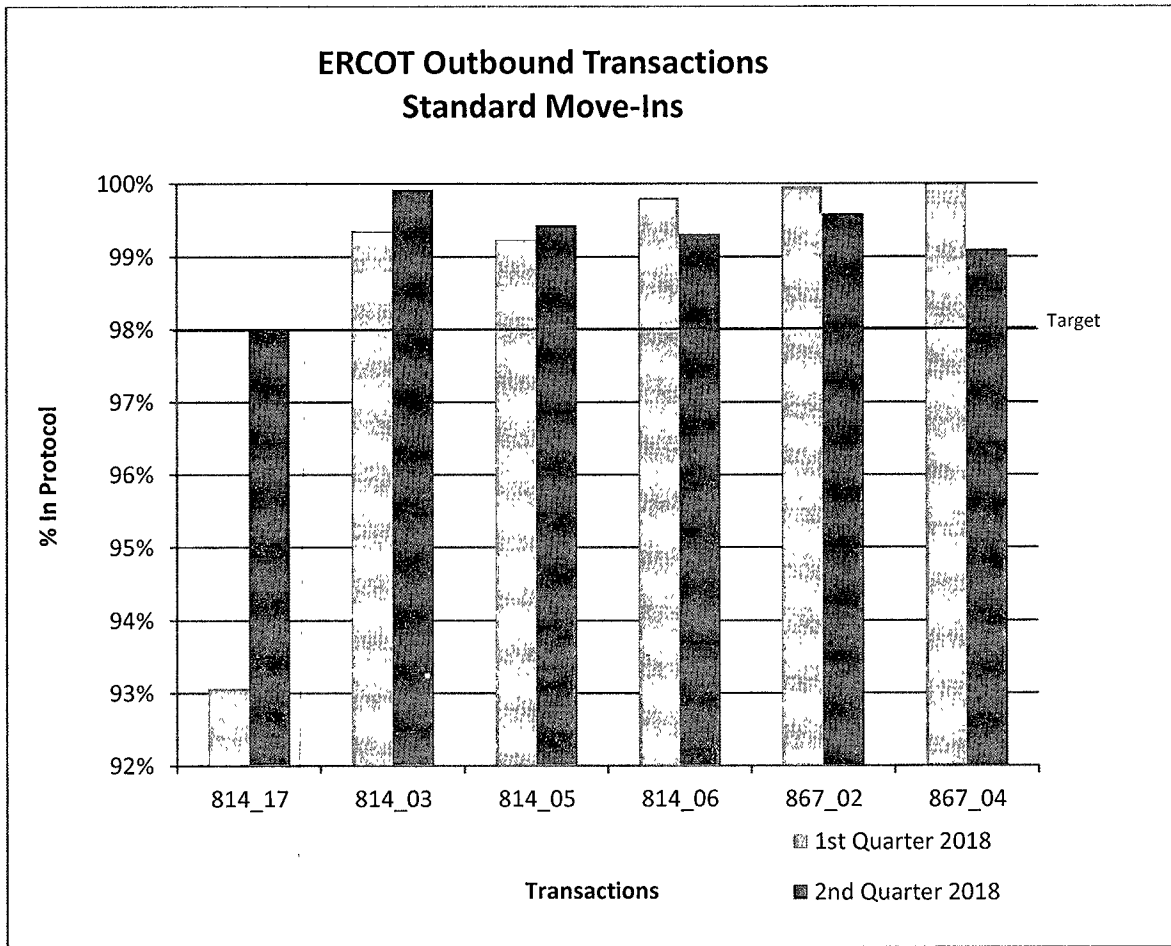




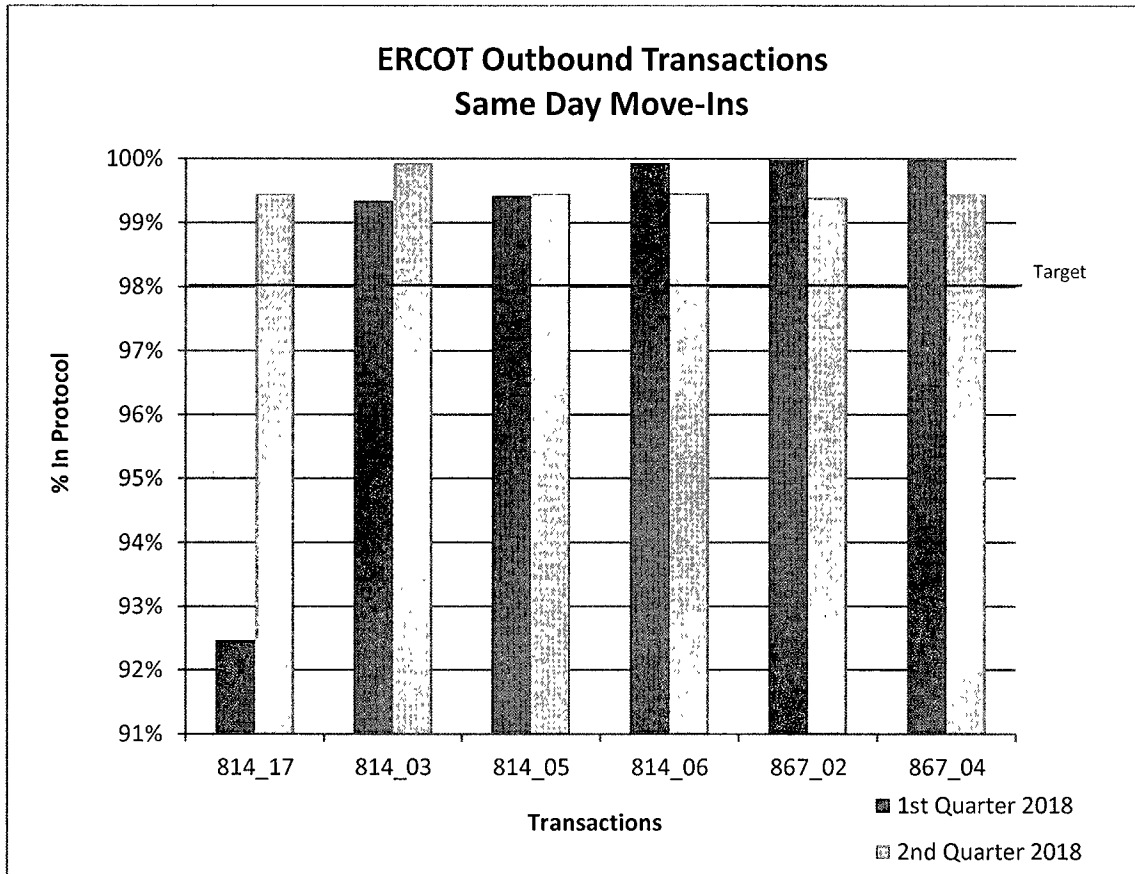
2. Standard Move-In Transactions



- There were 298,666 Standard 814_16 (Move-In) transactions in the second quarter of 2018, 34,616 less than in the first quarter of 2018.



3. Same Day Move In Transactions



