ERCOT 2016 Hurricane Drill

**QSE Script (ERCOT Version)**

**The beginning of each hotline call shall begin as follows:**

**“ERCOT is conducting a drill. All of the following instructions are for simulation and test purposes only. No real-time action is to be taken.”**

**DAY 1**

**0730/COMMUNICATIONS TESTING**

The Real Time Desk makes a Hotline call to QSEs

Script: “ERCOT is conducting a drill. All of the following instructions are for simulation and test purposes only. No real-time action is to be taken.

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT System Operator [first and last name]. At [xx:xx], ERCOT is instructing all QSEs to test all communications systems between participating entities and ERCOT, this includes telephones, satellite phones, faxes, radios, internet communications, backup control centers, hotlines, and etc. [QSE] please repeat this back to me.

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

“This is a drill.”

***(5 days prior to landfall)***

**0830/OPERATING CONDITION NOTICE**

The Real Time Desk makes a Hotline call to QSEs

Script: “ERCOT is conducting a drill. All of the following instructions are for simulation and test purposes only. No real-time action is to be taken.

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an OCN for [Tropical Storm/Hurricane] [Name] due to a probability of making landfall in the ERCOT Region. QSEs are instructed to:

* Review fuel supplies and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance,
* Review emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.

ERCOT will continue to monitor the Storm. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct. “This is a drill.”

***(3 Days Prior to Landfall)***

**1030/ADVISORY**

The Real Time Desk makes a Hotline call to QSEs.

Script: “ERCOT is conducting a drill. All of the following instructions are for simulation and test purposes only. No real-time action is to be taken.

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing an Advisory for the [Tropical Storm/Hurricane] [Name] in the Gulf of Mexico which is currently projected to impact the ERCOT Region. QSEs are instructed to:

* Review fuel supplies and notify ERCOT of any known or anticipated fuel restrictions,
* Review Planned Resource outages and consider delaying maintenance,
* Review emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.
* Direct Plant Operators to prepare for projected severe weather conditions and review procedures for operating in the lead due to possible high voltage concerns
* Notify ERCOT if relocating personnel to backup control centers

ERCOT will continue to monitor the Storm [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

“This is a drill.”

***(1 Day Prior to Landfall)***

**1530 / WATCH**

The Real Time Desk makes a Hotline call to QSEs

“Script: “ERCOT is conducting a drill. All of the following instructions are for simulation and test purposes only. No real-time action is to be taken.

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT operator [first and last name]. At [xx:xx], ERCOT is issuing a Watch for [Tropical Storm/Hurricane] [Name] in the Gulf of Mexico which is projected to make landfall near [Place] at [time]. QSEs are instructed to:

* Notify all Resources of conditions
* Review fuel supplies and notify ERCOT of any known or anticipated fuel restrictions,
* Review emergency operating procedures and notify ERCOT of any changes or conditions that could affect System Reliability.
* Make available, any Resources that can be returned to service and keep COPs and HSLs updated

ERCOT will continue to monitor the Storm. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

“This is a drill.”

**1630/Hotline Call**

**ERCOT will make a Hotline call announcing the Hurricane Drill has concluded for Day 1.**

**DAY 2**

**0730/Hotline Call**

**ERCOT will make a Hotline call announcing the start of the simulation**

***LANDFALL***

**0800 / EMERGENCY NOTICE**

The Real Time Desk makes a Hotline call to QSEs

Script: “ERCOT is conducting a drill. All of the following instructions are for simulation and test purposes only. No real-time action is to be taken.”

“This call requires everyone to remain on the line until it is complete. [QSE] I will be asking you for the repeat back. This is ERCOT Operator [first and last name]. At [xx:xx], ERCOT is issuing an Emergency Notice due to [Tropical Storm/Hurricane Name] having an adverse impact on the ERCOT System [specify condition]. QSEs are instructed to:

* Be prepared to reduce Generator output due to anticipated load loss and respond to voltage support issues as requested,
* Keep COPs and HSLs current.

ERCOT will continue to monitor [Tropical Storm/Hurricane Name]. [QSE] please repeat this back to me.”

If repeat back is **CORRECT**, “That is correct, thank you.”

If **INCORRECT**, repeat the process until the repeat back is correct.

“This is a drill.”

**Landfall Day**

**1630 / End of Simulation**

**(2016 SEVERE WEATHER DRILL OVER)**