



Summer Preparedness Update Including Critical Load and Medical Necessity Program

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ERCOT Summer Outlook

Summer 2023

- Peak Forecast – 83,412 MW
- Resource Capacity – 96,988 MW
- Planning reserve margin* - 16%

ERCOT's Seasonal Assessment of Resource Adequacy (SARA) Summer 2023

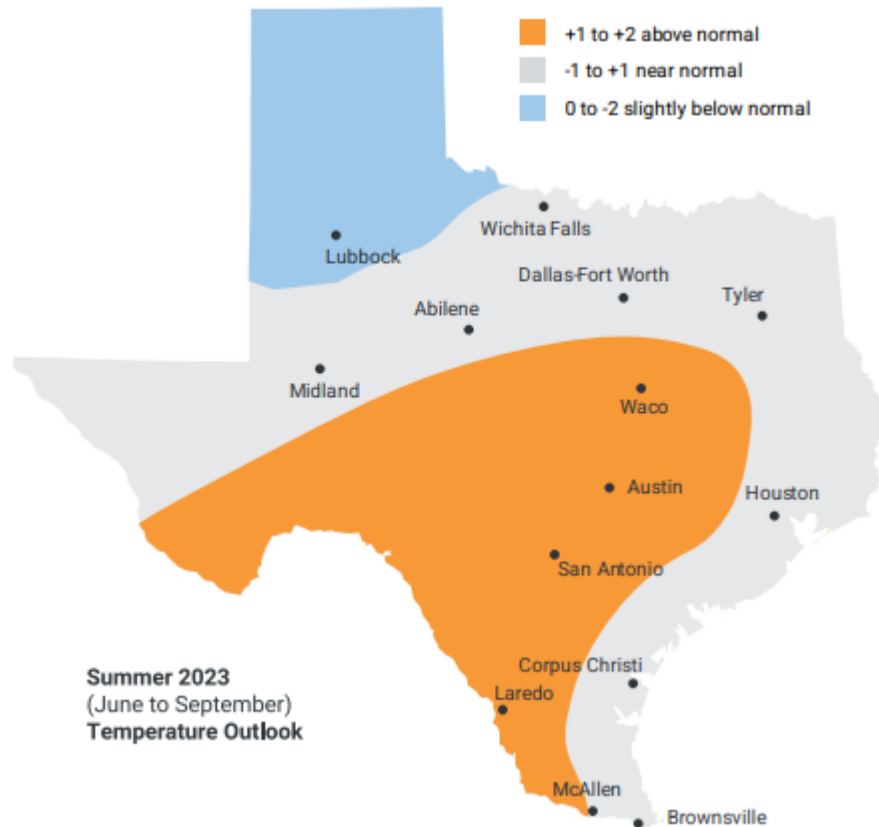
- Forecasted Peak Demand would be a new record for the ERCOT region
 - Current record is 80,038 MW on July 20, 2022 (4-5PM)
- Sufficient capacity to meet peak demands this summer under normal conditions in all but the most extreme scenarios
 - Extreme scenarios include a combination of
 - Higher forecasted peak demand
 - Higher unplanned outages of generators
 - Lower wind and solar output

- All information is from the ERCOT Seasonal Assessment of Resource Adequacy (SARA) for Summer 2023
 - https://www.ercot.com/files/docs/2023/05/05/SARA_Summer2023_Revised.xlsx

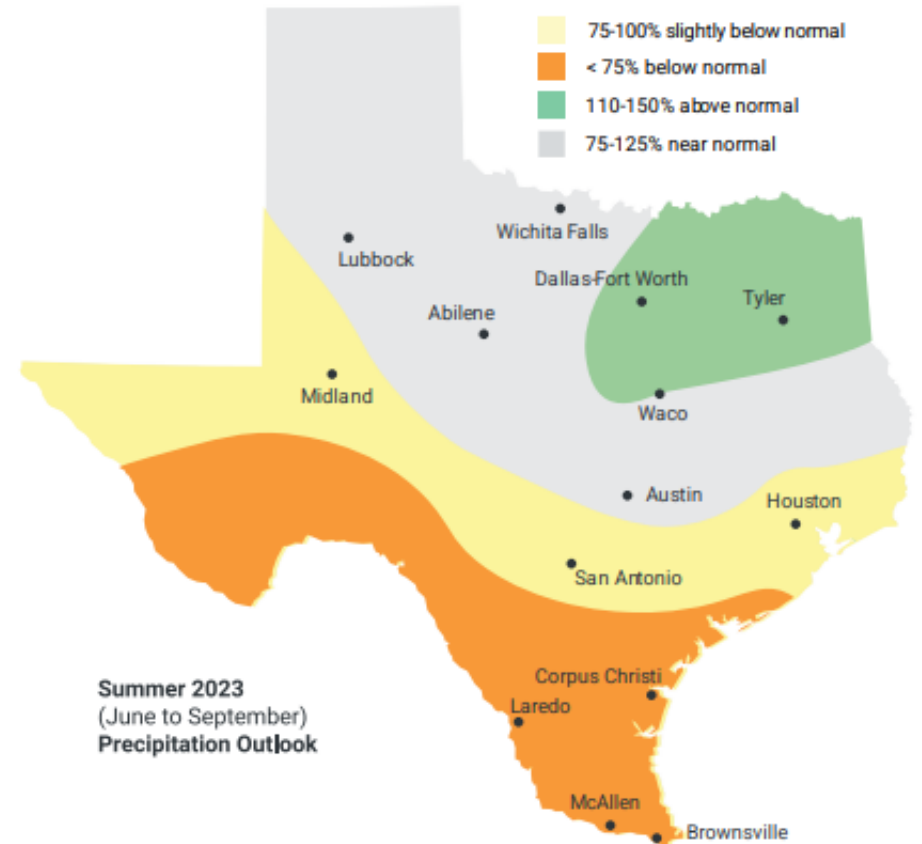
* Planning reserve margin includes Emergency Resources deployed by ERCOT

