



## **Important Information About ERCOT-Mandated Controlled Outages**

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 27 million Texans and represents about 90% of the state's electric load. ERCOT is responsible for keeping the electric grid reliable and facilitating the market in which Pedernales Electric Cooperative (PEC) participates.

To help manage and protect the grid during system emergencies, ERCOT may use a series of procedures designed to protect the reliability of the electric system and prevent a total loss of power across the entire ERCOT grid. When demand for electricity on the ERCOT grid is forecast to be greater than the supply of generated electricity, all electric utilities in the ERCOT region, including PEC, may be required to lower demand on their systems. Typically, ERCOT will first request consumers conserve energy by issuing conservation alerts. To help protect the reliability of the statewide electric grid in extreme situations, ERCOT may order mandated controlled outages, also referred to as rotating outages, load shedding, or service interruptions.

PEC is required to participate in these mandated controlled outages, which are typically temporary interruptions of electrical service directed by ERCOT during periods when generation supply is not sufficient to serve the electricity demand system-wide. PEC's Emergency Operations Plan outlines how it prioritizes implementing ERCOT-mandated controlled outages.

Below is key information in the event PEC is required to participate in a mandated controlled outage event.

- ERCOT-mandated controlled outages occur during extreme power emergencies in which PEC must respond to directives from ERCOT. PEC must comply with ERCOT instructions until ERCOT determines outages are no longer required and may not know the length and duration of the directive.
- If ERCOT orders controlled outages, all PEC members should assume their power could be interrupted without advance notice. When possible, PEC will attempt to provide advance notification of pending service interruptions through alerts made on myPEC.com, social media, email, and text messages. However, given the nature of some emergency conditions, PEC may not be able to provide notice.
- During ERCOT-mandated controlled outage events, PEC will determine how to implement ERCOT's instructions to ensure mandated controlled outages are applied in a reasonable manner across the membership. All members have the potential to experience a mandated controlled outage, and PEC may be unable to predict when an



individual member's power will return. In extreme power emergencies, members may experience prolonged power outages.

- Members designated as participants in the Critical Load Program are not guaranteed an uninterrupted supply of electricity or exemption from controlled outages. Critical Load Program participants are nonresidential service locations that are classified as public safety, industrial, or natural gas infrastructure and have an approved Critical Load Program application with PEC. Members should make arrangements if alternative sources of power are necessary to maintain operations in the event of an outage. For more information on PEC's Critical Load Program, including how to apply and qualification requirements, visit [myPEC.com/critical-load](http://myPEC.com/critical-load) or call 830-454-3114.
- Members enrolled in the Medical Necessity Program are not guaranteed an uninterrupted supply of electricity. Members should make arrangements if alternative sources of power are necessary and have a contingency plan. For more information on PEC's Medical Necessity Program, including how to apply and qualification requirements, visit [myPEC.com/medical-necessity](http://myPEC.com/medical-necessity) or call 888-554-4732.
- To learn more about how to conserve electricity, visit [myPEC.com/savings](http://myPEC.com/savings).

PEC is committed to providing reliable electricity and has staff working 24 hours a day, seven days a week, 365 days a year to serve our members. We purchase electricity from generators, and although PEC has contracts that provide sufficient electricity to all its members under normal conditions, emergency conditions across the grid may prevent the ability for that generation to reach our system. When controlled outages do occur, PEC will do everything we can to keep members informed and restore power when permitted to do so.

If you have any questions or concerns, please call us at 888-554-4732 Monday through Friday from 8 a.m. to 5 p.m.