

***OPERATING PROCEDURE***

***MANUAL***

**Scripts**

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**[Document Control](#_Preparation)**

# Introduction

## 1.1 Purpose

Effective three-part communication skills are mandatory. When conducting a Hotline call, it is required that one entity correctly repeat the instruction back to ERCOT. The Hotline scripts can be long and full of detail, making it difficult and time consuming for TOs and QSEs to correctly repeat an instruction.

This document is intended to make it easier for TOs and QSEs to repeat hotline calls. The scripts are separated for TOs and QSEs so that they can be located quickly. These scripts are typical scripts, meaning the words may vary based on the situation, careful listening is still required.

## 1.2 Roles/Responsibilities

All Operating Instructions shall be in a clear, concise, and definitive manner. Ensure the recipient of the instruction repeats the information back correctly. Acknowledge the response as correct or repeat the original statement to resolve any misunderstandings.

# Typical Scripts for QSEs

Q#1 Watch/EEA for PRC and Distribution Voltage Reduction:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an [Watch/EEA 1, 2, 3] due to Physical Responsive Capability falling below [3000 2500, 2000, 1500] MW. Distribution voltage reduction has been requested. Suspend all Resource testing and update telemetered Resource Status Codes. ERCOT is reminding you, that you can schedule available interchange into ERCOT across the DC Ties. [QSE] please repeat this back to me.”

If repeat back is CORRECT, “That is correct, thank you.”

If INCORRECT, repeat the process until the repeat back is correct.

## Q#2 Cancel Watch for PRC <3000 MW and Distribution Voltage Reduction:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Watch for Physical Responsive Capability. Physical Responsive Capability is now above 3000 MW. Distribution voltage reduction has returned to normal operation.] Approved Resource testing may resume as scheduled. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

Q#3 Blank:

Q#4 Blank:

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## Q#5 TCEQ Notice of Enforcement Discretion:

This is ERCOT operator [first and last name]. ERCOT has sent a Market Notice for TCEQ Notice of Enforcement Discretion due to [extreme hot/cold temperatures/projected capacity shortage] across the ERCOT Region. TCEQ’s enforcement discretion will apply beginning at [XX:XX] [CPT] today, [Date]. Please see the Market Notice for further instructions or more information.

Any questions?  Thank you”.

## Q#6 EEA1:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT declared EEA 1, QSEs are to perform their necessary steps for EEA 1. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#7 Blank:

## Q#8 EEA2:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT declared EEA 2 and is issuing an appeal through the public news media for voluntary energy conservation. Implement all measures associated with EEA 1, if not already implemented. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#9 Blank:

## Q#10 Media Appeal:

“This is ERCOT Operator [first and last name]; ERCOT has issued an appeal through the public news media for [voluntary] energy conservation. Any questions? Thank you”.

## Q#11 EEA3 Firm Load Shed:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is declaring EEA 3 with firm load shed, [MW Amount] of firm load is being shed from the [winter season/summer season] load shed table]. Implement all measures associated with EEA 1 and 2, if not already implemented. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#12 Blank

## Q#13 Restoring Firm Load:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is restoring firm load. [MW Amount] of firm load is still shed.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#14 Moving from EEA3 to EEA2:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is moving from EEA 3 to EEA 2. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#15 Moving from EEA2 to EEA1:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is moving from EEA 2 to EEA 1. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you. ”If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#16 Terminate EEA:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is terminating EEA 1. A Watch remains in effect. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you. ”If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#17 Blank:

## Q#18 EMS Changes:

“This is ERCOT operator [first and last name], at [xx:xx], ERCOT will perform a [database load] [local failover] [EMS migration] on its Energy & [Market] Management System(s).  During this time, SCED Base Points will reflect accurate dispatch instructions.  In the event ICCP is temporarily suspended, all systems should re-establish automatically within a few minutes. Any questions”?

## Q#19 MMS Changes:

“This is ERCOT operator [first and last name], at [xx:xx], ERCOT will perform a [migration] [patch] on its Market Management System.  [We do not expect to miss a SCED run] [Emergency Base Points may be issued during this time]. ERCOT will make another hotline call when the work is complete. Any questions?”

## Q#20 Site Failover:

“This is ERCOT operator [first and last name], at [xx:xx], ERCOT will perform a site failover of its Energy & Market Management Systems.  During this time, market communications will be unavailable for about 20 minutes, and real-time communications will be unavailable for about 5 minutes.  All systems should re-establish communications automatically. Any questions?”

## Q#21 Site Failover Complete:

“This call requires everyone to remain on the line until it is complete. This is ERCOT operator [first and last name]. At [xx:xx], the [site failover] [patch] [migration] is complete. Any questions? Thank you.”

## Q#22 Watch and Emergency Basepoints Needed until Site Failover complete:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is issuing a Watch and Emergency Base Points will be issued. ERCOT will make another hotline call when the site failover is complete. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#23 Cancel Watch and Emergency Basepoints, Site Failover Complete:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], the site failover is complete, SCED basepoints are now valid and ERCOT is canceling the Watch. All QSEs should continue normal operations. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#24 Working from Alternate Site:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT will be working from the alternate control center until further notice, use the OPX numbers for Bastrop. [QSE], please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#25 Working from Primary Site:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT will be working from the primary control center until further notice, use the OPX numbers for Taylor. [QSE], please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#26 Blank

## Q#27 Watch for SCED Failure:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to the failure of SCED. ERCOT may issue Emergency Base Points until the issue is resolved. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

**Q#28 Cancel Watch for SCED is Solving:**

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], SCED base points are now valid and ERCOT is canceling the Watch. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#29 Watch for SCED Data Input Failure:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to data input failure to SCED. ERCOT may issue Emergency Base Points until the issue is resolved. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#30 Watch for RLC Failure:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to a SCED failure. ERCOT may issue Emergency Base Points until the issue is resolved. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#31 Cancel Watch for RLC is Restored:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], SCED solutions are now valid and ERCOT is canceling the Watch. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#32 Emergency Notice for a QSE on Constant Frequency for LFC/EMS Failure:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to [LFC/EMS] failure and has placed a QSE on Constant Frequency to provide regulation. All remaining QSEs should hold their Resources to their current output level until instructed by ERCOT. ERCOT may issue unit specific deployments to Resources as required. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#33 Cancel Emergency Notice for QSE on Constant Frequency for LFC/EMS Functioning:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], [LFC/EMS] is now functioning and ERCOT is canceling the Emergency Notice. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#34 Emergency Notice for a QSE on Constant Frequency for LFC/EMS and SCED failure:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to an [LFC/EMS] and SCED failure. ERCOT has placed a QSE on Constant Frequency. All remaining QSEs should hold their Resources to their current output level until instructed by ERCOT. ERCOT may issue unit specific deployments to Resources as required. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#35 Cancel Emergency Notice with LFC/EMS Functioning, SCED valid:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], [LFC/EMS] is now functional and SCED solutions are valid. ERCOT is canceling the Emergency Notice. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#36 Recall Load Resources After a Frequency Event:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is recalling all Load Resources. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#37 Time Error Correction:

“This call requires everyone to remain on the line until it is complete. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is initiating a Time Error Correction, we will enter the frequency offset using [-0.02] or [+0.02] at [time]. The current time error is [time]. Thank you.”

## Q#38 End Time Error Correction:

“This call requires everyone to remain on the line until it is complete. This is ERCOT Operator [first and last name]. ERCOT is ending the Time Error Correction at [xx:xx]. The current time error is [time]. Thank you.”

## Q#39 Watch for N-H Interface / Deploy Non-Spin:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the North to Houston interface. ERCOT will be deploying Non-Spin to specific resources to alleviate the condition. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#40 Emergency Notice for N-H Interface / Deploy Load Resources:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT has issued an Emergency Notice for the North to Houston interface and has issued you an electronic instruction for the deployment of specific Load Resources to alleviate the condition. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#41 Cancel Emergency Notice for N-H Interface / Recall Load Resources:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Emergency Notice for the North to Houston interface and has issued you an electronic instruction for the recall of Load Resource deployments. ERCOT is reminding everyone that a Watch is still in effect until further notice. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#42 Cancel Watch for N-H Interface / Recall Non-Spin:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Watch for the North to Houston interface. ERCOT has recalled Non-Spin to specific resources to alleviate the condition. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#43 Advisory for GMD Alert:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for a [state K-Index level] geomagnetic disturbance alert that has been issued for [date/hours].