ERCOT Summer Weather Outlook

- This summer will likely be not as hot as last summer, which was the second hottest on record, behind only 2011



- Drought conditions across the state are improving but not likely to completely fade



- All information is from the ERCOT 2023 Summer Weather Outlook
 - https://www.ercot.com/files/docs/2023/01/12/seasonal_updates.pdf

Grid Status Resources

- ERCOT Webpage - <https://www.ercot.com/>
- ERCOT App – In your smartphone's app store
- Current Grid Conditions -
<https://www.ercot.com/gridmktinfo/dashboards/gridconditions>
- Wind and Solar forecast and actuals for current and next day –
<https://www.ercot.com/gridmktinfo/dashboards/combinedwindandsolar>
- ERCOT Weather forecast page-
<https://www.ercot.com/gridmktinfo/dashboards/weatherforecast>



Grid Status Resources

- Texas Advisory and Notification System (TXANS)
 - New ERCOT Notification system
 - Introduces the ERCOT Weather Watch
 - (Approximately 3-5 days ahead notification of forecasted significant weather and high demand)

Normal Grid Conditions	ERCOT Weather Watch Normal Grid Conditions	Voluntary Conservation Notice	Energy Emergency Alert (EEA)
Supply and demand balanced	Forecasted possible significant weather and high demand	Higher demand forecasted with lower energy supply	System-wide emergency supply and demand conditions
Action No action needed	Action <ul style="list-style-type: none">• Monitor ERCOT grid condition updates• Plan ahead to reduce your energy use during higher demand periods• View Supply and Demand 6-Day Forecast >	Action <ul style="list-style-type: none">• ERCOT requests Texans to voluntarily conserve power during specific conservation period, if safe to do so• ERCOT requests all government agencies (including city and county offices) to implement any and all programs to reduce energy use at their facilities• View Supply and Demand 6-Day Forecast >	<ul style="list-style-type: none">• EEA Level 1 Low reserves. Tools deployed to meet demand• EEA Level 2 Lower reserves. Additional tools deployed to meet demand• EEA Level 3 Extremely low energy reserves. Controlled outages possible Action <ul style="list-style-type: none">• Continue to monitor ERCOT grid updates
	How to save on your energy usage →	How to conserve power to support grid reliability →	See current grid conditions →

Medical Necessity Program

What It Is

Our Medical Necessity Program is a registry of residential service locations where people rely on life-sustaining electrical equipment.

