|  |  |  |  |
| --- | --- | --- | --- |
| NPRR Number | [1162](https://www.ercot.com/mktrules/issues/NPRR1162) | NPRR Title | Single Agent Designation for a QSE and its Sub-QSEs for Voice Communications over the ERCOT WAN |
|  | |  | |
| Date | | April 16, 2024 | |
|  | |  | |
| Submitter’s Information | | | |
| Name | | Jason Chambers / Holly Heinrich | |
| Company | | [Jason.Chambers@ercot.com](mailto:Jason.Chambers@ercot.com) / [Holly.Heinrich@ercot.com](mailto:Holly.Heinrich@ercot.com) | |
| E-mail Address | | ERCOT | |
| Phone Number | | 512-248-4223 / 512-275-7436 | |
| Cell Number | |  | |
| Market Segment | | Not applicable | |

|  |
| --- |
| **Reason for Request for Withdrawal** |

System Change Request (SCR) 825, ERCOT Voice Communications Aggregation, will enable Qualified Scheduling Entities (QSEs) and their sub-QSEs to designate multiple agents for voice communication with ERCOT making the proposed Nodal Protocol Revision Request (NPRR) 1162 restriction of one voice agent per QSE unnecessary. ERCOT withdraws NPRR1162 but will continue to enforce the current one voice agent limit until SCR825 is implemented.