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| SCR Number | [825](https://www.ercot.com/mktrules/issues/SCR825) | SCR Title | ERCOT Voice Communications Aggregation  |
| Date Posted | August 9, 2023 |
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| Requested Resolution  | Normal |
| Supporting Protocol or Guide Sections/Related Documents | Nodal Operating Guide Section 7.1, ERCOT Wide Area Network Nodal Operating Guide Section 7.1.2, WAN Participant ResponsibilitiesProtocol Section 23, Form F, Qualified Scheduling Entity (QSE) Agency Agreement |
| System Change Description | This System Change Request (SCR) modifies ERCOT’s current control room voice communication configuration(s) to allow for greater flexibility for Qualified Scheduling Entities (QSEs) and their Subordinate QSEs when assigning Agent(s), including allowing SubQSEs to assign Agents different than those used by the parent QSE. |
| Reason for Revision |  Addresses current operational issues. Meets Strategic goals (tied to the [ERCOT Strategic Plan](http://www.ercot.com/content/news/presentations/2013/ERCOT%20Strat%20Plan%20FINAL%20112213.pdf) or directed by the ERCOT Board). Market efficiencies or enhancements Administrative Regulatory requirements Other: (explain)*(please select all that apply)* |
| Business Case | Currently, ERCOT’s control room voice communications system is configured to require a control room communication button for each QSE that the agent represents. Increases in the number of sub-QSEs and use of QSE agents, including Data Agent-Only QSEs, has stretched the limits in the number of buttons possible for voice communication between the ERCOT control room and QSEs. ERCOT systems need to aggregate voice communication for Resources based on the responsible entity for voice communication (QSE or agent) to limit the growth in voice communications contact points and still have reliable communications paths. Nodal Protocol Revision Request (NPRR) 1162, Single Agent Designation for a QSE and its Sub-QSEs for Voice Communications over the ERCOT WAN, is an attempt to fix an aggregation problem for technology. It is doing this without taking advantage of Protocol Section 23, Form F, Qualified Scheduling Entity (QSE) Agency Agreement, that allows ERCOT to communicate with the QSE agent for all voice communication related to Resources represented by QSEs and Sub-QSEs represented by the agent. Current ERCOT communication systems limit the flexiblity of QSEs and Sub-QSEs to independently designate QSE agents utilizing existing WAN equipment. The intent of the original section 23 form F is to use the currently installed OPXs of the QSE agent for voice communications. No new WAN equipment is required as shown in the current Nodal Operating Guide. The current Nodal Protocols and Operating Guides do not need to be changed to limit the effect of technology sprawl. Instead, the existing Protocols and Operating Guides can remain in place, and current technology can be reconfigured to address this issue.Paragraph (4)(c) of Nodal Operating Guide Section 7.1 states the Wide Area Network (WAN) shall be used for:“(c) Operational voice communications for both normal and emergency use. The ERCOT WAN includes support for, but not limited to, off-premise exchanges (OPX) with ERCOT’s control facilities and the ERCOT Hotlines.”Paragraph (1)(g) of Nodal Operating Guide Section 7.1.2 states:“(g) If a TSP and QSE share a centralized PBX or call management, separate OPX circuits will be terminated for each participant”The word “participant” points to the separation of “TSP and QSE” not each QSE. |

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| Proposed System Change |

**Issue:**

ERCOT’s current configuration of its communication system does not take full advantage of the Nodal Operating Guides and Protocols and requires QSEs and any Sub-QSEs to use a single QSE agent for WAN voice communications.

**Resolution:**

Reconfigure aggregation of voice communication between ERCOT and QSEs represented by agents using ERCOT Protocols Section 23 Form F, Qualified Scheduling Entity (QSE) Agency Agreement, to allow the sharing of OPXs, as contemplated in Section 7 of the Nodal Operating Guide, and aggregate voice communication (or other system changes) for Resources based on the responsible entity for voice communication (QSE or agent) and to allow flexibility in designation of QSE agents for voice communication by QSEs and Sub-QSEs.