Purpose

This procedure outlines the steps that may be taken to prevent a System Emergency and to stabilize the system should a System Emergency occur.
1. Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CAISO Shift Manager</strong></td>
<td>Directs timely and appropriate Real-Time actions necessary to ensure reliable operation of the CAISO Controlled Grid and Balancing Authority Area.</td>
</tr>
<tr>
<td><strong>CAISO System Operator</strong></td>
<td>Ensures reliable operation of the CAISO Controlled Grid and Balancing Authority Area.</td>
</tr>
<tr>
<td><strong>CAISO Market Operator</strong></td>
<td>Ensures emergency actions are consistently applied to the CAISO market applications.</td>
</tr>
<tr>
<td><strong>Participating Transmission Owner (PTO)</strong></td>
<td>Maintain a single point of contact with CAISO through their Power Grid Operations Centers and are subject to Operating Instructions issued by CAISO.</td>
</tr>
<tr>
<td><strong>Utility Distribution Company (UDC)</strong></td>
<td>Comply with all operating instructions from CAISO concerning the management of System Emergencies, as per the CAISO Tariff.</td>
</tr>
<tr>
<td><strong>Metered Subsystem (MSS) Company</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Scheduling Coordinator (SC)</strong></td>
<td>Follow all operating instructions and is subject to operating instructions issued by CAISO during a System Emergency and any circumstances in which CAISO considers that a System Emergency is imminent, anticipated or threatened, as per the CAISO Tariff.</td>
</tr>
<tr>
<td><strong>Participating Generator (PG)</strong></td>
<td></td>
</tr>
</tbody>
</table>

2. Scope/Applicability

2.1. Background

Power system disturbances typically occur due to the loss of generating equipment, transmission facilities, or unexpected load changes. These disturbances may affect the reliable operation of the California ISO (CAISO) Controlled Grid, CAISO Balancing Authority Area, and the WECC interconnected Bulk Electric System. Severe system disturbances generally result in critically loaded transmission facilities, significant frequency and voltage deviations, high or low voltage conditions, or stability problems.

2.2. Scope/Applicability

This procedure outlines the steps that may be taken to prevent a System Emergency and to stabilize the system should a System Emergency occur. A System Emergency can consist of a Transmission Emergency or an Energy Emergency, and may be sudden or progressive in nature. To prevent a System Emergency and to maintain system reliability, CAISO may...
issue a transmission emergency, restricted maintenance operations, and request RC West to issue an Energy Emergency Alert (EEA) Watch, Energy Emergency Alert (EEA) 1, 2, or 3 for the CAISO Balancing Authority’s area. CAISO will notify its Reliability Coordinator, Market Participants, load serving entities in its area and neighboring areas, regarding current and projected conditions, when anticipating or experiencing an operating Emergency.  

3. Procedure Detail

3.1. Order of Steps

The order of the actions taken may vary due to system conditions or other operational issues. It may be necessary to skip actions due to the severity of the situation. To the extent possible, and when prudent, actions that were skipped may be implemented at a later time or date.

3.2. CAISO Communications Regarding Forecasted System Conditions

CAISO Grid Operations will strive to communicate forecasted system conditions with as much time as possible through a variety of methods. These include, but not limited to, D+7 to D+2 resource adequacy forecast published on CAISO public website, heat wave bulletin, and other media communications. System conditions can rapidly change in real-time and any forecasted conditions are estimated based on available data.

3.2.1. Four (4) to Seven (7) Days before Operating Day

The CAISO monitors demand forecast 7 days out, assesses resource adequacy, system conditions, weather, and other potential grid impacts. When system conditions are forecasted to be extreme and a Resource Adequacy shortfall is anticipated, CAISO will initiate coordination and communications consistent with the Summer Heat Event Process and Communications document posted on www.caiso.com > Emergency Notifications page. Grid Operations will also:

• **Consider** start-up time requirements for Long Start Strategic Reserve Resources (LS-SRR) in accordance with Section 3.2.3 of this procedure.

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1 EOP-011 R1.2.1, R2.2.1
3.2.2. One (1) to Four (4) Days before Operating Day

When review of actual and potential system conditions and assessment of criteria indicates extreme conditions and a Resource Adequacy shortfall, Grid Operations Management may initiate the following actions as necessary:

- **Coordinate** with Long Start Strategic Reserve Resources (LS-SRR) in accordance with Section 3.2.3 of this procedure.
  - **Reach out** to California Water Agencies such as CDWR and MWD to verify if pump load schedules can be reduced during supply constrained hours.
  - **Coordinate** with Government Affairs and Legal to verify if a DOE 202c Order is being requested and/or if the Governor’s Office is considering Proclamation of a State of Emergency and Executive Order which can free up additional energy supply and/or reduce load during supply constrained hours.
  - **Coordinate** with Infrastructure and Contracts Management to coordinate additional Emergency MW above approved permit and/or GIA – refer to Operating Procedure 4420I Emergency MW.
  - **Coordinate** with ELRP (Emergency Load Reduction Program) Board to quantify available resources.
  - **Coordinate** with neighboring BAs to discuss anticipated challenges and any assistance that may be needed and/or available.
  - **Coordinate** plans and timing for potential Peak Day Alert emails, System Status Update emails and Operations-led external conference calls.
3.2.3. Long Start Strategic Reliability Reserve Resources (LS-SRR)

3.2.3.1. Four (4) to Seven (7) Days before Operating Day

<table>
<thead>
<tr>
<th>CAISO and LS-SRR within the CAISO BAA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. When possible, and if needed to accommodate longer start-up times, four (4) to seven (7) days in advance of a forecasted emergency event, CAISO will notify the LS-SRR Scheduling Coordinator(s) of plans to use the LS-SRR resources.</td>
</tr>
<tr>
<td>2. CAISO may issue Exceptional Dispatch instruction(s) to the LS-SRR SCs at PMin for the range of trade dates and times forecasted for the emergency event with due consideration for resource dependencies and start-up lead times.</td>
</tr>
<tr>
<td><strong>Note:</strong> As start-up times may vary for each of the LS-SRR resources, when possible, CAISO instructions will allow time for the resource(s) to start-up and test in advance of the forecasted emergency event period; for which, CAISO will issue separate instructions in accordance with Operating Procedure 5330 Resource Testing Guidelines, see section for CAISO initiated testing.</td>
</tr>
<tr>
<td>3. LS-SRR SC(s) shall end any Environmental Restrictions outages and start-up the resource(s) in accordance with CAISO instructions.</td>
</tr>
<tr>
<td>4. After the resources are released for operation, CAISO may initiate a test through an exceptional dispatch as detailed in Operating Procedure 5330.</td>
</tr>
</tbody>
</table>
3.2.3.2. One (1) to Four (4) Days before the Operating Day

CAISO and LS-SRR within the CAISO BAA

1. When a forecasted emergency event is expected one (1) to four (4) days in advance, CAISO will notify the LS-SRR Scheduling Coordinator(s) of plans to use the LS-SRR resources.

