



Control Number: 36141



Item Number: 6924

Addendum StartPage: 0

**PROJECT NO. 36141**

**RETAIL PERFORMANCE MEASURE  
REPORTS PURSUANT TO PUC  
SUBST. R. §25.88 BEGINNING 3<sup>RD</sup>  
QUARTER 2008**

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**PUBLIC UTILITY COMMISSION  
OF TEXAS**



**ERCOT'S PERFORMANCE MEASURES REPORT  
FOR THE FIRST QUARTER OF 2020**

Electric Reliability Council of Texas, Inc. (ERCOT) files its Report for the First Quarter of 2020 pursuant to 16 Texas Administrative Code (TAC) §§ 25.362(i)(3)(B) and 25.88. ERCOT's Performance Measures Report is appended as Attachments A1 – A9.

ERCOT hereby provides notice that attachments marked with an asterisk contain information which is proprietary and confidential and is being provided in accordance with Commission policy set forth in 16 TAC §§ 22.71 and 25.362. The following attachments comprise this report:

<b>Document Description</b>	<b>Attachment</b>
Attestation	A1
Analysis of Performance Measures Report 1 <sup>st</sup> Quarter 2020	A2
Active ESI IDs for 1 <sup>st</sup> Quarter 2020	A3*
Total Market Report 1 <sup>st</sup> Quarter 2020	A4
IT Incident Summary 1 <sup>st</sup> Quarter 2020	A5
IT System Availability 1 <sup>st</sup> Quarter 2020	A6
Unauthorized Changes 1 <sup>st</sup> Quarter 2020	A7*
TDSP Summary 1st Quarter 2020	A8*
Observed Selection of Electric Providers 1st Quarter 2020	A9

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Respectfully Submitted,

/s/ Gibson Hull

Chad V. Seely  
Vice President and General Counsel  
Texas Bar No. 24037466  
(512) 225-7035 (Phone)  
(512) 225-7079 (Fax)  
Chad.Seely@ercot.com

Juliana Morehead  
Assistant General Counsel  
Texas Bar No. 24046474  
(512) 225-7184 (Phone)  
(512) 225-7079 (Fax)  
Juliana.Morehead@ercot.com

Gibson Hull  
Associate Corporate Counsel  
Texas Bar No. 24106844  
(512) 225-7179 (Phone)  
(512) 2257079 (Fax)  
Gibson.Hull@ercot.com

ERCOT  
7620 Metro Center Drive  
Austin, Texas 78744

ATTORNEYS FOR ELECTRIC  
RELIABILITY COUNCIL OF TEXAS, INC.



## Attachment A 01 - Attestation Ruane - Q1 2020.docx

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### E-Signature Summary

#### E-Signature 1: Mark Ruane (MR)

May 05, 2020 11:42:00 -8:00 [EED54A0BBCD0] [99.189.72.129]  
 Mark.Ruane@ercot.com (Principal) (Personally Known)

#### E-Signature Notary: Amy L Loera (ALL)

May 05, 2020 11:42:00 -8:00 [BAB627825976] [99.189.72.129]  
 amy.loera@ercot.com

I, Amy L Loera, did witness the participants named above electronically sign this document.



**Attachment A1**  
**Project No. 36141 Performance Measures Report**  
**1st Quarter 2020**  
**Attestation**

**STATE OF TEXAS**                   §  
**COUNTY OF TRAVIS**           §

**BEFORE ME**, the undersigned authority, Mark Ruane, who, being first duly sworn, deposes and states:

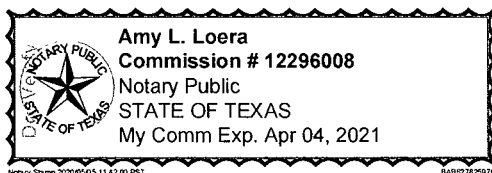
“My name is Mark Ruane. I am employed as Director of Settlement, Retail Operations and Credit, for the Electric Reliability Council of Texas, Inc., having its principal place of business at 7620 Metro Center Drive, Austin, Texas. I am over the age of twenty-one and am competent to make the following attestation:

“I hereby attest that I have personal knowledge of the facts stated in ERCOT’s Performance Measures Report for the first quarter of 2020, attached hereto, that I am competent to testify to them, and that I have the authority to submit this document on behalf of ERCOT. I further swear or affirm that the attached Performance Measures Report is, in my judgment and based upon my professional experience, true, complete and accurate and that any substantial material changes in such information will be provided to the Public Utility Commission of Texas in a timely manner. I hereby verify that an internal review was conducted to confirm the accuracy of the information contained in the attached Performance Measures Report.”

Mark Ruane  
Signed on 2020/05/05 11:42:00 -4:00

Mark Ruane  
Director of Settlement, Retail Operations and Credit

**SUBSCRIBED AND SWORN TO BEFORE ME** on 05/05/2020. This notarial act was an online notarization.



[Signature]  
Notary Public, State of Texas  
Signed on 2020/05/05 11:42:00 -4:00





**Project 36141**

***Retail Market Performance Measures Report Analysis  
Quarterly Report for First Quarter 2020***

This first quarter report for 2020 contains a summary of the data included in Attachments A3 – A9 in accordance with 16 TAC 25.88. This report includes a comparison of the current quarter to the data and performance of ERCOT for the fourth quarter of 2019. Some of the data reported in Attachments A3 – A9 is proprietary and confidential information and is provided in accordance with Commission policy set forth in 16 TAC 22.71 and 16 TAC §25.362, where indicated.

***Measure A-1: Customers Served by REPs***

This measure reflects the number of customers served by REPs, by customer class, and includes the corresponding amount of load associated with those customers. Customer classes are Residential, Small Non-Residential, and Large Non-Residential. Data is aggregated for all REPs and then compared to the customers served by the REP affiliated with the TDU in each TDU area. The data provided for this measure is confidential and proprietary.

***Measure A-2: Number of Active REPs***

This measure reflects the number of REPs actively serving customers by TDU service territory and customer class.

The following documents include information responsive to Measures A-1 and A-2:

- a. ***Count of ESI IDs*** for January 31, 2020, February 29, 2020 and March 31, 2020, included as Attachments A3, contains the number of ESI IDs served by various REPs, as well as the demand level of those ESI IDs. It is possible to determine the demand level of 'individual customers' from some of the information; therefore these reports are confidential and proprietary. These files contain the following data:
  - Count of ESI IDs (their demand levels and load) for each REP, broken down by REP.



***Measure B-1: Customer Enrollment Success Rate***

This measure examines the lifecycle and completion of technical retail transactions (Switch, Standard Move-In, and Same Day Move-In) within the timeframes specified in the ERCOT Protocols and/or TDU tariffs.

In the ***Total Market Report*** included as Attachment A4, the following data describes ERCOT's Protocol compliance volumes and percentages as required for Measure B-1.



### ***Protocol Compliance***

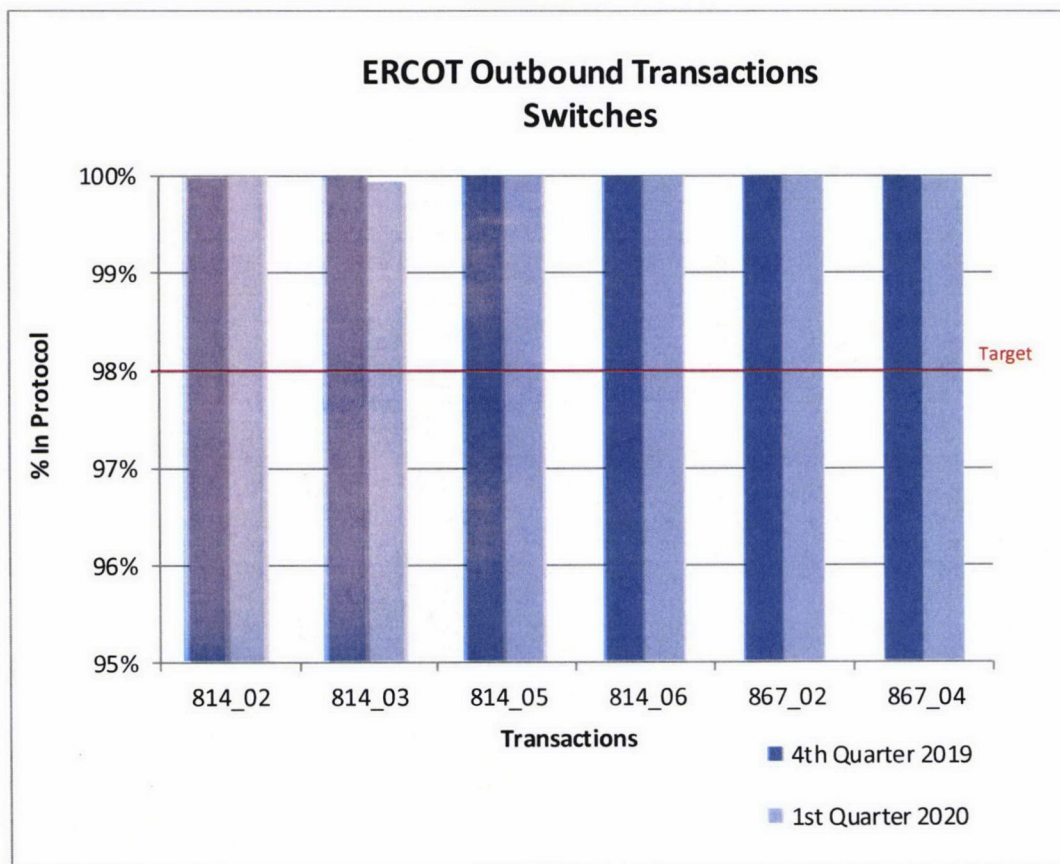
For this portion of the analysis, Performance Measures Export Reports and data were generated from ERCOT's DataTrak System for the first quarter of 2020. The reports provide the total volume and the percent of transactions within Protocols for each transaction type by business process by month as required by the rule. Protocol times for all TDU transactions were calculated using the hours set forth and agreed by the Texas Data Transport Working Group.