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#44 GMD K-Level Increase/Decrease:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], The [state K-Index level] geomagnetic disturbance alert that we are currently under has [increase/decreased] to a [state K-Index level] until [date/hours].

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#45 Cancel Advisory for GMD:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Advisory for the geomagnetic disturbance. [QSE] please repeat this back to me. ”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#46 Operating Condition Script [OCN/Advisory/Watch/Emergency]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a [state Notice type] for [state reason]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#47 Cancel Operating Condition Script [OCN/Advisory/Watch/Emergency]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is cancelling the [state Notice type] for [state reason]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#48 Advisory for State Estimator / RTCA Not Solved in 30 Min:

“This call requires everyone to remain on the line until it is complete. . [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is issuing an Advisory due to ERCOTs [State Estimator/RTCA] has not solved in the last 30 minutes.

* Please monitor your Resources and notify ERCOT prior to any generation starting or shutting down. Suspend any new planned outages and notify ERCOT if any forced outages occur.

[QSE] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#49 Cancel Advisory for State Estimator/RTCA Now Solving:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is canceling the Advisory, ERCOTs [State Estimator/RTCA] is now functional. You may return to normal operations. [QSE] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#50 Advisory for VSAT and/or TSAT not solved in 30 Min:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is issuing an Advisory due to ERCOTs VSAT [and/or] TSAT has not solved in the last 30 minutes. This is for your information only; no action is required. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#51 Cancel Advisory for VSAT and/or TSAT Now Solving :

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is canceling the Advisory, ERCOTs VSAT [and/or] TSAT tool is now functional. [QSE] please repeat that back for me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#52 Emergency Notice for instructing Qualifying Facility to operate offline/below LSL:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to instructing a Qualifying Facility [offline or operate below its LSL]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#53 Cancel Emergency Notice for instructing Qualifying Facility to operate offline/below LSL:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Emergency Notice for instructing a Qualifying Facility [offline or operate below its LSL]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#54 OCN for a New Generic Transmission Constraint:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN to make notification of a new Generic Transmission Constraint. A forced outage on [state forced outage] resulted in a GTC being created for [state reason for GTC]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#55 Transmission Watch for Post-Contingency Overload:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Watch due to the post-contingency overload of [geographical area ], [mitigation plan/temporary outage action plan is being developed] [manual actions are being performed to reduce post-contingency overload]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#56 Cancel Transmission Watch for Post-Contingency Overload:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for post-contingency overload of [geographical area ]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#57 Cancel Emergency Notice and Restore Primary Control Center:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]; at [xx:xx], ERCOT is canceling the Emergency Notice and is resuming normal operations from the [alternate/primary] control center. [Select QSE], Please repeat that back for me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#58 OCN for Hurricane/Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for [Tropical Storm/Hurricane] [Name] due to a probability of making landfall in the ERCOT Region, from [time frame]. QSEs are instructed to:

* Update COPs and HSLs when conditions change as soon as practicable,
* Review fuel supplies and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance,
* Review emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.

ERCOT will continue to monitor the Storm. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#59 Advisory for Hurricane/Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the [Tropical Storm/Hurricane] [Name] in the Gulf of Mexico, which is currently projected to impact the ERCOT Region, from [time frame]. QSEs are instructed to:

* Update COPs and HSLs when conditions change as soon practicable,
* Review fuel supplies and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance,
* Review emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.
* Instruct Plant Operators to prepare for projected severe weather conditions and review procedures for operating in the lead due to possible high voltage concerns
* Notify ERCOT if relocating personnel to backup control centers

ERCOT will continue to monitor the Storm [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#60 Watch for Hurricane/Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for [Tropical Storm/Hurricane] [Name] in the Gulf of Mexico which is projected to make landfall near [Place] at [time]. QSEs are instructed to:

* Notify all Resources of conditions
* Review fuel supplies and notify ERCOT of any known or anticipated fuel restrictions,
* Review emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.
* Make available, any Resources that can be returned to service and keep COPs and HSLs updated

ERCOT will continue to monitor the Storm. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#61 Emergency Notice for Hurricane/Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to [Tropical Storm/Hurricane Name] having an adverse impact on the ERCOT System [specify condition]. QSEs are instructed to:

* Be prepared to reduce Generator output due to anticipated load loss and respond to voltage support issues as requested,
* Keep COPs and HSLs current.

ERCOT will continue to monitor [Tropical Storm/Hurricane Name]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#62 OCN for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for an extreme cold weather system approaching [time frame] with temperatures anticipated to remain below freezing, from [time frame]. For the duration of the OCN, QSEs are instructed to:

* Update COPs and HSLs when conditions change, including Resource limitations due to forecasted weather temperatures and environmental constraints,
* Review fuel supplies, inventory concerns, and fuel switching capabilities, prepare to preserve fuel to best serve peak load, and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance or returning from outage early,
* Review and implement winterization procedures. Notify ERCOT of any changes or conditions that could affect system reliability.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#63 Advisory for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the extreme cold weather system approaching [time frame] with temperatures anticipated to remain below freezing, from [time frame]. For the duration of the Advisory, QSEs are instructed to:

* Update COPs and HSLs when conditions change, including Resource limitations due to weather temperatures and environmental constraints,
* Review fuel supplies, inventory concerns, fuel switching capabilities, preserve fuel to best serve peak load, and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance or returning from outage early,
* Review and implement winterization procedures. Notify ERCOT of any changes or conditions that could affect system reliability.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#64 Watch for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the extreme cold weather system approaching [time frame]. Temperatures are expected to remain below freezing, from [time frame]. For the duration of the Watch, QSEs are instructed to:

* Make available, any Resources that can be returned to service and keep COPs and HSLs updated, including Resource limitations due to weather temperatures and environmental constraints,
* Review fuel supplies, preserve fuel to best serve peak load, and notify ERCOT of any known or anticipated fuel restrictions,
* Prepare for higher than usual loads and the possible need for additional Ancillary Services,
* Review and implement winterization and emergency operating procedures, including utilization of Resource pre-warming techniques. Notify ERCOT of any changes or conditions that could affect system reliability.
* QSEs representing FFSSRs begin preparation for potential FFSS deployment.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#65 Emergency Notice for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice, the extreme cold weather system is beginning to have an adverse impact on the system such as [state what the adverse impacts are]. For the duration of the Emergency Notice, QSEs are instructed to:

* Make Resources available that can be returned to service and keep COPs and HSLs updated, including Resource limitations due to weather temperatures and environmental constraints,
* Keep ERCOT informed of inventory concerns, fuel switching capabilities and known or anticipated fuel restrictions,
* Notify ERCOT of any changes or conditions that could affect system reliability.

ERCOT will continue to monitor the extreme cold weather system. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#66 OCN for Extreme Hot Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for the extreme hot weather with forecasted temperatures to be above [103°F or 94°F] in the North Central and South Central weather zones, from [time frame]. For the duration of the OCN, QSEs are instructed to:

* Update COPs and HSLs when conditions change, including Resource limitations due to forecasted weather temperatures and environmental constraints,
* Review fuel supplies, inventory concerns, fuel switching capabilities, prepare to preserve fuel to best serve peak load, and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance,
* Review and implement weatherization and emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.

ERCOT will continue to monitor the weather system. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#67 Advisory for Extreme Hot Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the extreme hot weather with forecasted temperatures to be above [103°F or 94°F] in the North Central and South Central weather zones, from [time frame]. For the duration of the Advisory, QSEs are instructed to:

* Update COPs and HSLs when conditions change, including Resource limitations due to weather temperatures and environmental constraints,
* Review fuel supplies, inventory concerns, fuel switching capabilities, preserve fuel to best serve peak load, and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance,
* Review and implement weatherization and emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.

