	<b>CROP.27003 Emergency Notification System (ENS)</b>	
©2025	Approved By: Director, Operations	Effective Date: 12/15/2025
Rev #10	Procedure Owner: Senior Manager, Control Room Operations	Valid Through: 12/15/2027

## Conditions to Enter

1. An ENS message needs to be sent for an event; Or
2. An ENS message needs to be resent.

## References

[None]

## Procedure Background

The Emergency Notification System (ENS) is used by ISO New England to send out phone and email messages to specific groups of contacts to alert them of unusual or emergency conditions on the New England power system. Such conditions for ENS activation are predetermined.

## Common Procedure Information

- A. Any ISO-NE qualified Control Room Operator has the authority to take actions required to comply with NERC Reliability Standards. A qualified ISO-NE Control Room Operator has met the following requirements:
  1. Have and maintain a NERC certification at the RC level (per R.1 of PER-003)
  2. Applicable Requirements of PER-005
  3. Approved to cover a Control Room Operator shift position by the Senior Manager, Control Room Operations
  4. Is proficient at the current qualified level.
- B. Real-time operation is defined as the current hour and the current hour plus one.
- C. Future hours are those beyond real-time operation.
- D. All verbal communications with Local Control Centers (LCC), neighboring Reliability Coordinators/Balancing Authorities (RC/BA), Designated Entities (DE), Demand Designated Entities (DDE) and/or SCADA centers shall be made on recorded phone lines unless otherwise noted.
- E. For all communications:
  1. Use the Basic Protocol for All Operational Communications as prescribed in M/LCC 13.
  2. Use 'ISO New England' or 'New England'. Refrain from using 'ISO'.
  3. Use Asset ID's when communicating with DE/DDEs.
  4. Use three-part communication in all situations where its use will enhance communication.
- F. Primary responsibilities are stated for each step within the procedure, but any ISO Control Room Operator qualified at that position or higher can perform the step. The Primary Responsibility may be delegated to an Operator in a lower qualified position, but the responsibility for its completion remains with the identified individual..
- G. The use of “ensure” within this document means that a verification has been performed and if the item is not correct, corrective actions will be performed.

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**Step 1** Primary Responsibility: Senior System Operator  
**Access ENS and log in.**

**Notes**

ENS is accessed from the Control Room home page. The website address is:  
<https://www.getrave.com/login/isonewengland>

**Step 2** Primary Responsibility: Senior System Operator  
**Locate and select the Alert Template to be activated.**

**Instructions**

In the “Alert Templates” field, click “Select” to the far right of the Alert Template Name.

**Step 3** Primary Responsibility: Senior System Operator  
**Verify the Name and Type in the Alert Details field.**

**Instructions**

- The Name represents the alert being activated;
- Type selected is “Standard”.

**Step 4** Primary Responsibility: Senior System Operator  
**Verify the Alert Methods are set.**

**Notes**

- Alert Methods are pre-set.
- Available methods are: Text, Email and Voice. ISO-NE will only send out voice messages, email messages, or both.
- A green header with a “—” indicates the method(s) is(are) selected. When an alert method is not selected a “+” is indicated in the header.

**Step 4.1** Primary Responsibility: Senior System Operator

**Condition(s) to perform this step:**

- The notification is to be sent via telephone.

**Setup the voice message.**

**Instructions**

Perform the following:

- Verify that “Voice” is selected;
- Click the “Voice” Alert Method icon, **DO NOT** click the “—” this will deselect the Alert Method;
- "Convert Text-to-Speech" radio button is selected;
- Update the Date and Time in the message;
- Review the text in the “Enter Text and TTY/TDD Message:” field to verify it is accurate for this instance;  
**NOTE:** the text must be typed out phonetically for the message to render correctly;
- Click the "REVIEW RECORDING" button to listen to the message.

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**Step 4.2** Primary Responsibility: Senior System Operator

**Condition(s) to perform this step:**

- The notification is to be sent via email.

**Setup the email message.**

**Instructions**

Perform the following:

- Verify that "Email" is selected;
- Click the "Email" Alert Method icon, **DO NOT** click the "—" this will deselect the Alert Method;
- Verify the Message Body is set to "HTML";
- Review the "Subject" to verify it is accurate for this instance;
- Review the "Message Body:" to verify it is accurate for this instance.

**Step 5** Primary Responsibility: Senior System Operator

**Condition(s) to perform this step:**

- Lists or People to be notified needs modified.

**In the Delivery Targets field Click "EDIT" to modify who is notified.**

**Notes**

All lists are selected by default.

**Step 5.1** Primary Responsibility: Senior System Operator

**Modify the Lists or People selected for notification.**

**Instructions**

All lists are selected by default in the "Targeted Recipients" field.

- To deselect a Person or List: click the "x" to the right of the name;
- Click "Save".

