

# ERCOT MANDATED LOAD SHED EVENTS

## Important Information About Electricity Load Shedding and What It Could Mean For You

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to about 90% of Texas. ERCOT is responsible for ensuring generation (supply of electricity) and load (demand for electricity) are balanced at all times.

When generation provided by power plants, wind farms, and all other sources become insufficient to meet the current demand, ERCOT begins emergency operations. ERCOT will first issue a public request to conserve energy to avoid an uncontrolled blackout. If low power reserve continues, ERCOT will request continued energy conservation and tell electric utilities to prepare for the possibility of load shedding. If demand continues to exceed supply and all other operational tools have been exhausted, ERCOT will instruct electric utilities to shed load. Electric utilities do that by implementing controlled member outages or rolling outages to reduce the demand on the grid. That load shed process will continue until ERCOT resolves the power emergency.



### During HILCO EC load shed events:

- ▶ All members should prepare for their power to go out without advanced warning. HILCO will notify members of pending outages as early as circumstances allow. Members will be notified via social media and other direct lines of communications.
- ▶ Critical Load members, in accordance with PUC §25.497, are not guaranteed an uninterrupted supply of energy. It is the member's responsibility to make necessary arrangements for alternative sources of electric power should a localized outage or load shed event occur.
- ▶ Critical Care members, those dependent on electric-powered medical equipment, in accordance with PUC §25.497, are encouraged to have a backup plan in the event they lose electricity during an outage situation or a load shed event. These members are not excluded from controlled outages and will lose power during a load shed event. Anyone who depends on electricity for life-sustaining equipment should have a backup plan in place for any outage situation. According to commission rules, if a member needs to register as critical care, critical industrial load, or critical load, call 800-338-6425 to speak to a members service representative and obtain a form.
- ▶ Electric utilities will prioritize continuity of service for service that is critical to the community during an emergency or those that provide major support to the integrity of the electric system during an emergency – such as hospitals, water treatment facilities, and generation facilities.
- ▶ ERCOT mandates all electric utilities to shed load during an emergency event based on generating a shortfall of electricity. HILCO may not have the information to notify members if they may lose power, when, or how long the load shed event may last. HILCO's goal is to meet the current ERCOT load shed obligation with an equitable share amongst all available circuits on our system.
- ▶ Electric utilities are required to comply with ERCOT's controlled outage instructions until ERCOT deems them to be no longer required.
- ▶ The Public Utility Commission of Texas website provides examples of ways members can reduce electricity usage during load shedding events. You can also download the ERCOT app to monitor the real-time state of the Electric Grid.

You are a member of HILCO, not a meter. As world events begin affecting members and business in our communities, everyone's safety, health, and well-being is our top priority. Whether the nature of the outage is controlled or not, HILCO will strive to provide safe and reliable electricity to our members. We will continue to keep our members informed about weather-related situations via social media, and direct lines of communication.