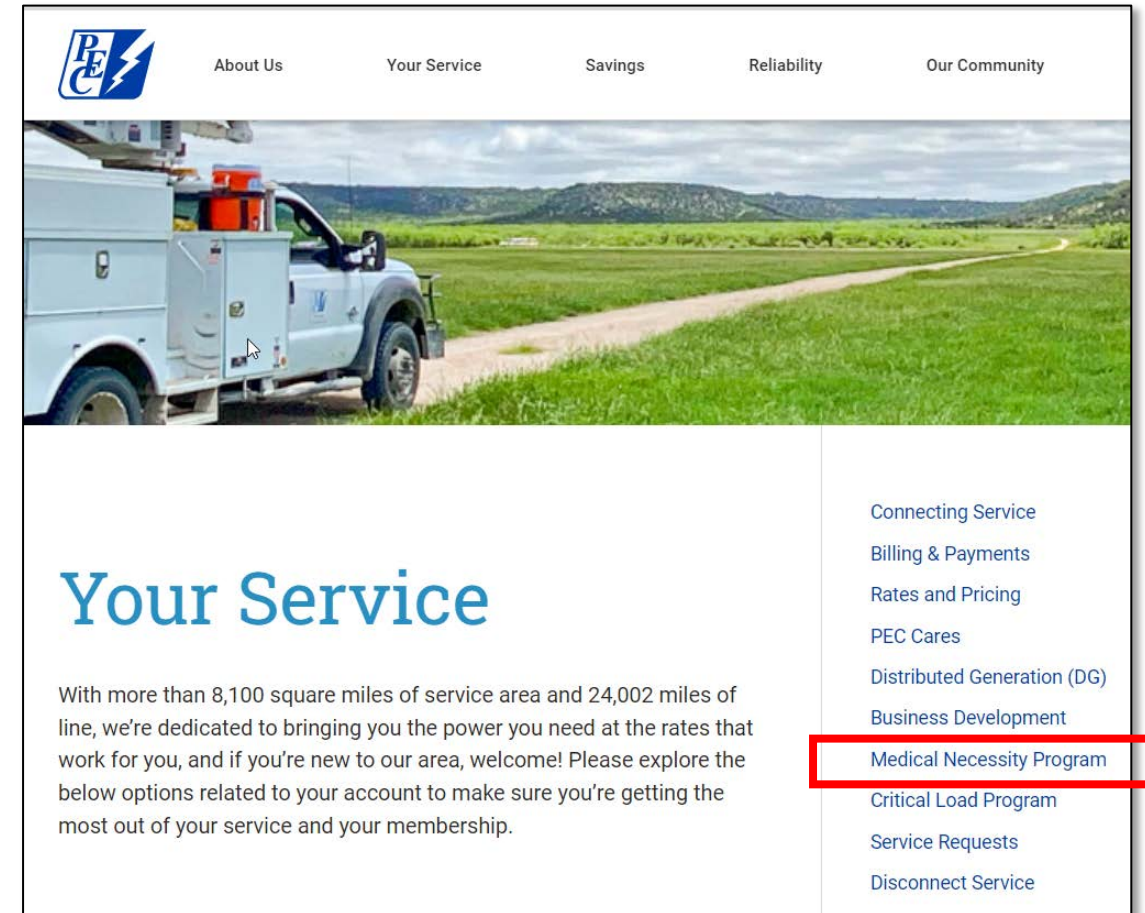
When planned outages or service interruptions for nonpayment are scheduled, we will attempt advance notice so preparations can be made.

What It Is Not

Our Medical Necessity Program does not guarantee priority electric service restoration and sites can not be guaranteed an uninterrupted, regular, or continuous power supply.

Locations registered in the program are not exempt from planned service interruptions, nor are registered members exempt from their financial responsibilities or from the termination of service in accordance with PEC policies.

For more information visit <https://www.pec.coop/medical-necessity>
Call Member Services at 888-554-4732 or visit your local PEC office.



Critical Load Program

What It Is

Our Critical Load Program is a registry of nonresidential service locations that can be classified as public safety, industrial, or natural gas infrastructure, and have an approved Critical Load Program application with PEC.

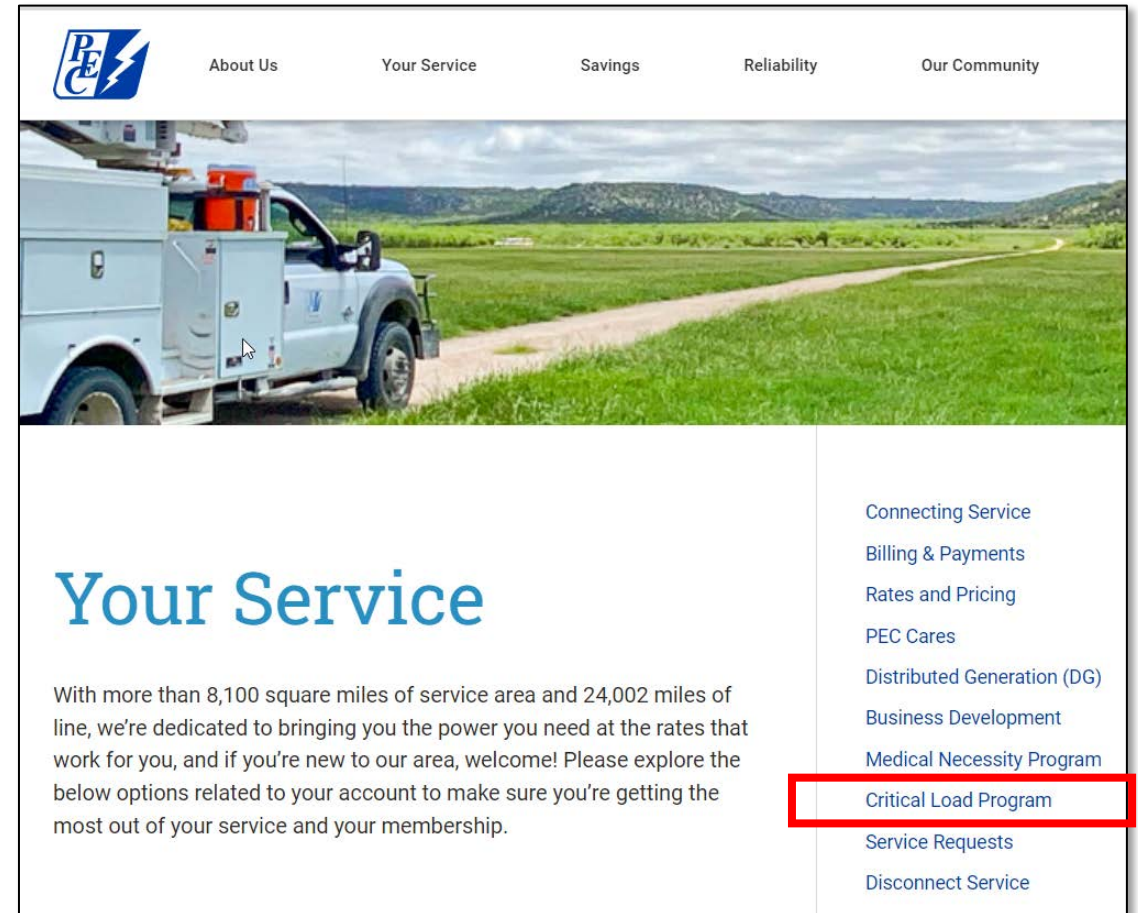
When planned outages or service interruptions for nonpayment are scheduled, we will attempt to provide advance notice so preparations can be made.

