



Service Interruptions FAQs

What is ERCOT?

- The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 million Texas customers — representing about 90% of the state’s electric load. As the independent system operator for the region, ERCOT schedules power on an electric grid that connects more than 46,500 miles of transmission lines and 680+ generation units. For more information, please visit <http://www.ercot.com/about>.

What are the reasons for ERCOT-directed service interruptions?

- When there is high demand on the statewide electric grid, there may not be enough generation to meet demand. When this happens, PEC — along with other utilities across Texas — may be directed to conduct service interruptions. These service disruptions are used to help prevent a wide-spread outage on the grid, much like a firebreak can help stop a fire.

How long do these service interruptions last?

- The service interruptions will continue as long as ERCOT is experiencing issues in balancing supply and demand. We anticipate each individual interruption may be approximately 20 minutes in duration; however, the duration may change based on grid conditions. PEC will communicate to the membership when the service interruptions conclude.

Will I have advanced notice of any ERCOT directed service interruptions?

- Service interruptions can be unpredictable, giving PEC very little time to give advance notification to our members.

Visit pec.coop for the latest information.