ERCOT will continue to monitor the weather system. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#68 Watch for Extreme Hot Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the extreme hot weather with forecasted temperatures to be above [103°F or 94°F] in the North Central and South Central weather zones [today or tomorrow]. ERCOT is expecting statewide power supplies to be very tight. For the duration of the Watch, QSEs are instructed to:

* Make available any Resources that can be returned to service and keep COPs and HSLs updated, including Resource limitations due to weather temperatures and environmental constraints,
* Review fuel supplies, inventory concerns, fuel switching capabilities, preserve fuel to best serve peak load, and notify ERCOT of any known or anticipated fuel restrictions,
* Review and implement weatherization and emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.

ERCOT will continue to monitor the weather and will convey information and instructions as conditions warrant. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#69 Emergency Notice for Extreme Hot Weather:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice, the extreme hot weather system is beginning to have an adverse impact on the ERCOT System such as [state what the adverse impacts are]. For the duration of the Emergency Notice, QSEs are instructed to:

* Make Resources available that can return to service and keep COPs and HSLs updated, including Resource limitations due to weather temperatures and environmental constraints,
* Review fuel supplies, inventory concerns, fuel switching capabilities, and notify ERCOT of any known or anticipated fuel restrictions,
* Prepare for higher than usual loads and the possibility of deploying Load Resources and/or ERS Resources.

ERCOT will continue to monitor the extreme hot weather system and will convey information and instructions as conditions warrant. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#70 OCN/Advisory/Watch for other Weather Events:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a [OCN/Advisory/Watch] for [Day Month xx, xxxx through Day Month xx, xxxx] due to [type of weather event] in the [location on the grid]. If you experience any issues as a direct result of the weather event, notify ERCOT. [QSEs representing FFSSRs begin preparation for potential FFSS deployment.]

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#71 Transmission Emergency for the Rio Grande Valley Area:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Emergency for the Rio Grande Valley due to [state issue], this may result in the deployment of Load Resources, curtailment of DC-Tie exports to CENACE, request for emergency energy, and Valley area load shed.” [QSE] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct

## Q#72 Blank:

## Q#73 Blank:

## Q#74 :

## Q#75 Weekly QSE Hotline test:

“This is ERCOT Operator [first and last name]. ERCOT is conducting the weekly QSE Hotline test. ERCOT is currently at NTAS Advisory level [state advisory level]. The following notices are currently in effect:

* List OCNs, Advisories, Watches and/or Emergency Notices in effect.
* State “None” if none are in effect.
* ERCOT procedures and or scripts have been updated [effective date] and can be found on the [ERCOT.com](http://www.ercot.com/) website under.
  + Market Rules
  + Market Guides
  + Operating Procedures

This ends the test of the ERCOT Hotline. That is all.”

## Q#76 Application issues:

“This is ERCOT Operator [first and last name]. This is a courtesy call to inform you that ERCOT is experiencing application problems which is causing QSEs issues with submittals.

## Q#77 Watch for projected reserve capacity shortage and RMR Resources have been committed:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for a projected reserve capacity shortage with no market solution available. HRUC recommended RMR Resources have been committed. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#78 Cancel Watch for projected reserve capacity shortage:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Watch for a projected reserve capacity shortage with no market solution available. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#79 Watch for HRUC failure/timeline deviation:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to HRUC not completing for [state HE] due to [failure or timeline deviation]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#80 Cancel Watch for HRUC failure/timeline deviation:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Watch for HRUC not completing for [state HE]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#81 Watch for insufficient A/S:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx] ERCOT is issuing a Watch due to insufficient A/S offers; [HRUC/Assignments] will be used to commit the remaining A/S insufficiencies. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#82 Cancel Watch for insufficient A/S:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Watch due to insufficient A/S offers. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#83 Watch for projected reserve capacity shortage with no market solution:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for a projected reserve capacity shortage with no market solution available for [HE XX – XX], which causes a [high] risk for an EEA event. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#84 Cancel Watch for projected reserve capacity shortage with no market solution:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is cancelling the Watch for a projected reserve capacity shortage with no market solution available for [HE XX – XX]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#85 Blank

## Q#86 Blank

## Q#87 OCN for Excess Capacity:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for [date] due to a projected excess reserve capacity for [HE XX – HE XX]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#88 Cancel OCN for Excess Capacity:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is cancelling the OCN for [date] due to a projected excess reserve capacity for [HE XX – HE XX]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#89 OCN for committing capacity in DRUC:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is issuing an OCN for [date] for a projected Reserve Capacity Shortage for [HE XX to HE XX]. ERCOT will RUC commit Resources as needed. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#90 Cancellation for OCN for committing capacity in DRUC:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is cancelling the OCN for [date] due to a projected reserve capacity for [HE XX – HE XX]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#91 Advisory for DAM Timeline Deviation:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is issuing an Advisory for the timeline deviation of the Day Ahead Market; the start of DRUC will be delayed, until further notice. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#92 Cancel Advisory for DAM Timeline Deviation:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Advisory for the delay of DAM. DAM is now complete; DRUC will begin at [time]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#93 Advisory for DRUC Delay:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is issuing an Advisory for the timeline deviation of DRUC for [effected date] due to [state issue]. ERCOT will continue to try to complete DRUC by 18:00. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#94 Cancel Advisory for DRUC Delay:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is canceling the Advisory for the timeline deviation of DRUC. DRUC completed at [time]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#95 Watch for DRUC not complete by 18:00:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is issuing a Watch due to DRUC not completing by 1800 due to [state reason]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#96 Cancel Watch for DRUC not complete by 18:00:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is cancelling the Watch due to DRUC not completing by 1800. ERCOT will procure in HRUC if needed. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#97 Blank

## Q#98 Blank

## Q#99 Blank

## Q#100 Watch for DAM Failure:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx] ERCOT is issuing a Watch due to the Day Ahead Market being aborted for [effected date] due to [state issue]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#101 Cancel Watch for DAM Failure:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx] ERCOT is canceling the Watch for the failure of the Day Ahead Market for [effected date]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#102 Blank

## Q#103 Blank

## Q#104 Transmission Watch for the Rio Grande Valley Import:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Watch for the Rio Grande Valley due to the Rio Grande Valley Import, this may result in the curtailment of DC-Tie exports to CENACE.” [QSE] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct

## Q#105 Cancel Transmission Watch for Rio Grande Valley Import:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for the Rio Grande Valley Import. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#106 Emergency Notice Loss of Primary Control Center (Systems are Functional):

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]; at [xx:xx], ERCOT is issuing an Emergency Notice due to the loss of primary control center and is transferring operations to the alternate control center. Direct all urgent phone calls thru the [Bastrop][Taylor] OPX. All ERCOT systems are functioning at this time. HRUC will be delayed until additional staffing arrives. If you represent a Nuclear Plant, please inform them that RTCA results will not be viewed in a timely manner and is expected to last for approximately 1 hour.” [Select QSE], “Please repeat this back for me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#107 Emergency Notice Loss of Primary Control Center (Systems are NOT Functional):

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]; at [xx:xx], ERCOT is issuing an Emergency Notice due to loss of primary control center functionality, LFC and SCED failure. ERCOT has put a QSE on constant frequency. All remaining QSEs should hold their Resources to their current output level until instructed by ERCOT. ERCOT may issue unit specific deployments to any Resources as required. Direct all urgent phone calls thru the [Bastrop][Taylor] OPX. [Select QSE]. If you represent a Nuclear Plant, please inform them that RTCA and State Estimator are not functioning and are expected to last approximately 2 hours. “Please repeat this back for me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the entire process until the repeat back is correct.

## Q#108 ERCOT’s ICCP, ERCOT Website, or the Outage Scheduler Planned or Unplanned Outage:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying QSEs that ERCOT’s [ICCP, ERCOT Website, or Outage Scheduler] has a [planned / unplanned] outage that is expected to last 30 minutes or more.

[QSE] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#109 ERCOT’s ICCP, ERCOT Website or Outage Scheduler back to Normal:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying QSEs that ERCOT’s [ICCP, ERCOT Website or Outage Scheduler] is now functional. [QSE] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#110 ERCOT Large Load Voluntary Curtailment Program:

“This is ERCOT operator [first and last name]. This call is informational only. ERCOT has requested the ERCOT Large Load Voluntary Curtailment Program Participants to curtail consumption at this time.

