



MIDWEST  
RELIABILITY  
ORGANIZATION

# HEROs

*The 5 Principles In our  
own words*

CLARITY

ASSURANCE

RESULTS

# Disclaimer

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# Your HERO Presenters

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Madison Gas & Electric Company, CMEPAC Member*

*Tiffany Lake, Senior Manager, FERC & NERC Compliance, Evergy, CMEPAC  
Member*

*Dawn Nedohin-Macek, Transmission Services and Compliance Department  
Manager, Manitoba Hydro*



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# **Our views of the HERO Principles**

- **5-7 minutes each to discuss:**
- **Our interpretations of the HERO Principles.**
- **Why they are important in our Compliance Program?**
- **What was the biggest obstacle in employing the 5 Principles?**



# The 5 HERO Principles

- **1. Preoccupation with failure.**

*Attention on close calls and near misses (“being lucky vs. being good”); focus more on failures rather than successes.*

- **2. Reluctance to simplify interpretations.**

*Solid “root cause” analysis practices.*

- **3. Sensitivity to operations.**

*Situational awareness and carefully designed change management processes.*

- **4. Commitment to resilience.**

*Resources are continually devoted to corrective action plans and training.*

- **5. Deference to expertise.**

*Listen to your experts on the front lines (ex. authority follows expertise).*



# Questions???

- For the Panel?
- Please send additional questions to:  
[askcmepac@mro.net](mailto:askcmepac@mro.net)
- Or ask for further examples to:  
[askcmepac@mro.net](mailto:askcmepac@mro.net)