For unplanned outages, PEC may escalate Critical Load sites for restoration as much as practicable.

What It Is Not

Our Critical Load Program sites can not be guaranteed an uninterrupted, regular, or continuous power supply.

Locations registered in the program are not exempt from planned service interruptions, nor are registered members exempt from their financial responsibilities or the termination of service in accordance with PEC policies.



Visit the website at www.pec.coop/critical-load.

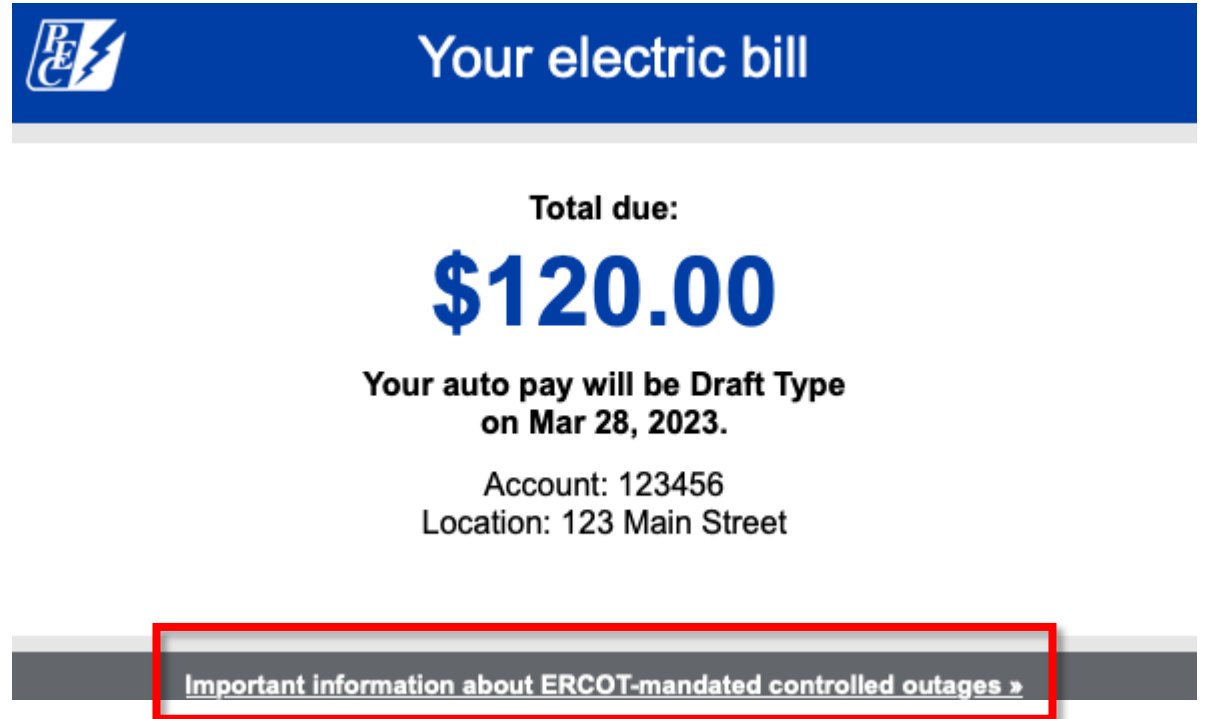
For questions about the program, contact by phone at 830-454-3114 or email criticalloadrequests@peci.com.


Member Information Regarding Controlled Outages

Member notices will be delivered each April and November to provide members information about controlled outages.

