The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 million Texas customers. ERCOT is responsible for ensuring that the supply of electricity is sufficient to meet customer demand (load) for electricity in most of the state. When electric supply provided by all available power generation plants, wind farms and other sources becomes insufficient to meet customer demand, ERCOT begins emergency operations.

**WHAT IT IS**

When electric supply cannot meet demand, the demand must be reduced to avoid uncontrolled blackouts. As a last resort, ERCOT will instruct electric utilities to implement controlled customer outages to reduce the customer demand for electricity on the ERCOT grid. This is referred to as load shed and will last until the power emergency is resolved by ERCOT.

**WHAT IT MEANS**

Electric utilities, including the City of Boerne, via the City of Boerne’s ERCOT Transmission Operator, Lower Colorado River Authority Transmission Services Corporation (LCRA TSC), are obligated to immediately implement load shed procedures when ERCOT instructs.

**LOAD SHED AND CRITICAL CARE**

- Customers designated as Critical Care or Chronic Condition, in accordance with PUC §25.497, are encouraged to have a back-up plan in the event they lose electricity. It is important to note that these customers are not excluded from controlled outages and may lose power during a load shed event.

- 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 City of Boerne / LCRA TSC may not have the ability to rotate outages without risking the stability of the entire electric grid. When this happens, some customers may be without power for an extended period.

- Electric utilities will prioritize continuity of service for certain customers whose service is critical to the community during an emergency or those whose service provides major support to the integrity of the electric system during an emergency. Examples include hospitals and public safety accounts.

**LEARN MORE**

Online: [boerne-tx.gov/loadshed](http://boerne-tx.gov/loadshed)

Questions: Contact Customer Care and Billing at (830) 249-9511 or utilities@boerne-tx.gov