Any questions?  Thank you”.

## Q#111 ERCOT Large Load Voluntary Curtailment Program Ended:

“This is ERCOT operator [first and last name]. ERCOT has ended the request for ERCOT Large Load Voluntary Curtailment Program Participants to curtail consumption.

Any questions?  Thank you”.

## Q#112 Instruct a QSE on Constant Frequency for LFC Failure:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is instructing you to go on constant frequency control until further notice due to an LFC failure. The frequency bias to enter into your control system is [bias]. Please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#113 Instruct QSE to End Constant Frequency for LFC Functioning:

“This is ERCOT Operator [first and last name]. At [xx:xx], LFC is now functioning, end constant frequency control and return to normal. Please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#114 Instruct a QSE on Constant Frequency for LFC/SCED Failure:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is Instructing you to go on constant frequency control until further notice due to an LFC and SCED failure. The frequency bias to enter into your control system is [bias]. Please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#115 Instruct a QSE to end Constant Frequency for LFC/SCED Functioning:

“This is ERCOT Operator [first and last name]. At [xx:xx], LFC and SCED is now functioning, ERCOT is instructing you to end constant frequency control. Please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#116 Start Constant Frequency Control Test:

“This is ERCOT operator [first and last name]. At [time], ERCOT is conducting an unannounced constant frequency control test with [QSE].  The frequency bias to enter into your control system is [bias].  The test will be up to 15 minutes.  QSE regulation obligations will need to be removed from the ERCOT market until this test is complete. I will give another call when you can return to normal operation.  [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#117 End Constant Frequency Control Test:

“This is ERCOT operator [first and last name]. At [time], ERCOT is ending the unannounced constant frequency control test with [QSE]; please remove the bias and change your control mode back to normal and restore regulation obligations.  I will follow-up with an electronic Dispatch Instruction confirmation that you will need to acknowledge.  [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#118 QSE on Constant Frequency Control for Unannounced Constant Frequency Control Test:

“This call requires everyone to remain on the line until it is complete.  [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is conducting an unannounced Constant Frequency Control test and will place a QSE on Constant Frequency Control. All QSE’s that are not assigned to be on Constant Frequency Control are to hold resource outputs at their last basepoint unless specifically instructed by ERCOT. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#119 Cancel QSE on Constant Frequency Control for Unannounced Constant Frequency Control Test:

“This call requires everyone to remain on the line until it is complete.  [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT has ended the unannounced Constant Frequency Control test. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#120 Perform Unannounced Unit Test:

“This is ERCOT operator [first and last name]. ERCOT is issuing a VDI at [time] to perform an Unannounced Unit Test on [Resource name]. Release all Ancillary Service obligations carried by the unit, change the Resource status to “ONTEST” and increase the Resource output to the current telemetered HSL of XXX MW. The Resource will have [XXX] minutes to reach the telemetered HSL. Once the Resource has met the time requirement or reached its HSL, HOLD the Resource at its HSL or above for at least 30 minutes. [QSE] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#121 End Unannounced Unit Test:

“This is ERCOT operator [first and last name]. At [time], ERCOT is ending the unannounced test on [Resource name], please return to normal operation. I will be sending you the electronic Dispatch Instruction that you will need to acknowledge. Submit the results from the test on the NDCRC within 2 business days. [QSE] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#122 ERCOT requests SWGR:

“This is ERCOT Operator [first and last name].  At [xx:xx], ERCOT declared [EEA 1 / anticipated Emergency Condition]. ERCOT has coordinated with [RC region] for [specific SWGR] to be released for operations into ERCOT.  ERCOT is issuing an Operating Instruction to initiate the switch and start [specific SWGR] into ERCOT.  ERCOT will issue an electronic Dispatch Instruction to commit the Resource. This will be a RUC commitment. ERCOT is instructing  a “break before make” with all switching. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#123 SPP or MISO requests SWGR:

“This is ERCOT Operator [first and last name].  At [xx:xx], [RC region] declared [EEA 1/anticipated Emergency Condition]. [RC region] has coordinated with ERCOT for [specific SWGR] to be released for operations into [RC region].  ERCOT is issuing an Operating Instruction for [QSE] to coordinate [specific SWGR] with [RC region] to mitigate the Emergency Condition. ERCOT is instructing  a “break before make” with all switching. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#124 Notification to QSE of Release:

“This is ERCOT Operator [first and last name].  At [xx:xx], [RC region]

has requested release of [specific SWGR] to address an existing or anticipated Emergency Condition. The SWGR is now under the operational control of the [RC region].”  ERCOT is issuing an Operating Instruction for [QSE] to coordinate [specific SWGR] with [RC region] to mitigate the Emergency Condition. ERCOT is instructing  a “break before make” with all switching. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#125 SWGR Requested by ERCOT released back to SPP or MISO:

“This is ERCOT Operator [first and last name].  At [xx:xx], ERCOT has coordinated with [RC region] for [specific SWGR] to be released for operations from ERCOT.  ERCOT is issuing an Operating Instruction to initiate the switch and start [specific SWGR] into [RC region]. ERCOT is instructing  a “break before make” with all switching.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If INCORRECT, repeat the process until the repeat back is correct.

## Q#126 Advance Action Notice (AAN):

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an AAN due to a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] beginning [date HE XX] until [date HE XX].  [Summary of actions ERCOT may take].  ERCOT may seek [amount of capacity] from an OAE and then make the OSA.  On [date] at [xx:xx] ERCOT will execute an OAE if deemed necessary. Please notify ERCOT by email aan@ercot.com if a specific resource cannot be considered in the OAE.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#127 Update Advance Action Notice (AAN):

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is updating an AAN due to conditions changing and a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] beginning [date HE XX] until [date HE XX].  [Summary of actions ERCOT may take].  ERCOT may seek [amount of capacity] from an OAE and then make the OSA.  On [date] at [xx:xx] ERCOT will execute an OAE if deemed necessary. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#128 Cancel Advance Action Notice (AAN):

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the AAN due to a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] beginning [date HE XX] until [date HE XX]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#129 Instructing Generation Resources Planned Outages Return Early:

“This call requires everyone to remain on the line until it is complete.  [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name].  ERCOT is instructing QSEs with any Generation Resources that are currently on a Planned Outage which can feasibly be returned to service by [date at time] to notify ERCOT Client Services before [time] today.  ERCOT will work with each QSE and issue an Outage Scheduler Adjustment (OSA) for any Generation Resources identified. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#130 Outage Scheduler Adjustment (OSA):

“This call requires everyone to remain on the line until it is complete.  [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. ERCOT has executed the OSA process due to a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] projected for OSA Period [date HE XX] until [date HE XX]. At this time, ERCOT still shows potentially [X,XXX] MW deficient of reserves. Outages not moved voluntarily prior to [date] at [time] will be considered an OSA.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#131 Deployment of Load Resources to Maintain a Minimum 500 MW of Generation RRS:

“This call requires everyone to remain on the line until it is complete.  [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx] ERCOT has deployed [Group 0/Group 0+1a/Group 0+1a+1b/ Group 0+1a+1b+1c/ Group 0+1a+1b+1c+2/ Group 0+1a+1b+1c+2+3 or All] Load Resources to maintain a minimum 500 MW of Physical Responsive Capability (PRC) reserves on Generation Resources.

[QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#132 Unannounced ESR Non-Spin Capability Test:

“This is ERCOT operator [first and last name]. ERCOT is issuing a VDI at [time] to perform an Unannounced ESR Non-Spin Capability Test on [Resource name]. Release all Ancillary Service obligations carried by the Resource, change the Resource status to “ONTEST” and increase the Resource output to the current ESR Non-Spin MW obligation.

[QSE] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#133 End Unannounced ESR Non-Spin Capability Test:

“This is ERCOT operator [first and last name]. At [time], ERCOT is ending the unannounced ESR Non-Spin Capability Test on [Resource name], please return to normal operation. I will be sending you the electronic Dispatch Instruction that you will need to acknowledge. Submit the results from the test on the NDCRC within 2 business days.

