**ERCOT Retail Market Guide**

**Section 12: Market Participant Communication Process**

**March 5, 2019**

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#  MARKET PARTICIPANT COMMUNICATION PROCESS

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## 12.1 Market Participant Communication Process

(1) Market Participants may communicate information to ERCOT and other Market Participants for planned maintenance, unplanned system outages or business processing failures, and shall communicate other general information to ERCOT and other relevant Market Participants as specified in this section.

(2) In the event a Market Participant experiences an outage greater than two hours, the Market Participant shall communicate their outage as specified in paragraph (2) of Section 7.10, Emergency Operating Procedures for Extended Unplanned System Outages.

### 12.1.1 Phases of Market Communication

(1) Market Participants shall communicate information to ERCOT and other Market Participants with the goal of communicating available information as soon as possible with subsequent market communications, if necessary, to provide additional details as information becomes available. When a series of communications is required for the same subject, including but not limited to system issues and business process failures, Market Participants shall send an initial market communication followed by one or more follow-up market communications and a final market communication.

(a) Initial market communications may contain only minimal content describing the service that is impacted or not available, the issue, and the time the issue was identified, if either are known. Any subsequent market communication may include previous market communications associated with the initial market communication in a chronological order.

(b) Follow-up market communications may have multiple updates depending on the duration of the event and will contain progress reports and impacts.

(c) Final market communications will provide a timeline for the end of the event and actions taken to restore service.

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### 12.1.2 Coding of Market Communications

(1) Market communications will be given unique tracking codes that identify the part of the ERCOT market impacted (retail or market-wide), an identifier for the sequence of market communications of the same type (retail or market-wide) sent on the same day, the date of the market communication, and the number of market communications in a series a particular market communication represents. This code will appear in the Communication Type section of the market communication (See Table 3, Market Communication Tracking Codes).

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| **Table 3: Market Participant Market Communication Tracking Codes**  |
|  | **Unique Identifier** | **Communication Date** | **Sequence Number** |
| System Generated | N/A | N/A | N/A |
| R = Retail | A = First topic market communication of the day | February 27, 2007 = 022707 | 01 = Initial Communication |
| M = Market-Wide | B = Second topic market communication of the day  | March 15, 2007 = 031507 | 02 = Second Communication (update) |
|  | C = Third topic market communication of the day, *etc.* | April 3, 2007 = 040307 | 03 = Third Communication (update) |

(a) **Tracking Code Example 1:**

(i) R-A022707-01 (Retail, First topic market communication for February 27, 2007, initial communication)

(ii) R-A022707-02 (Follow-up same day)

(iii) R-A022707-03 (Follow-up next day)

(b) **Tracking Code Example 2:**

(i) R-B022707-01 (Retail, Second topic market communication for February 27, 2007, initial communication)

(c) **Tracking Code Example 3:**

(i) M-A022707-01 (Market-Wide, First topic market communication for February 27, 2007, initial communication)

### 12.1.3 Sample Market Participant Market Communication

**Subject:**  **[Market Participant name] [Subject matter [i.e., Planned Outage, Unplanned Outage, Informational]]**

**COMMUNICATION DATE:**  [Date communication sent]

**COMMUNICATION TYPE:  [Tracking Code] [Phase [i.e., Initial, Follow-Up, Final]]**

**SHORT DESCRIPTION:** [Relevant to communication type, including any system or business process affected]

**INTENDED AUDIENCE:**  [i.e., ERCOT and/or Competitive Retailers and/or Transmission and/or Distribution Service Providers (TDSPs)]

**DAY AFFECTED:** [Date and time of initial incident]

**LONG DESCRIPTION:** [Short description plus known relevant details plus affected system functionality]

**SPECIFIC INSTRUCTIONS:  [Optional]** [i.e.: “Move In Processing affected, please use Retail Market Guide, Section 9, Appendices A1, Competitive Retailer Safety-Net Request, until further notice.”]

**ADDITIONAL INFORMATION/COMMENTS:**  [Optional]

CONTACT:  [i.e.: “If you have any questions, please contact [name and email address and/or phone number]”].

### 12.1.4 Market Communication E-mail Distribution Lists

(1) Market Participants shall send market communications to the appropriate ERCOT stakeholder group distribution lists.

### 12.1.5 ERCOT Market Notice Communication Process

(1) ERCOT’s Market Notices communication process is described in the ERCOT Market Notice Communication Process Business Practice.