

## TAC Recommendation Report

<b>OGRR Number</b>	<b>214</b>	<b>OGRR Title</b>	<b>Hotline Changes for QSEs Representing Multiple Entities</b>
<b>Timeline</b>	Urgent	<b>Recommended Action</b>	Approval
<b>Date of Decision</b>	December 4, 2008		
<b>Guide Section Requiring Revision</b>	8.3.3, QSE and TDSP Responsibilities		
<b>Proposed Effective Date</b>	Upon system implementation.		
<b>Priority and Rank Assigned</b>	Not applicable.		
<b>Revision Description</b>	This Operating Guide Revision Request (OGRR) changes the requirement for Market Participants who represent other Entities through a Qualified Scheduling Entity (QSE) Agency Agreement to have only one (1) dedicated Hotline circuit.		
<b>Overall Market Benefit</b>	This OGRR will provide the ability to support the addition of new Market Participants.		
<b>Overall Market Impact</b>	To be determined.		
<b>Consumer Impact</b>	None.		
<b>Procedural History</b>	<ul style="list-style-type: none"> <li>➤ On 11/3/08, OGRR214 and its corresponding Impact Analysis were posted.</li> <li>➤ On 11/5/08, the motion to grant OGRR214 Urgent status failed via e-mail vote.</li> <li>➤ On 11/13/08, ROS considered OGRR214.</li> <li>➤ On 12/4/08, TAC considered OGRR214.</li> </ul>		
<b>ROS Decision</b>	On 11/13/08, ROS unanimously voted to grant Urgent status to OGRR214. ROS also unanimously voted to recommend approval of OGRR214 as submitted. All Market Segments were present for the vote.		
<b>Summary of ROS Discussion</b>	On 11/13/08, ERCOT Staff clarified that OGRR214 would allow ERCOT to better utilize the capability of the current systems and that only master QSEs would be contacted. ERCOT stated that this change is required to keep from encroaching on current capacity.		
<b>TAC Decision</b>	On 12/4/08, TAC unanimously voted to recommend approval of OGRR214 as recommended by ROS. All Market Segments were present for the vote.		
<b>Summary of TAC Discussion</b>	On 12/4/08, it was explained that OGRR214 will require only one dedicated Hotline for QSEs representing multiple Entities. There was discussion regarding OGRR214 taking a step in the direction of allowing more QSEs to be on Hotline calls.		

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ERCOT/Market Segment Impacts and Benefits			
<b>Assumptions</b>	1	<i>None.</i>	
	2		
	3		
	4		
<b>Market Cost</b>		<b>Impact Area</b>	<b>Monetary Impact</b>
	1	<i>To be determined.</i>	
	2		
	3		
	4		
<b>Market Benefit</b>		<b>Impact Area</b>	<b>Monetary Impact</b>
	1	<i>This OGRR will provide the ability to support the addition of new Market Participants.</i>	
	2		
	3		
	4		
<b>Additional Qualitative Information</b>	1	<i>None.</i>	
	2		
	3		
	4		
<b>Other Comments</b>	1		
	2		
	3		
	4		

Comments Received	
Comment Author	Comment Summary
<i>None.</i>	

Original Sponsor	
<b>Name</b>	Mike Stewart
<b>Company</b>	ERCOT
<b>Market Segment</b>	Not applicable.

<b>Proposed Guide Language Revision</b>
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## 8.3.3 QSE and TDSP Responsibilities

TDSPs and QSEs whose facilities connect to the ERCOT WAN are required to sign an agreement with ERCOT governing installation, operation and maintenance. Users of the ERCOT WAN shall provide signal connections, uninterruptible power, and physical space for ERCOT-supplied WAN interface equipment at their control centers, as well as 24-hour access for ERCOT installation and maintenance personnel.

At these facilities, computer and communications equipment connected to ERCOT WAN interfaces is the complete responsibility of the QSE or TDSP. Facilities shall have uninterruptible power supplies (UPS) capable of independently supplying all equipment connected to the ERCOT WAN for at least 72 hours.

Any TDSP or QSE facility, whether primary or backup, involved in the transfer of the data sets identified in Attachment 8A, will be required to connect directly to the ERCOT WAN Frame Relay and Point-to-Point paths. If a TDSP and QSE utilize the same EMS and server network at one location and do not have an equipped backup center, ERCOT will only connect to this one location for the transfer of data. If a TDSP and QSE share a centralized Private Branch Exchange (PBX), separate Off Premise Extension (OPX) circuits will be terminated for each participant.

Each Market Participant is required to extend the ERCOT OPX and Hotline voice circuits into its system operations desk that is staffed continuously. ERCOT will deliver the OPX and Hotline to a channel bank provided by the Market Participant. The OPX and Hotline voice circuits are transported on separate Digital Signal Level 0 (DS0) channels. In the event a Market Participant represents other ~~e~~Entities through an ~~QSE Letter of Agency~~ agreement approved by ERCOT, each ~~e~~Entity represented must have dedicated OPX ~~and Hotline~~ circuits. In these cases, a single Hotline button will be used for the Market Participant and all of the represented Entities. It is the Market Participant's responsibility to deliver the Hotline and the OPX to the Market Participant's system operations desk in a manner that reasonably assures continuous communication with ERCOT and is not affected by PBX features such as automatic transfer or roll to voice mail. The demarcation point for all voice circuits is the Market Participant's channel bank.

A QSE or TDSP involved in the transfer of the critical data identified in Attachment 8A, will be required to provide the following communication resources to support the connection to the ERCOT private network:

- Private Network
  - Provide an analog business phone line or PBX analog extension for trouble shooting and maintenance of equipment.
  - Provide a height of 24" of rack space in a 19" wide rack.
  - Provide two separate UPS single-phase 115 VAC 20 amp circuits, each with 4 receptacles in the 19" rack listed above.
  - Provide building wiring from circuit termination to equipment rack.
  - Within 24-hours notice, provide ERCOT employees or contractors access to the communication facility.

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- Within 1-hour notice, provide emergency access to the facility to ERCOT employees or contractors.
- Provide on site personnel to escort ERCOT employees or contractors.
- Provide a Firewall or router, located at the Market Participant site, for the network address translation of internal Market Participant addresses to external addresses on the ERCOT Local Area Network (LAN).
- Market Participant will be required to sign a security connection agreement with ERCOT.
- Provide connectivity from Market Participant Firewall or Router to ERCOT LAN located at Market Participant site. Market Participants are responsible for their own security through this connection.
- Provide a channel bank with at least one T1 interface, 4 Foreign Exchange Station (FXS) and two 4 wire analog ports. Connect FXS (e.g. PBX, key system) and 4 wire ports to the appropriate equipment (e.g. Remote Terminal Unit (RTU)). On the digital T1 stream, levels for voice are zero dpm for transmit and receive and levels for RTU are -13 dpm for transmit and receive.
- Dual cable entrances to Market Participant, connecting to different Telco Central Offices highly recommended.
- Provide ERCOT with internal IP addressing scheme as needed for network design. This will be kept confidential.
- Internet (optional)

A QSE or TDSP not involved in the transfer of the data identified in Attachment 8A, is not required to, but, may request ERCOT to provide an optional connection to the ERCOT private network. When such a request is met by ERCOT, the QSE or TDSP must then provide the above stated communications resources.