2. CAISO will issue Exceptional Dispatch instruction(s) to the LS-SRR SCs at PMin for the range of trade dates and times forecasted for the emergency event with due consideration for resource dependencies and start-up lead times.

   Note: As start-up times may vary for each of the LS-SRR resources, when possible, CAISO instructions will allow time for the resource(s) to start-up and test in advance of the forecasted emergency event, for which the CAISO will issue separate instructions in accordance with Operating Procedure 5330 Resource Testing Guidelines, see section for CAISO initiated testing.

3. LS-SRR SC(s) shall end any Environmental Restrictions outages and start-up the resource(s) in accordance with CAISO instructions.

4. LS-SRR resources already committed will continue to stay online at PMin in accordance with CAISO Exceptional Dispatch instructions, and submit Bids into the next available day-ahead and real-time markets in order to be fully available for the CAISO market and operations.

5. CAISO will monitor the Day-Ahead market awards to ensure the resources are committed throughout the emergency event and may issue additional Exceptional Dispatch instructions to ensure the resources operate as needed during the emergency event periods.

   Note: The resources should not shut down until the CAISO issues an Exceptional Dispatch to shut down the resources.

Scheduling Coordinators for SRRP fast start resources

1. SCs for SRRP fast start resources may submit bids for all hours in the real-time market for the next trade date, limit availability of the resources using an outage card with the Environmental Restrictions nature of work category and prepare to adjust the outage to make the resource bids available to the market immediately for periods declared in any EEA notification as described in Section 3.6 and reapply outages as described in Section 3.7.
### 3.2.3.3. Operating Day

**CAISO and LS-SRR within the CAISO BAA**

1. LS-SRR resources will continue to stay online at PMin in accordance with CAISO Exceptional Dispatch instructions, and submit updated bids into real-time markets in accordance with any updated operating periods indicated in the instructions in order to be fully available for the CAISO market and operations.

2. CAISO will continue to monitor the Day-Ahead and Real-Time market awards to ensure the LS-SRR resources are committed throughout the emergency event and may issue additional Exceptional Dispatch instructions to ensure the resources operate as needed during the emergency event periods.

**Scheduling Coordinators for SRRP fast start resources**

1. SCs for SRRP fast start resources will adjust the availability in outages to make the resource bids available to the market immediately for periods declared in any EEA notification as described in Section 3.6 and reapply outages as described in Section 3.7.

### 3.3. Flex Alert

Flex Alerts are part of a consumer educational and alert program for voluntary conservation of electricity during heat waves and other challenging grid conditions.

For more information visit [http://www.flexalert.org](http://www.flexalert.org).

A Flex Alert is most effective when issued a day in advance of when conservation is needed so consumers can adjust their electricity usage ahead of time (i.e., adjusting thermostats before leaving for work).

However, grid emergencies can happen suddenly, so if conservation is needed, CAISO can issue a Flex Alert with little or no advance notification. When possible, Flex Alerts are targeted to the regional or local areas where the system is stressed.

**Note:** Any of the following Day-Ahead conditions could trigger a Flex Alert:

- After RUC results reviewed:
  - RUC is infeasible for one or more hours compared to the published Day-Ahead forecast. *(Per Day-Ahead System Summary report)*.

- Other considerations:
  - EEA Watch is being declared
  - Gas curtailments that reduce capacity awarded by the DAM
System Emergency

- Ongoing grid issue (Fire, Natural Disaster)
- Resource constraints/restrictions not known ahead of the DAM

CAISO Grid Operations & CAISO Communications

1. Grid Operations management will determine if a Flex Alert is needed given the planned or current operating conditions.
2. If possible, Grid Operations will notify CAISO Corporate Communications at least an hour prior to issuing a Flex Alert.
3. Flex Alert notice is issued by Shift Manager or their designee via the AWE tool.
4. CAISO Corporate Communications will issue a Flex Alert related communications using available communications channels (Press release, social media, website, email, etc.).
5. Notify the Emergency Response Coordinator and others as needed.
6. CAISO off-shift management will coordinate with the ELRP Board to determine if the IOUs are activating ELRP for the period 16:00 – 21:00 PPT, and will provide the MW by IOU to the Shift Manager.

Utilities

1. ELRP Board representatives notify CAISO Grid Operations Management if activating ELRP and provide estimated total MW within 1 hour of event notice being issued.

*Note:* If activating, the utility DR programs will provide MW estimates on their updated Daily DR Reports.

3.4. Restricted Maintenance Operations

Restricted maintenance operations apply to all pre-scheduled Outages and/or any planned maintenance.

Restricted maintenance operations apply to PTO Control Centers, Scheduling Coordinators and Participating Generators, for the hours identified in the notice. Restricted maintenance operations are applied for the shortest duration necessary to meet the reliability concern.
CAISO maintains the authority to cancel or postpone any/or all work to preserve overall System Reliability, both prior to Real-Time and during Real-Time operations timeframes. CAISO will declare restricted maintenance operations when deemed necessary.

