

Welcome to Align Release 2 Training

Technical Feasibility Exceptions, Self-Certifications, and ERO Secure Evidence Locker

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Notice of this meeting was posted on the Texas RE website and this meeting is being held in public. Participants should keep in mind that the listening audience may include members of the press, representatives from various governmental authorities, and industry stakeholders.



Sli.do





Agenda





What is Align?

An ERO Enterprise common platform developed to support compliance monitoring and enforcement (CMEP) activities and business processes.

The tool provides a standardized and consistent interface for entities conducting CMEP activities.

The Align rollout consists of three releases with full implementation by the end of 2021.









What is the ERO SEL?

ERO Secure Evidence Locker (ERO SEL)

A highly secure, isolated, encrypted environment. It acts as a temporary repository to upload evidence which is subject to file destruction policies.

NERC NORTH AMERICAN ELECTRIC RELABULITY COMPONING NUMBER N	Secure Evidence Locker Step 1 - Validation
Secure Evidence Locker Step 1 - Validation There a Reference ID and click 'Validate' to add new evidence to your submission.	TexasRE[NCR99999]TexasRE-2020-0005 Validate C Validate C



How Do I Access Align and the ERO SEL?





Align Release 2 and ERO SEL Live!





Access and Permission Roles

Rochelle Brown

Change Agent and Manager, CMEP Coordination & Special Projects



The Primary Compliance Contact (PCC) MUST have an ERO Portal Account (<u>Registered Entities: User</u> <u>Access Guide</u>)

- Set up ERO Portal Account:
 - Navigate to https://eroportal.nerc.net.
 - Select "Register" in the upper left-hand corner.
 - Complete the registration form and click "Submit."
- Verify ERO Portal Account:
 - Navigate to <u>https://eroportal.nerc.net</u>.
 - Select "Sign In" in the upper left-hand corner.
 - Enter your credentials to confirm access to ERO Portal.

NOTE: Submitter Access changes may take up to 24 hours to take effect!



Permission Roles: Align

PCC grants Account Access Levels

Align Registered Entity Reader

- Can log into Align and see everything for their registered entity, but cannot make changes.
- Align Registered Entity Editor
 - Can log into Align, see everything for their registered entity, and make changes, but cannot submit anything to the CEA for review or processing.
- Align Registered Entity Submitter
 - Can log into Align, see everything for their registered entity, make changes, and submit items to the CEA for review or processing.



Access	Access	Access
Request	Approval	Verification
 Registered entity user requests access level to Align 	 Registered entity PCC reviews and approves access request 	 Registered entity user verifies access Note: Access changes take effect the next day.



Request Align Access

Log into ERO Portal: <u>https://eroportal.nerc.net</u>

- Go to My Applications and select Request Application Access from the dropdown
- Select Create New Application Access Request







Request Align Access (Continued)

- Select or search for your entity
- Select the Requested Application Role:
 - Align Registered Entity Reader
 - Align Registered Entity Editor
 - Align Registered Entity Submitter
- Option to add comments
- Select Submit
 - Notification email of request

Entity 🌻	
	Q
Requested Application Role 🌻	
	~
Requester Comments	
	11
The later is a second	
Submit	



Approve Access Request

• Option 1: Select New Notifications and pending requests will appear.



Option 2: From the menu, select My Entity > Entity Application Access Request.

ŧ	My Profile	My Resources 🔻	My Applications 👻	Research 💌	My Groups	NERC Membership	Entity Registration Requests	My Entity	NERC Membership List	ł
								My Entity		
	V Th	Velcome to the ERO Portal allows	o the ERO I new users to register	Portal for an account a	and perform th	ne following functions u	upon completion:	CORES Entity Applicat Section 1600	tion Access Requests Reporting Confirmation	



Approve Access Request (Continued)

Landing Page – shows open request:

Application Access Requests

The following are the current application access requests for your registered entity. To approve or reject a request, select "Manage Acces Request" from the item menu. When rejecting an access request, you must provide a reason for denying a request.

You can also view and manage all users for your entity on the Manage Entity Page.