### ***Processing Issue***

ERCOT experienced a retail transaction processing issues on January 24, 2020; 03:38 – 10:45. ERCOT received unexpected volumes from a market participant which resulted in slow and/or sporadic processing of retail transactions. Processing was performing as expected with the exception of a slowdown in the processing of 814\_20s. ERCOT continued analysis and reached out directly to those trading partners who did not receive the expected responses to submissions during this period.



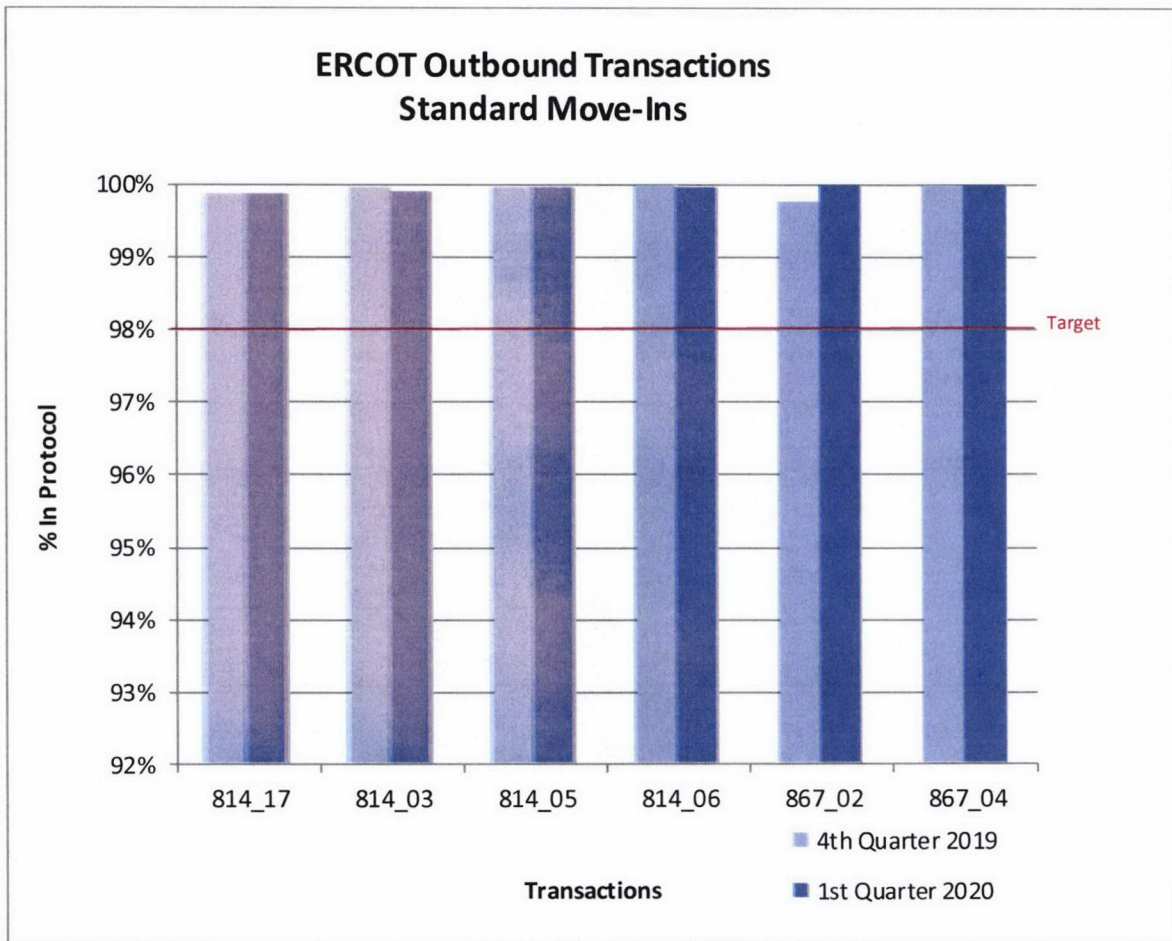
# I. Switch Transactions



- There were 242,009 814\_01 (Switch) transactions in the first quarter of 2020, 263 more than in the fourth quarter of 2019.



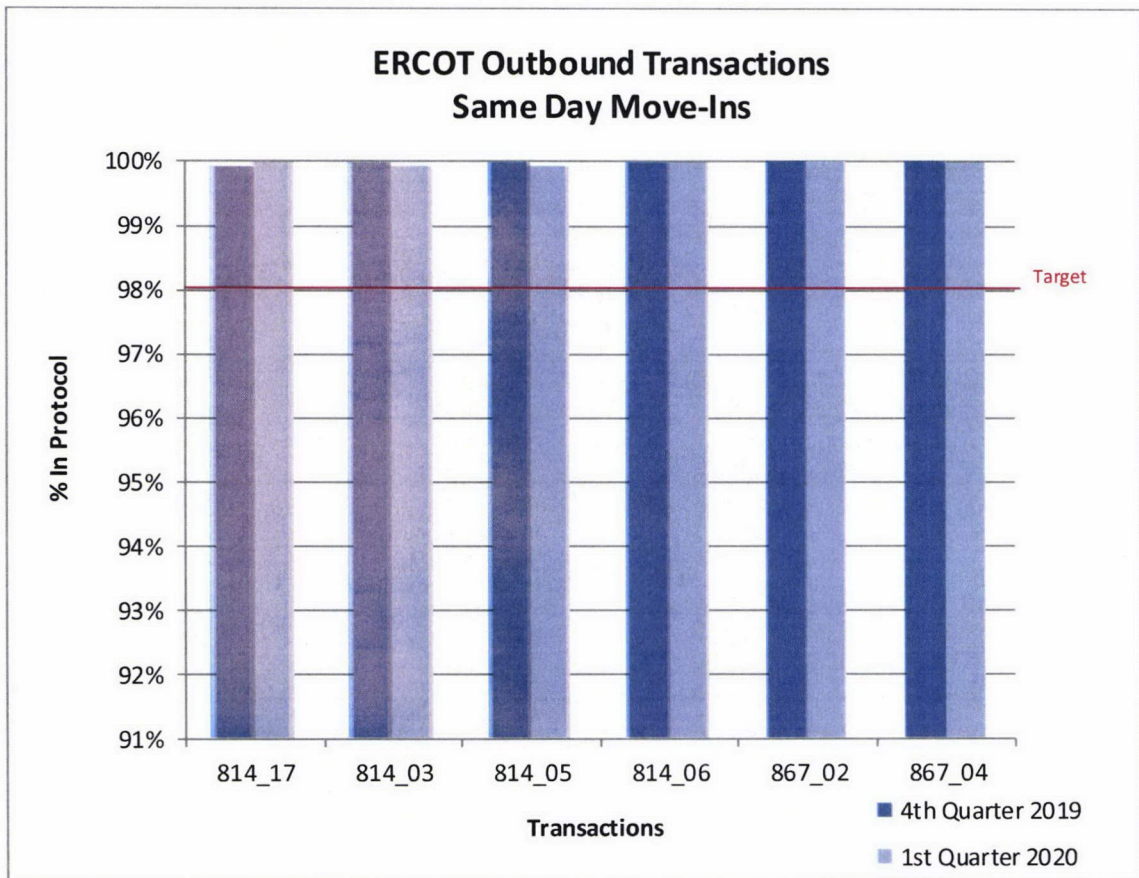
## 2. Standard Move-In Transactions



- There were 316,327 Standard 814\_16 (Move-In) transactions in the first quarter of 2020, 2,687 more than in the fourth quarter of 2019.



### 3. Same Day Move In Transactions



- There were 343,083 Same Day 814\_16 (Move-In) transactions in the first quarter of 2020, 24,832 less than in the fourth quarter of 2019.



### ***Measure B-2: Meter Read Transaction Success Rate***

This measure examines the Move Out, ESI ID Create, ESI ID Maintain, Historical usage, monthly usage, and initial meter read transaction flow within ERCOT Protocols. The ***Total Market Protocol Report***, included as Attachment A4, contains ERCOT totals.

The following files contain individual market participant performance measure reports and are proprietary and confidential:

***CR Summary Files*** – (45 days after the quarter the individual files are posted to the Market Information System (MIS) in each MP's folder called Performance Measures.