### CAISO System Operator

1. **Issue** a Restricted Maintenance Operations or a Generation Restricted Maintenance Operations Notice using the AWE Notification System.
2. **Notify** the RC by phone.
3. **Notify** PTOs and other affected entities as needed.
4. **Notify** the “ALL RELIABILITY” and Market distribution lists via the Grid Messaging System (GMS).
5. **Notify** CAISO Emergency Response Coordinator (ERC) regarding system conditions.
6. **Consider** postponing outages or returning equipment to service early.
7. **Cancel** outages as needed to maintain system reliability.
8. **Only approve** outages that will have no negative or potential negative effect on system reliability.
9. **Utilize** Exceptional Dispatch to mitigate as necessary.
10. **Utilize** Manual Dispatch on the Interties to mitigate as necessary.
11. **Consider utilizing** the Battery ED Tool to charge and hold SOC for battery resources to provide additional capacity as necessary.
12. **Continue** to monitor the system.
13. If conditions deteriorate, **consider issuing** a Transmission Emergency, or Energy Emergency notice.
14. When conditions allow,
   a. **Back out** of each step performed,
   b. **Notify** the RC by phone and
   c. **Terminate** the Restricted Maintenance Operations.
15. **Refer** to other Operating Procedure 4420 System Emergency attachments as needed.

### Scheduling Coordinator (SC), Participating Generator (PG), Participating Transmission Owner (PTO) Control Centers

1. **Obtain** permission from CAISO to proceed with pre-scheduled or planned work, regardless of whether prior approvals were obtained from the CAISO.
2. For work, which may be allowed during an RMO, **refer** to Operating Procedure 4420E Allowable Transmission Maintenance Activities During Restricted Maintenance Operations.

*Note:* Outages postponed due to the issuance of a restricted maintenance operations notice may be considered for re-scheduling outside of the previously pre-scheduled Outage hours and/or outside of the hours of restricted maintenance operations.
3.5. Transmission Emergency

CAISO may declare a Transmission Emergency for any event that threatens, harms, or limits the capabilities of any element of the transmission grid and overall grid reliability. Declaration of a Transmission Emergency may be caused by events including but not limited to:

- Transmission line/path overloads or loss (including exceeding Interconnection Reliability Operating Limits (IROL) and System Operating Limits (SOL))
- Transformer overloads or loss
- Instability
- Frequency deviations or decay
- Voltage that exceeds or falls below predetermined limits
- Fires, earthquake, severe weather, sabotage, civil unrest, terrorism

The CAISO System Operator may take, but is not limited to, the following actions in any order needed, and to the extent necessary, to prevent, mitigate or otherwise manage a System Emergency:

<table>
<thead>
<tr>
<th>CAISO System Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Issue</strong> a Transmission Emergency notice <strong>using</strong> the AWE Notification System.</td>
</tr>
<tr>
<td>2. <strong>Notify</strong> the RC by phone, <strong>include</strong> current and projected conditions.</td>
</tr>
<tr>
<td>3. <strong>Notify</strong> PTOs and other affected entities as needed.</td>
</tr>
<tr>
<td>4. <strong>Notify</strong> the “ALL RELIABILITY” and Market distribution lists via the GMS.</td>
</tr>
<tr>
<td>5. <strong>Consider postponing</strong> outages or <strong>returning</strong> equipment to service early.</td>
</tr>
<tr>
<td>6. <strong>Cancel</strong> outages as needed to maintain system reliability.</td>
</tr>
<tr>
<td>7. <strong>Only approve</strong> outages that will have no negative or potential negative effect on system reliability.</td>
</tr>
<tr>
<td>8. <strong>Exhaust</strong> available resources (except for Spin/Non-Spin) through the market.</td>
</tr>
<tr>
<td>9. <strong>Utilize</strong> Exceptional Dispatch to mitigate as necessary.</td>
</tr>
<tr>
<td>10. <strong>Utilize</strong> Manual Dispatch on the Interties to mitigate as necessary.</td>
</tr>
<tr>
<td>11. <strong>Consider utilizing</strong> the Battery ED Tool to charge and hold SOC for battery resources to provide additional capacity as necessary.</td>
</tr>
<tr>
<td>12. <strong>Enable</strong> RDRRs in the market, globally or by region as needed, to make them available for dispatch through the market.</td>
</tr>
<tr>
<td>13. <strong>Notify</strong> the PTO Transmission Control Centers that RDRR resources have been enabled and available for dispatch through the market.</td>
</tr>
<tr>
<td>14. <strong>Consider</strong> if use of one or more <strong>Strategic Reliability Reserve Program (SRRP)</strong> resources could help mitigate a system wide or local area Transmission Emergency.</td>
</tr>
<tr>
<td>- If one or more SRRP generators can be utilized to <strong>address the Transmission Emergency</strong>, <strong>issue</strong> Exceptional Dispatch instructions to the SCs for each applicable generator, <strong>per applicable transmission procedures and/or real-time analysis</strong>.</td>
</tr>
</tbody>
</table>
15. If 100 MW or more of emergency Demand Response is dispatched,
   • Notify CAISO's ERC to file DOE OE-417.

   **Note:** If the ERC is unavailable, CAISO Shift Manager or designee has to file the OE-417. Refer to CAISO Operating Procedure 4110A DOE, NERC and WECC Significant Event Reporting Requirements.

16. **Conduct** a blast call with the PTOs Transmission Control Center (PGAE, SCE, and SDG&E) to quantify available Demand Response and UDC Interruptible Load (Non-Firm) programs, and notify the PTOs of possible implementation.

17. **Call on** out-of-market Demand Response programs and UDC Interruptible Load (Non-Firm) programs (amount varies). This requires up to a 60-minute notification.
   • Refer to CAISO Operating Procedure 4510 Load Management Programs and Underfrequency Load Shedding and its attachments.

18. **Reduce** participating pump load as available.
19. **Utilize** Operating Reserve (Spinning and Non-Spinning Reserve).
20. **Dispatch** effective Legacy RMR Units and
21. **Notify** market participants accordingly.
22. If Legacy RMR units are assigned Operating Reserve,
   • Send the following message:
     “The CAISO is currently utilizing Legacy RMR units to provide additional Operating Reserve.”

23. **Request** effective available Energy from MSS resources, if necessary.
24. **Utilize** Firm Load interruption, if necessary.
26. **Advise** PTOs that they can take local control of Generating Resources to prevent islanding or to stabilize islands.
   • This may require PTOs to suspend the FERC standard of conduct.
27. When conditions stabilize,
   • **Back out** of each step performed,
   • **Notify** the RC by phone.
   • **Notify** the “ALL RELIABILITY” and Market distribution lists via the GMS.
   • **Terminate** the Transmission Emergency – Firm Load Interruptions and the Transmission Emergency.
3.6. **Energy Emergencies within CAISO Balancing Authority Area**

CAISO System Operators will take appropriate steps during Energy Emergencies as described below.

