



Important Information About ERCOT-Mandated Service Interruptions

The Electric Reliability Council of Texas (ERCOT) is responsible for maintaining the reliability of the electric grid and facilitating the market in which Pedernales Electric Cooperative (PEC) participates.

To maintain system reliability during times when electricity demand in ERCOT may exceed the available supply of generation, ERCOT has procedures in place to help prevent a total loss of power across the ERCOT grid. Typically, ERCOT will first request consumers voluntarily conserve energy by issuing a series of conservation alerts. However, if ERCOT's generation supply becomes critically low relative to system demand, ERCOT may mandate service interruptions, which are also referred to as rotating outages, load shedding, or controlled outages. PEC is required to participate in these mandated service interruptions. Below are key details for PEC members if this happens.

- PEC must comply with ERCOT instructions regarding service interruptions until ERCOT determines that they are no longer required. Depending on the nature of the event, ERCOT may not be able to provide PEC or PEC's members with an estimate of the duration of the service interruption.
- During an ERCOT-mandated service interruption, all PEC members should assume that their power could be interrupted without notice. When possible, PEC will attempt to provide advance notice of service interruptions. However, PEC may be unable to provide advance notice in certain cases.
- All members have the potential to experience a mandated service interruption, and PEC may be unable to estimate 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 and members enrolled in the Medical Necessity Program should note that they are not guaranteed uninterrupted service. PEC recommends members in these programs requiring continuous power make their own arrangements to prepare for unexpected service interruptions or have a contingency plan in the event of an outage. For more information on PEC's Critical Load Program, visit myPEC.com/critical-load or call 830-454-3114. For more information on PEC's Medical Necessity Program, visit myPEC.com/medical-necessity or call 888-554-4732.
- To learn more about how to conserve electricity, visit myPEC.com/savings.

PEC is committed to providing safe, reliable electricity to its members. If mandated service interruptions occur, we will do everything we can to keep members informed and restore power when permitted.

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