

Auto Ticket Creation- Frequently Asked Questions

Q1. Why is PJM implementing the Auto Ticket process?

Answer:

Through validation of Real-Time Operator Logs, Markets Gateway availability data, eDART outages, and actual unit output, PJM identified situations where forced or unplanned outages were not reflected in eDART. The Auto Ticket process helps ensure outage information is accurately captured whenever a qualifying outage record is missing.

Q2. Is this issue limited to extreme weather events?

Answer:

No. While the issue was highlighted during Winter Storm FERN, missing outage records have been identified throughout the year. The Auto Ticket process is intended to address a year-round outage reporting and operational awareness gap.

Q3. Why is it important for forced outages to be accurately reflected in eDART?

Answer:

Accurate outage reporting supports reliability assessments, operational planning, market analysis, forecasting, and transparency for PJM and market participants.

Q4. How does outage reporting impact forced outage forecasting?

Answer:

Historical outage data is used to calculate forced outage rates. Missing outage information can understate outage performance metrics and negatively impact forecasting accuracy.

Q5. What is the primary objective of the Auto Ticket initiative?

Answer:

The objective is to improve alignment between Markets Gateway availability status, actual unit operating conditions, Real-Time Operations records, and eDART outage records while ensuring unavailable committed-capacity MW are appropriately reflected in eDART.

Q6. What problem is this workflow intended to solve?

Answer:

The process addresses situations where a unit is unavailable, that unavailable MW is reflected in Markets Gateway, but no qualifying outage ticket exists in eDART.

Trigger Criteria

Q7. What resources are eligible for automatic ticket creation?

Answer:

Only Committed Capacity Resources are eligible for the Auto Ticket process.

Q8. What triggers the creation of an Auto Ticket?

Answer:

An Auto Ticket is created when a committed-capacity resource is unavailable in Markets Gateway, and no qualifying outage ticket exists in eDART.

Q9. What role does Markets Gateway play in the process?

Answer:

Markets Gateway serves as the primary source for determining unit availability.

Q10. What availability status triggers evaluation?

Answer:

Only units designated as **Unavailable** in Markets Gateway are evaluated.

Q11. If a unit is available but producing 0 MW, will an Auto Ticket be created?

Answer:

No. Units marked Available in Markets Gateway will not trigger the Auto Ticket process regardless of MW output.

Q12. How does the Auto Ticket process determine when a ticket should be created?

Answer:

The process:

1. Checks unit availability in Markets Gateway.
2. Reviews eDART for a qualifying outage.
3. Create an Auto Ticket if the unit is unavailable and no qualifying outage exists.

Q13. When is an Auto Ticket actually created?

Answer:

An Auto Ticket is created when:

- The resource is unavailable in Markets Gateway; and

- No Active, Approved, or Pending Planned, Maintenance, or Unplanned outage exists in eDART.

Q14. How much time does a Generator have to enter an outage before an Auto Ticket is created?

Answer:

A Generator has approximately one hour to submit a qualifying outage. Auto Ticket creation generally occurs around the 65-70 minute mark if no qualifying outage exists.

Q15. What happens if a Generator submits an outage ticket within the one-hour window?

Answer:

No Auto Ticket will be created.

Q16. Does the Auto Ticket process apply only to fossil-fuel resources?

Answer:

No. The process applies to all eligible Committed Capacity Resources, including applicable wind, solar, battery, and conventional resources.

eDART Validation

Q17. What outage tickets does eDART look for before creating an Auto Ticket?

Answer:

eDART scans for:

- Planned outages.
- Maintenance outages
- Unplanned (Forced) outages

The outage must be in an Active, Approved, or Pending Evaluation status.

Q18. Why does eDART check for existing outage tickets first?

Answer:

The Auto Ticket process supplements, rather than replaces, existing outage reporting. If a valid outage already exists, no additional outage ticket is necessary.

Q19. Why not use informational or non-ambient tickets to satisfy the requirement?

Answer:

Informational and non-ambient tickets do not represent actual unavailable committed-capacity MW and therefore do not satisfy the outage reporting requirement.

Auto Ticket Creation

Q20. What outage type will be assigned to Auto Tickets?

Answer:

Auto Tickets will be created as **Unplanned (Forced)** outages.

Q21. What outage cause will be assigned to Auto Tickets?

Answer:

Auto Tickets will use the cause code "**Unavailable in Market.**"

Q22. What happens to existing Ambient Air tickets when an Auto Ticket is created?

Answer:

Ambient Air tickets will be zeroed out. The Generator Owner remains responsible for updating the Ambient Air ticket as appropriate.

Q23. Why are Ambient Air tickets zeroed out?

Answer:

This prevents conflicting outage impacts from being represented simultaneously and aligns outage representation with the unit's actual availability status.

Q24. What start time is assigned to an Auto Ticket?

Answer:

The ticket start time is the time the Auto Ticket is created in eDART.

Q25. How often does eDART check Markets Gateway for unavailable units?

Answer:

eDART scans Markets Gateway every 10 minutes.

