
 California ISO Your Link to Power	OPERATING PROCEDURE	Procedure No.	N-702
		Version No.	1.7
		Effective Date	9/13/06
Public Information		Distribution Restriction: NONE	

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Purpose


To facilitate centralized dissemination of information from the California ISO to both the media and the general public under normal and emergency conditions.

1. Media or General Public Inquiries

While it is the CAISO's responsibility to provide accurate information to the public and the media, especially during system disturbances, it must be remembered that the California ISO is dealing with highly sensitive information that may have market implications.

During specified hours for both public and media inquiries, take the following actions:

Step	Business Hours Action					
1	Direct all inquiries to the Director of Communications and Public Relations and his/her staff. (Refer to Attachment A)					
Step	Non-Business Hours Action					
2	Direct all inquiries to the 24 Hour Communications phone number, which provides the on-call paging and/or cell phone number for the Director of Communications and Public Relations or Public Information Officer (PIO) on duty, to respond (refer to Attachment A).					
Step	Emergency Hours Action					
3	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #e0ffff;">If...</th> <th style="background-color: #e0ffff;">Then...</th> </tr> </thead> <tbody> <tr> <td>A major system disturbance occurs, and the Executive-in-Charge has declared an emergency,</td> <td>Direct all public and media inquiries to the Emergency Operations Center (EOC), which will be staffed by the Director of Communications and Public Relations and his/her staff. (Refer to CAISO Operating Procedure E-507, Emergency Response Team).</td> </tr> </tbody> </table>		If...	Then...	A major system disturbance occurs, and the Executive-in-Charge has declared an emergency,	Direct all public and media inquiries to the Emergency Operations Center (EOC), which will be staffed by the Director of Communications and Public Relations and his/her staff. (Refer to CAISO Operating Procedure E-507, Emergency Response Team).
If...	Then...					
A major system disturbance occurs, and the Executive-in-Charge has declared an emergency,	Direct all public and media inquiries to the Emergency Operations Center (EOC), which will be staffed by the Director of Communications and Public Relations and his/her staff. (Refer to CAISO Operating Procedure E-507, Emergency Response Team).					

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Supporting Information

Affected Parties Market Participants

Responsibilities

Director of Communications and Public Relations	Responds to media inquiries regarding the status of the CAISO Balancing Area and the Controlled Grid.
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References

CAISO Operating Procedure	E-507, Emergency Response Team
CAISO Operating Procedure	E-508, Electrical Emergency Plan
CAISO Operating Procedure	N-703, Event Reporting and Regulatory Notification


Policy

In an on-going effort to ensure that the media and the general public are provided with accurate and concise information, the Communications and Public Relations Department will have the lead to respond to all requests for information.

Because of the sensitive nature of the daily flow of information that the California ISO will handle, it is vital that all requests for information are carefully reviewed before responding. In the restructured electricity market, information that can affect market conditions will be highly valued. The California ISO's role in maintaining system reliability, and an impartial, open access to markets, must not be compromised.


Definitions

Unless the context otherwise indicates, any word or expression defined in the Master Definitions Supplement to the CAISO Tariff shall have the same meaning wherever capitalized in this procedure.

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Version History

Version	Change	By	Date
1.0	Drafted		11/4/97
1.1	Periodic Check, Reformat, move phone numbers to Attach. A		3/30/00
1.2	Updated phone list & modified to process steps.		12/11/01
1.3	Annual review, minor change at 1.2		12/02/02
1.4	Annual review, no changes.		11/12/03
1.5	Annual review, no changes.		11/23/04
1.6	Reformatted structure.		7/11/05
1.7	Annual review, minor changes		9/12/06


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Technical Review

Reviewed By Content Expert	Signature	Date
Operations Support		
Regional Transmission		
Grid Ops		
Market Ops		
Scheduling		

Approval

Approved By	Signature	Date
Director of Communications & Public Relations		
Director of Grid Operations		

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Appendix

Attachment A: [CAISO Office of Communications & Public Relations Contacts](#) (restricted distribution)