***TDU Summary Files*** – Attachment A8

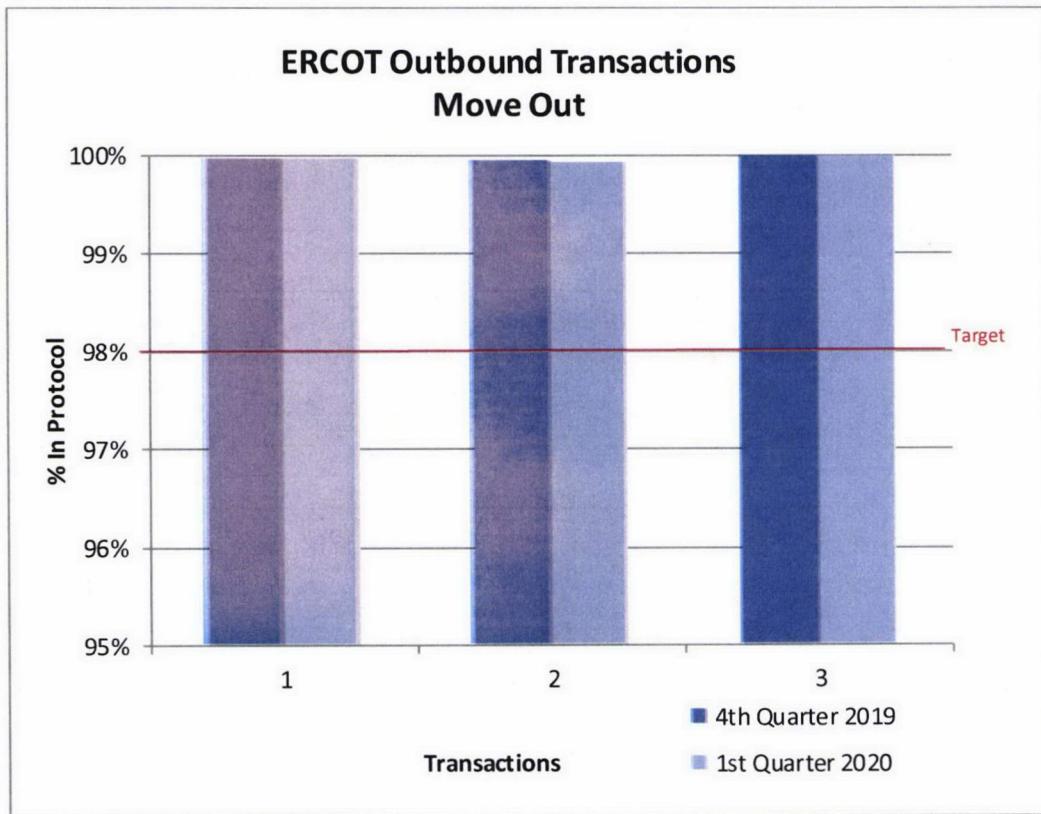
### ***Monthly Meter Readings – 867\_03 Transactions***

For this portion of the analysis, Monthly Meter Reading data is reported from ERCOT's DataTrak system for the first quarter of 2020. The information provided in these reports is proprietary and confidential in the CR Summary files. This report contains aggregated data for monthly meter readings and no distinction may be made between monthly meter readings, final meter readings and/or cancellations.

The Monthly Meter Readings (867\_03) were forwarded by ERCOT 99.96% within Protocols in the first quarter of 2020. This compares to 100% reported in the fourth quarter of 2019.



#### 4. Move Out Transactions

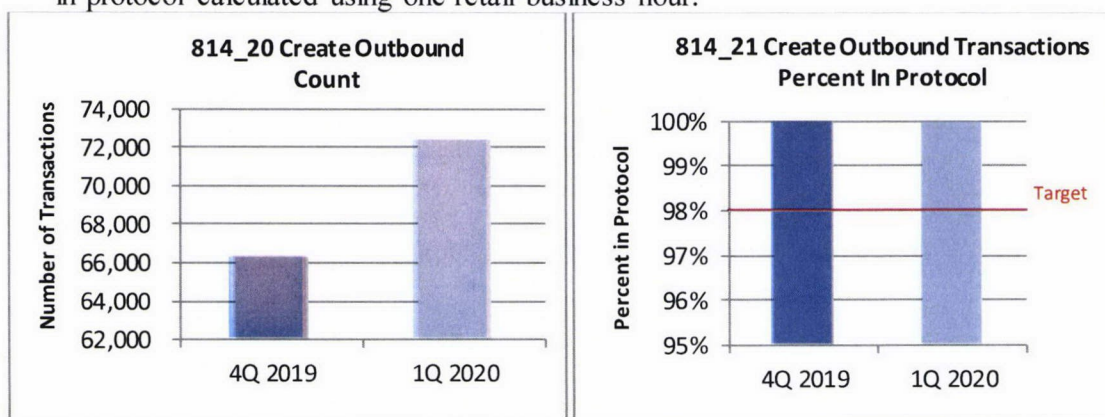


- There were 313,834 814\_24 (Move-Out) transactions in the first quarter of 2020, 9,343 less than in the fourth quarter of 2019.



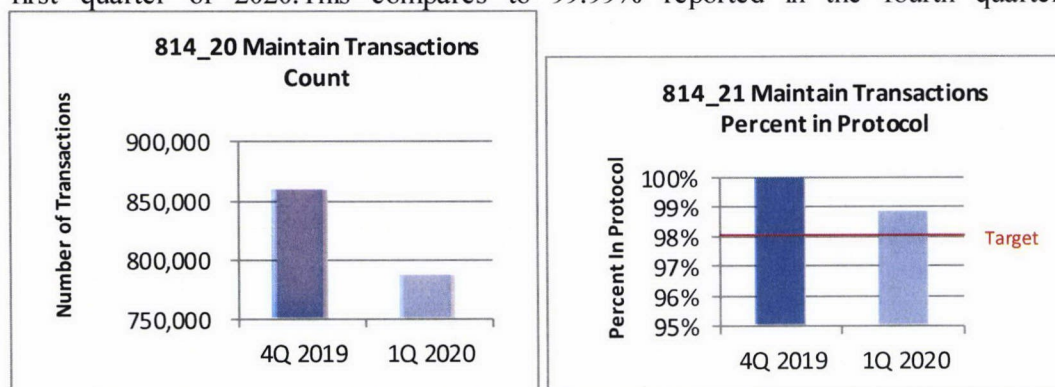
## 5. ESI ID Create

- There were 72,413 814\_20 (ESI ID Create) transactions in the first quarter of 2020.
- 814\_21 Create ESI ID transactions were processed 99.99% within Protocols in the first quarter of 2020. This compares to 100% reported for the fourth quarter of 2019. Percent in protocol calculated using one retail business hour.



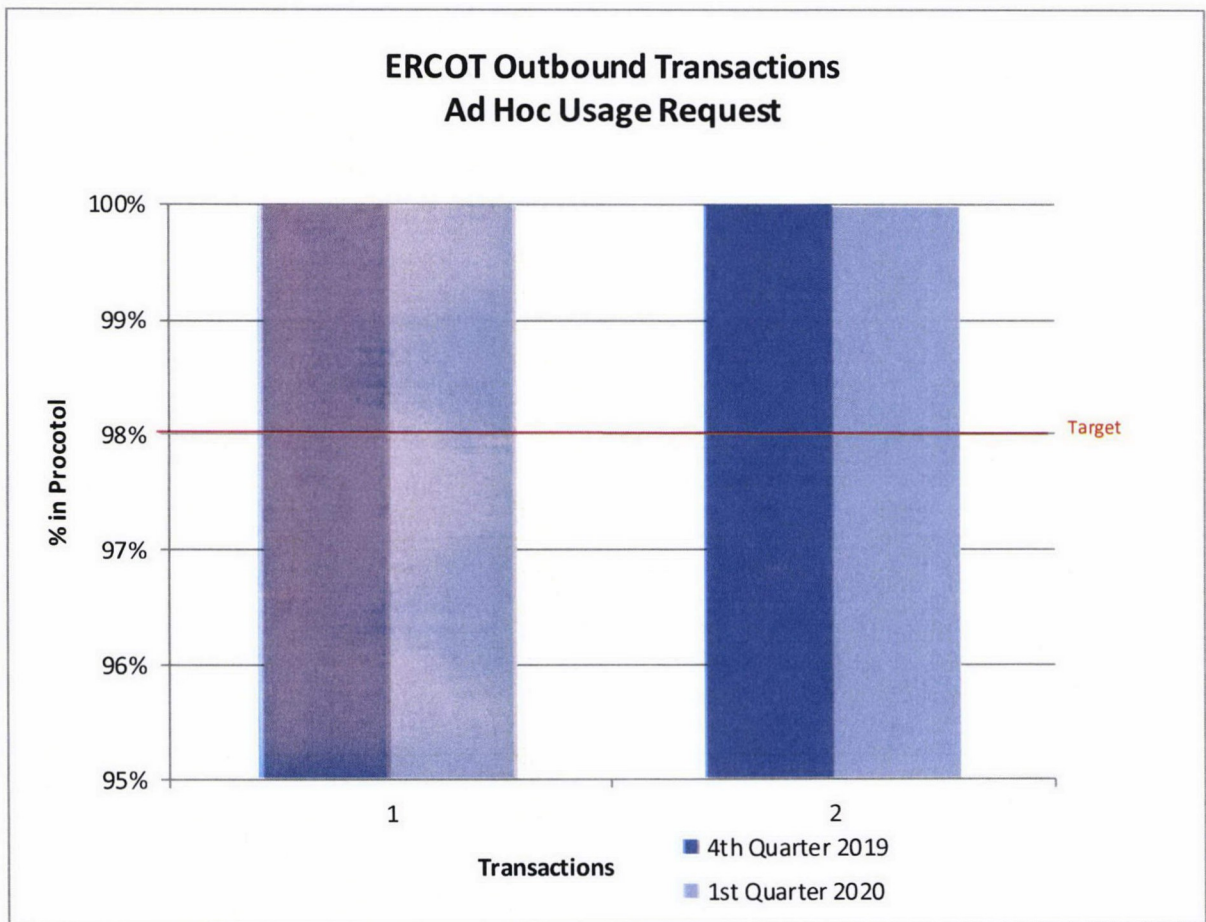
## 6. ESI ID Maintain

- There were 786,935 814\_20 (ESI ID Maintain) transactions in the first quarter of 2020.
- 814\_21 Maintain ESI ID transactions were processed 98.84% within Protocols in the first quarter of 2020. This compares to 99.99% reported in the fourth quarter.