### 3.6.1. EEA Watch

CAISO issues an Energy Emergency Alert Watch (EEA Watch) notice by 15:00 PPT the day before when the Day-Ahead analysis is forecasting that one or more hours may be energy deficient. Reference the Day-Ahead Summer report “RUC under-supply” column for indications that system conditions may indicate EEA Watch is necessary.

**Note:** *EEA Watch can be issued after 15:00 or day of if a sudden onset event occurs.*

The CAISO System Operator may take, but is not limited to, the following actions in any order needed:

<table>
<thead>
<tr>
<th>CAISO System Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Notify</strong> the RC by phone and <strong>discuss</strong> potential EEA Watch declaration, and <strong>coordinate</strong> to ensure a message is sent via GMS to all reliability and market audiences.</td>
</tr>
<tr>
<td>2. <strong>Issue</strong> an EEA Watch notice <strong>using</strong> the AWE Notification System.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>3. <strong>Issue</strong> a “Flex Alert” notice <strong>using</strong> the AWE Notification System.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>4. <strong>Evaluate</strong> need for Restricted Maintenance Operations (RMO).</td>
</tr>
<tr>
<td>5. <strong>Notify</strong> ERC regarding system conditions.</td>
</tr>
<tr>
<td>6. <strong>Conduct</strong> a blast call with PTOs and, if needed, all UDC/MSS entities.</td>
</tr>
<tr>
<td>7. CAISO off-shift management <strong>will coordinate</strong> with the ELRP Board to <strong>determine</strong> if the Utilities and Scheduling Coordinators are activating ELRP or other utility DR Programs for the period 16:00 – 21:00 PPT, and <strong>will provide</strong> the MW by IOU to the Shift Manager.</td>
</tr>
<tr>
<td>8. <strong>Coordinate</strong> with CAISO off-shift management to <strong>issue</strong> a System Status Update email to inform affected entities of detailed Operating Plan for next day.</td>
</tr>
<tr>
<td>9. <strong>Consider utilizing</strong> the Battery ED Tool to charge and hold SOC for battery resources to provide capacity as necessary.</td>
</tr>
</tbody>
</table>
Utilities and Scheduling Coordinators

1. SCs for SRR resources **may submit** bids and **adjust** any Environmental Restriction outages to make the resources available to the market for the time periods defined in the EEA Watch declaration notice and any subsequent EEA notices.

2. ELRP Board representatives **notify** CAISO Grid Operations Management if activating ELRP or other utility DR Programs and **provide** estimated total MW within one (1) hour of event notice being issued.

   *Note:* If activating, the utility DR programs will provide MW estimates on their updated Daily DR Reports.

3. When the EEA Watch notice is received, **prepare** participating customers for a potential EEA emergency on the next day for the specified time period in the EEA Watch notice.

### 3.6.2. EEA 1

CAISO issues an Energy Emergency Alert 1 (EEA 1) notice (formerly known as a “Warning” notice) when the real-time analysis reflects that during one or more hours all available resources are in use and/or are committed to be in use.² CAISO will request the Reliability Coordinator declare an EEA 1.

The CAISO System Operator may take, but is not limited to, the following actions in any order needed, and to the extent necessary, to prevent, mitigate or otherwise manage a System Emergency:

**CAISO System Operator**

1. **Notify** the RC by phone of the system conditions and **request** EEA 1 declaration, and **coordinate** to ensure a message be sent via GMS to all reliability and market audiences.

2. **Issue** an EEA 1 notice **using** the AWE Notification System.

3. **Issue/update** a Flex Alert notice **using** the AWE Notification System, as needed.

   *Note:* AWE notices are also sent via the MNS system and the message indicates the need for conservation and additional bids into the market. Refer to examples in 4420C Emergency Notice Templates.

4. **Conduct** a blast call with the PTOs.

5. **Notify** the ERC of system conditions, Flex Alert notices, and any need to file DOE OE-417 or NERC Event Reporting Form.

6. **Utilize** Exceptional Dispatch to mitigate as necessary.

7. **Utilize** Manual Dispatch on the Interties to mitigate as necessary.

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² EOP-011-2 Attachment 1, Section B, 1

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8. CAISO off-shift management will coordinate with the ELRP Board to determine ELRP MW activated for the period 16:00 – 21:00 PPT, and will provide the MW by IOU to the Shift Manager.

9. Coordinate with CAISO off-shift management to issue System Status Updates email to affected entities as needed.

### Utilities and Scheduling Coordinators

1. ELRP Board representatives notify CAISO Grid Operations Management if activating ELRP or other utility DR programs and provide estimated total MW within one (1) hour of event notice being issued.

   **Note:** If activating, the DR programs will provide MW estimates on their updated Daily DR Reports.

2. If a sudden onset event has occurred, and no EEA Watch notice was issued by CAISO, when the EEA 1 notice is received, for the time period specified in the EEA 1 notice, SCs for SRRP fast start resources adjust any Environmental Restriction outages to make the resources available to the market and for Exceptional Dispatch for the time periods defined in the EEA 1 declaration notice, and any subsequent EEA notices.

### 3.6.3. EEA 2

CAISO issues an Energy Emergency Alert 2 (EEA 2) notice (formerly known as “Warning” and “Stage 1” notices) when all available resources are in use and CAISO will no longer be able to meet expected energy requirements. During an EEA 2 CAISO is activating its emergency demand response (non-firm load) programs. CAISO is still able to maintain minimum Contingency Reserve requirements.

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3 EOP-011-2 Attachment 1, Section B, 2.