[QSE] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#134 Transmission Watch for South Texas Export Interface / [Deploy Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Watch for the South Texas Export interface. [ERCOT will be deploying Non-Spin and taking manual action on specific resources to alleviate the condition.] [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#135 Transmission Emergency Notice for South Texas Export Interface / [Deploy Load Resources]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT has issued a Transmission Emergency for the South Texas Export interface [and has issued electronic instructions for the deployment of Load Resources to alleviate the condition.] [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#136 Transmission Emergency Notice for South Texas Export Interface, Firm Load Shed:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is continuing the Transmission Emergency Notice for the South Texas Export interface. Firm Load is being shed to help mitigate the issue. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#137 Cancel Transmission Emergency Notice for South Texas Export Interface / [Recall Load Resources]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Emergency Notice for the South Texas Export interface. Firm Load has been restored and electronic instructions for the recall of Load Resource deployments have been issued. ERCOT is reminding everyone that a Transmission Watch is still in effect until further notice. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#138 Cancel Transmission Watch for South Texas Export Interface / [Recall Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for the South Texas Export interface. [ERCOT has recalled Non-Spin to specific resources to alleviate the condition and no longer taking manual actions.] [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#139 Transmission Advisory for South Texas Import Interface

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Advisory for the South Texas Import Interface. ERCOT may take manual actions to mitigate the condition.” [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#140 Transmission Watch for South Texas Import Interface / [Deploy Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Watch for the South Texas Import interface. [ERCOT will be deploying Non-Spin to specific resources, and taking manual action to alleviate the condition]. Additionally, this Watch may result in the curtailment of DC-Tie exports to CENACE.” [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#141 Transmission Emergency Notice for South Texas Import Interface / [Deploy Load Resources]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT has issued a Transmission Emergency Notice for the South Texas Import interface [and has issued you an electronic instruction for the deployment of specific Load Resources to alleviate the condition]. Additionally, this Emergency may result in curtailment of DC-Tie exports to CENACE, request for emergency energy, and South Texas area load shed.” [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#142 Transmission Emergency Notice for South Texas Import Interface, Firm Load Shed:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is continuing the Transmission Emergency Notice for the South Texas Import interface. Firm Load is being shed in accordance with the South Texas Import mitigation plan. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#143 Cancel Transmission Emergency Notice for South Texas Import Interface / [Recall Load Resources]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Emergency Notice for the South Texas Import interface [and has issued you an electronic instruction for the recall of Load Resource deployments]. ERCOT is reminding everyone that a Transmission Watch is still in effect until further notice. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#144 Cancel Transmission Watch for South Texas Import Interface / [Recall Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for the South Texas Import interface. [ERCOT has recalled Non-Spin to specific resources to alleviate the condition and is no longer taking manual actions.] [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## Q#145 Emergency Notice for [insert IROL Interface] / [EEA], Firm Load Restoration:

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is restoring XXX MW of firm load with XXX MW remaining out and continuing the Emergency Notice for the [insert IROL interface] / [EEA]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

# Typical Scripts for TOs

## T#1 Watch for PRC <3000 MW:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Watch due to Physical Responsive Capability falling below 3000 MW. TO’s are instructed to reduce customer loads by using distribution voltage reduction measures if available. ERS has been deployed. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#2 Cancel Watch for PRC <3000 MW:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Watch for Physical Responsive Capability. Physical Responsive Capability is now above 3000 MW and all ERS has been recalled. TO’s that utilized distribution voltage reduction measures can return to normal operation. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#3 Blank :

## T#4 Blank :

## T#5 EEA1:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]; at [xx:xx], ERCOT is declaring EEA 1 due to due to Physical Responsive Capability falling below 2500 MW. [TO] please repeat this back to me. That is correct, thank you”

## T#6Blank:

## T#7 EEA2 Media Appeal, Voltage Reduction and LR/ERS:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is declaring EEA 2 due to [Physical Responsive Capability falling below 2000 MW] [the clock-minute average system frequency is below 59.91 Hz for 15 consecutive minutes] [steady-state frequency falls below 59.8 Hz] and is issuing an appeal through the public news media for voluntary energy conservation. Reduce customer loads by using distribution voltage reduction measures, if deemed beneficial [and any available capacity from Load Management Programs if available,] [Load Resources and / or ERS have been deployed].

[TO] please repeat this back to me. That is correct, thank you”

## T#8 EEA3 Firm Load Shed:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is declaring EEA 3 firm load shed due to [Physical Responsive Capability falling below 1500 MW] [the clock-minute average system frequency is below 59.91 Hz for 20 consecutive minutes] [steady-state frequency falls below 59.8 Hz]. ERCOT is issuing an Operating Instruction for all Transmission Operators to shed their share of [MW amount] MW from the [winter season/summer season] load shed table]. Transmission Operators are to report to ERCOT when this is complete. Implement all measures associated with EEA 1 and 2, if not already implemented. [TO] please repeat this back to me. That is correct, thank you”.

## T#9 EEA3 Restore a Portion of Firm Load:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], “at [xx:xx], ERCOT is issuing an Operating Instruction for all Transmission Operators to restore their share of [amount] MW leaving [amount] MW still off. Report to ERCOT when this task is complete. [TO] please repeat this back to me. “That is correct, thank you.”

## T#10 EEA3/BAAL Restore All Firm Load:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], “at [xx:xx], ERCOT is issuing an Operating Instruction for all Transmission Operators to restore all firm load. Report to ERCOT when this task is complete. [TO] please repeat this back to me. “That is correct, thank you.”

## T#11 Moving from EEA3 to EEA2:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is moving from EEA 3 to EEA 2. Load Resources are being recalled. [TO] please repeat this back to me. “That is correct, thank you.”

## T#12 Moving from EEA2 to EEA1:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is moving from EEA 2 to EEA 1, [Load Resources] are being restored. [TO] please repeat this back to me. That is correct, thank you.”

## T#13 Terminate EEA1:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is terminating EEA 1, a Watch remains in effect. [TO] please repeat this back to me. “That is correct, thank you.”

## T#14 Blank:

## T#15 EMS Changes:

“This is ERCOT operator [first and last name], at [xx:xx], ERCOT will perform a [database load] [local failover] [EMS migration] on its Energy & [Market] Management System(s).   In the event ICCP is temporarily suspended, all systems should re-establish automatically within a few minutes. Any questions?”

## T#16 MMS Changes:

“This is ERCOT operator [first and last name], at [xx:xx], ERCOT will perform a [migration] [patch] on its Market Management System.  [We do not expect to miss a SCED run] [Emergency basepoints may be issued during this time]. ERCOT will make another hotline call when the work is completed. Any questions?”

## T#17 Site Failover:

“This is ERCOT operator [first and last name], at [xx:xx], ERCOT will perform a site failover of its Energy & Market Management Systems.  During this time, market communications will be unavailable for about 20 minutes, and real-time communications will be unavailable for about 5 minutes.  MIS and GridGeo SOL Exceedance postings will be down one at a time to mitigate any delayed notifications. TO’s should utilize their alternative method, as determined necessary, to receive SOL Exceedances. All systems should re-establish communications automatically. Any questions?”

## T#18 Site Failover Complete:

“This is ERCOT operator [first and last name]. At [xx:xx], the [site failover] [patch] [migration] is complete. Thank you.”

## T#19 Working from Alternate Site:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT will be working from the alternate control center until further notice, use the OPX numbers for Bastrop. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#20 Working from Primary Site:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT will be working from the primary control center until further notice, use the OPX numbers for Taylor. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#21 Advisory for State Estimator/RTCA Not Solved:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is issuing an Advisory due to ERCOTs [State Estimator/RTCA] has not solved in the last 30 minutes.

* Please monitor your own service area and notify ERCOT if you exceed the normal ratings of your transmission elements. Report if power flows on any GTCs reach 85% of their respective limits, suspend any new planned outages, and notify ERCOT of any forced line operations.

[TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#22 Cancel Advisory for State Estimator/RTCA:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is canceling the Advisory for [State Estimator/RTCA], ERCOTs [State Estimator/RTCA] is now functional. You may return to normal operations. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#23 Advisory for VSAT and/or TSAT Tool Not Solved:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name], at [xx:xx], ERCOT is issuing an Advisory due to ERCOTs VSAT [and/or] TSAT has not solved in the last 30 minutes. We will be monitoring the GTC flows to the last posted limits. Please notify us if there is a topology change that could affect these interfaces. Notify ERCOT if you have reactive reserve issues within your system. Suspend any new planned outages.

[TO] please repeat this back to me. ”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#24 Cancel Advisory for VSAT and/or TSAT Tool:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is canceling the Advisory for VSAT [and/or] TSAT, ERCOTs VSAT [and/or] TSAT is now functional. [TO] please repeat that back for me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#25 Advisory for GMD Alert:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for a [state K-Index level] geomagnetic disturbance alert that has been issued from [date/hours]. ERCOT is instructing you to increase your situational awareness in the following areas:

* Monitor reactive reserves
* Monitor for unusual voltage and MVAR swings
* Monitor abnormal temperatures or gas in transformers
* Prepare for possible false SCADA/EMS indications if telecommunications systems are disrupted

Report to ERCOT if you suspect any issues due to a GMD. The most current space weather information can be located at the NOAA Space Weather Information Site.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#26 GMD K-Index Level Increase/Decrease:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], The [state K-Index level] geomagnetic disturbance storm alert that we are currently under has [increase/decreased] to a [state K-Index level] until [date/hours]. ERCOT is reminding you to continue with your situational awareness in the following areas:

* Monitor reactive reserves
* Monitor for unusual voltage and MVAR swings
* Monitor abnormal temperatures or gas in transformers
* Prepare for possible false SCADA/EMS indications if telecommunications systems are disrupted

Report to ERCOT if you suspect any issues due to a GMD. The most current space weather information can be located at the NOAA Space Weather Information Site.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#27 Cancel Advisory for GMD:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Advisory for the geomagnetic disturbance.

[TO] please repeat this back to me”.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#28 Emergency Notice for instructing Qualifying Facility to operate offline/below LSL:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to instructing a Qualifying Facility [offline or operate below its LSL]. [TO] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#29 Transmission Emergency for the Rio Grande Valley Area:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Emergency for the Rio Grande Valley due to [state issue], this may result in the deployment of Load Resources, curtailment of DC-Tie exports to CENACE, request for emergency energy, and Valley area load shed.” [TO] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct

## T#30 Transmission Emergency for Cascading Condition:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Emergency due to an expected cascading condition in the [general location] which is [TOs] service area. Load will be shed to correct this condition. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#31 Watch for North to Houston Interface:

“This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the North-Houston interface. Non-Spin is being deployed in the Houston area to help mitigate the issue. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#32 Emergency Notice for North to Houston Interface:

“This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice for the North-Houston interface. Load Resources in the Houston area are being deployed to help mitigate the issue. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#33 Emergency Notice for North to Houston Interface, Firm Load Shed:

“At [xx:xx], ERCOT is continuing the Transmission Emergency Notice for the North-Houston interface. [\*\*\* MW] of Firm Load is being shed in the Houston area to help mitigate the issue. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#34 Transmission Watch for Post-Contingency Overload:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Watch due to the post-contingency overload in the [geographical area], [mitigation plan/temporary outage action plan is being developed] [manual actions are being performed to reduce post-contingency overload]. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#35 Cancel Transmission Watch for Post-Contingency Overload:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for post-contingency overload of [geographical area ] a [mitigation plan/temporary outage action plan] has been developed. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#36 OCN for Generic Transmission Constraint:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN to make notification of a new Generic Transmission Constraint. A forced outage on [state forced outage] resulted in a GTC being created for [state reason for GTC]. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#37 Operating Condition [OCN/Advisory/Watch/Emergency]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a [state Notice type] for [state reason]. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#38 Cancel Operating Condition [OCN/Advisory/Watch/Emergency]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is cancelling the [state Notice type] for [state reason]. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#39 Media Appeal:

“This is ERCOT Operator [first and last name]; ERCOT has issued an appeal through the public news media for [voluntary] energy conservation. Any questions? Thank you”.

## T#40 Deployment of Load Resources to Maintain a Minimum 500 MW of Generation RRS:

“This call requires everyone to remain on the line until it is complete.  [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx] ERCOT has deployed [Group 1/Group 1+2/Group 1+2+3/or All] Load Resources to maintain a minimum 500 MW of Physical Responsive Capability (PRC) reserves on Generation Resources.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#41 Watch for SCED/RLC Failure:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to the failure of SCED. ERCOT may issue Emergency Base Points until the issue is resolved. Suspend any new planned outages”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#42 Cancel Watch for SCED/RLC Failure:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], SCED base points are now valid and ERCOT is canceling the Watch”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#43 Emergency Notice for LFC/EMS and SCED Failure:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to an [LFC/EMS] and SCED failure. ERCOT has placed [Name] QSE on Constant Frequency. Please monitor your own service area and notify ERCOT if you exceed the normal ratings of your transmission elements. Report if power flows reach 85% of their respective limits, suspend any new planned outages and notify ERCOT of any forced line operations”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#44 Cancel Emergency Notice for LFC Functioning, SCED valid:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], [LFC/EMS] is now functional and SCED solutions are valid. ERCOT is canceling the Emergency Notice”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#45 Blank:

## T#46 Blank

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## T#52 Blank

## T#53 Advisory for DAM Timeline Deviation:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the timeline deviation of the Day Ahead Market; the start of DRUC will be delayed”.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#54 Cancel Advisory for DAM Timeline Deviation:

“This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Advisory for the delay of DAM. DAM is now complete”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#55 Watch for DAM Failure:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to the failure of the Day Ahead Market for [effected date] due to [state issue]. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#56 Cancel Watch for DAM Failure:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Emergency Notice for the failure of the Day Ahead Market for [effected date].”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#57 Advisory for DRUC Timeline Deviation:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the timeline deviation of DRUC for [effected date] due to [state issue]. ERCOT will continue to try to complete DRUC by 18:00”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct

## T#58 Cancel Advisory for DRUC Timeline Deviation:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Advisory for the timeline deviation of DRUC. DRUC completed at [time]”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#59 Watch for DRUC not completing by 18:00:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to DRUC not completing by 1800 due to [state reason]”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#60 Cancel Watch for DRUC not completing by 18:00:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Watch due to DRUC not completing by 1800 due to [state reason]. ERCOT will procure in HRUC if needed”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#61 Watch for HRUC Failure / Timeline Deviation:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch due to HRUC not completing for [state HE] due to [failure or timeline deviation]”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#62 Cancel Watch for HRUC Failure / Timeline Deviation:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Watch due to HRUC not completing for [state HE]”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#63 ERCOT Large Load Voluntary Curtailment Program:

“This is ERCOT operator [first and last name]. This call is informational only. ERCOT has requested the ERCOT Large Load Voluntary Curtailment Program Participants to curtail consumption at this time.

Any questions?  Thank you”.

## T#64 ERCOT Large Load Voluntary Curtailment Program Ended:

“This is ERCOT operator [first and last name]. ERCOT has ended the request for ERCOT Large Load Voluntary Curtailment Program Participants to curtail consumption.

Any questions?  Thank you”.

## T#65 OCN for Projected Excess Reserve Capacity:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for [date] due to a projected excess reserve capacity for [HE XX – HE XX]”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#66 Cancel OCN for Projected Excess Reserve Capacity:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the OCN for [date] due to a projected excess reserve capacity for [HE XX – HE XX]”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#67 Watch for Projected Reserve Capacity Shortage with No Market Solution:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for a projected reserve capacity shortage with no market solution available for [HE XX – XX], which causes a [high] risk for an EEA event”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#68 Cancel Watch for Projected Reserve Capacity Shortage with No Market Solution:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Watch for a projected reserve capacity shortage with no market solution available for [HE XX – XX]”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#69 Watch for Projected Reserve Capacity Shortage with No Market Solution, RMR recommended:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for a projected reserve capacity shortage with no market solution available. HRUC recommended RMR Resources have been committed”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#70 Cancel Watch for Projected Reserve Capacity Shortage with No Market Solution, RMR recommended:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At, [xx:xx], ERCOT is canceling the Watch for a RMR projected reserve capacity shortage with no market solution available”. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#71 Cancel Emergency Notice and Restore Primary Control Center:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]; at [xx:xx], ERCOT is canceling the Emergency Notice and is resuming normal operations from the [alternate/primary] control center. [Select TO], please repeat that back for me. If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#72 OCN for Hurricane / Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for a [Tropical Storm/Hurricane] [Name] due to a probability of making landfall in the ERCOT Region, from [time frame]. TOs are instructed to:

* Review planned and existing transmission outages to be canceled and/or restored
* Review emergency operating procedures, evacuation plans, and the possible need to staff backup facilities.

