOE, NERC, and NPCC within the times prescribed by the various agencies
- CC and EA will:
 - Inform government officials and utility communications contacts of OP-7 implementation (prior to implementation, if possible)
 - Notification by phone and email
 - Activate conference call “bridge-line” and conduct regular conference call updates when time permits
 - Issue *Controlled Power Outage* notice and, if necessary, conservation appeal (prior to implementation, if possible)

Other Information Resources

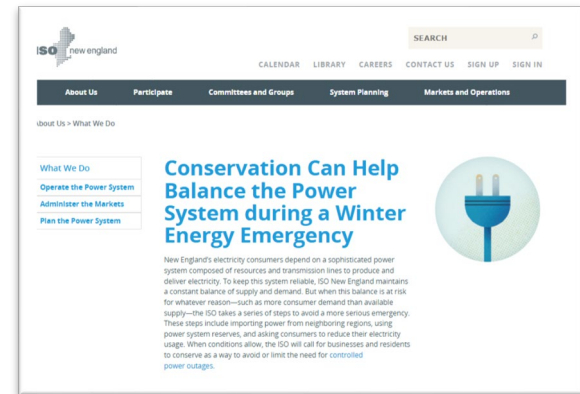


Related Web Content

- Web pages to assist in the event emergency communications are needed:
 - [“What Is a Capacity Deficiency?”](#)
 - A high-level explainer of a capacity deficiencies and the steps ISO New England will take to manage them
 - [“Conservation Can Help Balance the Power System during a Winter Energy Emergency”](#)
 - An overview of the role of conservation in a capacity deficiency, including tips for consumers to reduce their energy use



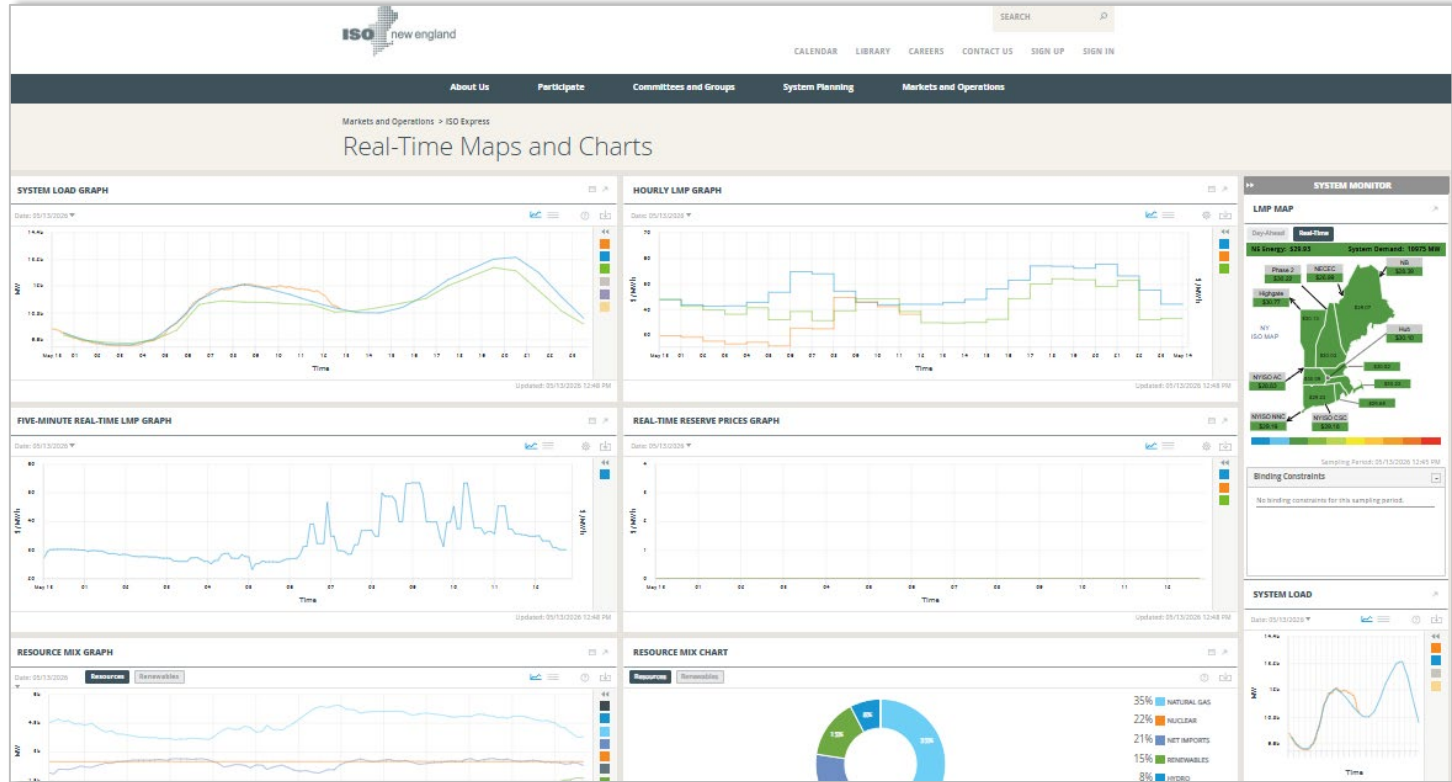
<https://www.iso-ne.com/about/what-we-do/capacity-deficiency>



<https://www.iso-ne.com/about/what-we-do/winter-conservation>

For a Quick Look at Power System Conditions...