The notices include the following information:

- The cooperative's procedure for implementing involuntary load shedding
- What to expect during a controlled outage
- Types of members who may be considered critical care residential customers, critical load industrial customers, or critical load
- The procedure to apply to be considered a critical care residential customer, a critical load industrial customer, or critical load
- Information about reducing electricity use at times when involuntary load shedding events may be implemented



 **Your electric bill**

Total due:
\$120.00

**Your auto pay will be Draft Type
on Mar 28, 2023.**

Account: 123456
Location: 123 Main Street

[Important information about ERCOT-mandated controlled outages >](#)

PEC Summer Preparedness

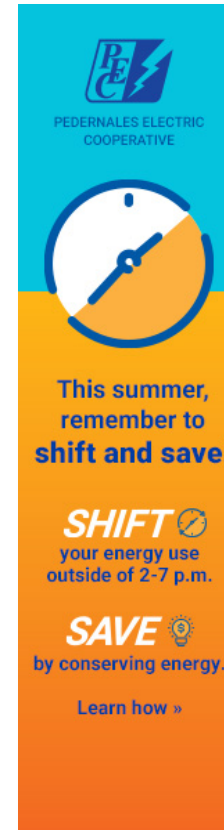
Communication Platforms

Internal

- Intranet
- Internal, all-user emails
- Reader boards
- Text messaging

External

- Public-facing website
- Social media (Facebook, Twitter, LinkedIn, Instagram)
- Press release/media outreach
- Text messaging
- Texas Co-op Power
- Member email and talking points
- KVUE partnership
- Broadcast commercials
- Digital display ads



Digital display ad



KVUE social media +
meteorologist endorsement

Communications Plan & Coordination

Communications Plan

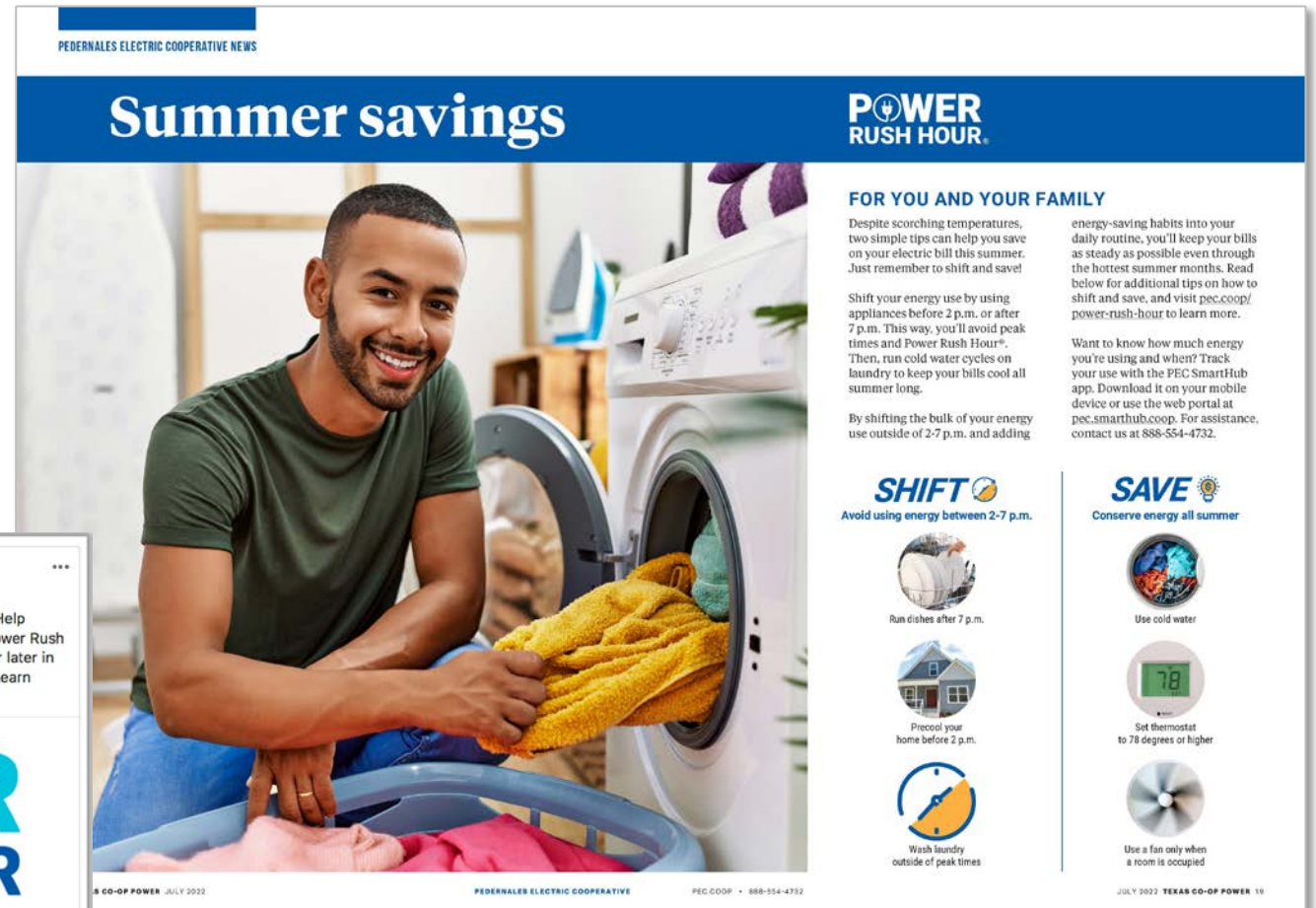
- PEC developed a detailed Peak Demand Communications Plan to provide additional detail and clearly lay out responsibilities during a variety of crisis situations, including peak heat days and potential load shedding events
- PEC annually reviews all emergency operations procedures, call lists, and communications plans