- There were 272,270 Same Day 814_16 (Move-In) transactions in the second quarter of 2018, 66,073 less than in the first quarter of 2018.



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

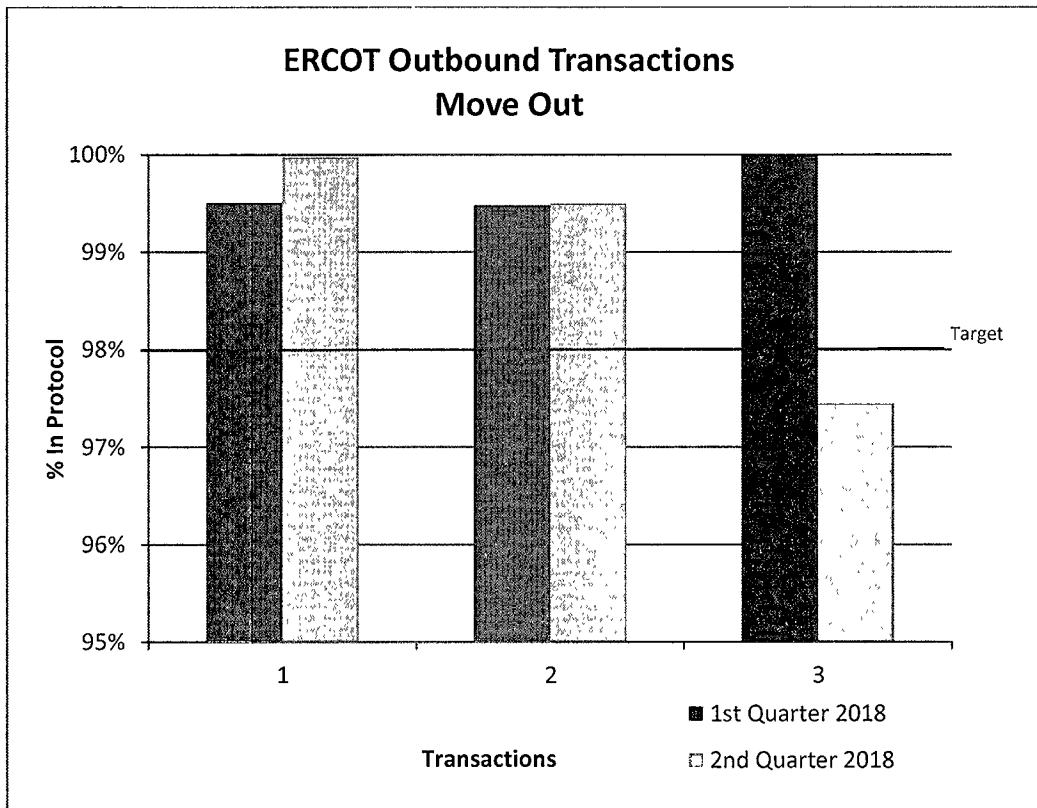
Monthly Meter Readings – 867_03 Transactions

