

2nd Annual Event – Revised and Updated

Effective Compliance Strategies for **NERC** Reliability

Successfully Integrating NERC Programs with Business Processes to Ensure Ongoing Compliance and Efficiency

Our Faculty

Get practical advice and strategies from experts

INDEPENDENT ELECTRICITY SYSTEM
OPERATOR (IESO)

MINNESOTA POWER INC.

MIDWEST ISO

PJM INTERCONNECTION

HOGAN LOVELLS LLP

DELOITTE & TOUCHE

QUANTA TECHNOLOGY

AUSTIN ENERGY

CAPITAL POWER

SERC RELIABILITY CORPORATION

RRI ENERGY, INC.

INFONEX
Profit from Knowledge

February 8 and 9, 2011

Optional Workshops: February 10, 2011

SALT LAKE CITY, UTAH

Proactively strengthen your compliance strategies

- ✓ Hear the latest on standard developments
- ✓ Protect your organization by understanding the difference between NERC sanctions and FERC penalties
- ✓ Develop efficient violation mitigation and settlement proposals to decrease company sanctions
- ✓ Learn effective document management strategies to retain evidence for your next audit
- ✓ Hear how to align compliance with your business to eliminate time-consuming tasks
- ✓ Demonstrate process improvement by creating well-organized violation mitigation plan

PLUS! Take advantage of optional in-depth half-day workshops!

*Examine the key elements you need for successful CIP compliance management program and understand the latest compliance developments for identifying and protecting your critical cyber assets. **Don't miss our two, detailed, practical workshops!***

Register Today!

Call 1.800.474.4829

Fax 1.800.558.6520

www.NERCcompliance2011.com

Effective Compliance Strategies for **NERC** Reliability

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DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 8, 2011

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:15

Welcome and Opening Remarks from the Chair

Chris Hajovsky, Director, Regulatory Affairs and NERC Reliability Standards, RRI Energy, Inc.

9:15 – 10:15

Latest NERC Developments: Three Years Later

Susan Court, Partner, Hogan Lovells LLP; Former Director of the Office of Enforcement, FERC

- What is the overall impact of the revised Regional Delegation Agreements (RDAs)?
- Do the revised RDAs alter the respective roles of the NERC and the regional entities for promoting compliance monitoring and enforcement?
- Has the standards development process changed over three years? If so, for the better or for the worse?
- What is the status of revisions to and interpretations of the standards?
- Do revised standards alter your responsibilities in any way?
- How does the relation between the NERC and the regions influence or otherwise affect utility entities?
- Where is the NERC heading?

10:15 – 10:30

Networking Break



10:30 – 11:30

FERC Penalty Guidelines vs. NERC Sanction Guidelines: Where Do You Fall In and How Do Their Relationship Affect Your Organization?

Susan Court, Partner, Hogan Lovells LLP; Former Director of the Office of Enforcement, FERC

In March 2010, the Federal Energy Regulatory Commission (FERC) issued a dozen orders related to the Federal reliability program. Without question, these orders prompted a reaction from the electric utility industry stronger than any order or group of reliability-related orders had to date. Coupled with the lengthy pendency of the NERC's three-year assessment, they raised questions about the relationship between NERC and FERC, and about the direction that the program was taking. Taken as a whole, these orders triggered a barrage of comments and rehearing requests, which in turn apparently led the Commission to hold conferences, in the summer of 2010, to allow a public dialog between the agency and the industry.

- The standards development process, including NERC's June proposal to modify that process worked out through the stakeholder process and NERC's filing made in response to the direction in Docket No. RR09-6-000
- The guidelines to be followed by the regional entities and NERC in enforcing the mandatory reliability standards, and the impact on the NERC Sanction Guidelines of the Commission's preference to use the Penalty Guidelines it devised along the lines of the U.S. Sentencing Guidelines in Docket No. PL10-4-000

11:30 – 12:30

Timely and Efficient Approach to Gathering and Documenting Your Evidence: Be Ready for Your Audits and Spot Checks

David Dunn, Manager, Organizational Governance Support, IESO

- What constitutes proper evidence in accordance with NERC standards?
- Identifying and interpreting the evidence you gather
- Ensuring the quality of the evidence gathered
- Linking evidence to standards and requirements
- Documenting your evidence to support audits and self-reporting

12:30 – 1:45

Luncheon

1:45 – 2:45

Developing an Appropriate Violation Mitigation Plan and Settlement Proposal to Demonstrate Process Improvement: Prevent Reoccurrences and Decrease Penalties

Rick Liljegren, Systems Operator Manager, Minnesota Power Inc.

