



Documentation and Training

CHALLENGE

A generating unit operated outside of the established voltage schedule and the plant operator did not communicate to the transmission operator according to requirements set out in NERC Standard VAR-002. Limited program-level guidance existed around voltage control and related communication between generation and transmission. Plant operations procedures did not include steps to ensure compliance with NERC Standard VAR-002 requirements. Tools to communicate between generation and transmission existed but were non-standard across the organization. Methods to communicate were informal and open to interpretation. Previous training did not clearly define roles and responsibilities and duties for plant operators in terminology they understood. Workers were not clear on notification requirements.

PROCESS

- Defined a standard owner or SME to establish governance for VAR-002; engaged operations lead for input to changes
- Built a technical program document with input from a cross-function team to define fleet standards and roles and responsibilities for voltage control
- Reviewed existing training documentation and identified gaps between roles and responsibilities in training documentation and actual execution needs
- Revised station start-up, shut-down, and emergency operating procedures to account for requirements set out in NERC Standard VAR-002

RESULTS

- Developed new training modules and facilitated training on VAR-002 requirements
- Defined audiences for operator training in learning management system to sustain success
- Designed new workflow to streamline communication between station operators and transmission operators

AT A GLANCE



Standardized roles, plant operations and procedures



Delivered updated training to training managers across the fleet



Developed and updated training documentation across the fleet

ScottMadden understands the need for an organized, dynamic system for conducting NERC compliance activities to ensure that they meet evolving requirements. [Contact us](#) to learn how we can help your organization.

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