Visit the System Monitor on ISO Express



<http://www.iso-ne.com/isoexpress/>

Options to Subscribe to ISO New England Email Lists

Subscribe to receive All Notices, Emergency Operating System Notices, and others

Subscribe here: <http://www.iso-ne.com/participate/support/mailing-lists>

The screenshot shows the ISO New England website. At the top left is the ISO New England logo. To the right is a search bar. Below the logo are navigation links: CALENDAR, LIBRARY, CAREERS, CONTACT US, SIGN UP, and SIGN IN. A dark blue navigation bar contains links for About Us, Participate, Committees and Groups, System Planning, and Markets and Operations. The main content area is titled "Participate > Support" and "Mailing Lists". On the left is a vertical menu with an "IN THIS SECTION" header. The menu items are: Support, Participant Readiness Project Outlook, Request Data and Information, Request CEII Access, Request Software, Mailing Lists (highlighted), Web Feeds, Web Conferencing Support, User Guides, Glossary and Acronyms, Web Browser Support, Web Services Data, Library of Participant Support Forms, Upload and Download File Format Protocols, FAQs, and Website Help. Below the menu is a "RELATED LINKS" section with "Contact Participant Support". The main content area on the right contains text about subscription-based email lists, a link to an Ask ISO knowledge article, information for market participants, and descriptions of mailing lists. It also lists "General ISO and Industry Information" with links for ISO Newswire, ISO Training, Participant Readiness, Notices, Participant Issues, and Emergency Operating System Notices.

ISO New England offers several subscription-based email lists to notify market participants and other stakeholders of ISO and industry developments. Subscriptions to these notifications are organized through the Ask ISO system (with a couple of noted exceptions).

Please read the Ask ISO knowledge article, [How to Manage Your Mailing Lists](#), for instructions and related subscribe/unsubscribe links.

If you are a market participant that is looking to receive company specific notices and communications (i.e., Billing or Financial Assurance Contact), please reach out to your company's Security Administrator who will be able to alter related Contact Types.

Descriptions of the mailing lists and helpful resources are provided below.

General ISO and Industry Information

ISO Newswire (subscribe via email)
Recent articles from the ISO's news blog, [ISO Newswire](#)

ISO Training (subscribe via email)
Announcements of training courses offered by the ISO

Participant Readiness
Notification of updates to the [Participant Readiness Project Outlook](#) webpage or the near-term project pages listed therein, which discuss major upcoming ISO projects

Notices

Subscribe to **All Notices** to receive all of the below notifications. Or, select only the specific mailing lists you'd like.

Participant Issues
Notices of miscellaneous reports, changes in policy issues, and other general matters related to our customers

Emergency Operating System Notices
Alerts on abnormal operating system conditions, including:

New Web Resource: Plain-Language Power System Status Explanations

[Current Power System Status >
Power System Updates
Explained](#)

ISO new england

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About Us Participate Committees and Groups System Planning Markets and Operations

Markets and Operations > Power System Forecast and Status > Current Power System Status

Power System Updates Explained

IN THIS SECTION

- Current Power System Status
- Power System Status Descriptions
- Power System Updates Explained
- Power System Status Archive
- OP 4 Implementation Summaries

ISO New England operates the region's power grid through all types of conditions every minute of every day. Certain conditions, like extreme weather or higher-than-normal consumer demand, can lead to a system status other than "normal." Learn more about what our highly trained teams are doing, and what the public may be able to do, during the different system statuses below.

- Abnormal Conditions Alert**
A precautionary notification that provides information for those directly involved with the bulk electric power system.
- Cold Weather Alerts**
We may issue these alerts if our Seven-Day Capacity Forecast indicates that upcoming extreme cold weather may affect our ability to reliably operate the region's power system.
- Forecasted Energy Alert and Emergency**
Issued when our 21-Day Energy Assessment Forecast and Report indicates a capacity deficiency or controlled outages are likely within the next 21 days.
- Reserve Shortage**
Reserves may be dispatched anytime a resource goes off line unexpectedly, or when consumer demand is higher than expected. If there are no other resources available to take over as reserves, the region may experience a reserve shortage.
- System Imbalance**
These alerts are issued when there is an expected or actual mismatch between supply and demand.

Abnormal Conditions Alert

Master/Local Control Center Procedure No. 2 (M/LCC 2)



What We're Doing

Alerting power system personnel and wholesale electricity market participants of potential system operating issues and asking them to suspend any testing or maintenance on their resources that could affect grid reliability.



What the Public Can Do

No action required.

[Power System Updates Explained > Abnormal Conditions Alert](#)

Reserve Shortage/ Capacity Deficiency



What We're Doing

System operators are alerting power system personnel and market participants about the system conditions. ISO operators are taking additional actions, including using reserve resources, to maintain system reliability.



What the Public Can Do

No immediate action required **unless** the ISO has made an appeal for voluntary conservation of electricity use.

[Power System Updates Explained > Reserve Shortage](#)

System Imbalance



What We're Doing

Notifying power generators and other organizations with direct connections to the New England electrical grid to take actions to reduce output, imports, or otherwise balance the system.



What the Public Can Do

No action required.

[Power System Updates Explained > System Imbalance](#)

For More Information



Subscribe to *ISO Newswire*

[ISO Newswire](#) is your source for regular news about ISO New England and the wholesale electricity industry within the six-state region



Log on to ISO Express

[ISO Express](#) provides real-time data on New England's wholesale electricity markets and power system operations



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[ISO to Go](#) is a free mobile application that puts real-time wholesale electricity pricing and power grid information in the palm of your hand

