***Summer Preparedness Questions from REPs***

***Notification of Outages***

1. Will utility websites post outage schedules?
   1. Joint TDSPs’ Response: No
2. Can outage schedules be made available via market notices (RMS listserv)?
   1. Joint TDSPs’ Response: No
3. Will there be any other communications from utilities to REPs before, during and after emergency events?
   1. Joint TDSPs’ Response: TDSPs will leverage the standard messaging ERCOT utilizes during Conservation and EEA alerts before, during and after emergency events and replicate market notices to the RMS listserv.
4. Will REPs know which customers are impacted and timing?
   1. Joint TDSPs’ Response: During an emergency event, the speed and timing of rotating outages does not realistically allow TDSPs to communicate specific ESIID level outage and restoration details.
5. Will rolling outage maps be provided?
   1. CNP’s Response: CNP’s Outage Tracker will display outage(s), however, will not provide Estimate Time of Restoration (ETR). We have the flexibility to place a banner up to notice users that we are in an Emergency event.
   2. All Others: No
6. What is the expected lead time from notification to rolling outage?
   1. Joint TDSPs’ Response: TDSPs are given 30 minutes to execute the initial load shedding instructions, followed by 10-30 minute instructions depending on the situation. See ERCOT EEA Communication Matrix for notice timing.
7. What is the expected duration of rolling outages? For example, how long will customers be without power?
   1. Joint TDSPs’ Response: No standard duration – executed on a case by case basis.
8. Can 650\_04 transactions be utilized to notify customers via the REPs using the applicable code – EM001?
   1. Joint TDSPs’ Response: Due to transaction timing, 650\_04s are not realistically feasible to use as notification for REPs and customers of rotating outages.

***TDSP Outage Management Systems***

1. Are the TDSPs AMS systems integrated with their Outage Management Systems such that if a meter has provided a “last gasp” communication, will an outage be noted in a TDSP’s OMS?
   1. Joint TDSPs’ Response:

* Joint TDSPs’ Response: *Yes, AMS systems are integrated with the OMS, but the frequency of map updates vs. the timing of rotating outages will cause outdated information. It is not realistic to use the Outage maps during an emergency situation due to the timing discrepancy.*
* *In the event of rotating outages, ‘last gasp’ functionality does not apply. “Last Gasp” functionality is for ‘blue sky’ days when there are no issues on the electricity grid and the meter loses communication.*

1. Will TDSP’s communication platforms (e.g. My Oncor Alerts) send any conservation messages?
   1. Joint TDSPs’ Response:

* For conservation message, use ERCOT.com, ERCOT Market Notices, or ERCOT app (download via App Store).

1. Will TDSP’s communication platforms associated with OMS be engaged during any rolling outages?
   1. If so, what will be the messaging?
      * Joint TDSPs’ Response:
      * Oncor: under review
      * CNP: Outage Management System (OMS) is tied into text messaging to inform customer of outage, but will not provide ETR
      * TNMP: Not tied into OMS
      * AEP: OMS is tied into mobile alerts & text messages, will provide ETR
      * For companies that send messaging, it will be standard outage verbiage currently being used.
   2. Will an ETR be provided?
      * Joint TDSPs’ Response: See companies responses listed above.

***Impacts of Outage***

1. How will the AMS interval data appear with the outage? Will initial LSE files be estimated via VEE process or will data reflect zero consumption?
   * LSE interval data will appear exactly as it does today when a customer experiences an outage event, LSE interval(s) will reflect 0 consumption. The LSE file will contain a complete set of 96 intervals labeled as Actual or Estimate if TDSP cannot communicate with the meter.
2. Will service orders be impacted by rolling outages?
   * There may be service order delay(s) caused by the inability to execute a service order on a de-energized circuit along with initiating retry activities once circuit has been re-energized.

***Critical Care/Critical Load***

1. Is there any special messaging critical care customers will receive? If so, who will communicate?
   1. Oncor: will provide voice messaging to Critical Care and Critical Load accounts, if time permits.
   2. CNP, AEP, TNMP: Due to the shortness of time between ERCOT’s EEA notification and CNP’s execution doesn’t provide CNP with an opportunity to provide this type of communication.
2. If critical load customers are expected to experience outages, will any notification be provided? If so, what is the expected lead time? Who will communicate to the critical load customers?
   1. Oncor: will provide voice messaging to Critical Care and Critical Load accounts, if time permits.
   2. CNP, AEP, TNMP: Due to the shortness of time between ERCOT’s EEA notification and CNP’s execution doesn’t provide CNP with an opportunity to provide this type of communication.
3. If customers want to apply for critical care/chronic care status, what is the lead/processing time?
   1. See procedures and timelines outlined in PUCT Rule 25.497