Electric Reliability Council of Texas

TXANS Notifications

Subscription Help Guide

The Texas Advisory and Notification System (TXANS) provides early notice ahead of periods of higher demand on the Texas grid. Use this guide if you have trouble subscribing to TXANS notifications on the TXANS page of ERCOT.com.

Current Subscribers

No action is necessary if you already subscribe to TXANS emails. If you wish to add your phone number to receive text messages in addition to emails, enter your email address that you are already subscribed with and add your phone number.

- You will receive a **welcome text message**.

If you wish to add an additional email address, enter it in the subscription form.

- You will receive a **welcome email message** to that email account.

New Subscribers

After you submit the sign-up form, you will receive:

- A **welcome email** at the email address you provided.
- A **welcome text message**, if you provided a phone number.

These welcome messages confirm that your subscription was successful.

If You Have a Problem

Contact ERCOT using the steps below if:

- The sign-up form **does not submit**.
- You **do not receive a welcome email or text** after submitting the form.
- You have **any other problem** subscribing.

Submit a ticket so ERCOT can investigate:

1	Go to the Contact Us page on ERCOT.com.
2	Choose **"WEBSITE/INFORMATION TECHNOLOGY ISSUES."**
3	Create an account.
4	Submit a ticket describing the problem, including any error message you saw. ERCOT will investigate the issue.

Tip: Before you submit a ticket, check your email junk or spam folder for the welcome message.

How to Unsubscribe

Email notifications

Click the **"Unsubscribe"** button at the bottom of any TXANS email.

Text message notifications

Reply **"STOP"** to any TXANS text message.

Note: Message and data rates may apply. SMS/text messages could be affected by local phone service outages and device issues.

© Electric Reliability Council of Texas, Inc. All rights reserved.