



SERC Reliability Corporation

Q&A PROCESS

The [Q&A and Lessons Learned](#) page features questions from registered entities and SERC's responses. Q&As are listed by categories; those under Standards by standard family and then numerical sequence. A green NEW box appears next to the question for 30 days after posting. No reference is made to any company when an FAQ is posted on the SERC website.

There are links to [submit questions](#) and to the [SERC Acronym Reference Index](#). To submit a question anonymously, email a [CIP](#) or [O&P](#) REF Steering Committee member.

Questions are assigned to a SERC subject matter expert (SME). Responses are returned as soon as possible based on the SME's schedule. If a question requires ERO Enterprise collaboration to ensure consistency, it is referred to the O&P Compliance Task Force (OPCTF) at NERC, and you are notified there will be a delay in receiving a response.

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Q&A and Lessons Learned

Click [here](#) to submit your question to SERC staff.

[Acronyms](#)

- ▶ Certification
- ▶ CIP (Critical Infrastructure Protection)
- ▶ Compliance **NEW**
- ▶ General
- ▶ Portal and Website
- ▶ RAPA (Reliability Assessment and Performance Analysis)