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## COMPLAINT FORM

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This form is to be completed by ERCOT or by a Market Participant to report the possible non-compliance of a NERC Reliability Standard. This form should **only** be used for reporting non-compliance related to the matters pertaining to **Bulk Electric System Reliability** of ERCOT; not commercial or retail matters.

Completed forms should be sent to Texas RE:

Via Mail: Texas Reliability Entity  
805 Las Cimas Parkway, Ste 200  
Austin, Texas 78746

Via E-mail: [complaint@texasre.org](mailto:complaint@texasre.org) (for NERC Reliability Standards)

To submit anonymous and confidential complaints related to possible violations, please visit the [Compliance Hotline](#) ➔.

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### **PART A: INFORMATION ABOUT THE ENTITY SUBMITTING THE COMPLAINT**

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#### **Market Participant or Interested Party**

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Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Phone: (    )    –                      Fax: (    )    –  
\_\_\_\_\_

E-mail Address: \_\_\_\_\_

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**Contact (person to whom the response will be directed)**

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Name: \_\_\_\_\_

Phone: (    )    -                      Fax: (    )    -  
\_\_\_\_\_

E-mail Address: \_\_\_\_\_

Is this Submission made on a Confidential Basis? *(please check one)*

Yes

No

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**PART B: DETAILS OF THE COMPLAINT**

**Name of the entity** \_\_\_\_\_  
(That is the subject of the complaint)

NERC Reliability Standard:

Time frame of issue:

Please outline below (or attach) details of the complaint.

*(Note: Include the **name of the entity** that is the subject of the complaint, the date(s) of the alleged non-compliance, and other relevant details. Texas RE or NERC may not act on a complaint if it is incomplete and/or does not include enough information.)*

Please check box if additional details are attached:

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**PART C: FACTS OR INFORMATION THAT SUPPORT THE COMPLAINT**

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Please outline below any facts, documents, or information that support the complaint:

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Please check box if additional facts, documents, or information are attached:

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**PART D: SIGNATURE OF INDIVIDUAL OR AUTHORIZED REPRESENTATIVE OF THE MARKET PARTICIPANT OR ERCOT ISO MAKING THE COMPLAINT**

Signature:	
Name:	
Title:	
Date:	

<b>FOR Texas RE USE ONLY</b>	
Date received by Texas RE:	
Date complainant was sent notice of Complaint Form received:	