## 7. Historical Usage



- 814\_26 Ad Hoc Usage Requests were forwarded 100% within Protocols in the first quarter of 2020 compared to 100% in the fourth quarter of 2019.
- 867\_02 Historical Usage sent to the CR were forwarded 99.97% within Protocols in the first quarter of 2020 compared to 100% in the fourth quarter of 2019.



***Measure B-3: Service Reliability***

Service reliability related to ERCOT systems is presented in **Attachment A6 - System Availability 1Q 2020**.

During the 65 business days of the first quarter of 2020, ERCOT Retail Market IT Services had 1 unplanned outage or service degradation which affected 1 day.

- 1 incident affecting Retail Processing
- 0 incidents affecting MarkeTrak GUI over 0 days (0 total outage minutes)
- 0 incidents affecting MarkeTrak API over 0 days (0 total outage minutes)
- 0 incidents affecting the intervals of 0 MIS reports over 0 days (0 total outage minutes)



#### **Measure B-4: Unauthorized Changes**

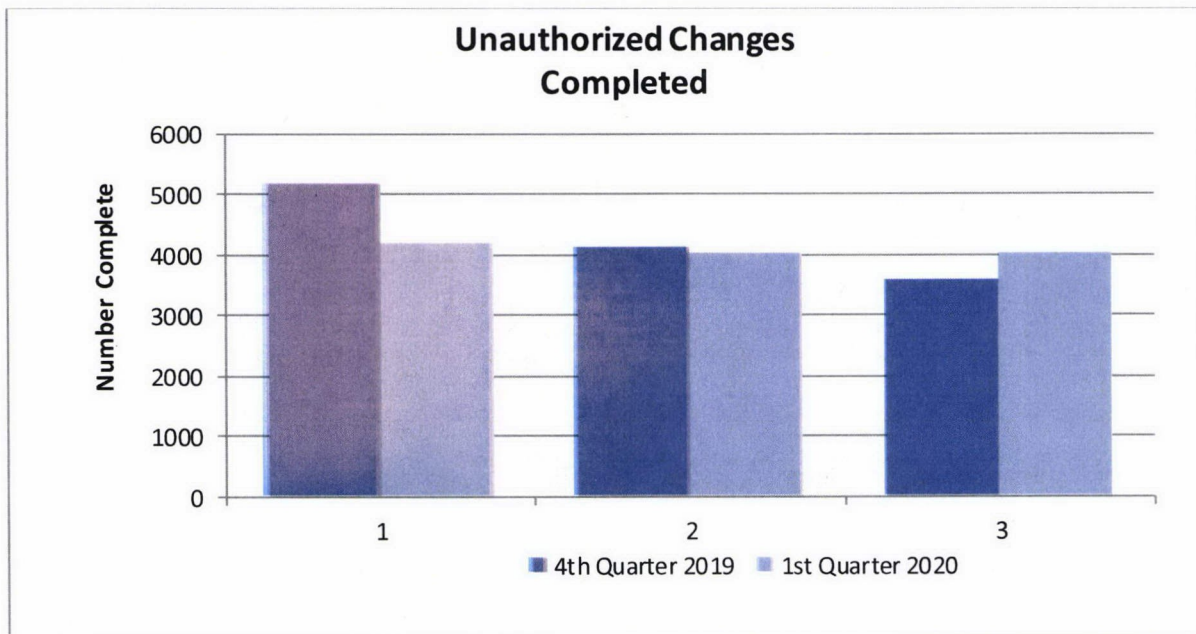
This measure tracks the number of unauthorized change (inadvertent gain) issues completed by REP by month for the reporting quarter. The data presented is: (a) count of unauthorized change issues completed, (b) number of switches completed and (c) percentage of completed unauthorized changes to the number of switches. This data is presented on the Gaining Rep tab of the workbook.

In addition, this measure tracks a count of ESI IDs that each REP lost in the month the unauthorized change issue was completed. This provided in the Losing Rep tab of the workbook.

The third tab in the workbook presents the net gain or loss of ESI IDs because of inadvertent gain/loss issues. A net difference for each REP is calculated.

See **Unauthorized Changes 1Q 2020.xlsx**, Attachment A7. This data is filed confidentially.

There were a total of 12,297 unauthorized changes completed in the first quarter of 2020 compared to 12,908 in the fourth quarter of 2019.



First Quarter 2020

12

April 6, 2020



***Supplemental Information – Observable Selection of Electric Provider***

See **Observed\_Selection\_of\_Electric\_Providers 1Q 2020.ppt**, Attachment A9.

This percentage of ESI IDs represented in blue with an “Observed Selection” includes:

- ESI IDs created after the start of full Retail Competition in 2002
- ESI IDs that have had at least one change to the initially established Rep of Record relationship since the start of Retail Competition in 2002

This percentage of ESI IDs represented in red without an “Observed Selection” includes:

- ESI IDs that have never had a change to the initially established Rep of Record relationship since the start of Retail Competition in 2002

*These statistics are based on the data available in ERCOT's retail registration system.*

**PUCT Project No. 36141**  
**Performance Measures**  
**1st Quarter 2020**

Total Market																		
Row	MP DUNS	Cross Reference Number	Business Process	Tran Type	Direction	Tran Type Description	Reporting Party	Optional / Required per Rule	Measure	Reporting Quarter	1 Month Volume	1 Month % Within Protocol	2 Month Volume	2 Month % Within Protocol	3 Month Volume	3 Month % Within Protocol	Total Volume	Total % Within Protocol
1E	183529049	1C	Switch	814_01	Received	Switch Request Received by ERCOT from new CR	ERCOT	Required	B-1a)	1Q 2020	78,755	not applicable	74,379	not applicable	88,875	not applicable	242,009	not applicable
3E	183529049	2C	Switch	814_02	Sent	Switch Request Reject Sent from ERCOT to new CR	ERCOT	Required	B-1a)	1Q 2020	3,525	100%	2,795	100%	3,040	100%	9,360	100%
5E	183529049	1T	Switch	814_03	Sent	Switch Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1a)	1Q 2020	75,227	100%	71,584	100%	85,835	100%	232,646	100%
7E	183529049	2T	Switch	814_04	Received	Switch Notification Response Received by ERCOT from TDSP	ERCOT	Required	B-1a)	1Q 2020	75,170	100%	71,537	100%	85,810	100%	232,517	100%
9E	183529049	3C	Switch	814_05	Sent	Scheduled Switch Notification Sent from ERCOT to new CR	ERCOT	Required	B-1a)	1Q 2020	75,083	100%	71,635	100%	85,709	100%	232,427	100%
11E	183529049	5C	Switch	814_06	Sent	Scheduled Switch Notification Sent from ERCOT to current CR	ERCOT	Required	B-1a)	1Q 2020	59,272	100%	52,677	100%	53,104	100%	165,053	100%
12E	183529049	5C	Switch	814_06	Sent Pending	Scheduled Switch Notification Sent Pending from ERCOT to current CR	ERCOT	Required	B-1a)	1Q 2020	19,470	100%	13,730	100%	23,307	100%	56,507	100%
14E	183529049	6C	Switch	814_07	Received	Scheduled Switch Notification Response Received by ERCOT from current CR	ERCOT	Required	B-1a)	1Q 2020	0	not applicable	0	not applicable	0	not applicable	0	not applicable
16E	183529049	4T	Switch	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2	1Q 2020	66,953	100%	65,951	100%	79,661	100%	212,565	100%
17E	183529049	7C	Switch	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	1Q 2020	66,943	100%	66,192	100%	79,562	100%	212,697	100%
19E	183529049	8T	Switch	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	1Q 2020	79,119	not applicable	66,170	not applicable	74,793	not applicable	220,082	not applicable
20E	183529049	9C	Switch	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	1Q 2020	79,119	100%	66,170	100%	74,793	100%	220,082	100%
22E	183529049	11C	Standard Move-In	814_16	Received	Move-In Request Received by ERCOT from new CR	ERCOT	Required	B-1b)	1Q 2020	106,949	not applicable	103,279	not applicable	106,099	not applicable	316,327	not applicable
24E	183529049	12C	Standard Move-In	814_17	Sent	Move-In Request Reject Sent from ERCOT to new CR	ERCOT	Required	B-1b)	1Q 2020	1,031	100%	917	100%	1,062	100%	3,010	100%
26E	183529049	7T	Standard Move-In	814_03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1b)	1Q 2020	105,917	100%	102,361	100%	105,029	100%	313,307	100%
28E	183529049	8T	Standard Move-In	814_04	Received	Move-In Notification Response Received by ERCOT from TDSP with no Permit Requirement	ERCOT	Required	B-1b)	1Q 2020	98,652	100%	94,918	100%	97,980	100%	291,550	100%
29E	183529049	8T	Standard Move-In	814_04	Received	Move-In Notification Response Received by ERCOT from TDSP with Permit Requirement(PT)	ERCOT	Required	B-1b)	1Q 2020	5,369	not applicable	4,757	not applicable	3,677	not applicable	13,803	not applicable
31E	183529049	14C	Standard Move-In	814_05	Sent	Scheduled Move-In Notification Sent from ERCOT to new CR	ERCOT	Required	B-1b)	1Q 2020	103,980	100%	99,256	100%	103,096	100%	306,332	100%
33E	183529049	15C	Standard Move-In	814_06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1b)	1Q 2020	46,465	100%	43,194	100%	44,927	100%	134,586	100%
34E	183529049	15C	Standard Move-In	814_06	Sent Pending	Scheduled Move-In Notification Pending from ERCOT to current CR	ERCOT	Required	B-1b)	1Q 2020	25,949	100%	27,462	100%	28,442	100%	81,853	100%
36E	183529049	16C	Standard Move-In	814_07	Received	Scheduled Move-In Notification Response Received by ERCOT from current CR	ERCOT	Required	B-1b)	1Q 2020	0	not applicable	0	not applicable	0	not applicable	0	not applicable
38E	183529049	9T	Standard Move-In	814_28	Received	Permit Pending	ERCOT	Required	B-1b)	1Q 2020	7,189	100%	7,378	100%	6,872	100%	21,439	100%
39E	183529049	10T	Standard Move-In	814_28	Received	Completed Unexecutable	ERCOT	Required	B-1b)	1Q 2020	3,030	not applicable	2,691	not applicable	2,776	not applicable	8,497	not applicable
41E	183529049	17C	Standard Move-In	814_28	Sent	Permit Pending	ERCOT	Required	B-1b)	1Q 2020	7,180	100%	7,379	100%	6,857	100%	21,416	100%
42E	183529049	18C	Standard Move-In	814_28	Sent	Completed Unexecutable	ERCOT	Required	B-1b)	1Q 2020	3,258	100%	2,872	100%	2,995	100%	9,125	100%
44E	183529049	N/A	Standard Move-In	814_29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1b)	1Q 2020	0	not applicable	0	not applicable	0	not applicable	0	not applicable
45E	183529049	44E	Standard Move-In	814_29	Sent	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1b)	1Q 2020	31	100%	26	100%	384	100%	441	100%
47E	183529049	11T	Standard Move-In	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2	1Q 2020	73,477	100%	71,056	100%	72,973	100%	217,506	100%
48E	183529049	20C	Standard Move-In	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	1Q 2020	73,229	100%	71,383	100%	73,000	100%	217,612	100%
50E	183529049	14T	Standard Move-In	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	1Q 2020	95,534	not applicable	92,902	not applicable	95,064	not applicable	283,500	not applicable
51E	183529049	22C	Standard Move-In	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	1Q 2020	95,535	100%	92,906	100%	95,066	100%	283,507	100%

