

# OUR ERCOT SYSTEM EMERGENCY RESPONSE

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WE DELIVER.

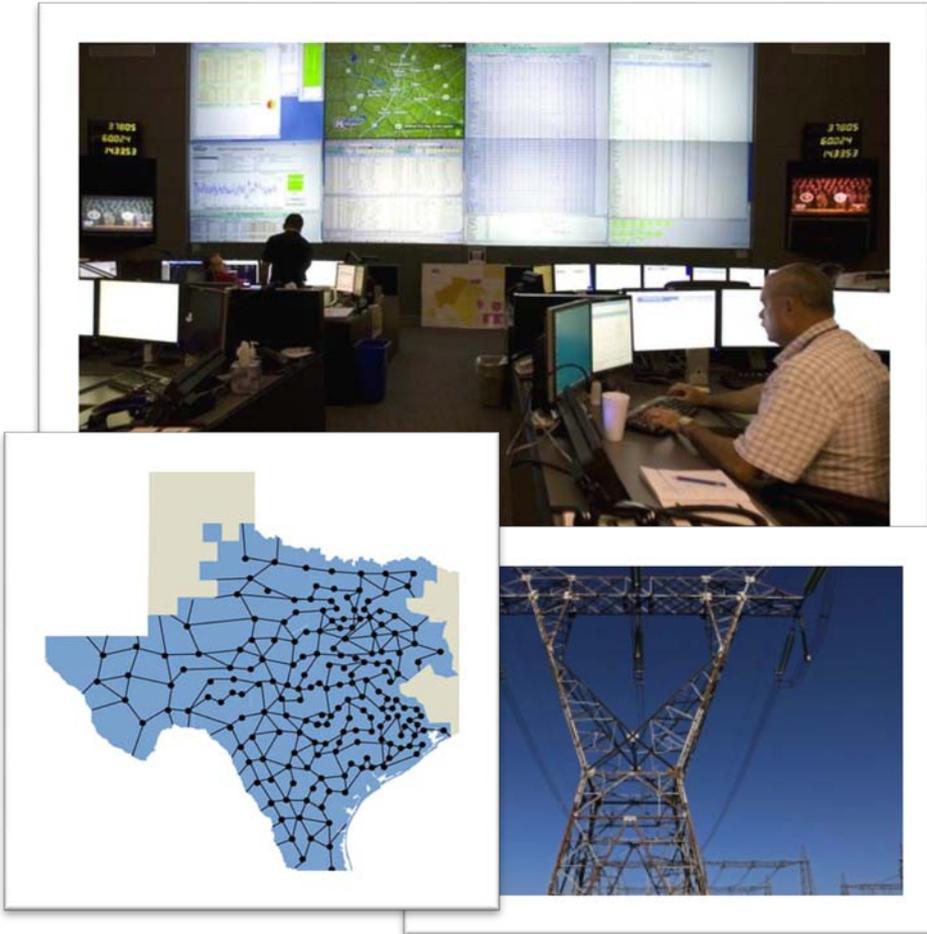


# ERCOT EMERGENCY OVERVIEW – FEB. 2, 2011

- **Unprecedented emergency** – After a major snow and ice storm, the unplanned loss of generation during a period of high demand forced ERCOT to direct utilities to shed 4,000 MW of load, which:
  - Caused the largest load-shedding event in our service area's history.
  - Impacted more than 1.3 million, or 45% of our customers, in rotating outages throughout the event.
- **Rapid response ensured grid stability** – We quickly acted on ERCOT's emergency directive based on extensive preparation, training and simulation participation we regularly conduct.



# EMERGENCY LOAD SHEDDING

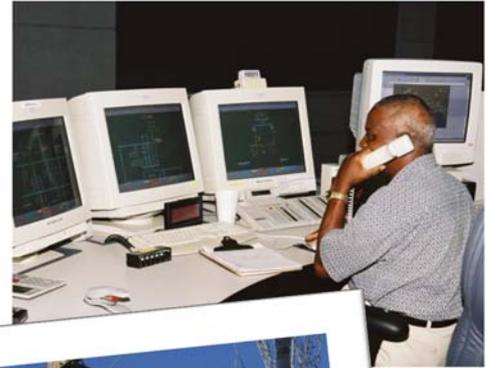


- Necessary when electric supply cannot support the level of demand.
- Executed under the direction of the grid operator ERCOT.
- Employed by utilities as an emergency response measure.
- Utilized to restore stability to Texas' electric grid.
- Is executed manually using a pre-planned process, or automatically through the use of under-frequency relays.

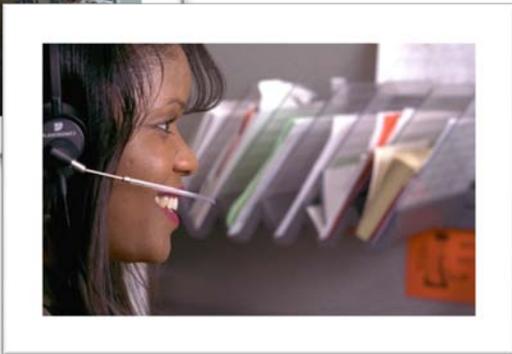
*Without the ability to shed load during times of imbalance, Texas' electric grid would become unstable, leading to a blackout scenario affecting millions of customers that could last for days.*

# OUR EMERGENCY PREPARATION

- We maintain emergency planning processes.
- We train our workforce to address emergency situations through:
  - ERCOT-led drills
  - Annual Black Start and Short Supply training
  - Annual Emergency Restoration Plan drills
- We maintain and test our under-frequency relays, which shed load automatically when frequency drops to prescribed levels.
- We review our load shed plan twice per year to ensure we can provide the prescribed load shed amounts when directed.



# POST-EVENT ASSESSMENTS AND ACTIONS



- We studied our load shed priorities and reviewed feeders.
- We worked with our customers to make sure critical loads have been identified.
- We discussed with our customers how the emergency load-shedding processes worked, including how they can receive the same ERCOT notifications we do.
- We developed special customer communications related to outages and power restoration, including:
  - An outage map located at [www.oncor.com](http://www.oncor.com)
  - A new customer texting pilot