Q26. How is the estimated end date managed for Auto Tickets?

Answer:

eDART maintains an estimated end date approximately two hours into the future while the unit remains unavailable.

Q27. How can users identify an automatically created ticket?

Answer:

Auto Tickets can be identified by:

- Outage Type = Unplanned
- Cause Code = Unavailable in Market

Q28. What end date and time is initially assigned to an Auto Ticket?

Answer:

The initial estimated end date/time is approximately two hours after ticket creation.

Q29. When the system extends an Auto Ticket, does it create a new outage ticket?

Answer:

No. Extensions are processed as revisions to the existing outage ticket.

Exception Handling

Q30. What happens if the actual outage reason differs from "Unavailable in Market"?

Answer:

The Generator may update the description and request revisions, but the cause code remains "Unavailable in Market."

Q31. What happens if the unit becomes available before a Generator submits an outage ticket?

Answer:

If the unit returns to Available status during the approximately one-hour grace period, no Auto Ticket will be created.

Q32. What happens if a Generator submits an outage after the Auto Ticket has already been created?

Answer:

If the newly submitted outage satisfies the qualifying criteria, the Auto Ticket will automatically close.

Q33. Can both an Auto Ticket and a Generator-submitted outage remain active at the same time?

Answer:

No. The process is designed to prevent duplicating outage records.

Q34. Can an Auto Ticket be cancelled after it has been created?

Answer:

No. Once created, the ticket becomes part of the outage record and audit trail. It may be completed but not cancelled.

Compliance & Operations

Q35. Does the Auto Ticket process eliminate the need for outage submissions by Generation Owners?

Answer:

No. Generators remain responsible for submitting and maintaining accurate outage information.

Q36. What should a Generation Owner do if an Auto Ticket is created?

Answer:

The Generator Owner should:

- Review the outage
- Verify unit status
- Update information as needed
- Request revisions where appropriate
- Close the outage when complete

Q37. Can a Generation Owner update the ticket description?

Answer:

Yes.

Q38. Can a Generation Owner request revisions to an Auto Ticket?

Answer:

Yes.

Q39. What information can be revised on an Auto Ticket?

Answer:

Generators may request revisions to:

- Start Date/Time

- End Date/Time
- Reduction Amount

Auto Tickets otherwise follow the same update capabilities available to other Active outage tickets.

Q40. Is there a minimum reduction amount required for revisions?

Answer:

Yes. Reduction revisions must be greater than 1 MW.

Q41. Can a Generation Owner change the outage cause code?

Answer:

No.

Q42. Why is the outage cause code locked?

Answer:

To preserve auditability and maintain the integrity of the system-generated outage designation.

Q43. Does an Auto Ticket remain under Generator Owner responsibility after it is created?

Answer:

Yes. The Generator Owner remains responsible for managing and maintaining the outage record.

Q44. What actions are not permitted on an Auto Ticket?

Answer:

Generators cannot:

- Change the outage cause code
- Submit a reduction revision of 1 MW or less
- Bypass standard eDART approval processes

Q45. How can an Auto Ticket be closed?

Answer:

An Auto Ticket may be closed by:

1. Generator manual closure

2. Unit returning Available in Markets Gateway
3. Submission of a qualifying Generator outage ticket

Q46. Can a Generator manually close the ticket?

Answer:

Yes.

Q47. What is the complete Auto Ticket lifecycle?

Answer:

Unavailable in Markets Gateway → One-hour Generator window → Auto Ticket creation (if needed) → Ticket management in eDART → Ticket closure.

Q48. Will Auto Tickets appear in third-party outage management or vendor applications?

Answer:

Visibility depends on how the vendor application interfaces with and synchronizes data from eDART. Vendors should be consulted regarding their specific integration capabilities.

Reporting & Monitoring

Q49. What operational benefits does the Auto Ticket process provide?

Answer:

The process:

- Improves alignment between Markets Gateway and eDART
- Improves outage visibility
- Increases transparency for stakeholders
- Supports more accurate forced outage statistics
- Improves reserve planning
- Enhances generator performance assessments
- Supports reliability assessments
- Improves Capacity Accreditation inputs

- Ensures unavailable committed-capacity MW are more consistently represented in eDART.

Q50. Is the Auto Ticket process being implemented because of GADS reporting requirements?

Answer:

No. Although discrepancies between Markets Gateway, eDART, and GADS contributed to identifying the issue, the primary objective is to improve outage visibility and outage representation in eDART.

Q51. How are Auto-Created Tickets categorized in PJM reporting?

Answer:

Auto-Created Tickets are created as Unplanned (Forced) outages with a cause code of "Unavailable in Market." In outage reporting, they are generally associated with forced outage categories while retaining their specific cause code within eDART.

Q52. Why might market participants not observe a significant increase in Forced Outage MW after Auto Ticket implementation?

Answer:

Many unavailable units already have valid outage tickets entered. Auto Ticket creation only applies to a subset of unavailable committed-capacity resources, and the primary goal is improved outage completeness and visibility rather than a material increase in reported outage MW.