- Preparing settlement proposals: key components to include
- Gathering documentation and evidence of validation for completed plans
- Communicating strategies to prevent reoccurrences
- Mitigating compliance violations: methods to decrease penalties
- NERC expectations for submitted plans and timelines

2:45 – 3:00

Networking Break



3:00 – 4:00

Document Management: Effectively Identifying and Retaining the Evidence Gathered for Audits

Stephanie McCutcheon, Records Manager, Legal Department, Midwest ISO

- Company-wide communication efforts to identify evidence effectively
- Coordination strategies to ensure documents are efficiently retained throughout the corporation
- Managing documents and evidence gathered during three to six years until the next audit
- Educating staff on the importance of and need for retaining information — and ensuring they do it
- Drafting and enforcing company protocols to ensure compliance with policies

4:00 – 5:00

Training and Education for Employees and Senior Management to Ensure Full Co-operation

Patrick Brown, Manager, NERC and Regional Coordination, PJM Interconnection

- Educating senior management on the scope of NERC compliance
- Ensuring adequate resources are assigned
- Building a culture of compliance and an internal compliance program
- Self-reporting when necessary
- Maintaining open communication strategies on audit findings
- Educating new and existing employees on the role of regional entities
- Compliance with NERC standards in an under-staffed environment
- Knowledge management retention within the organization

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DAY TWO PROGRAM AGENDA: WEDNESDAY, FEBRUARY 9, 2011

8:00 – 9:00 Continental Breakfast

9:00 – 9:15

Opening Remarks from the Chair

Chris Hajovsky, Director, Regulatory Affairs and NERC Reliability Standards, RRI Energy, Inc.

9:15 – 10:15

Efficiently Preparing for CIP Spot Checks and Audits and Leveraging Findings for Process Improvement

Mike Lamarre, Division Manager, Infrastructure Management, Austin Energy; Chairman, Technology Security Council

- Lessons learned from 2009-2010 CIP reliability standards spot checks
- Improving CIP spot check evidence and documentation for the registered entity
- CIP spot check process improvement for the regional entity
- Adding additional CIP standards and requirements into a compliance plan
- What to expect from CIP audit teams during your CIP spot check

10:15 – 10:30

Networking Break



10:30 – 11:30

Maintaining Compliance Programs in a Changing Regulatory Environment: Lessons Learned from SOX Compliance Introduction and Management

Cheryl Persson, Senior Manager, CSOX and Financial Risk, Capital Power Corporation

- Staying compliant during regulatory uncertainties
- Documenting changes
- Integrating new standards into business processes
- Tackling compliance without business interruptions
- Ensuring ongoing compliance management
- Leveraging past audits for present and future compliance

11:30 – 12:30

Moving from Project to Process: Managing Your Compliance Monitoring Program

Chris Hajovsky, Director, Regulatory Affairs and NERC Reliability Standards, RRI Energy, Inc.

- Refining your operations for maintaining compliance
- Developing an effective self-reporting strategy
- Integrating compliance strategies into business operations
- Leveraging past audits and spot checks to ensure ongoing reliability
- Internal audit strategies to assure compliance with NERC standards
- Educating staff for better compliance management
- Key process modifications to avoid penalties

12:30 – 1:45

Luncheon

1:45 – 2:45

Streamlining NERC Compliance with Business Processes for Efficient Time Management and Workload Reduction

Lynn Meyer, Vice-President, Regulatory Affairs, Capital Power

- Integrating compliance monitoring with daily business activities
- Aligning business strategies and key risks faced by the firm
- Leveraging NERC standards for business process improvement
- Efficient approaches for continuous standard monitoring
- Time management strategies
- Decreasing resources spent on compliance moving forward

2:45 – 3:00

Networking Break



3:00 – 4:30

Auditor's Lessons Learned: Ensuring Compliance at Your Next Audit

Carter B. Edge, Director of Reliability Services, SERC Reliability Corporation

- Lessons learned from compliance program implementation
- What to expect from audit teams during and after your audits
- Improving evidence and documentation for the registered entity
- Key process improvement strategies for the regional entity
- Tracking FERC orders and assessing internal procedures
- What to expect in the second round of audits: how will they differ from the first one?
- How do regional entities interpret definitions in the standards?
- Interacting with your auditors: what information and how much of it do you give?
- Advice and useful tips from the auditor



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OPTIONAL POST-CONFERENCE WORKSHOPS: THURSDAY, FEBRUARY 10, 2011

WORKSHOP ONE: 9:00 – 12:00

Learning from Implementing CIP Compliance Management Programs

Nazam Jamal, Senior Manager, Enterprise Risk, Deloitte

This workshop will take you through case studies and discuss elements key to the success of your compliance management program, with a particular focus on moving from a project to a process. Case studies will highlight key items for consideration in gaining acceptance among various organizational stakeholder groups, including security, engineering, and compliance functions, as well as tackling risk and minimizing costs.

