



Control Number: 51812



Item Number: 101

Addendum StartPage: 0

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PUBLIC UTILITY COMMISSION
FILING CLERK

February 18, 2021

President Bill Magness
ERCOT
7620 Metro Center Drive
Austin, Texas 78744

Dear Pres. Magness,

Texas is the richest state in the union with a combination of fossil fuels, nuclear, wind turbines and solar energy. How can you not have enough resources to prevent this catastrophe? This was an "out of ordinary" event, but this is what you as a Company get paid to prevent. This makes you accountable to everyone in Texas.

Because of your negligence, we as the consumers were made to pay the price. Your first fix-all announcement was to raise the price of electricity. Sorry, but that's not the answer to this situation. There is a lot of ineptness that needs addressing first. I don't mean promoting a janitor to vice-president so you can blame him/her, then fire him/her and say "problem solved". Start at the top.

Communicate with your utility companies. They have to know what is going on before you take it upon yourself to pull the plug. In this day and time text, email or call is available. It's not hard. Any 5 year old can do it. If each utility company knew in advance of your plans and times of execution, they could forward the information to their consumers through guess what, text, email and calls. Don't leave people in the "dark", literally.

What exactly does the new liberal term "load sharing" mean? I take it to mean, some people were out of electricity for 72 hours straight and others never lost service. Maybe rolling blackouts would have been a better option instead.

How can 5 members of the board not live in Texas? Excuse me! Make it a requirement that the board members must reside in Texas and be put in the "load sharing grid".

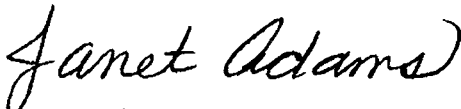
So many questions with no common sense answers from you. Instead of spending your time blaming everyone else, spend the time finding solutions. This is not a blame game, but something to learn from and finding an immediate fix. This ball is in your court and always has been. It's too bad this Company is the only game in town.

I am a central Texas rancher's wife and have lived and ranched in Texas all my 65 years of life. From February 14th Sunday morning 1AM to February 18th Thursday morning, we had over 40 power outages, some lasting 4 to 5 hours in 3 degrees temperature. People who do not understand ranching have no clue how important it is to keep water running for their livestock. Electricity is everything. All of these power outages may cause lots of problems down the road, with plumbing, electrical motors, water wells and other things too numerous to list. Who will be responsible for those expenses? Your inaction will cause numerous insurance claims and unnecessary lawsuits. All caused by the ineptness of you and your Company. But as ranchers, we know how to survive with very little sleep, hard work and being thrown under the bus just so we can put food on the table for your families.

Please share this letter with your board of directors.

A timely response would be appreciated.

Sincerely,

A handwritten signature in cursive script that reads "Janet Adams". The signature is written in dark ink and is positioned above the printed name.

Janet Adams

Cc: Dan Woodfin, Senior Director of Systems Operations

Cc: DeAnn T. Walker, PUCT Chairman

Cc: Governor Greg Abbott

Cc: Senator John Cornyn

Cc: Senator Ted Cruz

Cc: Sid Miller, Texas Agriculture Commissioner

Cc: Shelby Slawson, State Representative

Cc: Dawn Buckingham, State Senator

Cc: Joe Raibourn, Director of Office Services, Hamilton County
Electric Co-op