



Control Number: 27706



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PROJECT NO. 27706

REPORTS OF THE ELECTRIC § PUBLIC UTILITY COMMISSION  
RELIABILITY COUNCIL OF TEXAS § OF TEXAS

**ELECTRIC RELIABILITY COUNCIL OF TEXAS, INC.'S  
NOTICE OF PROTOCOL VIOLATION**

COMES NOW, Electric Reliability Council of Texas, Inc. (ERCOT) and files this Notice of Protocol Violation of Protocol Section 1.3.1.1(9) and (20), Items Considered Protected Information.

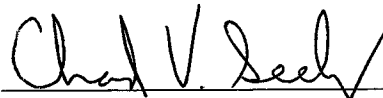
On May 27, 2009, ERCOT's retail transaction processing service reached its 1,000,000,000 transaction. This milestone caused a mapping failure because the 10 digits were too large for the 9-digit column it is inserted into. As an immediate remedy, ERCOT reset the process counter. ERCOT has implemented additional procedures to ensure that the process counter will not exceed 999,999,999 in the future. The result of the mapping failure of the retail transaction processing service was that 15,162 transactions were either rejected or failed to process. On May 28, 2009, ERCOT apprised the relevant parties of this error via two Market Notices. These Market Notices are appended as **Attachments A and B**.

On May 28, 2009, ERCOT Retail Client Services sent e-mails to impacted Market Participants notifying them of the retail transactions that were impacted. During this process, an ERCOT Retail Account Manager inadvertently included an incorrect Market Participant on an e-mail distribution, disclosing one Load Serving Entity's ESI IDs for 175 retail transactions, which is Protected Information under Section 1.3.1.1(9) and(20) of the ERCOT Protocols. On June 1, 2009, ERCOT informed all relevant parties of the disclosure and received confirmation that the data had been permanently deleted. The data was disclosed due to human error. Additional

training has been administered to protect against future accidental and inadvertent disclosures of Protected Information.

As always, ERCOT would be pleased to discuss this matter more fully at the Commission's request.

Respectfully submitted,



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Chad V. Seely  
Corporate Counsel  
Texas Bar No. 24037466  
(512) 225-7035 (Telephone)  
(512) 225-7079 (Facsimile)  
[cseely@ercot.com](mailto:cseely@ercot.com)

ERCOT  
7620 Metro Center Drive  
Austin, Texas 78744

**ATTORNEY FOR ELECTRIC  
RELIABILITY COUNCIL OF TEXAS, INC.**

**Seibert, Dave L.**

**From:** NOTICE RELEASE RETAIL [NOTICE\_RELEASE\_RETAIL@LISTS.ERCOT.COM] on behalf of ERCOT Client Relations  
**Sent:** Thursday, May 28, 2009 4:00 PM  
**To:** NOTICE\_RELEASE\_RETAIL@LISTS.ERCOT.COM  
**Subject:** R-A052809-02 UPDATE/FINAL - Retail Processing

**NOTICE DATE:** May 28, 2009

**NOTICE TYPE:** R-A052809-02 UPDATE/FINAL - Retail Processing

**SHORT DESCRIPTION:** Due to a retail transaction processing issue at ERCOT, 15,162 transactions were either inadvertently rejected or failed to process.

**INTENDED AUDIENCE:** CRs and TDSPs

**DAY AFFECTED:** Wednesday, May 27, 2009 from 5:15 PM to 9:00 PM

**LONG DESCRIPTION:** Due to a retail transaction processing issue at ERCOT, 15,162 transactions were either inadvertently rejected or failed to process. The affected transactions were submitted between 5:15 PM and 9:00 PM on Wednesday, May 27, 2009.

It is not necessary for Market Participants to resubmit these transactions, as they have already been reprocessed by ERCOT.

Following is a breakdown of impacted transaction by transaction type:

Transaction Type	Count
814_01	860
814_04	1276
814_09	1
814_16	1229
814_18	292
814_24	1147
814_25	349
814_26	438
814_27	37
814_28	124
814_29	77
867_02	4780
867_04	4552
Grand Total	15162

**ADDITIONAL INFORMATION:** ERCOT has identified and reprocessed all impacted transactions. A list of impacted transactions will be provided to all affected MPs.

**CONTACT:** If you have any questions, please contact your ERCOT Account Manager. You may also call the

general ERCOT Client Services phone number at (512) 248-3900 or contact ERCOT Client Services via e-mail at [ClientRelations@ercot.com](mailto:ClientRelations@ercot.com).

JR/DG

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**From:** ERCOT Client Relations  
**Sent:** Thursday, May 28, 2009 8:04 AM  
**To:** 'Notice\_Retail\_Processing@lists.ercot.com'; 'Notice\_Extracts\_Retail@lists.ercot.com'; 'Notice\_Extracts\_Wholesale@lists.ercot.com'; 'Notice\_Release\_Retail@lists.ercot.com'  
**Cc:** 'crpc@lists.ercot.com'; 'tdsppc@lists.ercot.com'; 'rmc@lists.ercot.com'; 1 ERCOT Client Service Reps  
**Subject:** R-A052809-01 INITIAL NOTICE - Retail Processing

**NOTICE DATE:** May 28, 2009

**NOTICE TYPE:** R-A052809-01 INITIAL NOTICE - Retail Processing

**INTENDED AUDIENCE:** CRs and TDSPs

**DAY AFFECTED:** May 27, 2008 from 5:15 PM to 9:00 PM

**DESCRIPTION:** ERCOT experienced Retail Transaction processing issues on May 27, 2008 from 5:15 PM to 9:00 PM.

At this time, all ERCOT Retail Transaction processing has been restored.

Additional information will be provided as it becomes available.

**CONTACT:** If you have any questions, please contact your ERCOT Account Manager. You may also call the general ERCOT Client Services phone number at (512) 248-3900 or contact ERCOT Client Services via e-mail at [ClientRelations@ercot.com](mailto:ClientRelations@ercot.com).

**If you are receiving e-mail from an ERCOT distribution list that you no longer wish to receive, please follow this link in order to unsubscribe from this list:** <http://lists.ercot.com>.

DP/DG

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**Cc:** 'crpc@lists.ercot.com'; 'tdsppc@lists.ercot.com'; 'rnc@lists.ercot.com'; 1 ERCOT Client  
Service Reps  
**Subject:** R-A052809-01 INITIAL NOTICE - Retail Processing

**NOTICE DATE:** May 28, 2009

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DP/DG