

ERCOT Communications



ERCOT Communications

- Communications and Emergency Alerts
- ERCOT Communications Matrix
- Communication Delivery

Communications and Emergency Alerts

General Communications

- Market Notices
 - Subscription service
- News Releases
 - Public
- Conservation Spotlight
 - Public

Four Types of Emergency Communications



Energy Emergency Alert

At times, it may be necessary for ERCOT to reduce System Demand because of a temporary decrease in available supply.

The **Energy Emergency Alert (EEA)** provides orderly pre-determined procedures for operating under short supply conditions.

Energy Emergency Alert (EEA)

- Goals
 - Provide maximum possible continuity of service
 - Maintain the integrity of the ERCOT System
 - Reduce the chance of cascading outages
- Outlines method of curtailing demand by utilizing
 - Load Resources
 - Interruptible Load
 - Firm Load, when necessary

ERCOT Communications Matrix

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ERCOT Energy Emergency Alert Communications

Emergency Levels	Operating Reserves	Grid Operators' Actions	Automated Emergency Notifications	Follow-up Communications from External Affairs	Media/Public Notifications
Normal Conditions	Reserves > 3,000 MW	Normal operations			
Control Room Advisory	Reserves < 3,000 MW	Issue "Advisory" to utilities -- informational only -- no additional authority for operators' actions.	Public Utility Commission (PUC) and NERC regional entity (TRE) notified via grid report daily emails		
Control Room Watch	Reserves < 2,500 MW	Use quick-start capacity and non-spinning reserves (available within 30 minutes).	Automated Emergency Notification System phone call and email to PUC, the independent market monitor (IMM), TRE, and FERC	If potential emergency situation, additional information sent to the GridEmergency email list (SOC, PUC, OPC, Board, Govmt/Lege, IMM, TRE, FERC, and Market Participants' media contacts/PIOs)	
Energy Emergency Level 1 POWER WATCH - Conservation Needed (appeal optional if situation short-lived)	Reserves < 2,300 MW	Use capacity available from other grids (via asynchronous connections: 500 MW on average) and dispatch all available units.	Above plus State Operations Center (notifies city, county officials & law enforcement), Office of Public Utility Counsel, govmt/lege staff and ERCOT Board	Notify GridEmergency list with additional information	News release, if appropriate; Twitter and Facebook
Energy Emergency Level 2 POWER WARNING - Conservation Critical	Reserves < 1,750 MW	Deploy demand response resources: Load Resources under contract (1,000 MW on average) and/or Emergency Interruptible Load Service (400-500 MW on average), in either order. Begin block load transfers of load to other grids if appropriate.	Above plus major news services and media contacts for utilities	Same as above	News release, if appropriate; Twitter and Facebook
Energy Emergency Level 3 POWER EMERGENCY - Rotating Outages	Reserves continuing to trend downward or frequency at or below 59.8 Hz	Instruct transmission operators to implement rotating outages. Areas affected are at the discretion of the utilities.	Same as above	Same as above	News release; Twitter and Facebook

Communication Delivery

Communication Delivery



ERCOT Conservation Spotlight

Conservation Spotlight	Notice	Condition Worsens	Condition Improves
Normal Conditions	N/A	Normal spotlight	N/A
Energy Emergency Level 1 POWER WATCH	Automated notice from control room triggers notice: "POWER WATCH - Conservation needed. ERCOT at level 1 emergency. No rotating outages at this time."	Notice triggers ERCOT.com spotlight to automatically change from "Normal Conditions" green to the "Conservation Needed" yellow spotlight.	<p>Cancellation notice triggers ERCOT.com spotlight to automatically return to "Normal Conditions" green spotlight</p> <p>Note: Ad Hoc modification can launch "Conservation Encouraged" spotlight although no EEA is in effect.</p>
Energy Emergency Level 2 POWER WARNING - Conservation Critical	Automatic notice from control room triggers notice: "ERCOT at EEA 2-Reserves below 1750 MW. Load resources are being deployed. There may be a need to implement rotating outages. ERCOT is urging consumers and businesses to reduce electricity usage."	Notice triggers ERCOT.com spotlight to automatically changes from "Conservation Needed" yellow to the "Conservation Critical" red spotlight.	<p>Cancellation notice triggers ERCOT.com spotlight to automatically return to "Normal Conditions" green spotlight</p> <p>If EEA Level 1 notice is sent: Spotlight returns to "Conservation Needed" yellow spotlight</p> <p>Note: Ad Hoc modification can launch "Conservation Encouraged" spotlight although no EEA is in effect.</p>
Energy Emergency Level 3 POWER EMERGENCY - Rotating Outages	Automatic notice from control room triggers notice: "ERCOT at EEA 3 - Rotating outages are in progress to maintain frequency. ERCOT is asking consumers and businesses to reduce electricity use."	Notice triggers ERCOT.com spotlight to automatically changes from "Conservation Critical" red to the "Rotating Outages" black spotlight.	<p>Cancellation notice triggers ERCOT.com spotlight to automatically return to "Normal Conditions" green spotlight</p> <p>If EEA Level 2 notice is sent: Spotlight returns to "Conservation Critical" red spotlight</p> <p>Note: Ad Hoc modification can launch "Conservation Encouraged" spotlight although no EEA is in effect.</p>

2012 Enhancements

- ERCOT Conservation Mobile Application
 - Conservation appeals
 - Conservation tips
 - Text alerts
- Series of consumer communications messages will be sent in parallel to the ERCOT market emergency messaging
- Social media delivery expanding to include YouTube and Pinterest
- Social media response to follower feedback and questions
- ERCOT website redesign that will include a new look and feel, as well as new features