Requested By	Email Address	Phone	Requested Application Role	Requester Comments	Request Status	Created On 🕇	
victor LT myersssssss	victormyers1906@gmail.com	404-555-1212	CFR Administrator	kjiji	Pending	6/24/2020 5:42 PM	•
Kwame Jones	kwame.jones@nerc.net	4044462570	Entity Admin	Testing Entity Admin Request	Pending	5/27/2020 1:04 PM	~
Rachel Rieder	rachel.rieder@nerc.net	404-852-3981	GMD Submitter	CAN I HAVE ACCESS PLEASE	Pending	4/29/2020 12:42 PM	•

• Approve or reject request:

Application Access Requests								
The following are the current application access requests for your registered entity. To approve or reject a request, select "Manage Acces Request" from the item menu. When rejecting an access request, you must provide a reason for denying a request. You can also view and manage all users for your entity on the Manage Entity Page.								
Requested By	Email Address	Phone	Requested Application Role	Requester Comments	Request Status	Created On 🕇		
victor LT myersssssss	victormyers1906@gmail.com	404-555-1212	CFR Administrator	kjjj	Pending	6/24/2020 5:42 PM	~	
Kwame lones	kwama japas@pars pat	4044462570	Entity Admin	Testing Entity Admin Pequest	Pending	5/27/2020 1:04 PM	(v)	
ittitanie jones	kwarne.jones@nerc.net	4044402570	Endly Admin	resting chity Admin Request	E			



ERO SEL Submitter Role

Current State

- All PCCs and Align Registered Entity Submitter roles have been provide ERO SEL Submitter role
- In the event PCC changes, the new designated PCC will be provided access
- To gain ERO SEL access, submit ticket to NERC's Helpdesk (<u>https://support.nerc.net/</u>)
 - Routed to Texas RE staff
 - Confirm user request with PCC
 - Escalate to NERC to enable ERO SEL Submitter role

Future State

• PCC will approve their staff's request for access to the ERO SEL





Slido Question

Who grants Align access to registered entity staff?

- A. Texas RE
- B. Alternate Compliance Contact
- C. NERC
- D. Primary Compliance Contact





Technical Feasibility Exceptions (TFE) Demo

Devin Kitchens, CIP Cyber and Physical Security Analyst Benjamin Gregson, CIP Cyber and Physical Security Analyst



Agenda





Technical Feasibility Exceptions (TFE) Overview



CEA Review

- Approve/Disapprove TFE
- Request additional information, if needed.

Compliance Engagement

• Review TFE



Technical Feasibility Exceptions (TFE) Links





Slido Question

Regarding TFEs, Where should you enter sensitive information?

- A. Align
- B. SEL
- C. Texas RE Extranet
- D. All of the above





Break Return: XX:XX AM





Slido Question

What have you learned from the training thus far?







Self-Certification Demo

Dennis Glass, Compliance Analyst, Sr. Eric Newnam, Compliance Engineer









Notifications

Dennis Glass, Compliance Analyst, Sr. Eric Newnam, Compliance Engineer



TFE Approval Notification

From: noreply@bwise.net <noreply@bwise.net> Sent: Wednesday, July 28, 2021 2:19 PM To: AlignR2Testing@nerc.com Subject: 2021-TXRE-TFE-000092-0 approved by CEA/RE/Align

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.



This 2021-TXRE-TFE-000092-0 has been approved by the CEA TXRE.

Please login to Align for more details.

This e-mail has been generated automatically. Do not reply to this address.

Sincerely, Team Align

You are currently subscribed to alignr2testing as: <u>benjamin.gregson@texasre.org</u>.

