
SWEPCO Emergency Controlled Outages

Why does SWEPCO have controlled outages?

- SWEPCO begins controlled outages as an emergency procedure prompted by extreme winter temperatures.
- The controlled outages are being implemented by utilities across multiple states as part of emergency procedures to reduce load on the electric system and prevent wider area outages.
- The action was taken at the direction of the Southwest Power Pool (SPP), the regional organization that manages the electric grid across 14 states.
- When we receive word from SPP that controlled outages and energy conservation have achieved enough reduction in electric demand across the system, we are able to end the controlled outages.
- SPP may order additional controlled outages over the next few days should electricity demand exceed supply.
- We know things are already difficult for customers with such extremely cold temperatures. This is an extraordinary emergency due to the extreme, widespread and persistent cold across the entire region. We ask for customers' continued patience and understanding as work together through this emergency.

What happens during a controlled outage?

- SWEPCO rotates the areas affected by the controlled outages so customers are not without service for more than two hours whenever possible.
- The amount of time required to restore service could be delayed in some cases due to system and weather conditions.
- If you experience an outage, please turn off your heat pump, furnace and other large appliances.
- When the power is restored, please turn these appliances on over the following 30 to 45 minutes. Taking this step helps prevent a sudden surge in demand after power is restored, which could result in a second outage.
- The temporary outages should not affect critical public health and public safety facilities.
- All efforts are under way to return service to normal as safely and quickly as possible.

Continued request for energy conservation:

- For customers who have service, please continue to reduce electricity use as much as possible.
- Use energy needed for personal safety and to protect against property damage.
- Until further notice, adjust thermostats, avoid using unnecessary lighting and appliances, and keep doors, windows and blinds shut to retain heat inside.
- Customers' combined efforts can reduce overall demand for electricity and help ease the emergency situation.

Where to get updates:

- SWEPCO will provide updates through the company's Facebook and Twitter pages, [Facebook.com/SWEPCO](https://www.facebook.com/SWEPCO) and [Twitter.com/SWEPCOnews](https://twitter.com/SWEPCOnews), and through the news media and SWEPCO.com

Q&A

Q. Why don't you provide notice in advance?

A. We are unable to provide notice to specific locations about the controlled outages because electric system conditions change very quickly in these extreme weather conditions, and we have to act quickly. SWEPCO and other utilities receive their directions from the Southwest Power Pool, which operates the electric grid in 14 states. The emergency requires immediate action by all utilities to prevent prolonged, widespread outages in the multi-state region. We make every effort to notify customers in advance that an emergency energy conservation request is in effect and there is a possibility of controlled outages.

Q. How do you decide which customers are impacted?

A. Southwest Power Pool, the regional grid operator, lets us know how much electric load we must reduce. We, in turn, implement our emergency plan. We temporarily interrupt power to the number of circuits across our three-state service territory that add up to the total electric load we must reduce. We then rotate to other circuits, limiting the time on each circuit, to minimize the impact on customers in any one location. We try to limit that the outages to a couple of hours, although power restoration may take longer in some cases due to weather or system conditions.

Q. What led to the emergency?

A. High market prices and the declaration of energy emergency alerts are due to a number of factors resulting from widespread, long-lasting and extreme cold weather. These factors include, but are not limited to, high electricity use across the entire SPP system, inadequate supply and high prices of natural gas, and low supply of wind generation and wind-forecast uncertainty.

Q. Who is SPP?

A. SPP is a regional transmission organization: a not-for-profit corporation mandated by the Federal Energy Regulatory Commission to ensure reliable supplies of power, adequate transmission infrastructure and competitive wholesale electricity prices on behalf of its members. SPP manages the electric grid across 14 states. The company's headquarters are in Little Rock, Arkansas. Learn more at SPP.org.

Q. How do customers help with energy conservation?

A. Individual customers' efforts across the region make a difference. SPP operates the multiple-state electric system – balancing energy production and use for the entire area. That's why energy conservation in one place, for example North Dakota, can have a meaningful impact on electric reliability in another, like Arkansas, Louisiana or Texas. And our efforts contribute to reliability at home and across the region.

Q. Do ERCOT advisories affect SWEPCO customers in Texas?

A. No. SWEPCO customers in East Texas and the Panhandle may hear advisories from neighboring grid operator Electric Reliability Council of Texas (ERCOT), which serves much of the rest of the state and is a separate reliability grid from SPP. SWEPCO is not part of ERCOT. We understand this can be confusing – for example, Tyler is in ERCOT (served by another utility) while nearby Mineola, Gladewater, Kilgore and Longview are in SPP (served by SWEPCO). Among AEP companies in the West, SWEPCO and PSO are part of SPP. AEP Texas is part of ERCOT.