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**Performance Measures**  
**1st Quarter 2020**

Total Market																		
Row	MP DUNS	Cross Reference Number	Business Process	Tran Type	Direction	Tran Type Description	Reporting Party	Optional / Required per Rule	Measure	Reporting Quarter	1 Month Volume	1 Month % Within Protocol	2 Month Volume	2 Month % Within Protocol	3 Month Volume	3 Month % Within Protocol	Total Volume	Total % Within Protocol
53E	183529049	23C	Priority Move-In	814_16	Received	Move-In Request Received by ERCOT from new CR	ERCOT	Required	B-1c)	1Q 2020	120,744	not applicable	110,712	not applicable	111,627	not applicable	343,083	not applicable
55E	183529049	24C	Priority Move-In	814_17	Sent	Move-In Request Reject Sent from ERCOT to new CR	ERCOT	Required	B-1c)	1Q 2020	1,320	100%	1,300	100%	1,523	100%	4,143	100%
57E	183529049	15T	Priority Move-In	814_03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1c)	1Q 2020	119,420	100%	109,413	100%	110,103	100%	338,936	100%
59E	183529049	16T	Priority Move-In	814_04	Received	Move-In Notification Response Received by ERCOT from TDSP with no Permit Requirement	ERCOT	Required	B-1c)	1Q 2020	113,875	100%	104,381	100%	104,453	100%	322,709	100%
60E	183529049	16T	Priority Move-In	814_04	Received	Move-In Notification Response Received by ERCOT from TDSP with Permit Requirement(PT)	ERCOT	Required	B-1c)	1Q 2020	3,849	not applicable	3,653	not applicable	3,424	not applicable	10,926	not applicable
62E	183529049	26C	Priority Move-In	814_05	Sent	Scheduled Move-In Notification Sent from ERCOT to new CR	ERCOT	Required	B-1c)	1Q 2020	117,959	100%	108,064	100%	108,622	100%	334,645	100%
64E	183529049	27C	Priority Move-In	814_06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1c)	1Q 2020	78,734	100%	71,897	100%	70,086	100%	220,717	100%
65E	183529049	27C	Priority Move-In	814_06	Sent Pending	Scheduled Move-In Notification Sent Pending from ERCOT to current CR	ERCOT	Required	B-1c)	1Q 2020	46	100%	50	100%	38	100%	134	100%
67E	183529049	28C	Priority Move-In	814_07	Received	Scheduled Move-In Notification Response Received by ERCOT from current CR	ERCOT	Required	B-1c)	1Q 2020	0	not applicable	0	not applicable	0	not applicable	0	not applicable
69E	183529049	18T	Priority Move-In	814_28	Received	Permit Pending	ERCOT	Required	B-1c)	1Q 2020	5,506	100%	5,009	100%	5,602	99%	16,117	100%
70E	183529049	19T	Priority Move-In	814_28	Received	Completed Unexecutable	ERCOT	Required	B-1c)	1Q 2020	1,904	not applicable	1,641	not applicable	1,790	not applicable	5,335	not applicable
72E	183529049	29C	Priority Move-In	814_28	Sent	Permit Pending	ERCOT	Required	B-1c)	1Q 2020	5,506	100%	5,011	100%	5,607	100%	16,124	100%
73E	183529049	30C	Priority Move-In	814_28	Sent	Completed Unexecutable	ERCOT	Required	B-1c)	1Q 2020	2,038	100%	1,714	100%	1,818	100%	5,570	100%
75E	183529049	N/A	Priority Move-In	814_29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1c)	1Q 2020	0	not applicable	0	not applicable	0	not applicable	0	not applicable
76E	183529049	75E	Priority Move-In	814_29	Sent	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1c)	1Q 2020	89	100%	71	100%	246	100%	406	100%
78E	183529049	21T	Priority Move-In	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-1c)	1Q 2020	91,932	100%	85,648	100%	85,178	100%	262,758	100%
79E	183529049	31C	Priority Move-In	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-1c)	1Q 2020	91,730	100%	85,918	100%	85,290	100%	262,938	100%
81E	183529049	26T	Priority Move-In	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	1Q 2020	113,398	not applicable	105,250	not applicable	104,468	not applicable	323,116	not applicable
82E	183529049	34C	Priority Move-In	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	1Q 2020	113,398	100%	105,246	100%	104,467	100%	323,111	100%
84E	183529049	35C	Move-Out	814_24	Received	Move-Out Request Received by ERCOT from current CR	ERCOT	Required	B-1d)	1Q 2020	106,727	not applicable	98,951	not applicable	108,156	not applicable	313,834	not applicable
85E	183529049	27T	Move-Out	814_24	Sent	Move-Out Request Sent from ERCOT to TDSP	ERCOT	Required	B-1d)	1Q 2020	63,685	100%	58,722	100%	64,148	100%	186,555	100%
87E	183529049	28T	Move-Out	814_25	Received	Move-Out Response Received by ERCOT from TDSP	ERCOT	Required	B-1d)	1Q 2020	63,626	100%	58,677	100%	63,969	100%	186,272	100%
88E	183529049	36C	Move-Out	814_25	Sent	Move-Out Response Sent by ERCOT to CR	ERCOT	Required	B-1d)	1Q 2020	106,463	100%	98,961	100%	107,813	100%	313,237	100%
90E	183529049	29T	Move-Out	867_03	Received	Final Meter Read Received by ERCOT from TDSP	ERCOT	Required	B-2b)	1Q 2020	87,413	not applicable	81,870	not applicable	92,726	not applicable	262,009	not applicable
91E	183529049	37C	Move-Out	867_03	Sent	Final Meter Read Sent from ERCOT to CR	ERCOT	Required	B-2b)	1Q 2020	87,407	100%	81,870	100%	92,724	100%	262,001	100%
93E	183529049	38C	Historical Usage Request	814_26	Received	Ad-hoc Historical Usage Request Received by ERCOT from CR	ERCOT	Required	B-2a)	1Q 2020	42,296	not applicable	23,741	not applicable	25,980	not applicable	92,017	not applicable
94E	183529049	30T	Historical Usage Request	814_26	Sent	Ad-hoc Historical Usage Request Sent from ERCOT to TDSP	ERCOT	Required	B-2a)	1Q 2020	42,197	100%	23,482	100%	25,886	100%	91,565	100%
96E	183529049	31T	Historical Usage Request	814_27	Received	Ad-hoc Historical Usage Response Received by ERCOT from TDSP	ERCOT	Required	B-2a)	1Q 2020	42,195	100%	23,482	100%	25,771	100%	91,448	100%
97E	183529049	39C	Historical Usage Request	814_27	Sent	Ad-hoc Historical Usage Response Sent from ERCOT to CR	ERCOT	Required	B-2a)	1Q 2020	42,254	100%	23,854	100%	25,898	100%	92,006	100%

