



### Important Information About Electricity Load Shedding

When electric supply provided by all available power generation plants, wind farms and other sources becomes insufficient to meet customer demand, ERCOT (Electric Reliability Council of Texas) begins emergency operations. During a power emergency when electric supply cannot meet consumer demand for electricity, the demand for electricity must be reduced to avoid uncontrolled blackouts. As a last resort, ERCOT will order electric utilities to implement controlled outages to reduce the demand for electricity on the ERCOT grid. This is referred to as *load shed* and will last until the power emergency is resolved, and ERCOT determines that outages are no longer required.

Typically, before calling for controlled outages, ERCOT takes steps to reduce the demand on the electric grid by asking customers to reduce electric usage. Electric utilities, including Coleman County Electric Cooperative, Inc. (CCEC), are obligated to immediately implement load shed procedures when ERCOT instructs.

During load shed events:

- All members should assume their power could go out without advanced warning. Efforts will be made, as much as possible, to provide advanced notification of pending outages, but circumstances do not always permit.
- Customers designated as Critical Load, in accordance with PUC §25.497, are not guaranteed an uninterrupted supply of electricity. It is the responsibility of the CCEC member to make necessary arrangements for alternative sources of power should a localized outage or load shed event occur.
- Residential members dependent on electric-powered medical equipment, such as those designated as **Critical Care**, are encouraged to have a back-up plan in the event they lose electricity. **It is important to note that these members are not excluded from controlled outages and may lose power during a load shed event. Anyone who depends on electricity for life-sustaining equipment should have a back-up plan in place.** The procedure for a member to apply to be considered a critical care residential member can be found on CCEC's website at <https://colemanelectric.org/printable-forms-and-other-information>.
- In extreme power emergencies, ERCOT may require electric utilities to shed large amounts of load over long periods of time. In these instances, electric utilities like CCEC may not have the ability to rotate outages without risking the stability of the entire electric grid. When this happens, some members may be without power for an extended period. These outages are critical for ensuring the integrity of the state's electric grid and preventing a potentially long-lasting system-wide blackout.

Regardless of the nature of the load shedding event, CCEC is committed to ensuring the safe and reliable delivery of electricity to our members. While CCEC may not control the conditions that have required ERCOT's emergency orders to load shed, we will do everything in our power to restore electricity as soon as possible. CCEC will utilize tools such as local media outlets and Facebook to aid in keeping our membership informed.