

**MONITORING PROCEDURES
FOR
FRCC AGENTS**



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October 6, 2011

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Introduction

The Florida Reliability Coordinating Council, Inc. (FRCC) has contracted with an Agent to perform the duties of the FRCC Reliability Coordinator of which the FRCC has approved through its governance process. The Agent will provide the following functions:

**Real-Time Reliability Coordinator and Next Day Operations Planning
Functions**

This procedure has been established to ensure that all parties operating in the FRCC Region have confidence that the FRCC Agent has acted in a manner consistent with the FRCC's goals of no undue discrimination in the application of the Region's Reliability Process. If the FRCC Member, or any non-member operating in the FRCC Region, has questions or concerns over the actions taken by the FRCC Agent on behalf of the FRCC, and if these questions are not fully answered to the satisfaction of the FRCC Member or non-member by the FRCC Agent, then the FRCC Member or non-member shall have the right to institute the following procedures.

Review Procedure

1. The FRCC Member or non-member shall write a letter to the President of the FRCC stating the nature of the complaint, or a request to review actions(s) taken by FRCC's Agent(s), with copies of any pertinent correspondence, data, etc. Copies of the letter shall be sent to the Chairs of the FRCC Planning Committee, Operating Committee, and to the FRCC Agent.
2. The FRCC staff will review and gather facts to review action(s) taken and develop a report. The report will be provided to the FRCC Operating Reliability Subcommittee (ORS) for technical review and recommendations, if any.
3. The staff report and the ORS recommendations, if any, will be presented at the next regularly scheduled meeting of the Operating Committee for their review. If it is deemed necessary, a special meeting of the Operating Committee will be called in order to expedite the recommendations presented in the report. A copy of the report shall be sent to the Complainant. In addition, the Complainant and FRCC Agent shall be invited to the Operating Committee meeting where the report will be presented.
4. The Operating Committee will issue a report to the FRCC Board of Directors with recommendations as to any action requested of the Board of Directors. This report will also be sent to the Chair of the FRCC Planning Committee.
5. If at any time during the process the FRCC Agent or an FRCC Member or non-member does not concur with any of the report or recommendations, they will then utilize the FRCC Dispute Resolution Process to resolve any issues.

Agent Audit Procedure

A Task Force will be appointed by the Board of Directors to conduct an audit of the FRCC Agent every three years, unless otherwise deemed necessary. Any FRCC Member not appointed, but desiring to be a member of the task force, may serve on the task force. The parent company of the FRCC Agent shall not have a representative on the task force for that Agent's audit. Each industry sector utilizing the functions performed by the FRCC Agent shall be appropriately represented on the task force.

Such audit will include the following:

1. Review of the FRCC Reliability Process to determine if any changes are warranted.
2. Notification to all FRCC Members of the pending audit of the FRCC Agent and request any comments they might have concerning the performance of the FRCC Agent.
3. On-site visit to the FRCC Agent in order to review the Agent's internal procedures for fulfilling the duties, and responsibilities as outlined in the Reliability Process Document and the Agent Agreement. In addition, the audit task force will review all RC function documentation to ensure compliance is being maintained for the applicable NERC RC Reliability Standards requirements and FRCC Regional Reliability Standards, policies and procedures.
4. The audit task force will review the draft audit report with the Agent prior to publishing the report in order to mitigate misunderstandings or inaccuracies.

The Operating Reliability Subcommittee (ORS) will review the report from the Task Force and provide written comments to the FRCC Operating Committee within sixty (60) days of receiving the audit report. The Operating Committee, within sixty (60) days of receipt of the report from the ORS, shall forward the task force report to the FRCC Board of Directors with appropriate comments or recommendations. The report shall indicate whether or not there are any requested actions required of the FRCC Board of Directors.

FRCC

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FRCC Agent

Real-Time Reliability Coordinator and Next Day Operations Planning Functions

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