Coordination & Drills

- PEC has held multiple internal drills for preparation
- PEC attends ERCOT's Market Participant Grid Communicators meetings
- On potential EEA days in the morning, we will hold coordination calls to ensure clarity of responsibilities and actions and how we should be communicating with members and employees

Peak Heat Messaging

- Peak heat messaging will be promoted through Power Rush Hour content and will continue to be highlighted on PEC's website, social media (Facebook, Twitter, LinkedIn, Instagram), and additional communications platforms
- Running June to mid-September



Peak Heat Messaging

KVUE partnership

- KVUE will continue promoting peak heat tips via broadcast spots, digital display ads, and social media promos during tight grid conditions and peak days
- Running from June to mid-September



PEC Communications Toolbox

External

- Local and state authorities outreach
 - Database updated quarterly
- pec.coop
- Social media (Facebook, LinkedIn, Twitter @PedernalesCoop, Instagram @PedernalesEC)
- Email and texting platforms
- Strategic media outreach and partnerships
- Interactive Voice Response (IVR) phone message system

Internal

- Intranet
- Email and texting platforms
- Reader boards in offices
- Tailboard and safety meetings

ERCOT Energy Emergency Alert (EEA): Call for Conservation

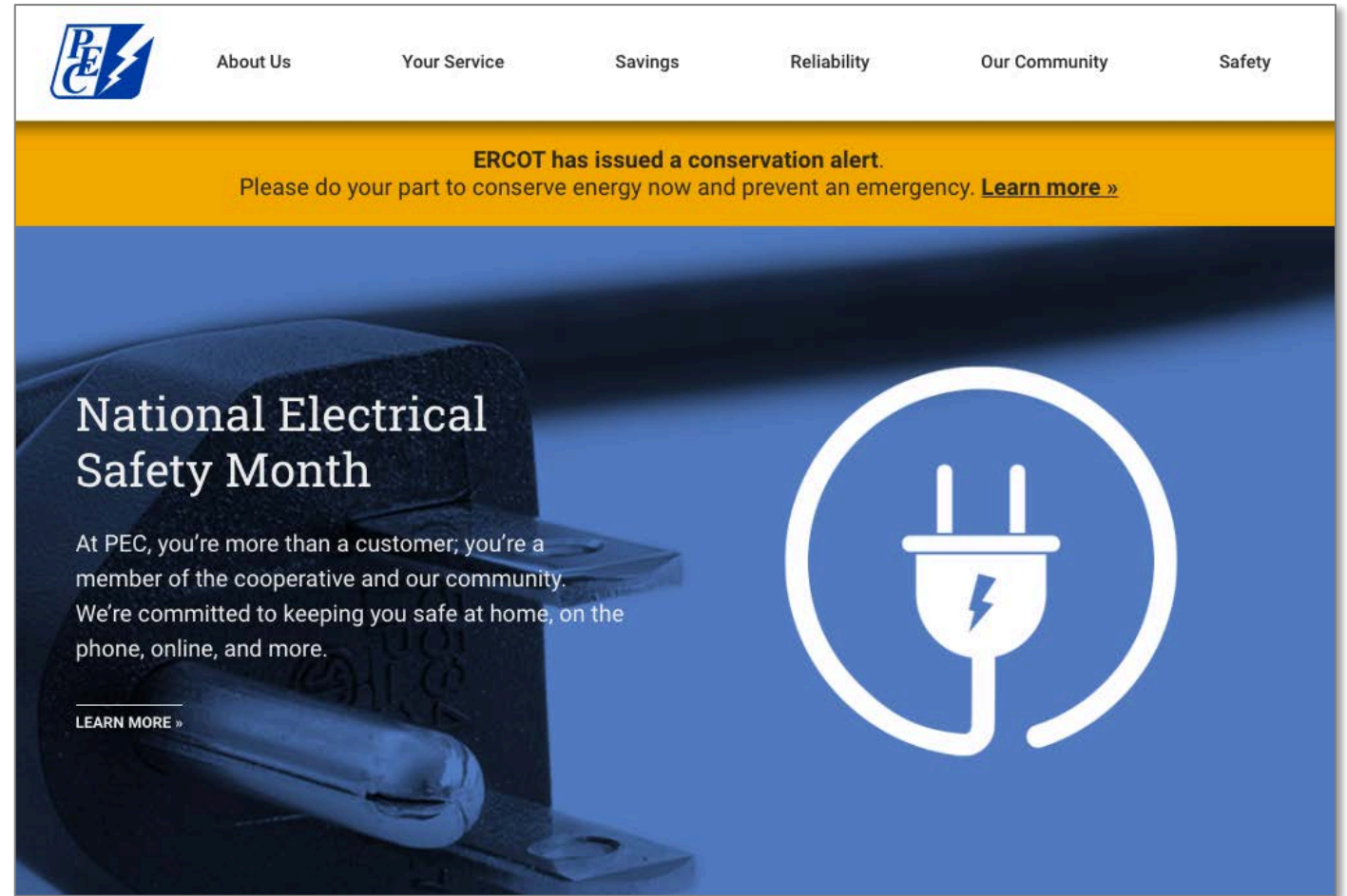


CONSERVATION

Tight operating reserves are expected to pose a reliability concern.

