

What is the Reporting Tool?

The Reporting Tool is a comprehensive and confidential site that the eight Regional Entities use to identify inconsistencies between two or more Regional Entities. The eight Regional Entities are:

- Florida Reliability Coordinating Council (FRCC)
- Midwest Reliability Organization (MRO)
- Northeast Power Coordinating Council (NPCC)
- ReliabilityFirst Corporation (RF)
- SERC Reliability Corporation (SERC)
- Southwest Power Pool (SPP)
- Texas Reliability Entity (TRE)
- Western Electricity Coordinating Council (WECC)

The Reporting Tool does not function as an appeal of a Regional Entity action or decision. Filing a report will not affect ongoing activities including, but not limited to, the entity registrations, compliance audits, and violations enforcement actions process.

The Reporting Tool is not associated with and does not replace the NERC Compliance Hotline or any Regional Entity Compliance Hotline. Each Regional Entity maintains a Compliance Hotline that can be found on each Regional Entity's website. The NERC Compliance Hotline is located at <https://www.nerc.net/hotline/>. The NERC and Regional Entity Compliance Hotlines remain the mechanism for any person to submit a complaint reporting a possible violation of a NERC Reliability Standard.

What is EthicsPoint?

EthicsPoint is a third party provider that hosts the Reporting Tool. The Reporting Tool is hosted on EthicsPoint secure server to ensure confidentiality.

What does consistency mean?

Based on the ERO Operating Model White Paper, consistency means “that the approach, methods and practices are the same across the ERO Enterprise and that the outcomes...are fair, reasonable, and without bias.” However, consistency does not mean “that each Regional Entity produce identical outcomes given a particular set of circumstances.”

http://www.nerc.com/AboutNERC/keyplayers/Documents/ERO_Enterprise_Operating_Model_Feb2014.pdf

Reporting – General

Who can report?

Any Registered Entity, employee of a Registered Entity, or other relevant industry stakeholder may submit a report.

What type of situations should be reported?

Reports should include specific details of a perceived inconsistency between two or more Regional Entities. Perceived inconsistencies may be reported under the following issue areas:

- Compliance
- Enforcement
- Organization Certification
- Organization Registration
- Reliability Assessment and Performance Analysis
- Reliability Standards
- Situation Awareness and Infrastructure Security
- Training and Education

This tool is not intended to be used for submitting Complaints related to Alleged Violations of a Reliability Standard.

How many reports can I submit?

Each reporter may submit only one report per issue, but may submit multiple reports for separate issues.

Where do these reports go? Who can access them?

EthicsPoint provides reports only to designated individuals within each Regional Entity who have specific permissions and training to review and evaluate a report, based on the issue and the Regional Entities selected in the report.

Reporting- Timeframe

- Reporters submit a report, they have five business days to amend the report
- After that, a User will contact the reporter within seven days to confirm receipt and sufficiency of the report
- The Regional Managers (RMs) aim to have an approved answer posted online, in the “findings” spreadsheet after 60 days
 - If an answer has not been achieved within those 60 days, then this will be indicated in the progress section of the spreadsheet.

Reporting Security

The Reporting Tool is not part of any Regional Entity website or Intranet. EthicsPoint does not generate or maintain any internal connection logs with IP addresses; so no information linking a personal computer to EthicsPoint is available. In fact, EthicsPoint is contractually committed not to pursue a reporter’s identity.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name. The EthicsPoint system strips away Internet addresses so that anonymity is maintained.

I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that my identity will remain confidential?

The EthicsPoint system is designed to protect your anonymity. If you wish to remain anonymous, ensure that the report you file does not reveal your identity inadvertently. However, the more complete your report, the better the Regional Entities can evaluate the issue. Please provide as much detail as possible, but omit details that may reveal your identity, unless you wish to do so.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

Will I be able to view my report?

Yes. You will be asked to create a password. EthicsPoint will generate a unique code called a "Report Key." You can review and amend your report using your Report Key and password.

Regional Entity Disclaimer

The Regional Entities disclaim any warranty, express or implied, as to the accuracy, completeness, timeliness, or availability of the information provided herein. The use of this information in any manner constitutes an agreement to hold harmless and indemnify the Regional Entities or Regional Entity staff and member employees from all claims of any damages. In no event shall Regional Entities or Regional Entity staff and member employees be liable for actual, indirect, special, or consequential damages in connection with the use of this information. Users are advised to verify the accuracy of this information with the original source of the data.

EthicsPoint is not a 911 or Emergency Service

Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.