

**ERCOT BUSINESS PRACTICE**

**ERCOT MARKET NOTICE**

**COMMUNICATION PROCESS**

**Version 1.0**

**Document Revisions**

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**APPROVED**

Title: Director of Client Services

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Date: 2/21/2019

**PROTOCOL DISCLAIMER**

This Business Practice describes ERCOT’s process for communicating information to the market as required under the Protocols and Other Binding Documents, and other market-relevant information at ERCOT’s discretion. This document is not intended to be a substitute for the ERCOT Protocols or Other Binding Documents. If any conflict exists between this document and the ERCOT Protocols or Other Binding Documents, the ERCOT Protocols or respective Other Binding Document, shall control.

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# Background and Purpose

The ERCOT Protocols define the term Market Notice as “a notice required by the Protocols or any Other Binding Document, or at ERCOT’s discretion, regarding market-relevant information that shall be communicated through ERCOT publicly-subscribed electronic distribution channels.”

This Business Practice describes ERCOT’s process and form for issuing Market Notices.

# Revision Process

Revisions to the ERCOT Market Notice Communication Process will be approved by the ERCOT Director of Client Services. ERCOT will provide the market with a Market Notice of any revisions to this the ERCOT Market Notice Communication Process.

# Market Notice Communication Process

# *General Market Notices*

# Timing

1. Unless otherwise specified in the Protocols, an Other Binding Document (OBD), or other sections of this Business Practice, ERCOT will issue Market Notices with the goal of communicating accurate information as soon as possible.

# Audience

1. Unless otherwise specified in the Protocols, an OBD, or other sections of this Business Practice, ERCOT will issue Market Notices to the relevant email distribution list/s. *See* Table 1: Market Notice Email Distribution Lists. ERCOT may also, at its discretion, send Market Notices to registered Market Participant contacts in ERCOT’s registration system.
2. ERCOT may escalate communication of Market Notices to TAC, its subcommittees, or any working groups or task forces of TAC or its subcommittees, as appropriate, based on severity, duration and/or cross system impact of outages and business process failures. ERCOT may also conduct periodic conference calls with Market Participants and stakeholder groups in conjunction with escalation of Market Notices.
3. ERCOT will maintain a list of publicly subscribed e-mail distribution channels, and use the list to send Market Notices. *See* Table 1: Market Notice Email Distribution Lists.

# Phases

1. When a series of Market Notices is necessary to provide the market with information regarding an ongoing issue, ERCOT will send an initial Market Notice, follow-up Market Notices, as necessary, and a final Market Notice. Unless otherwise specified in the Protocols, an Other Binding Document (OBD), or other sections of this Business Practice, ERCOT will issue a series of Market Notices as follows:
   1. Initial Market Notice. ERCOT will issue an initial Market Notice to provide basic information concerning an ongoing issue, including, but not limited to, identification of the issue, any known impacts to ERCOT systems and/or business practices, and the time the issue was identified.
   2. Follow-up Market Notices. ERCOT will issue follow-up Market Notices, as necessary, to provide the market with updates regarding an issue identified in an initial Market Notice.
   3. Final Market Notice. ERCOT will issue a final Market Notice to provide an actual or estimated date and time indicating resolution of an issue identified in an initial Market Notice, and any other relevant details.

# Form

1. Unless otherwise specified in this Business Practice, Market Notices will be given unique tracking codes to identify:
   1. Impacted ERCOT market segment(s);
   2. Issue (e.g., if there are two retail Market Notices with different/unrelated issues, the first Market Notice that is posted will use the identifier “A” and the next Market Notice issued will use the identifier “B”);
   3. Date upon which the Market Notice is issued; and
   4. Number identifier for Market Notices in a series.

*See* Table 2: Market Notice Tracking Codes and Examples, and Table 3: Sample Market Notices.

# *System Generated Market Notices*

1. ERCOT will issue system generated Market Notices and post these Market Notices on its website as soon as possible after an outage or degradation of service is detected in one or more of the following:
   1. Retail transaction processing;
   2. MarkeTrak; and/or
   3. Retail portions of the Market Information System (MIS).
2. ERCOT will post a red flag on its home page during the outage or degradation of service for which a system generated Market Notice was generated. The red flag will be linked to the location of the system generated Market Notice. The red flag will be removed when the issue that triggered the system generated Market Notice is resolved.

# Timing

(1) With respect to system generated Market Notices related to retail system outages and/or service degradation, if ERCOT expects the outage and/or service degradation to last more than 30 minutes, ERCOT will issue follow-up Market Notices as soon as possible after the system generated Market Notice.