To unsubscribe click here: http://listserv.nerc.com/u?id=2396091.278649b7c26a9c67db97429628b8dd7d&n=T&l=alignr2testing&o=1638626

(It may be necessary to cut and paste the above URL if the line is broken)

or send a blank email to leave-1638626-2396091.278649b7c26a9c67db97429628b8dd7d@nerc.com



Self-Certification Notifications

Action Required: A new Self-Certification (SC2021-000117) has been requested by TXRE

N noreply@bwise.net	Thu 8/5/2021 6
1 Horey Competition	0
Action Required: A new Self-Certification (SC2021-000117) has been requested by TXRE.	A Align <r< td=""></r<>
) AlignR2Testing@nerc.com	Test Mode:
Ion Policy Texas RE Retention Policy - Default (5 months) Expires 2/1/2022 Illow up. Start by Thursday, August 5, 2021. Due by Thursday, August 5, 2021.	To O AlignR2Testing@nerc.co
	Retention Policy Texas RE Reter
ARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.	Follow up. Start by Thursday
ALIGN Automatic email alert	WARNING: EXTERNA
ar NCR9999999-TXRE-ACC,	ALICA
RE has requested you to complete the following Self-Certification SC2021-000117.	
ase login to Align and upload the relevant documentation.	Dear NCR99999999 Sec
e:8/5/2021 PRC-004 questions testing at 90 percent - try no. 2	The deadline 07/08/20
SC2021-000117	Please login to Align fo
gistration: Training Energy Corp. TXRE	Transport of the second second second
e Date: 2021-09-06	This e-mail has been
his e-mail has been generated automatically. Do not reply to this address.	-
	Sincerely,
	Team Align
am Align	1993
	You are currently subs
are currently subscribed to alignr2testing as: dennis.glass@texasre.org.	To unsubscribe click h
unsubscribe click here: http://listserv.nerc.com/u?id=2396090.545801ab96ed98c28d95e22d127bf39e&n=T&l=alignr2testing&o=1639243	(It may be necessary
may be necessary to cut and paste the above URL if the line is broken)	(it may be necessary)
send a blank email to leave-1639243-2396090.545801ab96ed98c28d95e22d127bf39e@nerc.com	or send a blank email

Action Required: Reminder Self-Cert SC2021-000546 is overdue.





Self-Certification Notifications (Continued)

Action Required: Review and Respond to (RF21-000408)

会Reply 岛Reply All 会Forward 切M	
NI poroph/@bwico.pot	
N notepty@bwise.net	
Review and Respond to (KF21-000408)	
ng Angene Festing generation Retention Policy - Texas RE Retention Policy - Default 35 months)	Expires 1/30/2022
New Employees	
🚺 Follow up. Start by Thuriday, August 5, 2021. Due by Thuriday, August 5, 2021.	
WARNING: EXTERNAL SENDER. Always be cautious when clicking link	ks or opening attachments. NEVER provide your user ID or password.
A	
Automatic email alert	
Monitoring Method: Self-Certification	
Name: SC2021-000628 Registered Entity: NCR00130 - Neptune Regional Transmission System, LLC	
NPCC has created a Request for Information (RFI) in the Align System.	
RFI is due by 2021-09-02. To see the RFI, please log into the Align system. I	f there are any questions regarding this notice, please contact NPCC Editor 1 at jwang@npcc.org.
To access Align, go to the ERO portal, navigate to the Align landing page and	click on the link to log in.
This e-mail has been generated automatically. Do not reply to this address.	
Sincerely, Team Align	

You are currently subscribed to alignr2testing as: dennis.glass@texasre.org.	
To unsubscribe click here: http://listserv.nerc.com/u?id=2396090.545801ab	96ed98c28d95e22d127bf39e&n=T&l=alignr2testing&o=1639111
(It may be necessary to cut and paste the above URL if the line is broken)	
or send a blank email to leave-1639111-2396090.545801ab96ed98c28d95e2	22d127bf39e@nerc.com

(SC2021-000097) has been closed.





Slido Question

What action do you take if your screen does not update after clicking the "Update" button?

- A. Call Thad and see if he has a minute.
- B. Take some Excedrin.
- C. Scroll to top of screen to see error message.
- D. Get out your credit card.





