

CRITICAL LOAD PUBLIC SAFETY OR INDUSTRIAL CUSTOMERS



All City of Coleman customers count on the City to provide reliable electric service, and some utility accounts qualify for Critical Load Public Safety or Industrial Customers Program due to their role in providing health, safety, and welfare elements to the community as a whole.

/// WHAT IS IT?

The Critical Load Public Safety or Industrial Customers Program is a registry of public safety accounts that include hospitals, water/wastewater facilities, police & fire stations and other industrial and natural gas facilities that meet certain criteria and are crucial to the preservation of health, safety, and welfare in the community. When planned outages or service interruptions are scheduled, we will attempt advance notice so preparations can be made to mitigate issues that may be caused by an electrical outage. It also means that registered Public Safety and Industrial customers will be prioritized in electrical power restoration efforts to the extent possible.

/// WHAT IT IS NOT

Our Critical Load Public Safety or Industrial Customers Program does not guarantee these accounts are exempt from planned service interruptions or Electric Reliability Council of Texas (ERCOT) load shed (rolling outage) events. Registered customers are not exempt from their financial responsibilities to pay timely for electric utility services provided or from potential termination of service in accordance with City of Coleman policies.



/// WHO QUALIFIES?

To qualify, the account must meet criteria established for these types of accounts using Public Utility Commission of Texas (PUCT) guidelines.



/// HOW DO I APPLY?

Download application at: www.cityofcolemantx.us/utilities

Request an application by calling the City at: (325) 625-4116

Pick up an application at City Hall. Return completed applications in person or by mail to: City of Coleman, 200 W. Liveoak, Coleman, Texas, 76834, or by scanning, and emailing the completed application to utilities@cityofcolemantx.us

CRITICAL LOAD PUBLIC SAFETY MEMBER & CRITICAL LOAD INDUSTRIAL MEMBER APPLICATION

IMPORTANT INFORMATION:

- This application must be completed to obtain Critical Load designation.
- This application will not be processed if incomplete, unreadable, or improperly submitted.
- All information is required, unless otherwise indicated.
- Submission of this application does not automatically result in Critical Load designation.

Critical Load Public Safety Members and Critical Load Industrial Members must meet the following criteria: According to the Public Utility Commission of Texas (PUCT) Substantive Rules Section 25.497(a) a “**critical load public safety customer**” is defined as “loads for which electrical service is considered crucial for the protection or maintenance of public safety; including but not limited to hospitals, police stations, fire stations, critical water and wastewater facilities, and customers with special in-house life-sustaining equipment.” A “**critical load industrial customer**” is defined as “an industrial customer for whom an interruption or suspension of electrical service will create a dangerous or life-threatening condition.

While the City of Coleman strives to provide uninterrupted service, circumstances beyond our control cause unplanned outages of varying duration, thus rendering it impossible to guarantee uninterrupted service. Each customer should make adequate plans for backup service in the event of an outage. This includes backup battery power, generators, or relocations plans in the event of a sustained outage.

APPLICANT: Return signed application to City office or via email, fax, or mail

CRITICAL LOAD PUBLIC SAFETY MEMBER & CRITICAL LOAD INDUSTRIAL MEMBER APPLICATION

PART 1: COMPLETED BY THE CUSTOMER- ALL INFORMATION IS REQUIRED

Name on City account: _____

Account number _____

Service Address: _____

Emergency Contact Information

Emergency contact: _____

Primary phone: _____ Alternate phone (if any): _____

Email Address: _____

Secondary contact: _____

Primary phone: _____ Alternate phone (if any): _____

Email Address: _____

QUALITIES THAT DEFINE SERVICE AS CRITICAL LOAD