For this portion of the analysis, Monthly Meter Reading data is reported from ERCOT’s DataTrak system for the second quarter of 2018. 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 98.10% within Protocols in the second quarter of 2018. This compares to 99.23% reported in the first quarter of 2018.



4. Move Out Transactions

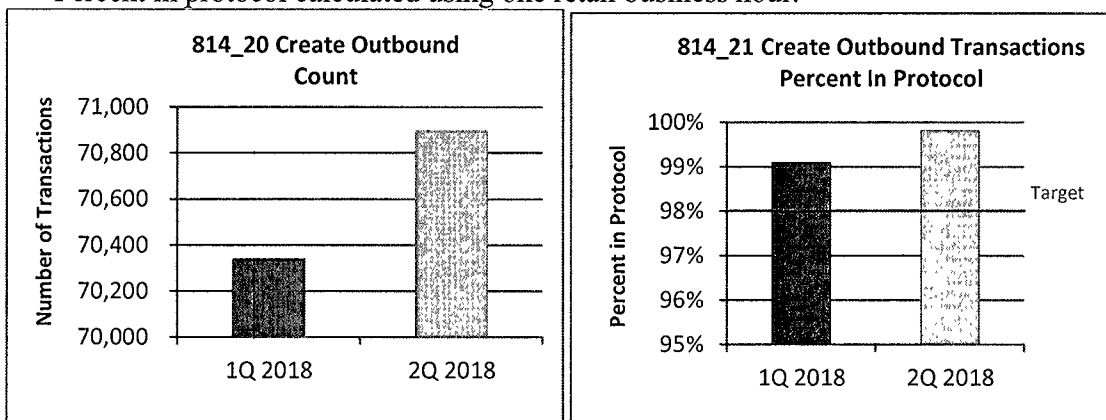


- There were 283,872 814_24 (Move-Out) transactions in the second quarter of 2018, 37,558 less than in the first quarter of 2018.



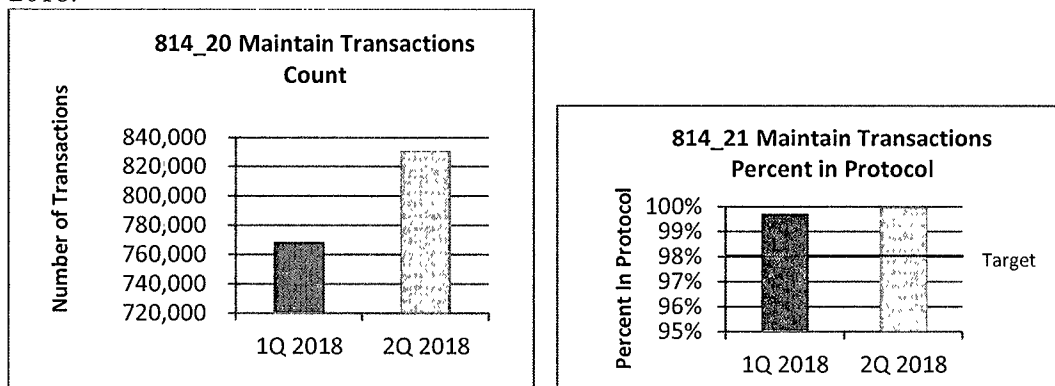
5. ESI ID Create

- There were 70,899 814_20 (ESI ID Create) transactions in the second quarter of 2018.
- 814_21 Create ESI ID transactions were processed 99.83% within Protocols in the second quarter of 2018. This compares to 99.10% reported for the first quarter of 2018. Percent in protocol calculated using one retail business hour.



