

## HOLIDAY CLOSURES:

### Labor Day

Monday, September 2

## BILL PAYMENT

### KIOSKS

Locations accepting credit cards, cash and checks:

**HEB** - 1609 N. Texas Ave.

**HEB** - 725 E. Villa Maria

**BTU Drive-Through** - 205 E. 28th St.  
*Open 24 hours*

Bring your BTU account number, BTU bill, keycard or reminder letter.

### OVER THE PHONE

Payments can be made 24 hours a day via the "e-payment" option by calling 979.821.5700. Account number and credit card required.


### ONLINE BILL PAY

To register your account, view, and/or pay your bill online, visit:

**btutilities.com**

## SOCIAL MEDIA

 BryanTexasUtilities

 BTU\_BryanTX

 cityofbryan



**btutilities.com**

**Office:** 979.821.5700

**Primary Address:**  
205 E. 28th St., Bryan, TX 77803

**Mailing Address:**  
PO Box 8000, Bryan, TX 77805

## BTU LOAD SHEDDING OR ROLLING OUTAGES

Texas Senate Bill 3 (SB3) requires electric utility providers in the Electric Reliability Council of Texas (ERCOT) service area share a synopsis of their involuntary load shedding procedures. BTU and all other electric utilities must abide by this process to help ensure the stability of the statewide electric grid during periods of inadequate power generation. Failure to properly implement load shedding procedures could result in an uncontrolled blackout of electric service for the majority of Texas.

### What is load shedding or rolling outages?

Load shedding, or rolling outages, is a protection plan in place for all electric grid operators, including those that serve other regions of the United States. ERCOT has the responsibility to protect the Texas electric grid. Certain statewide or local circumstances on the grid can require ERCOT to order a reduction of load in order to protect the grid from imminent failure. The reduction of load by electric utilities is called load shedding or rolling outages. When rolling outages are instituted, utility providers disconnect certain electric circuits from the electrical grid to reduce the demand for power. Depending on the severity of the event, ERCOT may require rolling outages for several minutes to several hours or, in extreme cases, over a period of days. When required by ERCOT to implement rolling outages, BTU aims to minimize the disruption to customers. The BTU plan is to rotate through electric circuits such that individual circuits are off for approximately 60 minutes and then back on. However, the time may be shorter or longer depending upon the situation. The length of time of the load shedding event and the amount of load to be shed is strictly determined by ERCOT.

### Why are rolling outages necessary?

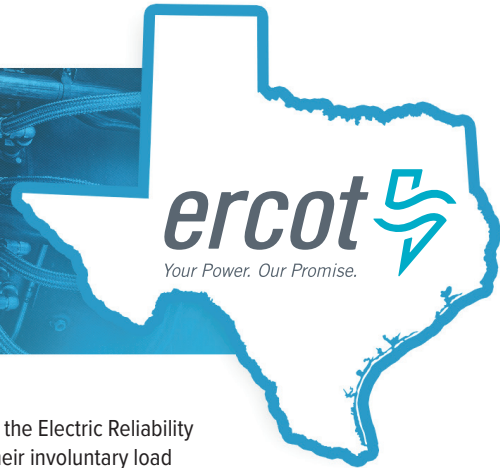
Rolling outages are necessary to protect the electric grid when there is not adequate power supply to match the electric demand on the system. This discrepancy can occur due to many factors including transmission congestion, generation outages, and extreme weather. If electrical demand and power supply are not balanced, the grid could deteriorate into an uncontrolled collapse, inducing a statewide blackout for an extended period of time.

### When might load shed situations occur?

ERCOT monitors the balance of electrical supply and demand in the state at all times. As mentioned earlier this balance can be disrupted, causing potential catastrophic consequences for the electric grid. Orders to remove load from the system are issued by ERCOT only in extreme cases as a last resort to preserve grid reliability. During these events, all customers should assume their load could be shed without advanced notification. Efforts will be made to provide notification of impending outages. However, circumstances do not always make that possible.

### Where might load shed situations occur?

Events that require rolling outages can occur across the entire state, but can also occur in localized areas under unique circumstances. Should rolling outages be instituted by ERCOT, all electric utilities receiving these orders to shed load must comply.



## BTU Load Shedding or Rolling Outages

### How are BTU electrical circuits classified?

BTU classifies circuits into three categories:

#### 1. Under-Frequency Load Shed Circuits

Per ERCOT rules, at least 25% of a utility's system load is reserved for UFLS. This load is reserved as a "last resort" of protection of the electric grid from collapse. UFLS circuits are not typically shed as a part of the load shed or rolling outage program, but may be during an extreme power emergency. Monitors on these electric circuits will automatically trigger load shedding should the system frequency drop below certain thresholds.

#### 2. Critical Load Circuits

Some electrical circuits are not typically part of the rolling outage plan because they serve customers deemed as Critical Loads. These entities are considered essential to the maintenance of public health and safety.

#### 3. Eligible Load Shed Circuits

All remaining circuits not included in the above categories are eligible to be shed during a rolling outage event.

### Who can be designated as a Critical Load?

Critical Load Customers can include, but are not limited to:

- Hospitals and nursing homes
- Fire, police, and 911 stations
- Certain wastewater and water treatment facilities
- Specific components of the natural gas infrastructure
- Industrial customers for whom an interruption would create life-threatening conditions

Customers wishing to be considered for Critical Load designation should submit an application here:

<https://weblink.bryantx.gov/Forms/BTUCriticalLoadCom>

It should be noted that continuous power supply cannot be guaranteed. Those for whom electrical service is critical should have alternate generation or plans for service interruptions.

### What is a Critical Care Customer?

- Critical Care Customers are residential customers who may rely on electric life-preserving machines (i.e. oxygen, dialysis). The Critical Care Customer designation means that BTU will attempt to provide extra efforts for notification of planned outages and other service interruptions. Customers wishing to apply for Critical Care consideration should submit an application here:

<https://weblink.bryantx.gov/Forms/BTUCriticalCare>

- In no way does designation as a Critical Care Customer guarantee power during load shed events or other outage situations. Customers who rely on power for life-saving measures should have alternate plans in case of a power outage.

### How Can I Help?

Customers can help conserve energy to reduce demand on the system. Visit our website at [btutilities.com](http://btutilities.com) to learn ways to reduce electrical consumption or conserve electricity.

### Our Commitment to You

Regardless of the nature of the load shedding event or any other service interruption, BTU is committed to ensuring the safe and reliable delivery of electricity to its customers. While BTU may not control the issues or conditions that have required ERCOT to implement load shedding, we will make every effort to comply with ERCOT instructions and to restore electricity to our customers when we are able to safely do so. In addition, we will work to keep our customers informed about the situation through local media outlets, social media, and direct communications to customers.

BTU provides incentive payments of 10 – 25% for installing additional insulation or Energy Star® windows to your home.

Go to [btutilities.com/energy-efficiency](http://btutilities.com/energy-efficiency) and click on SmartHOME for details.



**SmartHOME**  
saving makes sense



## CONSERVATION TIPS

### Energy Conservation Tip:

Use ventilation fans in your kitchen and bathrooms to draw the warm, moist air produced by cooking and showering out of your home. This will keep your air conditioning system from working harder to remove the moisture and cool the inside air.



### Water Conservation Tip:

Showering accounts for nearly 17 percent of indoor water use. Reduce this by taking shorter showers. Try using a timer for your kids to make water conservation a meaningful game!

