FAQs

What is the NERC Consistency Reporting Tool?

The NERC Consistency Reporting Tool (Reporting Tool) is a confidential site hosted by NAVEX that captures information on possible inconsistencies "case", that is then provided to the North American Electric Reliability Corporation (NERC) preserving the anonymity of the reporting organization (if requested).

What does NERC do when it receives this information?
Upon receipt of a new case, NERC will review the information provided to take appropriate actions to further address the case per the documented process "XX", located on the nerc.com.

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 enforcement actions.

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 on a secure server to ensure confidentiality.

What does consistency mean?

The ERO Enterprise defines consistency to mean 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 across the ERO Enterprise. 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 Event Analysis

- Training and Education

Note: The Reporting Tool is not intended to be used for submitting Complaints alleging 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 NERC system administrators who have permission to receive the reports.

Reporting - Timeframe

- Reporter submits a report and has five (5) business days to amend the report

- NERC system administrators will contact the reporter within seven (7) days to confirm receipt and sufficiency of the report

- The goal is to provide a response or status update to the report within 60 days.

- A response or status update will be available online. See the ERO Enterprise Program Improvement Issues and Recommendation spreadsheet - located on the ERO Enterprise Program Improvement page.

Reporting Security

The Reporting Tool is not part of NERC's 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. EthicsPoint is contractually committed not to pursue a reporter's identity.

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

Yes. The EthicsPoint system strips away Internet addresses so that anonymity is maintained.

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

The EthicsPoint system is designed to protect your anonymity. The more complete your report, the better the issue can be evaluated, so please provide as much detail as possible—simply 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 your report and have five (5) business days to amend your report using your Report Key and password.

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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.