ERO Secure Evidence Locker

Rochelle Brown

Change Agent and Manager, CMEP Coordination & Special Projects



ERO SEL (Entity View)

Secure Evidence Locker	Submitter3 Entity (seltesting@nerc.com) Y
Step 1 - Validation	
Enter a Reference ID and click "Validate" to add new evidence to your submission. TXRE[NCR04015]VI2021-00051]VI2021-000 Validate 📀 TXRE[NCR04015]VI2021-00051]VI2021-00051]	
Valid Reference ID	l
Region: TXRE	
NCR: NCR04015	
CMEP Activity: VI2021-00051	
Tags: VI2021-00051	
Step 2 - Upload Files Click "Upload" to add evidence to your submission. Do NOT include any sensitive information in the file names that you are uploading! Compressed files (e.g., ZIP, ZIPX, SIT, GZ, TAR, RAR, ARJ, 7Z, 7ZX) as well as a number of files types that can contain executable malware are prohibited from upload. If you experience any problems uploading evidence, contact your Region for assistance.	
Upload 🔿	
2016 07 13_NERC Glossary.pdf	
Step 3 - Submit Evidence	
Verify all documents meet submission standards, then click "Submit" to complete.	
Submit Cancel	



ERO SEL

Secure Evidence Locker	Submitter3 Entity (seltesting@nerc.com) ×
Step 1 - Validation	
Enter a Reference ID and click "Validate" to add new evidence to your submission. TXRE NCR04015 VI2021-00051 VI2021-000 Validate 📀	
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NCR: NCR04015	Secure Evidence Locker Submitter3 Entity (selfesting@ne
CMEP Activity: VI2021-00051	
Tags: VI2021-00051	Step 1 - Validation
	Enter a Reference ID and click: "Validate" to add new evidence to your submission.
Step 2 - Opioad Files	Valid Reference ID
Unck "Upload" to add evidence to your submission. Do NOT include any sensitive information in the file names that you are uploading!	Region: TXRE
Compressed files (e.g., ZIP, ZIPX, SIT, GZ, TAR, RAR, ARJ, 7Z, 7ZX) as well as a number of files types that can contain executable malware are prohibited from upload. If you experience any problems uploading evidence, contact your Region for assistance.	NCR: NCR04015
	CMEP Activity: VI2021-00051 Success! Tags: VI2021-00051
	Your evidence has been successfully submitted for processing.You will
2016 07 13_NERC Glossary.pdf 🛛 🛞	receive an eMail notification when the processing is complete.
	Click "Upload" to add evidence to your submission.
Step 3 - Submit Evidence	Do NOT include any sensitive information in the file names that you are uploading! Compressed files (e.g., 21P, 21PX, SIT, GZ, TAR, RAR, ARJ, TZ, TZX) as well as a number of files types tha m upload.
/erify all documents meet submission standards,then click "Submit" to complete.	If you experience any problems uploading evidence, contact your kegion for assistance.
Submit	
	2021 02_SEL Demo_excelusisx 🛞
	2021_02_Evidence SEL Demo_word.docx
	Step 3 - Submit Evidence
	Verify all documents meet submission standards, then click "Submit" to complete.
	Submit Cancel



Secure Evidence Locker (SEL)

File Types	 Allowed: .docx, .xlxs, .pdf, .jpeg, .ppt, etc. Not allowed: ajr, gz, tar, zip, cab
File Size	 Single file: 2 GB Multiple files: 10 GB
Reference ID Format	• TXRE NCR01234 TEST202101 TEST202 101 CIP-005-6 R1 1.1
Email Manifest	 Shows reference ID and date stamp



SEL Notification and Manifest File

Thu 8/5/2021 6:19 PM do-not-reply@nerc.com New Submission files have arrived in the SEL for Templates for NCR00000 within the TXRE region as of 08/05/2021 19:19:02 To @srown, Rochelle	^	I I <th>Page Layout</th> <th>Formulas [</th> <th>Data Review M</th> <th>riew Help Acrobat (W Y B rap Text</th> <th>Q Tell m</th>	Page Layout	Formulas [Data Review M	riew Help Acrobat (W Y B rap Text	Q Tell m
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Files have been ingested into the SEL as of 08/05/2021 19:19:02		3 4					
Attached is the submission manifest receipt for submission as of 08/05/2021 19:19:02		5 6					
		7 8 9					



03-15-2021 Submitted CMEP Mar

Norm

Q Tell me what you want to do

F G H Pass/Fail Failure Reason

% , €.0 .00

ERO SEL

Current	ERO SEL
Extranet managed by Texas RE.	ERO Enterprise wide locker managed by NERC.
Registered entities can view evidence	
submitted in permitted folders in the	Registered entities receive manifest file.
Extranet.	
	Registered entities need ERO Portal
Can upload evidence to webCDIVIS.	account.
	Registered entities cannot view or delete
	documents uploaded to SEL.
	Registered entities cannot upload
	evidence to Align. Evidence shall be
	uploaded to the SEL.



