Emergency Operations Plan (EOP), are TDSP operating procedures in the event of widespread emergency events such as hurricanes or ice storms. Because each Transmission & Distribution Service Provider (TDSP) operates in varying geographical regions resulting in varying emergency situations, the TDSP may elect to activate EOP procedures at their discretion. It is important to note that EOP may be implemented concurrently with ERCOT EEA, if necessary.

Note: TDSPs will utilize the RMS listserv as the primary method of communication during an EOP event. To receive these email notifications and communications, Market Participants should subscribe to the RMS listserv by going to ERCOT.com “[***Committees and Groups – RMS***](http://www.ercot.com/committee/rms)” and click on “[**Subscribe**](http://lists.ercot.com/scripts/wa-ERCOT.exe?SUBED1=RMS&A=1) to this email list”.

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| **TDSP Responses:** | | **Oncor** | **CenterPoint** | **AEP** | **TNMP** |
| **Market Communications** | | | | | |
| 1) | *Which communications forums can Market Participants utilize before, during, and after an EOP event?* | As the primary method of communication, Oncor will provide market notice(s) via RMS listserv and provide EOP status and supporting details, as available.  If primary methods are unavailable, Oncor will utilize the Competitive Retailer Relations contact list.  In combination with written notices, Oncor may facilitate EOP conference calls as needed through conclusion of the EOP event. Opportunities for Market Participant Q&A will be available via conference calls. | As the primary method of communication, CNP will provide market notice(s) via RMS listserv and provide EOP status reports and schedules, as available.  If primary methods are unavailable, CNP will utilize the Competitive Retailer Relations contact list.  In combination with RMS listserv email notifications, CNP will plan to schedule and facilitate Market wide EOP Conference Calls as frequently as needed to provide MPs with CNP’s EOP status reports, future activities that may be scheduled when and/or if known and provide MPs with an opportunity for Q&A during and post the EOP event. | As the primary method of communication, AEP will provide market notice(s) via RMS listserv and provide EOP status and supporting details, as available.  If primary methods are unavailable, AEP will utilize the Competitive Retailer Relations contact list.  In combination with written notices, AEP may facilitate EOP conference calls as needed through conclusion of the EOP event. Opportunities for Market Participant Q&A will be available via conference calls. | As the primary method of communication, TNMP will provide market notice(s) via RMS listserv and provide EOP status and supporting details, as available.  If primary methods are unavailable, TNMP will utilize the Competitive Retailer Relations contact list.  In combination with written notices, TNMP may facilitate EOP conference calls as needed through conclusion of the EOP event. Opportunities for Market Participant Q&A will be available via conference calls. |
| 2) | *Will TDSPs utilize any communication platforms before, during, and after an EOP 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 other outlets 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 EOP status updates, future scheduled events and timeframes if known, along with Public Safety communications. | | | |
| **TDSP Responses:** | | **Oncor** | **CenterPoint** | **AEP** | **TNMP** |
| **Outage Management** | | | | | |
| 3) | *Are TDSPs AMS systems integrated with their Outage Management Systems (OMS)?* | Partially | Yes | Yes | No |
| 4) | *How frequently are TDSP Outage maps updated?* | Every 10 minutes, this may be adjusted as warranted. | Every 15 minutes | Every 15 minutes | Every 15 minutes |
| 5) | *For Customers who have registered for TDSP-specific outage alerts, will TDSPs utilize those communication channels during an EOP event?  And will an Estimated Time of Restoration (ETOR) be provided?* | *Yes, My Oncor Alerts* will be utilized.  ETOR will be provided as available. | Yes, the *CNP Power Alert System* communications platform will be utilized.  ETOR will not be provided. | Yes, *AEP Mobile Alerts* and text messaging will be utilized.  ETOR will be provided as available. | Not applicable |
| **TDSP Responses:** | | **Oncor** | **CenterPoint** | **AEP** | **TNMP** |
| **AMS Data & Service Orders** | | | | | |