(2) For system generated Market Notices sent during Business Hours, except for those sent during the last hour of the Business Day, any follow-up Market Notice will be sent before the end of the same Business Day in which the system generated Market Notice was issued.

(3) For system generated Market Notices sent outside of Business Hours, or during the last hour of the Business Day, any follow-up Market Notice will be sent as soon as possible on the next Business Day.

# *Planned Releases & Maintenance Outages*

1. A planned release occurs when ERCOT makes a system change as a result of a market rule change or other non-emergency event. Typically a planned release will occur following a change to ERCOT’s production system.
2. A planned maintenance outage occurs when ERCOT takes a planned outage on one of its systems required to maintain its operations.

# Timing

1. ERCOT will issue a Market Notice regarding a planned release according to the following schedule:
   1. An initial Market Notice no later than thirty (30) days prior to the start date of the planned release;
   2. A follow-up Market Notice no later than ten (10) days prior to the start date of the planned release;
   3. A follow-up Market Notice no later than one (1) day prior to the start date of the planned release; and
   4. A final Market Notice may be sent as soon as possible after the end of the planned release. Unless required by the Technical Advisory Committee (TAC) or any of its subcommittees, the sending of a final Market Notice shall be at ERCOT’s discretion.
2. ERCOT will send a Market Notice regarding a planned maintenance outage according to the following schedule:
   1. An initial Market Notice no later than three (3) days prior to the start date of the planned maintenance outage;
   2. A follow-up Market Notice no later than one (1) day prior to the start date of the planned maintenance outage; and
   3. A final Market Notice may be sent as soon as possible after the end of the planned maintenance outage. Unless required by TAC or any of its subcommittees, the sending of a final Market Notice shall be at ERCOT’s discretion.

# Table 1: Market Notice Email Distribution Lists

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| **Table 1: Market Notice Email Distribution Lists** | | |
| **List Name** | **List Title** | **List Subject/Description** |
| **Contracts/Request for Proposal** | Notice\_Contracts@lists.ercot.com | Requests for Proposals (RFPs) and Requests for Information (RFIs) that are issued by ERCOT and for contracted services such as Reliability Must-Run (RMR) and Black Start |
| **Notice Credit** | Notice\_Credit@lists.ercot.com | Management of credit in the ERCOT market. |
| **Notice CRR** | Notice\_CRR@lists.ercot.com | Congestion Revenue Rights (CRRs) |
| **MIS / Extracts - Retail** | Notice\_Extracts\_Retail@lists.ercot.com | ERCOT MIS, data extracts and reports, Web Services and market data delivery issues related to the ERCOT retail market |
| **MIS / Extracts Wholesale** | Notice\_Extracts\_Wholesale@lists.ercot.com | ERCOT MIS, data extracts and reports, Web Services and market data delivery issues related to the ERCOT wholesale market. |
| **Notice\_General** | Notice\_General@lists.ercot.com | General nature intended for distribution to the ERCOT market, but not applicable to any other specific mailing list |
| **Legal Notification** | Notice\_Legal\_Notifications@lists.ercot.com | Legal nature |
| **Operations** | Notice\_Operations@lists.ercot.com | Grid operations and market operations issues |
| **NPRR/SCR** | Notice\_PRR\_SCR@lists.ercot.com | System changes that include the implementation of Nodal Protocol Revision Requests (NPRRs) or System Change Requests (SCRs) |
| **Outages – Retail** | Notice\_Outages\_Retail@lists.ercot.com | System outages, business process failures, service degradations and related issues that affect retail market functions |
| **Outages – Wholesale** | Notice\_Outages\_Wholesale@lists.ercot.com | System outages, business process failures, service degradations and related issues that affect wholesale market functions |
| **Releases – Retail** | Notice\_Release\_Retail@lists.ercot.com | Retail market changes included in ERCOT releases that affect retail market functions |
| **Releases –Wholesale** | Notice\_Release\_Wholesale@lists.ercot.com | Wholesale market changes included in ERCOT releases, and testing that affect wholesale market functions. |
| **Retail Operations Issues** | Notice\_RetailOperationsIssues@lists.ercot.com | General retail market operations issues and system generated Market Notices related to unplanned retail system issues (Transaction Processing, MarkeTrak, Retail MIS) |
| **Settlements** | Notice\_Settlements@lists.ercot.com | ERCOT market Settlements |
| **Testing – Retail** | Notice\_Testing\_Retail@lists.ercot.com | Market Participant testing with respect to retail test flights and retail systems testing |
| **Training** | Notice\_Training@lists.ercot.com | Distribution list for Market Notices of ERCOT-provided training events. |

