Energy Emergency Alert (EEA) is a series of emergency procedures ERCOT utilizes when operating reserves drop below specified levels. These procedures are designed to protect the reliability of the electric system as a whole and prevent an uncontrolled system-wide outage. When ERCOT issues an EEA, it is able to take advantage of additional tools & resources that are only available during scarcity conditions. However, if all of the available EEA tools are insufficient, ERCOT will instruct Transmission & Distribution Service Providers (TDSPs) to shed load, which may result in rotating outages. EEA procedures are pre-defined and prescribed in ERCOT Nodal Protocols, and TDSPs respond to ERCOT EEA instructions as directed by ERCOT. The matrix below outlines Retail market procedures during an EEA event.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TDSP Responses:** | | **Oncor** | | **CenterPoint** | **AEP** | | **TNMP** |
| **Market Communications** | | | | | | | | |
| 1) | *Which communications forums can Market Participants utilize before, during, and after an emergency EEA event?* | ERCOT’s Energy Emergency Alert Overview documentation is available to Market Participants and can be found on ERCOT.com under “*About ERCOT* – *Summer 2021*” and at these hyperlinks in both English and Spanish:   * [**2021 Energy Emergency Alert Overview**](http://www.ercot.com/content/wcm/lists/219692/2021_EEA_Overview_Final.pdf) * [**Resumen sobre los avisos de emergencia eléctrica de 2021**](http://www.ercot.com/content/wcm/lists/230972/2021_EEA_Overview_Spanish_Final.pdf)   ERCOT will provide market-wide notifications of the Energy Emergency event as described in ERCOT’s Energy Emergency Alert (EEA) Communications Matrix. These documents are also available on ERCOT.com same webpage as above and included at the following hyperlinks in both English Spanish:   * [**Energy Emergency Alert Communications Matrix**](http://www.ercot.com/content/wcm/lists/197394/ERCOT_Energy_Emergency_Alert_Communications_Matrix_October_2020.pdf) * [**Comunicación de Avisos de Emergencias Energéticas de ERCOT**](http://www.ercot.com/content/wcm/lists/230972/ERCOT_EEA_Matrix_October_2020_-_SPANISH.pdf)   TDSPs recommend that all Market Participants download ERCOT’s app to their smart devices, as well as subscribe to ERCOT’s News Releases or Grid Emergency Alerts notification listserv. To subscribe, go to ERCOT.com at [**Email List Manager**](http://lists.ercot.com/) and select the appropriate option(s) as shown below:  **News Releases**: [**News\_Bulletins**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=NEWS_BULLETINS)  **Media Advisories** (for members of the media only): [**News\_Media\_Only**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=NEWS_MEDIA_ONLY)  **Grid Emergency Alerts Only**: [**EmergencyAlerts**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=EMERGENCYALERTS) | | | | | |
| 2) | *Will TDSPs utilize any communication platforms before, during, and after an emergency EEA event?* | TDSPs will utilize:   * Outage text messaging and/or mobile alert notifications for those Customers who are enrolled to receive these services if and where available, * Social media to provide updates when applicable to Facebook, Twitter and others as authorized by corporate policies, * TDSP’s public facing websites for banner messaging when applicable and; * Local and Area Wide News Media notifications as a platform to leverage in providing public information such as EEA status updates, if known future scheduled activities and timeframes along with Public Safety communications. | | | | | |
| 3) | *Will Market Participants know which Customer(s) are impacted by a load shed event?* | No | | | | | |
| 4) | *How long could a Customer be without power during a load shed event?* | Based on ERCOT’s [**2021 Energy Emergency Alert Overview**](http://www.ercot.com/content/wcm/lists/219692/2021_EEA_Overview_Final.pdf):  “Controlled outages (load shed events) are electric service interruptions, ordered by ERCOT but implemented by utilities, to quickly reduce electric demand and prevent an uncontrolled system-wide outage. They are used as a last resort to bring operating reserves back to a safe level and maintain system frequency. Each utility is responsible for deciding how to decrease demand in their area and are required to reduce demand based on their percentage of historic peak demand.”  TDSPs must follow ERCOT’s load shed directives. Therefore, the duration of time and frequency that a Customer may be without power will vary.  TDSPs recommend that all Market Participants download ERCOT’s app to their smart devices, as well as subscribe to ERCOT’s News Releases or Grid Emergency Alerts notification listserv. To subscribe, go to ERCOT.com at [**Email List Manager**](http://lists.ercot.com/) and select the appropriate option(s) as shown below:  **News Releases**: [**News\_Bulletins**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=NEWS_BULLETINS)  **Media Advisories** (for members of the media only): [**News\_Media\_Only**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=NEWS_MEDIA_ONLY)  **Grid Emergency Alerts Only**: [**EmergencyAlerts**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=EMERGENCYALERTS) | | | | | |
| 5) | *If the emergency conditions have not been resolved or terminated by ERCOT, could Customer(s) be involved in multiple outages?* | Yes | | | | | |
| **TDSP Responses:** | | **Oncor** | | **CenterPoint** | **AEP** | **TNMP** | |
| **Outage Management** | | | | | | | | |
| 6) | *Are TDSPs AMS systems integrated with their Outage Management Systems (OMS)?* | Partially | | Yes | Yes | No | |
| **TDSP Responses:** | | **Oncor** | **CenterPoint** | | **AEP** | | **TNMP** |
| 7) | *Upon EEA declaration, how much notice is provided to TDSPs to execute a load shedding event?* | 5 to 30 minutes depending upon the level of the Energy Emergency condition(s) in which ERCOT is attempting to mitigate. | | | | | |
| 8) | *When in an EEA event, will load shedding schedules be available?* | No. Load Shedding schedule will not be available. | | | | | |
