

CONCHO VALLEY ELECTRIC COOPERATIVE, INC.

LOAD SHED NOTICE

The Electric Reliability Council of Texas (ERCOT) is the independent system operator for our region within the state of Texas. ERCOT manages the flow of electric power to more than 26 million customers in Texas and is governed by a board of directors. The Public Utility Commission of Texas (PUCT) and the Texas Legislature oversee ERCOT's management of most of Texas's power grid.

ERCOT uses a variety of methods to keep consumers and electric utilities informed about the current and the predicted future conditions of the ERCOT-governed electric grid. One of the methods they employ to provide up-to-date information is the *Texas Advisory and Notifications System* (TXANS). Through TXANS, ERCOT can inform end-consumers before a period of high electricity demand occurs in the region, which allows consumers to voluntarily reduce their own electric usage to prevent market shortages. Through TXANS, ERCOT also informs consumers of other grid conditions including news on controlled outages that are normally caused by electric production shortages. TXANS also provides greater transparency about grid operations to the people of Texas.

There are three different methods for receiving TXANS notifications. Members can sign up for emails, follow ERCOT on social media, or download the ERCOT mobile app for iOS or Android. For more information or to sign up for TXANS notifications please visit <https://www.ercot.com/txans>

If ERCOT issues a Voluntary Conservation Notice, members of Concho Valley Electric can help with conservation by reducing electricity usage during the notice period. Please follow these tips during conservation periods:

1. During the summer hot periods or winter cold spells you can *raise or lower* the thermostat setting by a degree or two.
2. You can turn off unneeded lights and avoid using large appliances such as the: washer, dryer, stove, and water heater.
3. Commercial businesses can also help by turning off any lights or office equipment when not in use, by placing computers in sleep mode, and by turning off air-conditioning/heating units outside of business hours.

When the demand for electricity in Texas is too high, ERCOT may issue orders for utilities to reduce electric load. If this happens, Concho Valley Electric Cooperative will temporarily turn off the power to members on a rotating basis.

What CVEC Members can expect during an ERCOT event:

- All members should assume that they could lose power without advanced warning. Efforts will be made to provide advanced notification of pending outages if circumstances allow.
- The duration of the rotating outages will vary as both the required load shed amount from ERCOT and the amount of load on the local grid fluctuates. The length of the load shed event, which is based on real-time demand and available capacity, is impossible to predict and is determined by ERCOT.
- It is the responsibility of any member who requires an uninterrupted supply of electricity to arrange for alternate sources of electric power for any outage event that may occur.
- Attempts will be made to prioritize continuity of service to organizations who provide, and are approved as, critical community support during an emergency such as hospitals, law enforcement, water suppliers, and others like qualifying oil, gas, and pipeline operators that provide critical load support to the electric system.

The staff at Concho Valley Electric Cooperative is committed to providing consistent and reliable electric service to our members 24 hours a day, 7 days per week. Our employees will continue to respond as quickly as possible to any service interruption. We continuously strive to improve our processes and to use our resources to restore electricity safely and as soon as practicable. Concho Valley Electric Cooperative will continue to keep members informed through direct communications, social media, and local media outlets.

To stay up to date on Cooperative alerts, please follow us on Facebook or Twitter. To receive text or email notifications please sign up for SmartHub (our online portal for members.) And don't forget to visit our website at cvec.coop for further information.