# Table 2: Market Notice Tracking Codes & Examples

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| **Table 2: Market Notice Tracking Codes & Examples** | | | |
| **Impacted Segment** | **Issue Identifier** | **Notice Date** | **Series Number** |
| ***W*** = Wholesale | ***A*** = First issue Market Notice of a day | Feb 27, 2017 = ***022717*** | ***01*** = initial notice |
| ***R***= Retail | ***B*** = Second issue Market Notice of a day | Mar 15, 2017 = ***031517*** | ***02*** = follow-up notice |
| ***M*** = Market-Wide | ***C*** = Third issue Market Notice of the day | Apr 3, 2017 = ***040317*** | ***03*** = final notice |
| Series of Market Notices:  R-A120117-01 (Retail - First topic Market Notice for December 1, 2017 - initial Market Notice)  R-A120117-02 (Retail – First topic Market Notice for December 1, 2017 – first follow-up Market Notice)  R-A120117-03 (Retail – First topic Market Notice for December 1, 2017 – final Market Notice) | | | |
| Single Market Notice:  R-B120117-01 (Retail - Second topic Market Notice for December 1, 2017 - initial Market Notice) | | | |
| Single Market Notice:  W-A120117-01 (Wholesale - First topic Market Notice for December 1, 2017, initial Market Notice) | | | |
| Series of Market Notices:  W-B120117-01 (Wholesale – Second topic Market Notice for December 1, 2017, initial Market Notice)  W-B120117-02 (Wholesale – Second topic Market Notice for December 1, 2017, first follow-up Market Notice)  W-B120117-03 (Wholesale – Second topic Market Notice for December 1, 2017, second follow-up Market Notice)  W-B120117-04 (Wholesale – Second topic Market Notice for December 1, 2017, final follow-up Market Notice) | | | |
| Single Market Notice:  M-A120117-01 (Market-wide - First topic Market Notice for December 1, 2017, initial Market Notice) | | | |

# Table 3: Sample Market Notices

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| Market Notice | NOTICE DATE:  August 12, 2015  NOTICE TYPE:  M-A081215-01 Outage  SHORT DESCRIPTION: ERCOT has scheduled a maintenance outage for certain systems on Sunday, August 23, 2015  INTENDED AUDIENCE:  Market Participants  DAY AFFECTED: Sunday, August 23, 2015 from 13:00 to 17:00  LONG DESCRIPTION:  ERCOT has a planned maintenance outage scheduled on August 23, 2015 from 13:00 to 17:00 CPT. During the outage the following services may be unavailable:   1. Find Transaction 2. Market Data Transparency (MDT) Web Services 3. Extract Subscriber   CONTACT: If you have any questions, please contact your ERCOT Account Manager. You may also call the general ERCOT Client Services phone number at (512) 248-3900 or contact ERCOT Client Services via e-mail at ClientServices@ercot.com. |
|  |  |
| Follow-Up Market Notice | NOTICE DATE:  August 21, 2015  NOTICE TYPE:  M-A081215-02 Outage  SHORT DESCRIPTION: Reminder - ERCOT has scheduled a maintenance outage for certain systems on Sunday, August 23, 2015  INTENDED AUDIENCE:  Market Participants  DAY AFFECTED: Sunday, August 23, 2015 from 13:00 to 17:00  LONG DESCRIPTION:  ERCOT has a planned maintenance outage of certain systems scheduled on Sunday August 23, 2015 from 13:00 to 17:00 CPT. During the outage the following services may be unavailable:   1. Find Transaction 2. Market Data Transparency (MDT) Web Services 3. Extract Subscriber   CONTACT: If you have any questions, please contact your ERCOT Account Manager. You may also call the general ERCOT Client Services phone number at (512) 248-3900 or contact ERCOT Client Services via e-mail at [ClientServices@ercot.com](mailto:ClientServices@ercot.com). |
|  |  |
| System Generated Market Notice | NOTICE DATE: 12/01/15 10:09:48  NOTICE TYPE: Initial Outage Notice – Retail MIS  INTENDED AUDIENCE: Retail Operations Issues Subscribers  DAY AFFECTED: 12/01/15 10:00:00  DESCRIPTION: ERCOT is currently experiencing an issue with retail portions of the Market Information System (MIS).  ERCOT will provide additional information as it becomes available.  If you are receiving e-mail from an ERCOT distribution list that you no longer wish to receive, please follow this link in order to unsubscribe from this list: <http://lists.ercot.com>. |