**PUCT Project No. 36141**  
**Performance Measures**  
1st Quarter 2020

Total Market																		
Row	MP DUNS	Cross Reference Number	Business Process	Tran Type	Direction	Tran Type Description	Reporting Party	Optional / Required per Rule	Measure	Reporting Quarter	1 Month Volume	1 Month % Within Protocol	2 Month Volume	2 Month % Within Protocol	3 Month Volume	3 Month % Within Protocol	Total Volume	Total % Within Protocol
99E	183529049	33T	Historical Usage Request	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2a)	1Q 2020	31,236	100%	12,753	100%	15,911	100%	59,900	100%
100E	183529049	41C	Historical Usage Request	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2a)	1Q 2020	31,716	100%	13,178	100%	16,352	100%	61,246	100%
102E	183529049	43T	ESI ID Create	814_20	Received	Create ESI Id request received by ERCOT from the TDSP	ERCOT	Required	B-2c)	1Q 2020	24,223	not applicable	26,079	not applicable	22,111	not applicable	72,413	not applicable
103E	183529049	44T	ESI ID Create	814_21	Sent	Create ESI Id request sent by ERCOT to the TDSP	ERCOT	Required	B-2c)	1Q 2020	24,221	100%	26,060	100%	22,104	100%	72,385	100%
105E	183529049	45T	ESI ID Maintain	814_20	Received	Maintain ESI Id request received by ERCOT from the TDSP	ERCOT	Required	B-2d)	1Q 2020	270,357	not applicable	242,033	not applicable	274,545	not applicable	786,935	not applicable
106E	183529049	46T	ESI ID Maintain	814_21	Sent	Maintain ESI Id request sent by ERCOT to the TDSP	ERCOT	Required	B-2d)	1Q 2020	267,350	97%	229,766	100%	142,351	100%	639,467	99%
107E	183529049	39T	Meter Reading	867_03	Received	Monthly meter Reading received from TDSP	ERCOT	Required	B-2b)	1Q 2020	8,514,531	not applicable	7,847,135	not applicable	8,172,591	not applicable	24,534,257	not applicable
109E	183529049	47C	Meter Reading	867_03	Sent	Monthly meter Reading sent by ERCOT to CR	ERCOT	Required	B-2b)	1Q 2020	8,514,631	100%	7,845,887	100%	8,171,706	100%	24,532,224	100%

E	ERCOT
C	CR
T	TDSP

# **Information Technology Report**

**Dave Pagliai**  
**Manager, IT Support Services**

**ERCOT Public**  
**February 2020**



# Incident Report Highlights

## Service Availability – January 2020

- ✓ Retail Market IT systems met all SLA targets
- ✓ Market Data Transparency IT systems met all SLA targets

## Retail Incidents & Maintenance – January 2020

- 01/19/20 – Planned Maintenance (Site Failover – Retail Processing, MarkeTrak, FindESIID, FindTransaction)
- 01/24/20 3:38 AM – 10:45 AM – ERCOT received unexpected volumes from a market participant, which resulted in slow and/or sporadic processing of retail transactions
  - During this time period the expected responses to retail submissions were delayed

## Non-Retail Incidents & Maintenance – January 2020

- 1/17/20 10:45 AM – 12:00 PM – Access to the MIS UI may have been intermittent. The MIS API was not impacted.
- 01/17/20 – Planned Maintenance (Site Failover – External Web Services)
- 01/17/20 – Planned Maintenance (Site Failover – MIS)
- 01/18/20 – Planned Maintenance (Site Failover – MPIM, Retail API)

# MarkeTrak Performance

MarkeTrak				
Jan-20	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.43	1.73	2
API QueryList	100.000	5.24	8.00	10
API Update	100.000	1.32	1.56	10
GUI	99.990	4.328	5.48	10
<b>Average</b>	<b>99.998</b>			



# **Information Technology Report**

**Dave Pagliai**  
**Manager, IT Support Services**

**ERCOT Public**  
**March 2020**

## Incident Report Highlight

### **Service Availability – February 2020**

- ✓ Retail Market IT systems met all SLA targets
- ✓ Market Data Transparency IT systems met all SLA targets

### **Retail Incidents & Maintenance – February 2020**

- None to report

### **Non-Retail Incidents & Maintenance – February 2020**

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- 02/04/20 – 02/06/20 – R1 Release
- 02/18/20 12:25 PM – 3:03 PM – Users of the Market Participant Identity Management (MPIM) application were unable to issue, renew, or revoke client digital certificates

# MarkeTrak Performance

MarkeTrak				
Feb-20	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.03	1.64	2
API QueryList	100.000	5.46	7.41	10
API Update	100.000	1.18	1.18	10
GUI	99.921	4.168	4.99	10
<b>Average</b>	<b>99.980</b>			

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# **Information Technology Report**

**Dave Pagliai**  
**Manager, IT Support Services**

**ERCOT Public**  
**April 2020**

## **Service Availability – March 2020**

- ✓ Retail Market IT systems met all SLA targets
- ✓ Market Data Transparency IT systems met all SLA targets

## **Retail Incidents & Maintenance – March 2020**

- 03/15/20 – Planned Maintenance (Site Failover – Retail Processing, MarkeTrak, FindESIID, FindTransaction)

## **28 Non-Retail Incidents & Maintenance – March 2020**

- 03/16/20 – Planned Maintenance (Site Failover – External Web Services)
- 03/18/20 – Planned Maintenance (Site Failover – MIS)
- 03/19/20 – Planned Maintenance (Site Failover – MPIM, Retail API)
- 03/18/20 9:51 AM – 10:06 AM – Access to the MIS UI may have been intermittent. The MIS API was not impacted.

# MarkeTrak Performance

MarkeTrak				
Mar-20	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.34	1.58	2
API QueryList	100.000	10.67	7.19	10
API Update	100.000	1.08	1.45	10
GUI	99.984	4.810	4.73	10
<b>Average</b>	<b>99.996</b>			

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## ERCOT IT Incident Market Notice Summary - 2020

January 1, 2020 - December 31, 2020 Incidents

Month	Date	Notification Date	Notification ID	Start Time	End Time	Duration (mins)	SLA Breached	Application impacted	Issue Description	Root Cause	Service Impact	Service Impact Detail	Identification Method	Market Impact	Root Cause Details	Resolution	Date RTB Implemented	Notes	Current Status
January	1/19/20	1/16/20	M-C011620-02 M-C011620-01	8:00 AM	10:17 AM	137	Retail Market	Retail Processing, MarkeTrak, FindESIID, FindTransaction	Planned Maintenance Outage	Site Failure	N/A	Planned Outage	Planned Maintenance	None	N/A	N/A	N/A	Commercial Systems Site Failure	Complete
January	1/24/20	1/24/20	R-A012420-02 R-A012420-01	3:38 AM	10:45 AM	497	Retail Market	Retail Processing	- ERCOT received unexpected volumes from a market participant, which resulted in slow and/or sporadic processing of retail transactions - During this time period the expected responses to retail submissions were delayed - There was no data loss	Unexpected volumes of transactions from one Market Participant	Timeliness	Slow and/or sporadic processing of retail transactions	ERCOT monitoring	Slow and/or sporadic processing of retail transactions	Unexpected volumes of transactions from one Market Participant	Eventual processing of the large volumes	N/A		Complete
February																			
March	3/15/20	3/10/20	M-B031020-03 M-B031020-02 M-B031020-01	8:00 AM	10:35 AM	155	Retail Market	Retail Processing, MarkeTrak, FindESIID, FindTransaction	Planned Maintenance Outage	Site Failure	N/A	Planned Outage	Planned Maintenance	None	N/A	N/A	N/A	Commercial Systems Site Failure	Complete
April																			
May																			Complete
June									No data was lost and operations are normal.										
July																			Complete
July																			Complete
July																			Complete
August																			
September																			Complete
October																			
November																			Complete
November																			Complete
December																			

## 2020 Retail Transaction Processing Service Availability

**99.9% Service Availability Target**

**Business Hours**

Month	Service	Gross Available Minutes	Unplanned Outage Minutes	SLA-Measured Percent Availability	SLA Exception Outage Granted	Actual SLA Exception Minutes Used	SLA Exception Percent Availability
January	Retail Transaction Processing	16,560	0	100.00%	0	0	100.00%
February	Retail Transaction Processing	14,400	0	100.00%	0	0	100.00%
March	Retail Transaction Processing	15,840	0	100.00%	0	0	100.00%
April	Retail Transaction Processing	15,120	0	100.00%	0	0	100.00%
May	Retail Transaction Processing	16,560	0	100.00%	0	0	100.00%
June	Retail Transaction Processing	14,400	0	100.00%	0	0	100.00%
July	Retail Transaction Processing	15,840	0	100.00%	0	0	100.00%
August	Retail Transaction Processing	16,560	0	100.00%	0	0	100.00%
September	Retail Transaction Processing	14,400	0	100.00%	0	0	100.00%
October	Retail Transaction Processing	16,560	0	100.00%	0	0	100.00%
November	Retail Transaction Processing	15,840	0	100.00%	0	0	100.00%
December	Retail Transaction Processing	15,120	0	100.00%	0	0	100.00%
		<b>187,200</b>					
<b>Jan - Dec 2020</b>	<b>Retail Transaction Processing</b>	<b>(to Jan 31)</b>	<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	

## 2020 Retail Transaction Processing Service Availability

**99% Service Availability Target**

**Off Business Hours**

Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	SLA-Measured Percent Availability	SLA Exception Outage Granted	Actual SLA Exception Minutes Used	SLA Exception Percent Availability
January	Retail Transaction Processing	28,080	183	27,897	0	100.00%	0	0	100.00%
February	Retail Transaction Processing	25,920	0	25,920	0	100.00%	0	0	100.00%
March	Retail Transaction Processing	28,800	0	28,800	0	100.00%	0	0	100.00%
April	Retail Transaction Processing	28,080	0	28,080	0	100.00%	0	0	100.00%
May	Retail Transaction Processing	28,080	0	28,080	0	100.00%	0	0	100.00%
June	Retail Transaction Processing	28,800	0	28,800	0	100.00%	0	0	100.00%
July	Retail Transaction Processing	28,800	0	28,800	0	100.00%	0	0	100.00%
August	Retail Transaction Processing	28,080	0	28,080	0	100.00%	0	0	100.00%
September	Retail Transaction Processing	28,800	0	28,800	0	100.00%	0	0	100.00%
October	Retail Transaction Processing	28,080	0	28,080	0	100.00%	0	0	100.00%
November	Retail Transaction Processing	27,360	0	27,360	0	100.00%	0	0	100.00%
December	Retail Transaction Processing	29,520	0	29,520	0	100.00%	0	0	100.00%
<b>Jan - Dec 2020</b>	<b>Retail Transaction Processing</b>	<b>338,400 (to Jan 31)</b>	<b>183</b>	<b>338,217</b>	<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	