ERCOT will continue to monitor the Storm. [TO] please repeat this back to me. That is correct, thank you.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#73 Advisory for Hurricane / Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for [Tropical Storm/Hurricane] [Name] in the Gulf of Mexico, which is currently projected to impact the ERCOT Region, from [time frame]. TOs are instructed to:

* Review planned and existing transmission outages to be canceled and/or restored.
* Review emergency operating procedures, evacuation plans, and the possible need to staff backup facilities.
* Test communication with other TOs and QSEs prior to the hurricane making landfall.

ERCOT will continue to monitor the Storm. [TO] please repeat this back to me. That is correct, thank you.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#74 Watch for Hurricane / Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for [Tropical Storm/Hurricane] [Name] in the Gulf of Mexico which is expected to make landfall near [Place] at [time]. TOs are instructed to:

* Be prepared to lose load and expect high voltage conditions
* Keep ERCOT informed of transmission outages.

ERCOT will continue to monitor the Storm. [TO] please repeat this back to me. That is correct, thank you.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#75 Emergency for Hurricane / Tropical Storm:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to [Tropical Storm/Hurricane Name] having an adverse impact on the ERCOT System [specify condition]. TOs are instructed to:

* Be prepared to lose load and expect high voltage conditions
* Keep ERCOT informed of any issues

ERCOT will continue to monitor the Storm. [TO] please repeat this back to me. That is correct, thank you.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#76 OCN for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for an extreme cold weather system approaching [time frame] with temperatures anticipated to remain below freezing, from [time frame]. TOs are instructed to:

* Review Planned outages and existing outages for the possibility of canceling or restoring equipment,
* Review and implement winterization procedures. Notify ERCOT of any changes or conditions that could affect system reliability.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#77 Advisory for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the extreme cold weather system approaching [time frame] with temperatures anticipated to remain below freezing, from [time frame]. TOs are instructed to:

* Review Planned outages and existing outages for the possibility of canceling or restoring equipment,
* Review and implement winterization procedures. Notify ERCOT of any changes or conditions that could affect system reliability.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#78 Watch for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the extreme cold weather system approaching [time frame]. Temperatures are expected to remain below freezing, from [time frame]. TOs are instructed to:

* Review Planned outages and existing outages for the possibility of canceling or restoring equipment,
* Prepare for higher than usual loads,
* Review and implement winterization and emergency operating procedures. Notify ERCOT of any changes or conditions that could affect system reliability.
* QSEs representing FFSSRs are being requested to begin preparation for potential FFSS deployment

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#79 Emergency for Extreme Cold Weather:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice, the extreme cold weather system is beginning to have an adverse impact on the system such as [state what the adverse impacts are].

* Prepare for higher than usual loads and the possibility of load shedding.

ERCOT will continue to monitor the extreme cold weather system and will convey information and instructions as conditions warrant. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#80 OCN for Extreme Hot Weather:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for the extreme hot weather with forecasted temperatures to be above [103°F or 94°F] in the North Central and South Central weather zones, from [time frame]. TOs are instructed to:

* Review Planned and existing transmission outages for the possibility of canceling or restoring equipment,
* Review and implement weatherization and emergency operating procedures and notify ERCOT of any changes or conditions that could affect system reliability.

ERCOT will continue to monitor the weather system. [TO] please repeat this back to me. That is correct, thank you.”

## T#81 Advisory for Extreme Hot Weather:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the extreme hot weather with forecasted temperatures to be above [103°F or 94°F] in the North Central and South Central weather zones, from [time frame]. TOs are instructed to:

* Review Planned and existing transmission outages for the possibility of canceling or restoring equipment,
* Review and implement weatherization and emergency operating procedures and notify ERCOT of any changes or conditions that could affect system reliability.

ERCOT will continue to monitor the weather system. [TO] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#82 Watch for Extreme Hot Weather:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the extreme hot weather with forecasted temperatures to be above [103°F or 94°F] in the North Central and South Central weather zones [today or tomorrow]. ERCOT is expecting statewide power supplies to be very tight. TOs are instructed to:

* Review Planned and existing transmission outages for the possibility of canceling or restoring equipment,
* Prepare for higher than usual loads,
* Review and implement weatherization and emergency operating procedures and notify ERCOT of any changes or conditions that could affect system reliability.

ERCOT will continue to monitor the weather and will convey information and instructions as conditions warrant. [TO] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

**T#83 Emergency for Extreme Hot Weather:**

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice, the extreme hot weather system is beginning to have an adverse impact on the ERCOT System such as [state what the adverse impacts are].

* Prepare for higher than usual loads and the possibility of load shedding.

ERCOT will continue to monitor the extreme hot weather system and will convey information and instructions as conditions warrant. [TO] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#84 OCN/Advisory/Watch for other Weather Events:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing a [OCN/Advisory/Watch] for [Day Month xx, xxxx through Day Month xx, xxxx] due to [type of weather event] in the [location on the grid]. [QSEs representing FFSSRs are being requested to begin preparation for potential FFSS deployment.]

TOs are instructed to:

* Review Planned and existing transmission outages for the possibility of canceling or restoring equipment,
* Notify ERCOT if you experience any issues as a direct result of the weather event.

[TO] please repeat this back to me”.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#85 – Weekly TO Hotline Test:

“This is ERCOT Operator [first and last name]. ERCOT is conducting the weekly TO Hotline test. ERCOT is currently at NTAS Advisory level [state advisory level]. The following notices are currently in effect:

* List OCNs, Advisories, Watches and/or Emergency Notices in effect.
* State “None” if none are in effect.
* ERCOT procedures and or scripts have been updated [effective date] and can be found on the [ERCOT.com](http://www.ercot.com/) website under.
  + Market Rules
  + Market Guides
  + Operating Procedures

This ends the test of the ERCOT Hotline. That is all.”

## T#86 Blank:

## T#87 TCEQ Notice of Enforcement Discretion:

This is ERCOT operator [first and last name]. ERCOT has sent a Market Notice for TCEQ Notice of Enforcement Discretion due to [extreme hot/cold temperatures/project capacity shortage] across the ERCOT Region. TCEQ’s enforcement discretion will apply beginning at [XX:XX] [CPT] today, [Date]. Please see the Market Notice for further instructions or more information.

Any questions?  Thank you”.

## T#88 Outage Scheduler Adjustment (OSA)

“This call requires everyone to remain on the line until it is complete.  [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. ERCOT has executed the OSA process due to a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] projected for OSA Period [date HE XX] until [date HE XX]. At this time, ERCOT still shows potentially [X,XXX] MW deficient of reserves. Outages not moved voluntarily prior to [date] at [time] will be considered an OSA.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#89 Transmission Watch for the Rio Grande Valley Import:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Watch for the Rio Grande Valley due to Rio Grande Valley Import, this may result in the curtailment of DC-Tie exports to CENACE.” [TO] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct

## T#90 Cancel Transmission Watch for Rio Grande Valley Import:

“This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for the Rio Grande Valley Import. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#91 Emergency Notice Loss of Primary Control Center (Systems are Functional):

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]; at [xx:xx], ERCOT is issuing an Emergency Notice due to the loss of primary control center and is transferring operations to the alternate control center. Please monitor your own service area and notify ERCOT if you exceed the normal ratings of your transmission elements. Report if power flows on any GTCs reach 85% of their respective limits and notify ERCOT of any forced line operations. Direct all urgent phone calls thru the [Bastrop][Taylor] OPX. [Select TO], Please repeat this back for me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#92 Emergency Notice Loss of Primary Control Center (Systems are NOT Functional):

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]; at [xx:xx], ERCOT is issuing an Emergency Notice due to the loss of primary control center functionality and is transferring operations to the alternate control center. Please monitor your own service area and notify ERCOT if you exceed the normal ratings of your transmission elements. Report if power flows on any GTCs reach 85% of their respective limits and notify ERCOT of any forced line operations. Direct all urgent phone calls thru the [Bastrop][Taylor] OPX. [Select TO], Please repeat this back for me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the entire process until the repeat back is correct.

