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| RMGRR Number | [141](http://www.ercot.com/mktrules/issues/RMGRR141) | RMGRR Title | Clarifying Procedures for Market Participants During an Extended Unplanned System Outage |
| Date Posted | May 23, 2016 |
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| Requested Resolution  | Normal |
| Retail Market Guide Sections Requiring Revision  | 7.10, Procedures for Extended Unplanned System Outages7.10.1, Use of the Safety-Net Process for Move Ins During an Extended Unplanned System Outage7.10.1.1, Format and Timing for the Move In Safety-Net Spreadsheet During an Extended Unplanned System Outage (delete)7.10.1.2, Standard and Priority Safety-Net Procedures During an Extended Unplanned System Outage (delete)7.10.2, Use of the Safety-Net Process for Move Outs During an Extended Unplanned System Outage7.10.3, Removal of a Meter Tampering or Payment Plan Switch Hold for Purposes of a Move In During an Extended Unplanned MarkeTrak Outage |
| Related Documents Requiring Revision/Related Revision Requests | None |
| Revision Description | This Retail Market Guide Revision Request (RMGRR) clarifies procedures during an extended unplanned system outage. |
| Reason for Revision |  Addresses current operational issues. Meets Strategic goals (tied to the [ERCOT Strategic Plan](http://www.ercot.com/content/news/presentations/2013/ERCOT%20Strat%20Plan%20FINAL%20112213.pdf) or directed by the ERCOT Board). Market efficiencies or enhancements Administrative Regulatory requirements Other: (explain)*(please select all that apply)* |
| Business Case | This RMGRR improves market efficiencies by clearly defining roles, responsibilities, and expectations for Market Participants to follow during an extended unplanned system outage event.Clarifying language separates the daily safety-net processes from those procedures that would be invoked in the event of an extended unplanned system outage.  |

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| Proposed Guide Language Revision |

7.10 Emergency Operating Procedures for Extended Unplanned System Outages

(1) This Section provides processes to be used by Market Participants in the event of extended unplanned system outages, which include system degradation, affecting market processes. The emergency operating procedure utilized during an extended unplanned system outage as described in this Section should be used for legitimate purposes and not to bypass standard rules and processes.

(2) Initiation of procedures for extended unplanned system outages as identified in this Section will be addressed on a retail market conference call and/or Market Notice as described in paragraphs (a) and (b) below.

(a) For ERCOT outages, ERCOT will hold a retail market conference call within two hours of the initial Market Notice. On the retail market conference call, the decision will be made on the appropriate method in which Market Participants will support energizing a Premise. Any market communication(s) from ERCOT shall include updates, estimated outage duration, and possible restoration timeframe.

(b) For Transmission and/or Distribution Service Provider (TDSP) outages, the TDSP or designated representative is responsible for sending Market Notices and may coordinate with ERCOT to facilitate a retail market conference call. Any market communication from the TDSP shall provide updates, estimated outage duration, possible restoration timeframe, and/or the appropriate method in which the TDSP will support energizing a Premise.

(3) The Retail Market IT Services Service Level Agreement, posted to the ERCOT website, defines the ERCOT timelines for extended unplanned system outages.

7.10.1 Emergency Operating Procedure for Energizing a Premise During an Extended Unplanned System Outage

(1) Market Participants will determine the appropriate method for which the market will support energizing a Premise during an extended unplanned outage on the retail market conference call and/or Market Notice as described in Section 7.10, Emergency Operating Procedures for Extended Unplanned System Outages.

(2) Retail Electric Providers (REPs) may use the move in safety-net spreadsheet, emergency reconnect spreadsheet, or the appropriate method as directed on the retail market conference call. Upon restoration of the extended unplanned system outage, all requests for energizing the Premise shall have a corresponding Texas Standard Electronic Transaction (TX SET). The REP may submit a MarkeTrak issue to investigate the missing response transaction, if needed, giving the appropriate party access to the issue.

 (a) If construction service is required, the service may be delayed or the service order may be completed unexecutable.

7.10.2 Emergency Operating Procedure for Move Outs During an Extended Unplanned System Outage

(1) The emergency operating procedure for move outs during an extended unplanned system outage shall only be utilized when TX SET processing is unavailable for a period that exceeds 24 hours after the initial retail market conference call. Initiation of this process is determined on the retail market conference call, as described in Section 7.10, Emergency Operating Procedures for Extended Unplanned System Outages.

(a) REPs may use the safety-net spreadsheet for all Electric Service Identifiers (ESI IDs).

(b) When ERCOT systems are unavailable, TDSPs will not be able to identify ESI IDs with a Continuous Service Agreement (CSA) and will be unable to execute the move in to CSA, therefore the Premise may be deengergized. If ERCOT systems are unavailable and the Premise is deenergized, then the CSA CR may provide a safety-net move-in to the TDSP as prescribed in Section 7.4.1, Purpose of the Safety-Net Move In Process, to restore service. Once systems become available the CSA CR will be responsible for submitting the 814\_16, Move In Request.

(c) Upon restoration of transaction processing, Market Participants must ensure that there are corresponding TX SETs for all safety-net orders sent or received during the outage.

(d) The REP may submit a MarkeTrak issue to investigate the missing response transaction, if needed, giving the appropriate party access to the issue.

7.10.4 Removal of a Meter Tampering or Payment Plan Switch Hold for Purposes of a Move In During an Extended Unplanned MarkeTrak Outage

(1) In the event of an extended MarkeTrak outage, the market may decide via an ad hoc retail market conference call, as described in Section 7.10, Emergency Operating Procedures for Extended Unplanned System Outages, that a manual switch hold removal process may be used.

(a) During the retail market conference call, CRs will be requested to provide the TDSPs, via e-mail, with a primary and secondary contact for switch hold removals using the e-mail addresses below in Table 6, TDSP E-mail Addresses for Switch Hold Removal During an Extended MarkeTrak Outage.

(b) This process can only be used on a Premise that is deenergized. Although facilitated via email, the Switch Hold removal timeline during an extended MarkeTrak outage will follow the same timelines as outlined in Sections 7.16.4.3.2, Steps for Removal of a Switch Hold for Meter Tampering for Purposes of a Move in, or Section 7.17.3.3.2, Steps for Removal of a Switch Hold for Deferred Payment Plans for Purposes of a Move in.

 (c) A request to remove a switch hold will be rejected by the TDSP if the Premise is energized. Upon the restoration of the MarkeTrak system, all other switch hold removals will follow the process as described in Section 7.16.4.3.2, Steps for Removal of a Switch Hold for Meter Tampering for Purposes of a Move in, or Section 7.17.3.3.2, Steps for Removal of a Switch Hold for Deferred Payment Plans for Purposes of a Move in.

**Table 6. TDSP E-mail Addresses for Switch Hold Removal During an Extended MarkeTrak Outage**

| **TDSP** | **TDSP E-mail Address for Extended MarkeTrak Outage**  |
| --- | --- |
| AEP | aepbaoorders@aep.com |
| CNP | SWHRemovals@centerpointenergy.com  |
| Oncor | utiltxn@oncor.com |
| SU | ERCOTSafetyNets@sharyland.com |
| TNMP | MPRelations@tnmp.com |