## 2020 MarkeTrak Service Availability

MarkeTrak				
Jan-20	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.43	1.73	2
API QueryList	100.000	5.24	8.00	10
API Update	100.000	1.32	1.56	10
GUI	99.990	4.328	5.48	10
<b>Average</b>	<b>99.998</b>			
MarkeTrak				
Feb-20	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.03	1.64	2
API QueryList	100.000	5.46	7.41	10
API Update	100.000	1.18	1.18	10
GUI	99.921	4.168	4.99	10
<b>Average</b>	<b>99.980</b>			
MarkeTrak				
Mar-20	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.34	1.58	2
API QueryList	100.000	10.67	7.19	10
API Update	100.000	1.08	1.45	10
GUI	99.984	4.810	4.73	10
<b>Average</b>	<b>99.996</b>			

## Document Definition:

This document is a summary of ERCOT IT incidents, or service delivery failures related to Data Extracts & Reports that have been designated as Priority 1 extracts & reports by the Settlements and Extracts Working Group  
This document also contains application availability reports for Market Data Transparency IT Applications

### Spreadsheet Tab:

Ext Rpt Annual Summary:

Ext Rpt Monthly Summary:

Detailed Incident data:

Retail API Availability

Extract & Report Info

MOS Public Reports

### Contents:

This tab summarizes the annual cumulative number of incidents by root cause, when the timeliness, completeness or accuracy of extracts or reports occurred

This tab summarizes the number of incident types by month to inform the reader of what month to examine for detailed information regarding an incident when the timeliness, completeness or accuracy of extracts or reports was affected.

This tab contains the detailed information for each incident summarized on the annual and monthly tabs

Data Extracts & Reporting IT Application (Retail API) availability

An information guide to extracts and reports provided by ERCOT to Market Participants

Contains a list of MOSPUBLIC reports as an addendum to Extract & Report Information Guide

### General Definitions:

Outage

An unplanned change in ERCOT IT systems that prevents users from being able to access the systems

Degradation:

An event that causes the normal levels of ERCOT IT systems to be impacted while still allowing for minimal processing of or access to these systems

## Incident Types, Impacts and Glossary of Terms

Term	Definition:
Retail API	A Retail API outage caused by failure of the Retail API application (not infrastructure)
Database	A data extracts & reporting service incident caused by a database outage
Infrastructure	A data extracts & reporting service incident caused by an infrastructure failure (server, switch, etc...)
Human Error	A data extracts & reporting service incident caused by human error
Other	A data extracts & reporting service incident that is not described by another defined incident type
Incident	Any event that causes the agreed levels of service of ERCOT IT systems to be impacted
Slow System Performance	A data extracts & reporting service impact resulting in abnormally slow or delayed response to extracts and reports queries
Timeliness	A data extracts & reporting service impact resulting in noncompliance of delivery time requirements of an extract or a report, as specified in Protocols or Market Guides
Completeness	A data extracts & reporting service impact resulting in noncompliance of content requirements of an extract or a report, as specified in Protocols or Market Guides
Accuracy	A data extracts & reporting service impact resulting in noncompliance of accuracy requirements of an extract or a report, as specified in Protocols or Market Guides
Availability	The ability of a component or IT service to perform its required function over a stated period of time
Planned Outage	A planned change in ERCOT IT systems that prevents users from being able to access the systems
Unplanned Outage	An unplanned change or incident in ERCOT IT that prevents users from being able to access the systems
Gross minutes	Total minutes in a month
Net minutes	Gross minutes minus planned outage minutes
Planned outage minutes	Minutes used by ERCOT during the maintenance and release windows
Unplanned outage minutes	Minutes retail transaction processing services were not available that are outside of the planned use of the maintenance and release windows
Exception outage minutes	Minutes outside of the maintenance and release outage windows that have been granted exception from the availability metric (TX Set, etc.)
Service availability percent	The percent of time that retail transaction processing services were available, not including planned outage minutes

**ERCOT IT Incident Summary - 2020**  
**Data Extracts & Reports and IT Applications Services**  
**Detailed Incident Data**

Month	Issue Date	Initial Notification Date	Notification ID	Start Time	End Time	Duration (mins)	Application Impacted	Retreat or Report Impacted	Service Impact (Timeliness, Accuracy, Completeness or Availability)	Issue Description	Root Cause	ERCOT Protocol Missed (Y/N)	Market Participant Input	Identified by (ERCOT Internal / MP)	Resolution	Date No. 401 Implemented	Notes	Current Status
January	1/17/20	N/A	N/A	10:45 AM	12:00 PM	75	MS	N/A	Availability	Access to ERCOT's Market Information System (MIS) UI may have been intermittent during this time. The MIS API was available and not impacted.	Application issue	N	Y	ERCOT	Application issue resolved	N/A		Complete
January	1/17/20	1/16/20	M-A011620-01	3:30 PM	4:00 PM	30	EWS	N/A	N/A	Planned Maintenance Outage	Site Follower	N	N	ERCOT	N/A	N/A	Core Site Follower	Complete
January	1/17/20	1/16/20	M-B011620-01	5:30 PM	7:00 PM	90	MS	N/A	N/A	Planned Maintenance Outage	Site Follower	N	N	ERCOT	N/A	N/A	MS Site Follower	Complete
January	1/16/20	1/16/20	M-B011620-01	12:00 PM	1:00 PM	60	MPIM, Retail API	N/A	N/A	Planned Maintenance Outage	Site Follower	N	N	ERCOT	N/A	N/A	Commercial Systems Site Follower	Complete
February	2/18/20	2/18/2020	M-B021820-02 M-B021820-01	12:25 PM	3:03 PM	138	MPIM	N/A	Availability	Users of ERCOT's Market Participant Identity Management (MPIM) application were unable to issue, renew, or revoke client digital certificates	Application issue	N	Y	ERCOT	Application issue resolved	N/A		Complete
March	3/18/20	3/10/20	M-A031020-02 M-A031020-01	3:30 PM	4:00 PM	30	EWS	N/A	N/A	Planned Maintenance Outage	Site Follower	N	N	ERCOT	N/A	N/A	Core Site Follower	Complete
March	3/18/20	3/10/20	M-B011620-01 M-C031020-02	5:30 PM	7:00 PM	90	MS	N/A	N/A	Planned Maintenance Outage	Site Follower	N	N	ERCOT	N/A	N/A	MS Site Follower	Complete
March	3/18/20	3/10/20	M-C031020-01	12:00 PM	1:00 PM	60	MPIM, Retail API	N/A	N/A	Planned Maintenance Outage	Site Follower	N	N	ERCOT	N/A	N/A	Commercial Systems Site Follower	Complete
March	3/18/20	N/A	N/A	9:51 AM	10:06 AM	15	MS	N/A	Availability	Access to ERCOT's Market Information System (MIS) UI may have been intermittent during this time. The MIS API was available and not impacted.	Application issue	N	Y	ERCOT	Application issue resolved	N/A		Complete
April																		Complete
April																		Complete
May																		Complete
May																		Complete
May																		Complete
May																		Complete
May																		Complete
June																		Complete
July																		Complete
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November																		Complete
November																		Complete
November																		Complete
December																		Complete

## 2020 ERCOT.com Availability

### 99% Availability Target

Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	Percent Availability
Example: January	ERCOT.com	44,640	0	44,640	0	100.00%
February	ERCOT.com	40,320	0	40,320	0	100.00%
March	ERCOT.com	44,640	0	44,640	0	100.00%
April	ERCOT.com	43,200	0	43,200	0	100.00%
May	ERCOT.com	44,640	0	44,640	0	100.00%
June	ERCOT.com	43,200	0	43,200	0	100.00%
July	ERCOT.com	44,640	0	44,640	0	100.00%
August	ERCOT.com	44,640	0	44,640	0	100.00%
September	ERCOT.com	43,200	0	43,200	0	100.00%
October	ERCOT.com	44,640	0	44,640	0	100.00%
November	ERCOT.com	43,200	0	43,200	0	100.00%
December	ERCOT.com	44,640	0	44,640	0	100.00%
<b>Jan - Dec 2020</b>	<b>ERCOT.com</b>	<b>525,600</b>	<b>0</b>	<b>525,600</b>	<b>0</b>	<b>100.00%</b>

### Market Information System (MIS)

<b>January-20</b>	<b>Application Availability (%)</b>
<b>SLA</b>	<b>24x7</b>
MIS SLA	99.999

(Calculated using the four MIS UI availabilities.)

GI Summary 1/1/2020 12:00 AM-2/1/2020 12:00 AM America/Chicago

Cls	Application Availability (%)
	24x7
<b>MIS</b>	88.888
nProd MIS UI Download SettlePointPriceHubLoadZones	88.888
01 MIS UI Select Certificate	100.000
02 MIS UI Select RealTimeMarket	100.000
03 MIS UI Select SettlePointPriceHubLoadZone	88.888
03A MIS UI Validate Report Frequency 15 Minutes	100.000
04 MIS UI Validate DownloadedFile SettlePointPriceHubLoadZone	100.000
nProd MIS UI Download TempAdiDynamicRatings	100.000
01 MIS UI Select Certificate	100.000
02 MIS UI Select GridTransmission	100.000
03 MIS UI Select TempAdiDynamicRatings	100.000
04 MIS UI DownloadFile TempAdiDynamicRatings	100.000
nProd MIS UI LaunchMISUI	100.000
01 MIS UI Select Certificate	100.000
nProd MIS UI LaunchReports Extracts Page	100.000
01 MIS UI Select Certificate	100.000
02 MIS UI Select Reports Extracts	100.000
nProd MIS API Get Reports	88.888
Request SOAP	-
Select Cert	100.000
Set Security	0.000
nProd MIS API Get SYSParams	88.888
Request SOAP	-



February-20	Application Availability (%)
SLA	24x7
MIS SLA	99.936

(Calculated using the four MIS UI availabilities.)