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The CAISO System Operator may take, but is not limited to, the following actions in any order needed, and to the extent necessary, to prevent, mitigate or otherwise manage a System Emergency:

### CAISO System Operator

1. **Notify** the RC by phone and **request** the RC to declare an EEA 2.
2. **Issue** an EEA 2 notice using the AWE Notification System.\(^4\)
3. **Issue/update** a Flex Alert notice using the AWE Notification System, as needed.
   - **Note**: AWE notices are also sent via the MNS system and the message indicates the need for conservation and additional bids into the market. Refer to examples in 4420C Emergency Notice Templates.
4. Globally or by region, **enable** RDRRs to make them available for dispatch through the market, or force if necessary.
5. **Notify** the PTO Transmission control centers that RDRR resources have been enabled and are available for dispatch through the market.
6. If 100 MW or more of emergency Demand Response is dispatched,
   - **Notify** CAISO’s ERC to file DOE OE-417.
   - **Note**: If ERC is unavailable, CAISO Shift Manager or designee has to file the OE-417. Refer to CAISO Operating Procedure 4110A DOE NERC, and WECC Significant Event Reporting Requirements.
7. **Exhaust** available resources (except for Operating Reserve) through the market.
8. **Use** Exceptional Dispatch, as needed.
9. **Reduce** participating pump load as available.
10. **Instruct**, as necessary, any storage resources that are consuming energy to reduce power consumption.
11. **Dispatch**, as necessary, available unloaded generation Capacity without Real-Time Energy Bids. This can include Exceptional Dispatch on a resource subject to CPM designation.
12. **Dispatch** excess Operating Reserves, including contingent only reserves, as necessary while maintaining required Contingency Reserves.
13. **Dispatch** Legacy RMR Units and
14. **Notify** market participants of the use of Legacy RMR for system needs.
15. If Legacy RMR units are assigned AS,
   - **Send** the following MNS message:
     ```
     "The CAISO is currently utilizing Legacy RMR units to provide additional Ancillary Services."
     ```
16. If Legacy RMR resources are dispatched for energy to serve load, CAISO **must send** the following MNS message prior to dispatching the resource:
   ```
   "The CAISO is going to dispatch Legacy RMR resources to meet forecast demand, the expected time of dispatch is from XX:XX to XX:XX."
   ```

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\(^4\) EOP-011-2 Attachment 1, Section B, 2.1

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17. **Conduct** a blast call with the PTOs Transmission Control Center (PGAE, SCE, and SDG&E) to quantify out-of-market Load Modifying Demand Response (LMDR) and UDC Interruptible Load (Non-Firm) programs.

18. **Notify** PTOs and other applicable parties to dispatch out-of-market Load Modifying Demand Response (LMDR) programs and UDC Interruptible Load (Non-Firm) programs (amount varies). This may require up to a 60-minute notification.

19. **Refer** to CAISO Operating Procedure **4510 Load Management Programs and Underfrequency Load Shedding** and its attachments.

20. **Coordinate** with CAISO off-shift management to **issue** System Status Updates email to affected entities as needed.


22. If not already communicated, **request** the RC to **issue** a notice that Emergency Assistance may be required by CAISO.

23. **Maintain** hourly updates to the RC until EEA 0 – Termination is issued.\(^5\)

24. **Evaluate** the impacts of any in-progress Time Error Correction and

25. **Request** the RC to terminate Time Error Correction if it is contributing to resource deficiency.\(^4\)

26. **Request** that other Balancing Authorities determine the amount of assistance they are able to provide.

27. **Coordinate** with CAISO off-shift management to **issue** a System Status Update email to inform affected entities as needed.

### Utilities and Scheduling Coordinators

1. If a sudden onset event has occurred, and no EEA Watch or EEA 1 notice was issued by CAISO, when the EEA 2 notice is received, for the time period specified in the EEA 2 notice, SCs for SRRP fast start resources **adjust** any Environmental Restriction outages to make the resources available to the market and for Exceptional Dispatch for the time periods defined in the EEA 2 declaration notice and any subsequent EEA notices.

2. ELRP Board **notify** CAISO Grid Operations Management if activating ELRP Board DR Programs and **provide** estimated total MW within one (1) hour of event notice being issued.

3. When the EEA 2 notice is received, utilities will **direct** participating customers to **utilize** generators approved for emergency use, including Demand Side Grid Support (DSGS) and to **prepare to utilize** Emergency Demand Response Programs during the specified time period in the EEA 2 notice.

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\(^5\) EOP-011-2 Attachment 1, Section B, 2.2

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3.6.4. EEA 3

CAISO will issue an Energy Emergency Alert 3 (EEA 3) notice when CAISO is unable to meet minimum Contingency Reserve requirements and firm load interruption is imminent or in progress.

The CAISO System Operator may take, but is not limited to, the following actions in any order needed, to the extent necessary, to prevent, to mitigate, or otherwise manage a System Emergency:

### CAISO System Operator

1. **Notify** the RC and **request** the RC to issue an Energy Emergency Alert 3 (EEA 3) for the CAISO BA area, and **coordinate** to ensure a message be sent via GMS to all reliability and market audiences.

2. **Issue** an EEA 3 notice **using** the AWE Notification System.\(^6\)

3. **Issue/update** a Flex Alert notice using the AWE Notification System, as needed.

   **Note:** AWE notices are also sent via the MNS system and the message indicates the need for conservation and additional bids into the market. Refer to examples in 4420C Emergency Notice Templates.

   **Note:** if experiencing a sudden onset event which requires an immediate EEA 3 emergency, ensure RDRR is dispatched as soon as possible.\(^7\)

4. **Canvas** PTOs for available firm load to be armed and counted towards Contingency Reserve requirements.

   **Note:** in the event of a contingency, this load must be able to be removed within 10 minutes.

5. **Notify** each of the UDC/ MSS entities which are capable of interrupting load in 10 minutes and **Issue** operating instructions to arm load needed to count as Contingency Reserves.

   **Note:** The operator may utilize a script similar to the example below when issuing the Operating Instruction:

   "CAISO is anticipating a Contingency Reserve deficiency and I am issuing you an Operating Instruction for (PTO XXXX) to identify and make ready XXX MW of load that can be removed in 10 minutes or less, that CAISO will count as Contingency Reserve. CAISO is not ordering this load to be dropped at this time, but to be identified and made ready to do so if an additional Operating Instruction is issued."

6. **Notify** each of the UDC/ MSS entities which are not capable of interrupting load in 10 minutes to be prepared in the event that firm load interruptions are needed at a later time.