**Step 6** Primary Responsibility: Senior System Operator

**Activate the Alert to send out the notifications.**


**Instructions**

To activate the Alert:

- Click the green "CONTINUE" button;
- Click the "SEND THIS ALERT TO (Number) RECIPIENTS" button in the "Confirm Alert Before Sending" popup.

**Step 7** Primary Responsibility: Senior System Operator

**Inform the Operations Shift Supervisor the Alert has been sent.**

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**Step 8** Primary Responsibility: Senior System Operator  
**Review the Alert Summary.**

**Instructions**

To review the Alert Summary details:

- Click “Open Alert Report” from the “Alert Sent” pop-up after sending an Alert; Or
- Click “Reports” from the left navigation menu;
  - Click “Alert History”;
- In the “Alert Reports” field, click either the alert name from the NAME column, or the magnifying glass from the ACTION column.
  - In the “MODE PERFORMANCE” field check each of the Alert Modes (Email, Voice) for successful delivery of alerts;
  - Check “Target Messages” value for each mode;
  - If “First Pass” and “Overall” values match the Target Messages, this indicates all notifications were successfully sent and received.
  - If “First Pass” and “Overall” values **DO NOT** match the Target Messages, this indicates that message delivery was not successful to the intended targets.
    - To view which targets were not successfully contacted, download and view the Alert report from the “ACTION” field for each delivery mode.

**Notes**

The MODE PERFORMANCE field shows status bars for each alert mode that was selected, examples

- Gray bar: Messages are pending/actively being sent
- Green bar: All Messages successfully sent
- Green and Red bar: Intended target(s) failed delivery mode, user must view the alert report to identify which contacts were not notified.

**Step 9** Primary Responsibility: Senior System Operator  
**Confirm all targeted participants were notified.**

**Instructions**

- Check the “Voice Alert Delivery Status” column for any “Failed” indications;
- Notify the Shift Supervisor which participants failed.

**Notes**

Only contacts with names beginning with “DE” or “DDE” are required to be notified.

**Step 10** Primary Responsibility: Senior System Operator

**Condition(s) to perform this step:**

- If DEs/DDEs were not notified and need to be notified.

**Determine which DEs/DDEs need to be notified and what means will be used to notify them.**

**Instructions**

DEs/DDEs can be individually contacted or the ENS message for the event can be resent to the required members.

**Step 10.1** Primary Responsibility: Any Control Room Operator

**Condition(s) to perform this step:**

- It was determined that the affected DE/DDEs will be contacted via phone.

**Contact the affected DE/DDE and deliver the ENS message.**

**Notes**

The Senior System Operator will either make the calls or coordinate with the System Operators to make the required notifications.

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**Step 10.2**      Primary Responsibility: Senior System Operator

**Condition(s) to perform this step:**

- It was determined that the affected DE/DDEs will be contacted via ENS.

**Re-send the ENS message to only the affected DE/DDEs.**

**Instructions**

- Open the Alert from the Alert History;
- Click the “Send Follow-up Alert” button on the Alert Summary display;
- Select the “Not Messaged” radio button;
- Click the “CALCULATE DELIVERY TARGETS” button;
- Select the desired Alert from the “Template:” dropdown menu;
- Click the “Continue” button;
- Click “EDIT” in the Delivery Targets Field;
- Verify the Targeted Recipients field states the following: “Targeted Recipients from (Alert that was sent) Standard Message (Date & Time);
- Click “Save”;
- Click “CONTINUE” under the Summary field;
- Click “SEND THIS ALERT TO (Number) RECIPIENTS.

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## Revision History

<b>Rev. No.</b>	<b>Date (MM/DD/YY)</b>	<b>Reason</b>	<b>Contact</b>
0	10/24/13	Initial revision of this Procedure	Steven Gould
1	12/30/14	Add clarification to who needs to be contacted. Added a Step to provide direction to use ENS to send a message to specific parties.	Steven Gould
2	11/09/16	Biennial review	Steven Gould
3	12/21/16	Added Attachment 2 that provides guidance on manual initiation of an ENS Scenario	Steven Gould
4	03/01/17	Update language in Attachment 1 Add items to Attachment 2	Steven Gould
5	12/18/17	Update format and addition of a step	Steven Gould
6	03/28/19	Updated ENS scenarios in Attachment 2	Steven Gould
7	02/26/21	Modified Attachments 1 & 2 to reflect process after Phone Upgrade	Steven Gould
8	02/16/23	Biennial review; Updated Common Procedure Information; Reformatted the instructions in Step 1.5.2	Jonathan Gravelin
9	02/05/25	Deleted Instruction in Step 1.2, Deleted Notes in Step 1.3,	Jonathan Gravelin
10	12/04/25	Procedure updated for new ENS software. Deleted Section 2, Attachment 1&2. Reclassified to ISO-Public	Jonathan Gravelin