



## Public Utility Commission of Texas

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**News Release**  
February 18, 2021

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### PUC ISSUES EMERGENCY ORDER LIMITING OUTAGE DURATIONS

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**Austin, TX** – In an emergency [open meeting](#), the Public Utility Commission of Texas issued an [order](#) directing transmission and distribution utilities in the ERCOT region (namely CenterPoint, Oncor, AEP and TNMP) to rotate customers that are properly subject to electricity curtailment under the current ERCOT [energy emergency alert](#) level (EEA3) in a manner that no such customer is subjected to an outage of more than 12 hours.

According to the order, the expectation under the emergency alert level system is that customers will be rotated through outages so that the burden is shared: that no customer's outage will last so long as to precipitate endangerment and so that all customers shared this burden in as equitable a manner as circumstances will allow.

Under ERCOT's [Nodal Operating Guides](#), load shedding obligations are imposed on distribution service providers across the grid, but the Commission's jurisdiction for purposes of this order extends only to transmission and distribution utilities, not municipally owned utilities or electric cooperatives.

Click [here](#) to read the Commission order which is effective immediately.

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#### **About the Public Utility Commission**

Our mission is to serve Texans by regulating the state's electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <http://www.puc.texas.gov>.

In addition to downloading the ERCOT mobile app (on both the [Apple Store](#) and [Google Play](#)), Texans are advised to bookmark the PUC's [Storm Resources](#) page for helpful advice and features like a statewide outage restoration map.

Customers are also encouraged to leverage social media for up-to-date information:

- PUC: [Facebook](#) | [Twitter](#) | [Instagram](#)
- ERCOT: [Facebook](#) | [Twitter](#)