ERCOT Energy Emergency Alert (EEA): Call for Conservation

- Update homepage of pec.coop with an alert ticker
 - Request PEC members conserve electricity, per ERCOT
- Share energy conservation tips and messages on social media



ERCOT Energy Emergency Alert (EEA): EEA 1



EEA 1 – Deployment

Operating reserves drop below 2,300 MW and are not expected to recover within 30 minutes.

ERCOT Energy Emergency Alert (EEA): EEA 1

External

- ✓ Initiate outreach with local and state authorities
- ✓ Update pec.coop homepage
- ✓ Share social media messages

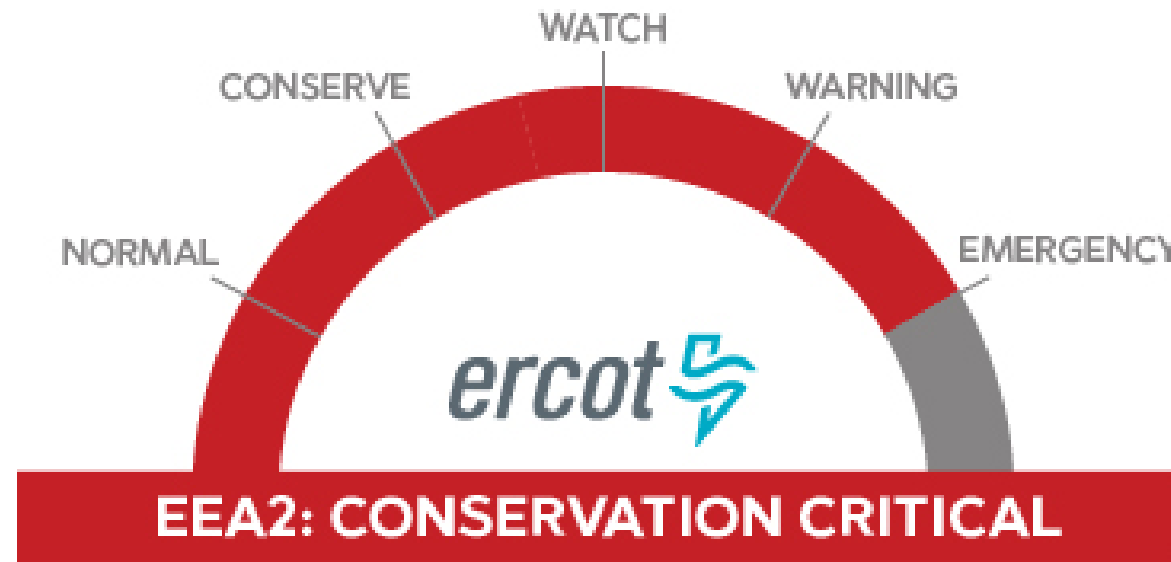
Next Steps

- Email members with email addresses on file
- SMS text members with mobile numbers on file
- Activate IVR messaging
- Monitor media
- Notify Critical Load Registry of system conditions

Internal

- Email PEC employees about current grid conditions
- Deploy talking points for member-facing staff

ERCOT Energy Emergency Alert (EEA): EEA 2



EEA 2 – Deployment

Operating reserves drop below 1,750 MW and are not expected to recover within 30 minutes.

