



## Important information about ERCOT-mandated controlled outages

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 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, ERCOT may use a series of emergency 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 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. ERCOT will typically request consumers conserve energy and will issue 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 mandated controlled outages, which are temporary interruptions of electrical service, directed by ERCOT during periods of generation capacity shortages. Within PEC's Emergency Operations Plan, the cooperative outlines how it will manage its curtailment priorities during controlled outages.

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

- ERCOT-mandated controlled outages are extreme power emergencies in which the cooperative responds to directives from ERCOT. PEC will not know the length and duration of the directive and must comply with ERCOT instructions until ERCOT determines outages are no longer required.
- If ERCOT orders controlled outages, all members should assume their power could be interrupted without advance notice. Efforts will be made as much as possible to provide advance notification of pending service interruptions. These include updates on [pec.coop](http://pec.coop), social media, email, and text messages; however, notice may not be provided.
- During ERCOT-mandated controlled outage events, PEC is unable to predict when an individual member's power will be back on. PEC takes measures to ensure mandated controlled outages are applied in a fair manner across the membership. Typically, a controlled outage is implemented on a rotating schedule to distribute outages fairly among members; however, in extreme power emergencies, members may experience prolonged power outages.



- PEC determines how to lower demand on PEC's system to meet ERCOT's orders. All members have the potential to experience a mandated controlled outage. However, members included on the cooperative's Critical Load Program registry may not be rotated until the requirements from ERCOT become so great they must be included. 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. Critical Load Program participants may include hospitals, police stations, fire stations, critical water and wastewater facilities, an industrial member for whom an interruption of electric service will create a dangerous condition or significant disruption on the member's premises, or natural gas infrastructure. 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 [pec.coop/critical-load](http://pec.coop/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 [pec.coop/medical-necessity](http://pec.coop/medical-necessity) or call 888-554-4732.
- To learn more about how to conserve electricity, visit [pec.coop/savings](http://pec.coop/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 to sufficiently provide electricity to all its members, PEC does not own or control the generation of electricity in the ERCOT region. 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.