---

\(^6\) EOP-011-2 Attachment 1, Section B, 3.1

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### CAISO System Operator

**Note:** in order to minimize delayed actions, the utility is expected to attend stations and/or standby at facilities and then wait for further instructions from CAISO.

7. **Maintain** hourly updates to the RC until EEA 0 – Termination is issued.\(^7\)

8. **Evaluate** the impacts of any in-progress Time Error Correction and

9. **Request** the RC to terminate Time Error Correction if it is contributing to resource deficiency.

10. **Conduct** a blast call with PTOs and UDC/MSS entities.

11. **Notify** the ERC of system conditions and Flex Alert notices.

   **Note:** Refer to CAISO Operating Procedure 4110A DOE, NERC and WECC Significant Event Reporting Requirements.

12. **Coordinate** with CAISO off-shift management to issue System Status Updates email to affected entities as needed.

13. **Procure** Legacy RMR and any other available Out-of-Market Operating Reserve as available.

14. If Legacy RMR units are assigned AS,
   - **Send** the following MNS message:
     ```
     “The CAISO is currently-utilizing Legacy RMR units to provide additional Operating Reserve.”
     ```

15. If firm load interruptions are imminent, **conduct** a blast call to pre-arrange (whenever possible) with UDC/MSS entities in order to minimize any time-lag in removing the load.

   **Example:** On a peak-load day if it is anticipated that EEA 3 Firm load reductions may be needed, there will be an early morning reliability blast call to advise the PTOs, MSS and UDC entities to attend stations and/or standby at facilities, as required, to support immediate load removal at the direction of the CAISO Shift Manager.

16. To initiate Firm Load Interruptions, **provide** the megawatt quantity to be interrupted to each UDC/MSS.

   **Note:** Interruptions should be coordinated with CAISO, may occur in rotating blocks under the direction of the PTO's Transmission Control Center, and are dependent on Contingency Reserve requirements and/or ACE and frequency.

17. **Refer** to CAISO Operating Procedure 4510A Load Shed Calculation Guideline.

18. **Issue** an EEA 3 – Firm Load Interruptions notice **using** the AWE Notification System.

   **Note:** AWE notices are also sent via the MNS system and the message indicates the need for conservation and total MW requested for firm load interruptions.

---

\(^7\) EOP-011-2 Attachment 1, Section B, 3.2

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19. **Evaluate** low CAISO market priority exports curtailments and **implement curtailments** on a pro-rata basis.
20. **Conduct** a blast call with PTOs, UDCs and MSSs as needed.
21. **Maintain** hourly updates to the RC until EEA 0 – Terminated is issued.
22. **Coordinate** with CAISO off-shift management to **issue** a System Status Updates email to affected entities as needed.

### Utilities and Scheduling Coordinators

1. If a sudden onset event has occurred, and no EEA 1 or EEA 2 notice was issued by CAISO, when the EEA 3 notice is received, for the time period specified in the EEA 3 notice, SCs for SRRP fast start resources **adjust any Environmental Restriction outage to make the resources available to the market and for Exceptional Dispatch for the time periods defined in the EEA 3 declaration notice and any subsequent EEA notices.**
2. ELRP Board **notify** CAISO Grid Operations Management if activating ELRP Board DR Programs and **provide** estimated total MW within one (1) hour of event notice being issued.
3. **Direct** participating customers to utilize any additional generators approved for emergency use, **including** Demand Side Grid Support (DSGS) as well as other load reduction and Emergency Demand Response programs.

### 3.7. Emergency Downgrade

CAISO will make notifications and downgrade (step down) to necessary level of emergency as conditions improve, or cancel the System Emergency and return to normal operations.

### CAISO System Operator

1. **Conduct a blast** call with affected entities to **provide** updated system information and when preparing to restore firm load.
2. **Issue** System Status Updates email to affected entities as needed.
3. Whenever possible, **restore** firm load before interruptible load and/or Schedules.
4. **Terminate** the EEA 3 - Load Interruptions notice using the AWE Notification System.
5. **Maintain** hourly updates to the RC until EEA 0 – Termination is issued.
6. **Notify** the RC to provide updates as the system returns to normal.
7. As needed, **request** the RC to downgrade the emergency alert levels for the CAISO BA area.

---

8 EOP-011-2 Attachment 1, Section B, 2.2

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### CAISO System Operator

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 8. **Downgrade** the emergency alert levels when possible by **backing out** of each step that was performed for that alert level.  
9. **Issue** a cancellation notice for the current emergency alert level.  
**Note:** there is no need to reissue an implementation notice for downgraded emergency alert if still in effect. (i.e., when cancelling an EEA 3 no reissue needed if EEA 2 was issued previously and is still in effect).  
10. If no lower emergency alert level is still in effect,  
   - **Issue** a new notice with the lower current emergency alert level.  
   - If Non-Market resources are still required to maintain Contingency Reserve requirements, **issue** an EEA 2.  
11. **Coordinate** with CAISO off-shift management to **issue** System Status Updates email to affected entities as needed. |

### Utilities and Scheduling Coordinators

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 1. **As the declared Energy Emergency Alert (EEA) levels are cancelled and downgraded, CAISO will coordinate** with the utility grid control centers to **restore** firm load and end the dispatches for RDRR, out-of-market LMDR and other out-of-market resource dispatches.  
2. **SCs for SRRP resources continue to update** availability to coincide with the periods as specified in EEA notices and **update** availability to zero (0) MW when EEA-0 declaration has been issued for CAISO BA and/or all EEA notices have been ended. |

### CAISO and LS-SRR within CAISO BAA

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>When necessary at the end of an event, the CAISO will issue</strong> Exceptional Dispatch(es) to shut down the LS-SRRP resource(s) and allow the LS-SRRP SC(s) to <strong>reinstate</strong> any Environmental Restrictions outages to return the unit(s)' availability to zero after the unit(s) have shutdown.</td>
<td></td>
</tr>
</tbody>
</table>

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9 EOP-011-2 Attachment 1, Section B, 3.4

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4. Supporting Information

Operationally Affected Parties

Shared with the Public.