SEL: Data Retention

Data Retention for evidence in the SEL

- Non-records: Evidence in which there was no potential violation
 - Removed from SEL after 90 days
- Records: Evidence related to a possible violation
 - Removed for SEL two years after the violation is approved by FERC



How to Enter a Help Desk/FootPrints Ticket



Post Support System: Help Desk/FootPrints Support

Submit ticket to: <u>https://support.nerc.net/</u> through the <u>ERO Portal</u>

Routed to Texas RE staff for resolution

Level 0 Support	Level 1 Support	Level 2 Support	Level 3 Support
<section-header><section-header><section-header><section-header><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></section-header></section-header></section-header></section-header>	 Regional POC (L1) Regional Entity Point of Contact that manage issues for, and tesponds to, registered entity end- users Receive end user issues via footPrints Resolve/respond to basic inquiries using support resources or collaborating with regional counterparts Consult with L2 resources as appropriate If able to resolve issue, update footPrints and respond to registered entity end user to close loop Submit Regional issues requiring NERC Support in footPrints (e.g., regional user termination requests) 	 NERC Support (L2) Sentralized NERC team that helps resolve complex or technical inquiries Review FootPrints backlog, prioritize, and address issues If able to resolve issue, reach out to Regional POC and close ticket once end-user confirms the issue has been resolved If unable to resolve issue, escalate to BWise support team to troubleshoot Once issue is resolved, reach out to Regional POC and close ticket in FootPrints Escalate major support issues to If Leadership Generate reports on a weekly basis to track and report on key metrics 	 BWise Tech Support (L3) BWise technical support resources that help resolve system issues Coordinate with NERC Support to assign, prioritize and resolve issues Troubleshoot system issues Contact NERC Support upon issue resolution Escalate major support issues to appropriate BWise leadership
	If unable to resolve issue, escalate to NERC Support via FootPrints	If unable to resolve issue, contact BWise Technical Support	



Align Release 2 TFE and Self-Cert Training August 10 and 17, 2021

Help Desk/FootPrints Ticket

Navigate to the ERO Portal on NERC's website (https://eroportal.nerc.net/)

Select Help Desk





Help Desk/FootPrints Ticket

Complete the Captcha

NERC NORTH AMERICAN ELECTRIC RELIABILITY CORPORATION	NERC Helpdesk Ticket Submission System
Please complete the Captcha below.	
About the ERO Portal	
NERC.com Account Log-In/Register Legal &	<u> 2 Privacy Trademark Policy Careers Contact Us</u>
Atlanta Office 3353 Peachtree Road, NE Suit	e 600 North Tower, Atlanta, GA 30326 404-446-2560
Washington Office 1325 G Street, NW Suite	600, Washington, DC 20005 202-400-3000
Copyright 2019 North American Electric Relia	bility Corporation. All rights reserved.



How To Enter a Help Desk/FootPrints Ticket: Align

- Populate all fields that contain a red asterisk
- Select the following for proper routing:
- **Service:** ERO Enterprise Applications
- Category: Align for Entities
- **Sub-Category:** Leave blank if not applicable
- File Attachment: Include screenshots of the issue.
- Description: Include description of the issue.

