

A. Introduction

- 1. Title:** **Operating Personnel Training**
- 2. Number:** PER-002-0
- 3. Purpose:** Each Transmission Operator and Balancing Authority must provide their personnel with a coordinated training program that will ensure reliable system operation.
- 4. Applicability**
 - 4.1.** Balancing Authority.
 - 4.2.** Transmission Operator.
- 5. Effective Date:** April 1, 2005

B. Requirements

- R1.** Each Transmission Operator and Balancing Authority shall be staffed with adequately trained operating personnel.
- R2.** Each Transmission Operator and Balancing Authority shall have a training program for all operating personnel that are in:
 - R2.1.** Positions that have the primary responsibility, either directly or through communications with others, for the real-time operation of the interconnected Bulk Electric System.
 - R2.2.** Positions directly responsible for complying with NERC standards.
- R3.** For personnel identified in Requirement R2, the Transmission Operator and Balancing Authority shall provide a training program meeting the following criteria:
 - R3.1.** A set of training program objectives must be defined, based on NERC and Regional Reliability Organization standards, entity operating procedures, and applicable regulatory requirements. These objectives shall reference the knowledge and competencies needed to apply those standards, procedures, and requirements to normal, emergency, and restoration conditions for the Transmission Operator and Balancing Authority operating positions.
 - R3.2.** The training program must include a plan for the initial and continuing training of Transmission Operator and Balancing Authority operating personnel. That plan shall address knowledge and competencies required for reliable system operations.
 - R3.3.** The training program must include training time for all Transmission Operator and Balancing Authority operating personnel to ensure their operating proficiency.
 - R3.4.** Training staff must be identified, and the staff must be competent in both knowledge of system operations and instructional capabilities.
- R4.** For personnel identified in Requirement R2, each Transmission Operator and Balancing Authority shall provide its operating personnel at least five days per year of training and drills using realistic simulations of system emergencies, in addition to other training required to maintain qualified operating personnel.

C. Measures

- M1.** The Transmission Operator and Balancing Authority operating personnel training program shall be reviewed to ensure that it is designed to promote reliable system operations.

D. Compliance

1. Compliance Monitoring Process

Periodic Review: The Compliance Monitor's Administrator will conduct an on-site review of the Transmission Operator and Balancing Authority operating personnel training program every three years. The operating personnel training records will be reviewed and assessed compared to the program curriculum.

1.1. Compliance Monitoring Responsibility

Self-certification: The Transmission Operator and Balancing Authority will annually provide a self-certification based on Requirements R1 through R4.

1.2. Compliance Monitoring Period and Reset Timeframe

One calendar year.

1.3. Data Retention

Three years.

1.4. Additional Compliance Information

Not specified.

2. Levels of Non-Compliance

2.1. Level 1: N/A.

2.2. Level 2: The Transmission Operator or Balancing Authority operating personnel training program does not address all elements of Requirement R3.

2.3. Level 3: The Transmission Operator or Balancing Authority operating personnel training program does not address Requirement R4.

2.4. Level 4: A Transmission Operator or Balancing Authority has not provided a training program for its operating personnel.

E. Regional Differences

None identified.