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**March 2, 2021 RMS Winter Storm Lessons Learned Discussion**

1. Communications to Market Participants
   1. ERCOT listserv -- The ERCOT listserv was down for much of the event, how can there be a backup for that, and what can ERCOT and stakeholders identify for communication if the listserv is unavailable.
   2. Review of Service Level Agreement language for after-hour issues
   3. Review limitations on the ability of a Retail Electric Provider (REP)/Load Serving Entity (LSE) to communicate to customers regardless of communications coming from ERCOT.
2. Types of communication from TDUs
   1. Outage websites (media directs customers to those)
   2. Outage alerts pushed to end-use customers from TDUs
   3. Consistency in delivery and content of messaging in communications from the TDUs
   4. Timeliness of messaging (e.g. customer may be out all day, after they were already out)
   5. Possibility to leverage TDU CRIP sites (Competitive Retail Information Portal) for customer communications
3. Types of communication from ERCOT
   1. Modifications to ERCOT Corporate Communication Handbook to include information to RMS
   2. ERCOT FAQs were excellent but could benefit from more timely dissemination
   3. Should ERCOT Summer Preparedness communications begin to include Winter preparedness
4. Meter Data Expectations
   1. Evaluate the establishment of standardized expectations regarding meter data and the use of estimates during customer outages
   2. Subset of Commercial and Industrial (C&I) customers using medium and large profiles, high initial estimates cause large impacts to large C&I. C&I to receive similar treatment as the mass market residential segment
5. Default, Acquisitions and Uplift Clarifications
   1. Concerns with the high uplift and impacts to a residential customer, how to communicate what uplift is, how it works, including refunds to customers
   2. Not enough transparency in ERCOT default and acquisition processes – more transparency into default and acquisitions to pass on to customers (when happening and how impacts customers)
   3. Mass Transition expectations and scenarios for customers
   4. Acquisition Transfer process and expectations for customers
6. ERCOT website display, develop and improve the conditions on the grid numbers.  The supply/demand chart was not helpful because it was not accurate.  Current system conditions and forecasts are not clear.
7. Winter Weather Preparations – have RMS preparation discussions twice a year to cover summer and winter