NERC	NERC Helpdesk Ticket Submiss	ion System
	Submit	* required fields <u>Home Contact Us</u>
	Submit a new Tricket Title *	Region * Priority * Select 1:1 * Medium *
	Service * Category * ERO Enterprise Applications + ALIGN for Entities +	Sub-Category Select Select
	File Attachment (if you need to send multiple files, please create a single zip file) Browse Your Percental Information	I can get to Align, but I cannot log in I am logged into Align, but I don't see the right info I am logged into Align, but I am not sure how to do I am logged into Align, but I get an error when I try
	Last Name * First Name *	I cannot get to Align from the ERO Portal.
	Description	
	Description * (1000 characters remaining)	
	Submit	



How To Enter a Help Desk/FootPrints Ticket: ERO SEL

- > Populate all fields that contain a red asterisk
- > Select the following for proper routing:
- Service: ERO Enterprise Applications
- **Category:** Secure Evidence • Locker (SEL)
- Sub-Category: File Submission or Registered **Entity Account Access**
- > File Attachment: Include screenshots of the issue.
- > **Description**: Include description of the issue.



NERC	NERC Helpdesk Ticket Submissi	on System
	Submit	* required fields <u>Home Contact Us</u>
	Title *	Region * Priority * Select 1:1 + Medium +
	Service * ERO Enterprise Applications Category * Secure Evidence Locker (SEL) Fine Attachment (I) you need to send multiple (ites, piedse create a single zip (ite) Browse	Sub-Category Select Select File Submission Registered Entity Account Access Region and NERC Account Access
	Your Personal Information Last Name * First Name * In	Region and NERC Analysis Environment Region and NERC Document Management
	User ID Phone * (Format: xxx-xxxx)	Company *
	Description * (1000 characters remaining)	
	Submit	

Help Desk/FootPrints Ticket Notification

A FootPrints Ticket notification will be generated and sent to your email address

Work with your IT group to whitelist the FootPrints notification emails

From: FootPrints <erosupport@nerc.net> Sent: Monday, April 5, 2021 11:22 AM To: Texas RE Extranet <Extranet@texasre.org>

Subject: Service Request Ticket ERO-20058 has Been Assigned To You or Your Team Ticket= ERO-20058 ItemType= 10749 WS= 3745

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

When replying, type your text above this line.

The following Service Request has been assigned to you or your Team. Please acknowledge assignment and advance the Status of the ticket as appropriate.

Ticket Type	Service Request
Ticket Number	ERO-20058
Created On	04/05/2021 12:22:02
Summary	ERO Enterprise Applications - ALIGN: Align: Testing FootPrint Ticket to the Extranet Email Box
Assignees	Texas RE ALIGN;
Assisted By	
Service	ERO Enterprise Applications
Category	ALIGN
Sub-Category	
All Descriptions	04/05/2021 12:22 PM System: This is a test to confirm FootPrint ticket goes to the subfolder created for all tickets. Email sent by:noreply@nerc.net
Contacts Full Name	Rochelle Brown

Client Support Services

Phone: 404.446.9790 (Mon-Fri 8am to 5pm) | 609.452.1893 (After Hours) Portal: <u>https://support.nerc.net</u>



Resources and Stay Informed



Training Resources

Registered Entity Training Materials

Registered entity videos

• TFEs

- <u>19) Creating a TFE (4m 50s)</u>
- 20) MCRs and Terminations (3m 43s)
- 21) <u>Non-material Change Requests (2m 02s)</u>
- Self-Certifications
 - 29) <u>Responding to a Self Cert Request</u> (3m 46s)
 - 30) <u>Responding to a Reopened Self</u> <u>Cert (3m 09s)</u>
 - 31) <u>Requesting an Self-Cert Extension</u> (1m 11s)
 - 32) <u>Creating an Attestation for a Self</u> <u>Cert (2m 15s)</u>

• User Guides

- <u>Registered Entities: Release 2 User</u> <u>Guide</u>
- <u>Registered Entities: Release 2 Process</u>
 <u>Harmonization</u>
- <u>Registered Entities: Release 2 Start</u> <u>Stop Continue Guide</u>







- Texas RE website: <u>Align page</u>
- Texas REview, Align Newsletters, announcements, and social media
- Visit NERC's <u>Align page</u>
- Join Talk with Texas RE meetings for Align updates





Slido Question

If I need assistance with Align or the ERO SEL, I contact:

- A. Information@texasre.org
- B. <u>Compliance@texasre.org</u>
- C. <u>www.texasre.org</u>
- D. <u>https://support.nerc.net/</u>





Questions?