Summary 2/4/2020 12:00 AM-3/1/2020 12:00 AM America/Chicago



Data



Cls	Application Availability (%)
24x7	
MIS	99.936
nProd MIS UI Download SettlementPriceHubLoadZone	100.000
01 MIS UI Select Certificate	100.000
02 MIS UI Select RealTimeMarket	100.000
03 MIS UI Select SettlementPriceHubLoadZone	100.000
03A MIS UI Validate Report Frequency 15 Minutes	100.000
04 MIS UI Validate DownloadedFile SettlementPriceHubLoadZone	100.000
nProd MIS UI Download TempAdDynamicRatings	99.743
01 MIS UI Select Certificate	100.000
02 MIS UI Select GridTransmission	100.000
03 MIS UI Select TempAdDynamicRatings	100.000
04 MIS UI DownloadFile TempAdDynamicRatings	99.970
nProd MIS UI LaunchMISUI	100.000
01 MIS UI Select Certificate	100.000
nProd MIS UI LaunchReports Extracts Page	100.000
01 MIS UI Select Certificate	100.000
02 MIS UI Select Reports Extracts	100.000
nProd MIS API Get Reports	99.000
Request SOAP	-
Select Cert	100.000
Set Security	0.000

nProd MIS API Get SYSParams

Request SOAP

Select Cert

Select Security

	99.978
	-
	100.000
	99.996

March-20	Application Availability (%)
SLA	24x7
MIS SLA	99.989

(Calculated using the four MIS UI availabilities.)

GI Summary 3/1/2020 12:00 AM-4/1/2020 12:00 AM America/Chicago

Run

Data



Cls	Application Availability (%)
24x7	
MIS	99.989
nProd MIS UI Download SettlementPriceHubLoadZone	99.990
01 MIS UI Select Certificate	100.000
02 MIS UI Select RealTimeMarket	100.000
03 MIS UI Select SettlementPriceHubLoadZone	99.992
03A MIS UI Validate Report Frequency 15 Minutes	100.000
04 MIS UI Validate DownloadedFile SettlementPriceHubLoadZone	100.000
nProd MIS UI Download TempAdDynamicRatings	99.986
01 MIS UI Select Certificate	100.000
02 MIS UI Select GridTransmission	100.000
03 MIS UI Select TempAdDynamicRatings	99.992
04 MIS UI DownloadedFile TempAdDynamicRatings	100.000
nProd MIS UI LaunchMISUI	100.000
01 MIS UI Select Certificate	100.000
nProd MIS UI LaunchReports Extracts Page	99.978
01 MIS UI Select Certificate	99.957
02 MIS UI Select Reports Extracts	100.000
nProd MIS API Get Reports	99.996
Request SOAP	-



## 2020 MPIM Availability

### 95% Availability Target

Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	Percent Availability
January	MPIM	44,640	60	44,580	0	100.00%
February	MPIM	40,320	0	40,320	158	99.61%
March	MPIM	44,640	0	44,640	0	100.00%
April	MPIM	43,200	0	43,200	0	100.00%
May	MPIM	44,640	0	44,640	0	100.00%
June	MPIM	43,200	0	43,200	0	100.00%
July	MPIM	44,640	0	44,640	0	100.00%
August	MPIM	44,640	0	44,640	0	100.00%
September	MPIM	43,200	0	43,200	0	100.00%
October	MPIM	44,640	0	44,640	0	100.00%
November	MPIM	43,200	0	43,200	0	100.00%
December	MPIM	44,640	0	44,640	0	100.00%
<b>Jan - Dec 2020</b>	<b>MPIM</b>	<b>525,600</b>	<b>60</b>	<b>525,540</b>	<b>158</b>	<b>99.97%</b>

## 2020 Retail API Availability

### 99% Availability Target

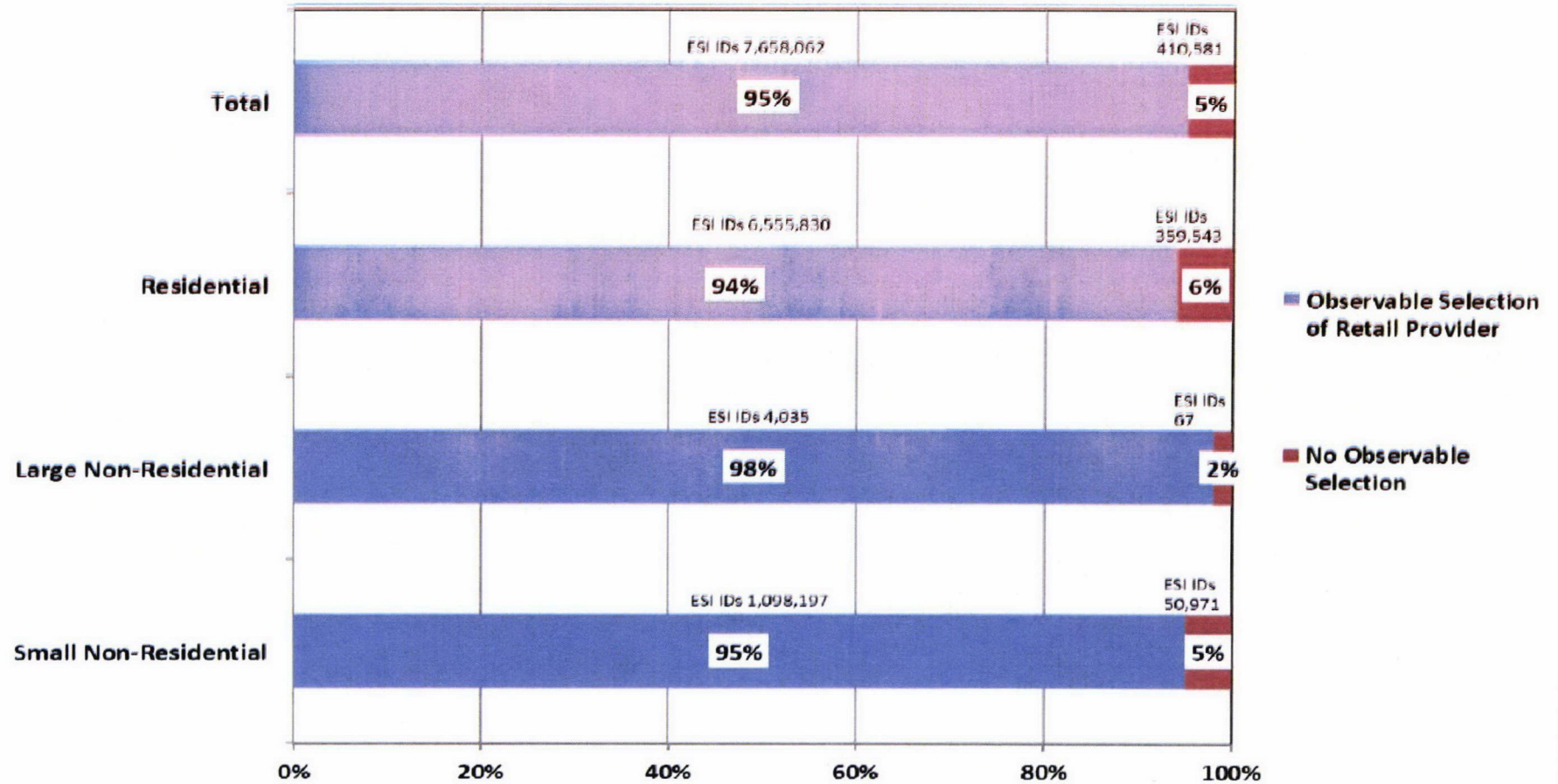
Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	Percent Availability
January	Retail API Application	44,640	60	44,580	0	100.00%
February	Retail API Application	40,320	0	40,320	0	100.00%
March	Retail API Application	44,640	0	44,640	0	100.00%
April	Retail API Application	43,200	0	43,200	0	100.00%
May	Retail API Application	44,640	0	44,640	0	100.00%
June	Retail API Application	43,200	0	43,200	0	100.00%
July	Retail API Application	44,640	0	44,640	0	100.00%
August	Retail API Application	44,640	0	44,640	0	100.00%
September	Retail API Application	43,200	0	43,200	0	100.00%
October	Retail API Application	44,640	0	44,640	0	100.00%
November	Retail API Application	43,200	0	43,200	0	100.00%
December	Retail API Application	44,640	0	44,640	0	100.00%
<b>Jan - Dec 2020</b>	<b>Retail API Application</b>	<b>525,600</b>	<b>60</b>	<b>525,540</b>	<b>0</b>	<b>100.00%</b>



## **Supplemental Information Retail Electric Market**

March 2019 – March 2020

# Observable Selection of Electric Provider



## Observable Selection of Electric Provider - Definition

The percentage of ESI IDs represented in blue with an “Observed Selection” Includes:

- ESI IDs created after the start of full Retail Competition in 2002
- ESI IDs that have had at least one change to the initially established default Rep of Record relationship since the start of Retail Competition in 2002

45

The percentage of ESI IDs represented in red without an “Observed Selection” includes:

- ESI IDs that have never had a change to the initially established default Rep of Record relationship since the start of Retail Competition in 2002

*These statistics are based on the data available in ERCOT's retail registration system*

# Competitive Retail Market Activity

## ESIID Relationship Established in the ERCOT Region