References

Resources studied in the development of this procedure and that may have an effect upon some steps taken herein include but are not limited to:

<table>
<thead>
<tr>
<th>CAISO Tariff</th>
<th>7.7.1, 7.7.2, and 7.7.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAISO Operating Procedures</td>
<td>4410 Emergency Assistance</td>
</tr>
<tr>
<td></td>
<td>4420E Allowable Transmission Maintenance Activities During Restricted Maintenance Operations</td>
</tr>
<tr>
<td></td>
<td>4510 Load Management Programs and Underfrequency Load Shedding</td>
</tr>
<tr>
<td></td>
<td>4510A Load Shed Calculation Guideline</td>
</tr>
<tr>
<td></td>
<td>4510B Demand Response and UDC Interruptible Programs</td>
</tr>
<tr>
<td>NERC and WECC Requirements</td>
<td>BAL-002-WECC-3 R1 (effective 6/28/2021), R3, and R4</td>
</tr>
<tr>
<td></td>
<td>EOP-011-2, R1, R2, R2.2.1, R2.2.2, R2.2.4, R2.2.8, and Attachment 1</td>
</tr>
</tbody>
</table>

**SRR Generation Resources subject to these procedures:**

<table>
<thead>
<tr>
<th>Resource Name</th>
<th>Res ID</th>
<th>MW</th>
<th>BAA</th>
<th>Status/type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel Islands Power</td>
<td>SNCLRA_2_UNIT</td>
<td>27.5</td>
<td>CISO</td>
<td>COD/long start</td>
</tr>
<tr>
<td>Greenleaf 1</td>
<td>GRNLFL1_1_PL1X2</td>
<td>60.0</td>
<td>CISO</td>
<td>COD/fast start</td>
</tr>
<tr>
<td>GN-UNITA</td>
<td>GRNLFL1_1_UNITA</td>
<td>30.0</td>
<td>CISO</td>
<td>COD/fast start</td>
</tr>
<tr>
<td>GN-UNITB</td>
<td>GRNLFL1_1_UNITB</td>
<td>30.0</td>
<td>CISO</td>
<td>COD/fast start</td>
</tr>
<tr>
<td>Roseville Peakers TM2500</td>
<td>RPEAK_6_UNITS</td>
<td>70.4</td>
<td>BANC</td>
<td>COD/fast start</td>
</tr>
<tr>
<td></td>
<td>RPEAK_6_CT5</td>
<td>35.2</td>
<td>BANC</td>
<td>COD/fast start</td>
</tr>
<tr>
<td></td>
<td>RPEAK_6_CT6</td>
<td>35.2</td>
<td>BANC</td>
<td>COD/fast start</td>
</tr>
<tr>
<td>Enchanted Rock – Lodi</td>
<td>TBD</td>
<td>48.0</td>
<td>CISO</td>
<td>Est. Summer 2023</td>
</tr>
<tr>
<td>Enchanted Rock – Modesto</td>
<td>TBD</td>
<td>48.0</td>
<td>BANC</td>
<td>Est. Summer 2023</td>
</tr>
<tr>
<td>Enchanted Rock – Turlock</td>
<td>TBD</td>
<td>47.5</td>
<td>TID</td>
<td>Est. Summer 2023</td>
</tr>
</tbody>
</table>
Definitions

Unless the context otherwise indicates, any word or expression defined in the Master Definitions Supplement to the CAISO Tariff shall have that meaning when capitalized in this Operating Procedure.

The following additional terms are capitalized in this Operating Procedure when used as defined below:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Reserve (Tariff)</td>
<td>The combination of Spinning and Non-Spinning Reserve required to meet NERC and WECC reliability standards and any requirements of the NRC for reliable operation of the CAISO Balancing Authority Area.</td>
</tr>
<tr>
<td>Contingency Only (Tariff)</td>
<td>A resource providing Operating Reserve capacity that may be dispatched by CAISO only in the event of a Contingency or an imminent or actual System Emergency.</td>
</tr>
</tbody>
</table>
| Contingency Reserve (NERC)                          | The provision of capacity that may be deployed by the Balancing Authority to respond to a Balancing Contingency Event and other contingency requirements (such as Energy Emergency Alerts as specified in the associated EOP standard). A Balancing Authority may include in its restoration of Contingency Reserve readiness to reduce Firm Demand and include it if, and only if, the Balancing Authority:  
  • Is experiencing a Reliability Coordinator declared Energy Emergency Alert level, and is utilizing its Contingency Reserve to mitigate an operating emergency in accordance with its emergency Operating Plan.  
  • Is utilizing its Contingency Reserve to mitigate an operating emergency in accordance with its emergency Operating Plan |
| Emergency Load Reduction Program (ELRP)             | Investor Owned Utilities may trigger ELRP events when CAISO declares a Flex Alert, EEA Watch, EEA 1, 2 or 3. ELRP events generally 16:00 – 21:00 timeframe, minimum 1 hour (max 5 hours). Program runs May to October in the years 2021 to 2025. |
| ELRP Board                                          | Group representing utilities and agencies with load reduction programs capable of responding during grid emergencies.  
  Provides information and directs entities regarding need for their demand response capabilities. |
Reliability Demand Response Resource (RDRR)

May be dispatched in conjunction with a Transmission Emergency, EEA 2 and 3 notices (formerly known as “Warning” “Stage 1”, “Stage 2” and “Stage 3” notices). Cannot have a minimum run time of greater than one (1) hour. Must have sustained response period or maximum run time of at least four (4) hours.

Strategic Reliability Reserve Program (SRRP)

Resources in this program are available to operate during periods when California Balancing Authority Areas (BAA) experience an extreme event. SRRP resources are currently located in CAISO, BANC and TID BA Areas.

Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Change</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.2</td>
<td>Section 3.4: Added new Step 3 and added “up to” in Step 15 for clarification. Section 3.5.1, Step 7: Removed step Section 3.5.2, Step 5, 6: Removed “Flex Alert Notices.” Step 7: Removed. Step 19: Added “up to” for clarification. Section 3.5.3, Step 7: Added “Request that ISO Communications.” Removed “Flex Alert Notices.” Sections 3.5.4 &amp; 3.5.5: Corrected labeling of section title. Removed references to “Flex Alert Notices” References: Updated WECC Criterion. Minor grammar and formatting updates throughout.</td>
<td>9/18/17</td>
</tr>
<tr>
<td>11.3</td>
<td>Added new Section 3.2 for Flex Alert. Section 3.4, Step 15: Minor update. Section 3.5.1: New Step 7 added for Flex Alert. Section 3.5.2: Updated Step 5 and added new Step 6 regarding Flex Alert notice. Minor update to Step 20 regarding notification. Section 3.5.3: Minor update to first paragraph. Updated Step 5 and added new Step 7 regarding Flex Alert notice. Section 3.5.4: Minor update to Section title and first paragraph. Updated Step 5 for Flex Alert notices. Replaced Peak RC with the RC in most instances. Replaced A/S with AS. Updated NERC standard BAL reference Minor format and grammar updates throughout. Removed version history prior to 3-years.</td>
<td>8/28/18</td>
</tr>
<tr>
<td>12.0</td>
<td>Annual Review: Section 3.4: Removed Steps 19, 20, 22 &amp; 23 to remove declaration of EEA2 and EEA3 per updated RC procedures. Section 3.5: Updated BAL-002 reference. Section 3.5.2: Moved Steps 15, 16, and 17 to Steps 7, 8 and 9.</td>
<td>6/11/19</td>
</tr>
</tbody>
</table>
### System Emergency

**Version** | **Change** | **Date**
---|---|---
Sections 3.5.2, 3.5.3 & 3.5.4: Updated Step 5 note to be consistent with other notes regarding Shift Manager or designee to file OE-417 if ERC is unavailable.
Replaced Reliability Messaging Tool (RMT) with Reliability messaging system throughout.
Replaced Peak RC with the RC under Operationally Affected Parties.
References Section: Removed BAL-004 reference from NERC Requirements.
Minor format and grammar updates. | 10/31/19

**12.1**
Updated procedure per changes to 4420B EOP-011-1 EEA levels with BAL-002 WECC 2A in sections Warning, Emergency Stage 1, 2 & 3.
Removed “WECC” from Notify the “All Reliability” distribution list.
Section 3.5.3 Emergency Stage 1 removed Step 6.
Section 3.5.5 Emergency Stage 3 changed “Spinning Reserve” to “Contingency Reserve”. Removed Public Relations from section.
Removed Public Relations from issuing a Flex Alert notification, as no longer performing this notification. | 10/31/19

**13.0**
Annual Review:
Changed all references of ‘RMR’ to ‘Legacy RMR’ to align with Operating Procedure 2310.
Replaced Staged Emergency with Energy Emergency.
Replaced System Operations with Grid Operations.
Updated Warning section.
Added Metered Subsystem (MSS) to Responsibilities section.
Changed “call” and “conference call” to “conduct a blast call” throughout.
Added new Operating Procedure 4420H Customer Agreements to Appendix section.
Added Section 3.2 CAISO Communications Regarding Forecasted System Conditions.
Updated Tariff references.
Replaced ISO with CAISO and minor format and grammar updates for consistency.
**6/25/21 - Errata Change:** Section 3.6.1: Updated first paragraph to include “…by 1500 PPT the day before…”, as this was removed in error. | 6/15/21

**13.1**
Updated the following sections to include ELRP and CSEP: Alert, Warning, Stage 1, Stage 2, Stage 3 and Emergency downgrade.
Added Definitions for ELRP, RDRR and CSEP.
Added reference to new Procedure Attachment 4420l in Appendix Section. | 8/20/21
<table>
<thead>
<tr>
<th>Version</th>
<th>Change</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.2</td>
<td>Updated with State Power Augmentation Project (SPAP) references through sections for Transmission Emergency, Alert, Warning, Stage 1, Stage 2, Stage 3, Emergency Downgrade and Definitions.</td>
<td>10/21/21</td>
</tr>
<tr>
<td>14.0</td>
<td>Annual Review: Major Update - See yellow highlighting. Converted AWE levels Alert, Warning, Stage 1, 2 and 3 to EEA Watch, EEA 1, 2 and 3 throughout procedure. Section 3.3 - Added Flex Alert criteria. Clarified ELRP references through procedure. Removed references to CSEP program throughout procedure. Removed history prior to five years. Minor format and grammar edits made.</td>
<td>5/01/22</td>
</tr>
<tr>
<td>15.0</td>
<td>Annual Review: Responsibilities section: Added CAISO Market Operator responsibilities. Section 2.2: Minor edits for clarification. Section 3.2: New detail added for Forecasted Events. Section 3.3: Redefined &quot;Note&quot; details for Flex Alert trigger conditions. Sections 3.4, 3.5 and 3.6.1: Included new step or utilizing Battery ED Tool. Updated with Strategic Reliability Reserve (SRR) references to replace State Power Augmentation Project (SPAP) through sections for Responsibilities, Transmission Emergency, EEA Watch, EEA 1, EEA 2, EEA 3, Emergency Downgrade and Definitions. 3.6.1: Minor clarifications in Steps 1 and 7. 3.6.2: Minor clarification to Step 1 and added Steps 6 &amp; 7 for CAISO and minor clarification for Step 1 for Utilities and SCs. Section 3.6.3: Added new Step 2 and minor edit to Step 3. Section 3.6.4: Minor edit with lead in statement, updated Steps 1 &amp; 5 and added new Step 6 and new Step 19 for CAISO and minor edits to Steps 2 &amp; 3 for Utilities and SCs. References section: Added SRR Generation Resources table and updated all references of EOP-011-1 to EOP-011-2. Definitions section: Added ELRP Board and SRRP. Removed history prior to five years and corrected SPAP acronym noted for version 13.2. Updated title of 4420E (Removed “Transmission”) in Appendix section. Minor formatting and grammar edits.</td>
<td>6/22/23</td>
</tr>
</tbody>
</table>
5. Periodic Review Procedure

Review Criteria & Incorporation of Changes

This procedure review may be conducted through a collaborative process including Operationally Affected Parties. The process includes an appropriate review of the NERC and WECC Mandatory Reliability standards.

Frequency

Annual

Appendix

4420B Emergency Guide
4420C Emergency Notice Templates
4420E Allowable Maintenance Activities During Restricted Maintenance Operations
4420H Energy Emergencies and Customer Agreements
4420I Emergency MW