| 9) | *How frequently are TDSP Outage maps updated?* | Every 10 minutes | | Every 15 minutes | Every 15 minutes | | Every 15 minutes |
| 10) | *For Customers who have signed up for TDSP-specific mobile communications, will TDSPs utilize those communication channels (such as mobile alerts and text messaging) during a load shed event?  Will an Estimated Time of Restoration (ETOR) be provided?* | *Yes, My Oncor Alerts* will be utilized.  ETOR is calculated on a case-by-case basis. | | Yes, the *CNP Power Alerts* communications platform will be utilized.  ETOR will not be provided. | Yes, *AEP Mobile Alerts* and text messaging will be utilized.  Generic ETOR of 120 minutes will be provided. | | Not applicable |
| 11) | *Are Distributed Generation sites considered in the TDSP load shed plan during an emergency load shedding event?* | Not at this time | | Not at this time | Some locations are taken into consideration | | Not at this time |
| 12) | *Are Transmission-level Customers subject to load shedding events?* | No. Load shedding events are limited to the TDSP’s Distribution system. | | | | | |
| **TDSP Responses:** | | **Oncor** | | **CenterPoint** | **AEP** | | **TNMP** |
| **AMS Data & Service Orders** | | | | | | | | |
| 13) | *How will AMS LSE interval data appear for a load shedding event?* | Load shed outages are treated like any other outage. If the meter is able to communicate, AMS LSE interval files will contain zero consumption for the outage periods. If the meter is unable to communicate, AMS LSE interval files may be estimated for the outage periods. | | If the Outage Management System (OMS) indicates the ESI ID experienced a power outage, then interval usage will be estimated as (0) zero for the duration of the outage or estimated interval data can be based upon historical usage. | Load shed outages are treated like any other outage. If the meter is able to communicate, AMS LSE interval files will contain zero consumption for the outage periods. If the meter is unable to communicate, AMS LSE interval files may be estimated for the outage periods. | | Load shed outages are treated like any other outage. If the meter is able to communicate, AMS LSE interval files will contain zero consumption for the outage periods. If the meter is unable to communicate, AMS LSE interval files may be estimated for the outage periods. |
| 14) | *How are Service Orders impacted during a load shedding event?* | Automated and manual service orders could be delayed during an emergency event as resources focus on safety and preventing further cascading energy emergency events. | | Delays could be experienced during any power outage event since all AMSR meters’ remote functionality become inoperable until power has been restored to the meter(s).  AMSM (Manual) or any other field executed requests could be delayed as resources focus on safety, for example unsafe roadways, hazardous conditions at Premise or a shelter in place alert(s) just to name a few.  Delays may be necessary to prevent any further cascading energy emergency events. | Automated and manual service orders could be delayed during an emergency event as resources focus on safety and preventing further cascading energy emergency events. | | Automated and manual service orders could be delayed during an emergency event as resources focus on safety and preventing further cascading energy emergency events. |
| **TDSP Responses:** | | **Oncor** | | **CenterPoint** | **AEP** | | **TNMP** |
| **Critical Care/Chronic Condition/Critical Load Customers** | | | | | | | | |
| 15) | *Where are the Customer Protection Rules for Critical Care, Chronic Conditions and Critical Load Customer(s) posted?* | [**http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.497/25.497.pdf**](http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.497/25.497.pdf) | | | | | |
| 16) | *How can a Customer apply for Critical Care, Chronic Conditions or Critical Load?* | See PUCT Substantive Rule 25.497(b) | | | | | |
| 17) | *Are Critical Care/Chronic Conditions/Critical Load Customer treated differently during and EEA event?* | See PUCT Substantive Rule 25.497(c)  Although Critical Care and Critical Load Customers qualify for notifications of interruptions or suspensions of service, having a Critical Care or Critical Load designation ***does not guarantee the uninterrupted supply of electricity*.** | | | | | |
| 18) | *Will Critical Care/Chronic Conditions/Critical Load Customers receive special messaging for an EEA event?*    *If so, who will communicate?* | For Oncor only: Once ERCOT declares EEA 2 and EEA 3 events and at the conclusion of the emergency, Oncor reaches out to Critical Care, Chronic Conditions and Critical Load Customers by making outbound calls.  ERCOT will send market-wide communications as outlined in ERCOT’s Energy Emergency Alert (EEA) Communications Matrix documentation. This matrix documentation can be found on ERCOT.com under “*About ERCOT* – *Summer 2021*” and also at the hyperlinks provided below to both the English and Spanish versions:   * [**Energy Emergency Alert Communications Matrix**](http://www.ercot.com/content/wcm/lists/197394/ERCOT_Energy_Emergency_Alert_Communications_Matrix_October_2020.pdf) * [**Comunicación de Avisos de Emergencias Energéticas de ERCOT**](http://www.ercot.com/content/wcm/lists/230972/ERCOT_EEA_Matrix_October_2020_-_SPANISH.pdf)   To subscribe to ERCOT’s News Releases or Grid Emergency Alerts listserv for ERCOT market-wide communications go to ERCOT.com [**Email List Manager**](http://lists.ercot.com/)and select the appropriate option(s):  **News Releases**: [**News\_Bulletins**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=NEWS_BULLETINS)  **Media Advisories** (for members of the media only): [**News\_Media\_Only**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=NEWS_MEDIA_ONLY)  **Grid Emergency Alerts Only**: [**EmergencyAlerts**](http://lists.ercot.com/scripts/wa-ERCOT.exe?A0=EMERGENCYALERTS)  REPs may choose to utilize these market notices to develop messaging to their Customers, which may include Critical Care, Chronic Conditions and/or Critical Load Customers. | | | | | |