## T#93 Rio Grande Valley Reliability Margin ≤350 MW:

“This is ERCOT Operator [first and last name]. At [xx:xx], TOs are instructed to coordinate with connected generators and other nearby TOs to increase voltages by placing capacitor banks in-service and turning off reactors near the weak busses that are available without exceeding high Voltage SOLs.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#94 Rio Grande Valley Reliability Margin returned to normal:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]; at [xx:xx], ERCOT is requesting TOs to coordinate and return to normal voltage operations related to the Rio Grande Valley Reliability Margin. [Select TO], please repeat that back for me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#95 North – Houston Reliability Margin ≤500 MW:

“This call requires everyone to remain on the line until it is complete. This is ERCOT Operator [first and last name]. At [xx:xx], TOs are instructed to coordinate with connected generators and other nearby TOs to increase voltages by placing capacitor banks in-service and turning off reactors near the weak busses that are available without exceeding high Voltage SOLs.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#96 North – Houston Reliability Margin returned to normal:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]; at [xx:xx], ERCOT is requesting TOs to coordinate and return to normal voltage operations related to the North – Houston Reliability Margin.

[TO], please repeat that back for me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#97 ERCOT’s ICCP, ERCOT Website, or the Outage Scheduler Planned or Unplanned Outage:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying the TOs that ERCOT’s [ICCP, ERCOT Website, or Outage Scheduler] has a [planned / unplanned] Outage that is expected to last 30 minutes or more.

[TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#98 ERCOT’s ICCP, ERCOT Website, or the Outage Scheduler back to Normal:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying the TOs that ERCOT’s [ICCP, ERCOT Website, or Outage Scheduler] is now functional. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#99 QSE on Constant Frequency Control for Unannounced Constant Frequency Control Test:

“This call requires everyone to remain on the line until it is complete.  [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is conducting an unannounced Constant Frequency Control test and will place a QSE on Constant Frequency Control. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#100 Cancel QSE on Constant Frequency Control for Unannounced Constant Frequency Control Test:

“This call requires everyone to remain on the line until it is complete.  [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT has ended the unannounced Constant Frequency Control test. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#101 Advance Action Notice (AAN):

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an AAN due to a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] beginning [date HE XX] until [date HE XX].  [Summary of actions ERCOT may take].  ERCOT may seek [amount of capacity] from an OAE and then make the OSA.  On [date] at [xx:xx] ERCOT will execute an OAE if deemed necessary.

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#102 Update Advance Action Notice (AAN):

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is updating an AAN due to conditions changing and a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] beginning [date HE XX] until [date HE XX].  [Summary of actions ERCOT may take].  ERCOT may seek [amount of capacity] from an OAE and then make the OSA.  On [date] at [xx:xx] ERCOT will execute an OAE if deemed necessary. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#103 Cancel Advance Action Notice (AAN):

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the AAN due to a possible future Emergency Condition of [reserve capacity deficiency or reliability problem] beginning [date HE XX] until [date HE XX].

[TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#104 Transmission Watch for South Texas Export Interface / [Deploy Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the South Texas Export interface. [ERCOT will be deploying Non-Spin and taking manual action on specific resources to alleviate the condition.] [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#105 Transmission Emergency Notice for South Texas Export Interface:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Emergency Notice for the South Texas Export interface. [Load Resources are being deployed to help mitigate the issue.] [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#106 Transmission Emergency Notice for South Texas Export Interface, Firm Load Shed:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is continuing the Transmission Emergency Notice for the South Texas Export interface. ERCOT is issuing an Operating Instruction for all Transmission Operators to shed their share of [MW amount] MW from the [winter season/summer season] load shed table]. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#107 Cancel Transmission Emergency Notice for South Texas Export Interface / [Recall Load Resources]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Emergency Notice for the South Texas Export interface [and recalling Load Resource deployments]. ERCOT is reminding everyone that a Transmission Watch is still in effect until further notice. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#108 Cancel Transmission Watch for South Texas Export Interface / [Recall Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for the South Texas Export interface. [ERCOT has recalled Non-Spin to specific resources to alleviate the condition and no longer taking manual actions.] [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

**T#109 Transmission Advisory for South Texas Import Interface**:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Transmission Advisory for the South Texas Import Interface. ERCOT may take manual actions to mitigate the condition.” [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#110 Transmission Watch for South Texas Import Interface / [Deploy Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for the South Texas Import interface. [ERCOT will be deploying Non-Spin to specific resources to alleviate the condition, and taking manual actions]. Additionally, this Watch may result in the curtailment of DC-Tie exports to CENACE.” [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#111 Transmission Emergency Notice for South Texas Import Interface / [Deploy Load Resources]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT has issued a Transmission Emergency Notice for the South Texas Import interface [and deployed specific Load Resources to alleviate the condition]. Additionally, this Emergency may result in curtailment of DC-Tie exports to CENACE, request for emergency energy, and South Texas area load shed.” [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#112 Transmission Emergency Notice for South Texas Import Interface, Firm Load Shed:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is continuing the Transmission Emergency Notice for the South Texas Import interface. Firm Load is being shed to help mitigate the issue. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#113 Cancel Transmission Emergency Notice for South Texas Import Interface / [Recall Load Resources]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Emergency Notice for the South Texas Import interface [and recalling Load Resource deployments]. ERCOT is reminding everyone that a Transmission Watch is still in effect until further notice. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#114 Cancel Transmission Watch for South Texas Import Interface / [Recall Non-Spin]:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is canceling the Transmission Watch for the South Texas Import interface. [ERCOT has recalled Non-Spin to specific resources to alleviate the condition and no longer taking manual actions.] [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#115 Emergency Notice for [insert IROL Interface] / [EEA], Firm Load Restoration:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is restoring XXX MW of firm load with XXX MW remaining out and continuing the Emergency Notice for the [insert IROL interface] / [EEA]. [TO] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#116 SOL Electronic Communications Alternate Method:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying TOs that ERCOT’s [MIS Posting of ERCOT System Limit Exceedances or GridGeo] has a [planned / unplanned] Outage. ERCOT is instructing all TOs to utilize [MIS Posting of ERCOT System Limit Exceedances or GridGeo] to receive electronic communication of SOL exceedances. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#117 SOL Electronic Communications Alternate Method Returned:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying TOs that ERCOT’s [MIS Posting of ERCOT System Limit Exceedances or GridGeo] is now functional. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#118 SOL Electronic Communications Complete Outage:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying TOs that ERCOT’s tools for SOL Electronic Commiuncation has a [planned / unplanned] Outage. ERCOT will make manual communication to all impacted TOs for SOL exceedances and mitigations as required. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

## T#119 SOL Electronic Communications Returned to Service:

“This call requires everyone to remain on the line until it is complete. [TO] I will be asking you for the repeat back. This is ERCOT operator [first and last name], at [xx:xx], ERCOT is notifying TOs that ERCOT’s [MIS Posting of ERCOT System Limit Exceedances and/or GridGeo] is now functional. [TO] please repeat that back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

# Document Control

## Preparation

| **Prepared by** | **Role** | **Date Completed** |
| --- | --- | --- |
| Hartmann, Cyphers, Luker, and Smith | Procedure writers and editors | December 1, 2025 |

## Manual Change History

|  |  |  |  |
| --- | --- | --- | --- |
| **Procedure** | **Ver/Rev** | **Reason for Issue** | **Effective Date** |
| All Sections | 2.0 / 0 | RTC+B | December 5, 2025 |