- Key elements for successful CIP compliance
- Elements and opportunities for company-wide improvement and benefits
- Methodologies for turning compliance from a project to a process
- Gaining acceptance from stakeholder groups
- Key risk areas and how to tackle them
- Minimizing overall program implementation costs

WORKSHOP TWO: 1:00 – 4:00

CIP-002-4 and CIP-002-2: Understanding the Critical Differences

Srijb Mukherjee, Principal Advisor, Quanta Technology

New developments in CIP-002 has made your compliance process even more complex and time-consuming. This workshop will not only define and contrast the key differences between CIP 002-2 and CIP 002-4, but will also give you an in-depth, hands-on and practical approach to properly tackle this section of your compliance program.

- Overview of CIP standards and requirements
- Assessing critical components and identifying cyber assets
- Documenting critical cyber assets associated with the critical assets that support the bulk electric system
- Potential threats and mitigation planning
- Using risk-based assessment to assess and identify all assets
- How to take a proactive approach
- Discussion of other CIP standard developments

BUILDING ON A TRADITION OF SUCCESS

Celebrating almost two decades of conference events

Delegates at our previous NERC Compliance events rave about their experiences. Here's what they have to say:

“Brought home many signals to direct my company down the road of a better culture of compliance.”

— Transmission Compliance Coordinator, AECL

“Provided an excellent foundation for understanding standard development application and overall compliance.”

— Compliance Specialist, E.ON U.S LLC

“Valued learning from others, their experiences related to audits and their internal compliance program structure.”

— Senior Auditor, TX Reliability Compliance, NATIONAL GRID

“A lot of good information, good question-and-answers.”

— Compliance Officer, TEXAS MUNICIPAL POWER AGENCY

Join Your Peers WHO SHOULD ATTEND

**Electric and Utilities Industry Chiefs,
Vice-Presidents, Directors, and Managers of**

- Compliance
- NERC Compliance
- FERC Compliance
- Reliability
- Policy Development
- Standards and Compliance
- Regulatory Affairs

Raise Your Profile SPONSORSHIP & EXHIBITION OPPORTUNITIES

If you would like to increase your visibility with electricity and utilities professionals, you need to be at *NERC Reliability*. A limited number of sponsorship options are available, including:

- Exhibit Space
- Cocktail Reception
- Luncheon
- Breakfast
- Conference Documentation

For more information or to check availability, contact our sponsorship department by telephone at 1.800.474.4829, ext. 244, or by email at sponsorship@infonexconferences.com.

Register Now! Call 1.800.474.4829 Fax 1.800.558.6520 www.NERCcompliance2011.com

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FIVE KEY BENEFITS OF ATTENDING THIS EVENT

- 1) Hear the latest orders issued by FERC on the federal reliability program
- 2) Examine case studies on streamlining NERC compliance and business integration
- 3) Hear lessons learned from auditors and know what to expect moving forward
- 4) Learn the key drivers for lowering penalties before and after they are assigned
- 5) Hear timely and cost-effective techniques to document, collect and retain your evidence

LOCATION:

NERC Reliability will be held at **Hilton Salt Lake City Center** 255 South West Temple Salt Lake City, UT. Telephone: 801-328-2000

YOUR REGISTRATION INCLUDES:

Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

SPONSORSHIP AND EXHIBITION:

If you would like to increase your visibility with senior electricity industry professionals, you need to be at *NERC Reliability*. Contact our sponsorship department at 1.800.474.4829 ext. 244, or email sponsorship@infonexconferences.com.



REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

DISCOUNT CODE: 945-W

1 PRINT YOUR NAME AND CONTACT INFORMATION

Mr./Ms./Mrs. _____ Title _____

Organization _____

Name of Approving Manager _____ Title _____

Address _____

City _____ State/Province _____ ZIP/Postal Code _____

Telephone () _____ Ext _____ Fax () _____

Email address _____

Company's main line of business _____ Number of Employees: _____

2 SELECT YOUR OPTION(S) AND PREFERRED METHOD OF PAYMENT

All prices in U.S. Dollars	Register by DECEMBER 10	Register by JANUARY 7	FULL PRICE
Conference: Groups of 3 or More	\$1,199 each	\$1,399 each	\$1,699 each
Conference: Groups of 2	\$1,299 each	\$1,499 each	\$1,799 each
Conference: One Registrant	\$1,399	\$1,599	\$1,899
Optional Workshops	\$500 each		

*Groups must register together at the same time to be eligible for group rates.

SELECT YOUR OPTION(S): Conference Workshop One Workshop Two

- Please charge to my credit card: VISA MasterCard
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Card Number: _____ Exp. Date: _____ / _____

Signature: _____

3 SEND US YOUR REGISTRATION

- FAX:** 1.800.558.6520
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- WEBSITE:** www.NERCcompliance2011.com
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CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and fax to 1-800-558-6520 **no later than January 25, 2011**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue. If you prefer, you may request a refund of fees paid, less a 15% administration fee.

Registrants who cancel after **January 25, 2011**, will not be eligible to receive any credits or refunds and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by January 25, 2011** and fail to attend will be liable for the entire registration fee.