| 6) | *How will AMS LSE interval data appear for an EOP-impacted ESIID?* | Missing intervals are estimated using standard VEE processes until Oncor’s Gap Retrieval process obtains intervals. | If CNP’s Outage Management System (OMS) indicates the ESI ID experienced a power outage, then interval usage is estimated as (0) zero for the duration of the outage or estimated interval data can be based upon historical usage. | For an EOP event in which AEP Texas has initiated the Catastrophic Estimation Process (CEP), AEP will first provide market notification via RMS Listserv and include the CEP-impacted service area(s).    If CEP is initiated, and the meter maintains communications, any Actual interval usage readings obtained from the meter will be delivered in the LSE file.  If CEP is initiated, but the meter is non-communicating, the interval usage delivered in the LSE file will reflect Zero-Actual.  When an EOP event concludes, and AEP turns off CEP, AEP will perform the Gap Fill Retrieval process to retrieve any Actual usage data stored at the meter. Any Actual interval read(s) retrieved through the Gap Fill Retrieval process will overwrite any previously delivered CEP Zero-Actual reads. | During an EOP event, data in the LSE file will be delivered as Zero (0) – Actual for meters not communicating.  For meters that are communicating, data in the LSE file will be delivered with Actual reads. |
| **TDSP Responses:** | | **Oncor** | **CenterPoint** | **AEP** | **TNMP** |
| 7) | *How are Service Orders impacted during an EOP 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 mitigate creating additional emergency events. | Automated and manual service orders could be delayed during an EOP event as resources focus on safety and restoration efforts. | 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** | | | | | |
| 8) | *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) | | | |
| 9) | *How can a Customer apply for Critical Care, Chronic Conditions or Critical Load?* | See PUCT Substantive Rule 25.497(b) | | | |
| 10) | *Are Critical Care/Chronic Conditions/Critical Load Customer treated differently during an EOP event?* | See PUCT Substantive Rule 25.497(c)  ***Although Critical Care and Critical Load Customers qualify for notifications of interruptions or suspensions of service per 25.497(c)(2), “designation as a Critical Load Customer, Critical Care Residential Customer, or Chronic Condition Residential Customer does not guarantee the uninterrupted supply of electricity”.*** | | | |
| **TDSP Responses:** | | **Oncor** | **CenterPoint** | **AEP** | **TNMP** |
| 11) | *Will Critical Care/Chronic Conditions/Critical Load Customers receive special messaging?*  *If so, who will communicate?* | 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. | **Critical Care Customers (ONLY):**  CNP proactively reaches out to Critical Care Customers prior to EOP events by blasting messages to these Customers alerting them of the pending Emergency and how to prepare.  Critical Care Customers have been enrolled into CNP’s Power Alert System (PAS) if communication technologies are available (cell phone for text message(s) and/or email address)  **Additional Market Communications that REPs may use as part of their messaging to Critical Care/Chronic Conditions and/or Critical Load Customers:**  CNP will provide market notice(s) via RMS listserv and provide EOP status reports and schedules, as available.  In combination with RMS listserv email notifications, CNP will schedule and facilitate Market wide EOP Conference Calls as frequently as needed to provide MPs with CNP’s EOP status reports, future activities that may be scheduled when and/or if known and provide MPs with an opportunity for Q&A during and post the EOP event. | AEP Texas proactively reaches out to all potentially impacted Customers in the AEP Texas customer base prior to an EOP event by using call blast messages, broadcast voicemails, traditional news media, and social media to ensure proper communication coverage for all customers. In addition, the AEP Texas External Affairs Team will perform outreach to Emergency Operations Centers.  The messages sent to Customers will alert them of the pending emergency and includes a prominent reminder for Critical Care & Chronic Condition customers to establish back-up power support in case of outage.  REPs may choose, and are highly encouraged, to utilize these communications from AEP Texas to develop specialized messaging from REPs to their Critical Care & Chronic Condition customers. | Critical Care/Chronic Condition/Critical Load customers do not receive special messaging. |