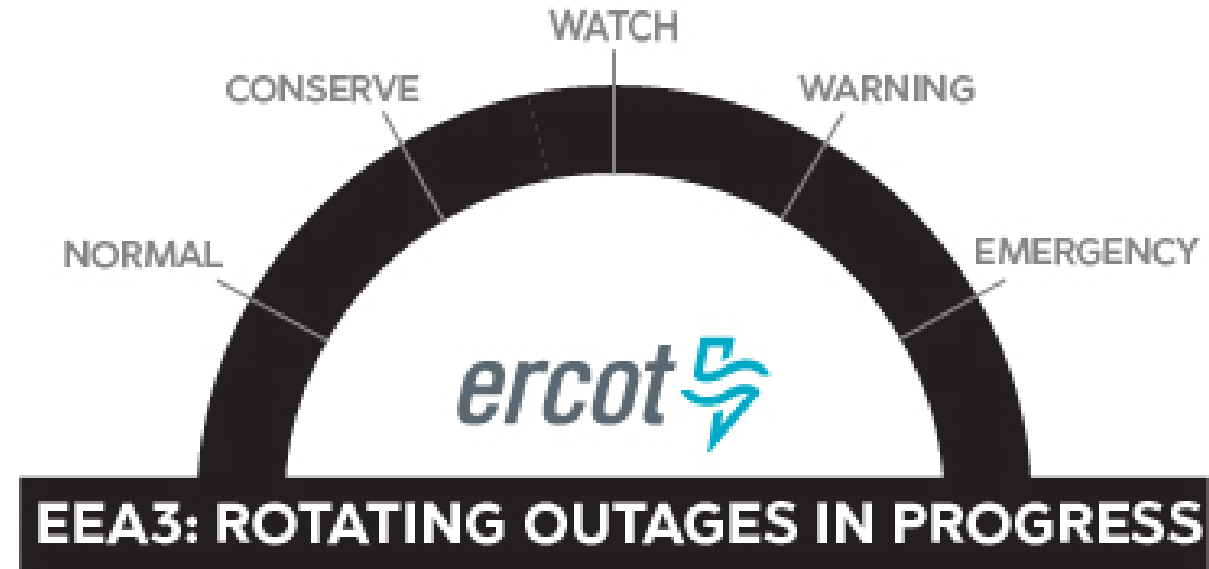
ERCOT Energy Emergency Alert (EEA): EEA 2

External

- ✓ Initiate phone calls to local emergency management directors
- ✓ Continue notifying Critical Load Registry of grid conditions
- ✓ Update pec.coop as needed
- ✓ Post social media messages
- ✓ Issue media statement and respond to media requests



ERCOT Energy Emergency Alert (EEA): EEA 3



EEA 3 – Deployment

Operating reserves drop below 1,000 MW and are not expected to recover within 30 minutes and/or the grid's frequency level cannot be maintained at 60 Hz.

ERCOT Energy Emergency Alert (EEA): EEA 3

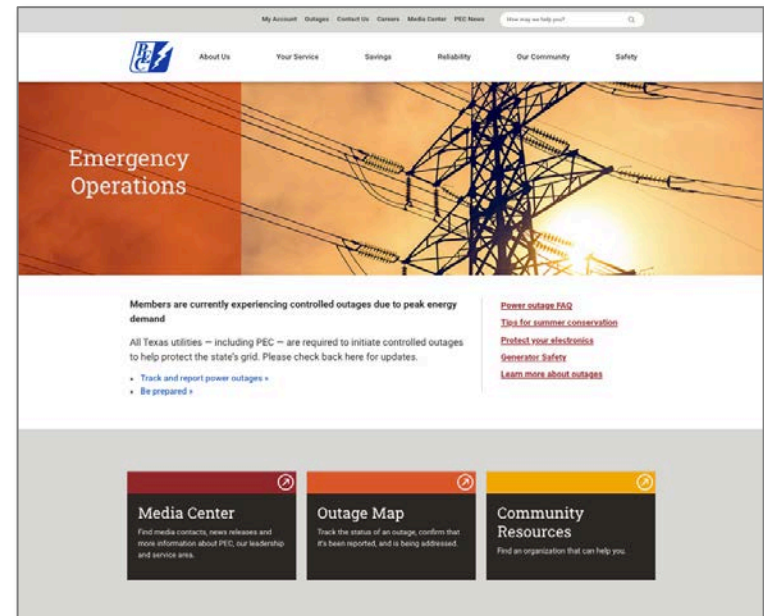
External

- ✓ Update local and state authorities by email and phone
- ✓ Update social media messages
- ✓ Issue press release and respond to media inquiries

Next Steps

- Email members with email addresses on file
- SMS text members with mobile numbers on file
- Activate emergency homepage on pec.coop and update as needed

- Support Critical Load Registry; notify controlled outages have begun and provide timely updates
- Refresh IVR messaging advising of controlled outages
- Activate automated calls



ERCOT Energy Emergency Alert (EEA): EEA 3

Internal

- All employee email updating on grid conditions and that controlled outages have been mandated
- Text message to all employees that controlled outages have been mandated
- Update intranet and launch timely updates

Members are currently experiencing controlled outages due to peak energy demand

All Texas utilities — including PEC — are required to initiate controlled outages to help protect the state's grid »



ERCOT Recall

External

- Deactivate emergency homepage on pec.coop; update site as needed
- Return to regular social media posting
- Email members with email addresses on file
- SMS text members with mobile numbers on file
- Refresh IVR messaging advising controlled outages have ended; report outages online or by phone
- Deactivate automated calls
- Notify local and state authorities by email and phone
- Update Critical Load Registry of recall; confirm power is restored to sites
- Issue press release and respond to media inquiries

ERCOT Recall

Internal

- All employee email that grid conditions have stabilized, and controlled outages have ended
- Text message to all employees alerting of grid conditions and latest ERCOT requirements
- Update intranet

Controlled outages end

The directive to controlled outages has ended »





PEDERNALES ELECTRIC COOPERATIVE