

July 8, 2021

The Honorable Greg Abbott  
Office of the Governor  
State Insurance Building  
1100 San Jacinto  
Austin, TX 78701

Dear Governor Abbott:

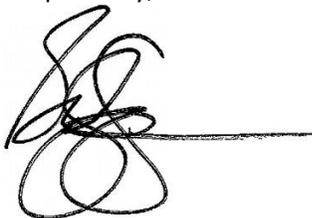
I am writing to confirm that the ERCOT team is committed to working with the Public Utility Commission to fully implement the critically important directives and objectives you outlined in your July 6, 2021 letter.

I have been working closely with ERCOT and PUC leadership to identify and expedite needed changes at ERCOT, as well as quickly implement the mandates from the 87<sup>th</sup> Legislature. Since my return to ERCOT as Interim President and CEO, we have:

- Taken a more proactive, aggressive approach to ensure adequate generation supply is ready to meet customer demand.
- Increased the amount of generation that is running at any given time.
- Purchased significantly more reserves compared to this time a year ago.
- Released reserves to meet customer demand quicker.
- Procured additional reserves whenever there was an uncertain weather forecast.
- Launched a resource outage report yesterday afternoon that meets the PUC requirement to post the cause of unplanned generation outages within three working days.
- Implemented new protocols that provide price certainty during emergency conditions.
- Worked closely with the PUC as they hold stakeholder meetings to identify opportunities to address needs quickly and efficiently.
- Launched a new ERCOT homepage that provides clear, understandable information to the public, with plans to transform the entire website before the end of the year.

We have made a lot of progress in recent weeks at ERCOT, but we know there is still much work to be done. All of us at ERCOT share your desire to restore the public's trust in our organization. We know that this is only attainable by working closely with the leadership and staff at the PUC and by continually focusing on enhancements that will help ensure a reliable grid.

Respectfully,



Brad Jones  
Interim President and CEO