



Communication Protocols Annual Review

COM-002-4

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SOS

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- COM-002-4 R4.2 requires annual review of Communications Protocol
 - 4.2.** Assess the effectiveness of its documented communications protocols in Requirement R1 for its operating personnel that issue and receive Operating Instructions and modify its documented communication protocols, as necessary.

- From PJM Manual M-01, Section 4.5.6

PJM will utilize the System Operations Subcommittee to assess the effectiveness of these Communication Protocols at least once every 12 calendar months.

The assessment of the Communication Protocols will:

- Evaluate any operating errors or events that involved communication errors or misunderstandings
- Evaluate the effectiveness and efficiency of operator communications utilizing the Communication Protocols.
- Evaluate whether or not any modifications to the Communication Protocols are required (while ensuring continued compliance with COM-002-4).

- Operating Instruction - A command by operating personnel responsible for the Real-time operation of the interconnected Bulk Electric System to change or preserve the state, status, output, or input of an Element of the Bulk Electric System or Facility of the Bulk Electric System.
- Three Part Communication
- All-Call

1. All operators should use their last name (at a minimum) and company name when answering a phone call and identify themselves using their last name (at a minimum) and company when initiating a phone call.
2. All operators shall issue and receive written and oral Operating Instructions using the English language. (required by COM-002-4)
3. Use 3-Part Communications for Operating Instructions in normal and emergency operations (required by COM-002-4)
4. PJM shall confirm receipt of All-Call by at least one party (required by COM-002-4)
5. For Operating Instructions that are issued with a time reference, time identification shall be in 24 hour format and include appropriate time zone (for Operating Instructions crossing time zones).

6. For Operating Instructions that reference:
 - a. transmission lines, the line identification shall include Terminal to Terminal designation, voltage level and line number
 - b. Other substation equipment, designation shall include substation name, equipment number and equipment type
 - c. Generating units, designation shall include the generating station name and unit number
7. For Operating Instructions that reference alphanumeric information, phonetically correct alphanumeric clarifiers can be used, if needed, to minimize misinterpretation

- Any operating events involving miscommunication?
- Are Communication Protocols effective and being applied consistently?
- Any changes needed to Communication Protocols?