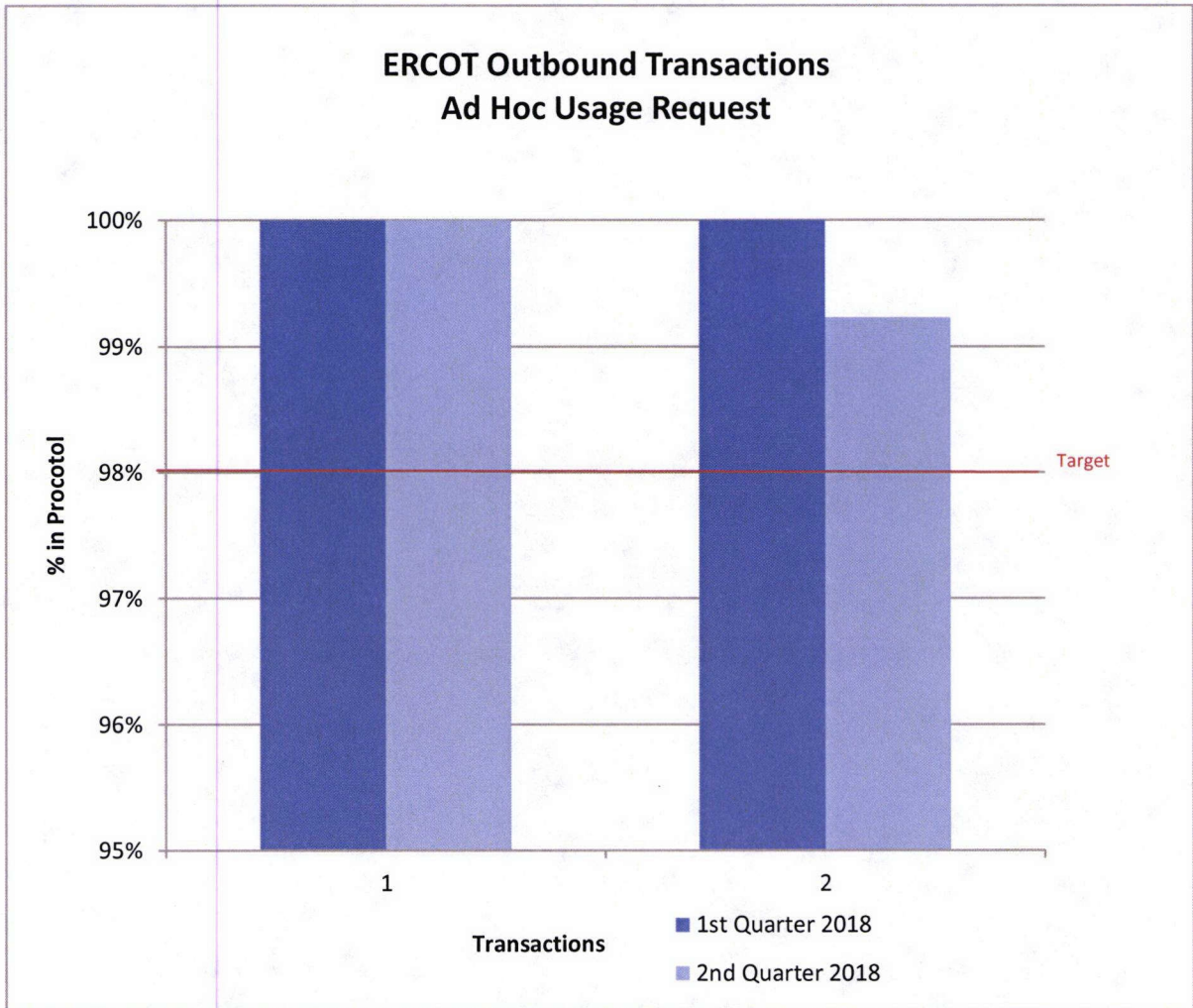
6. ESI ID Maintain

- There were 831,002 814_20 (ESI ID Maintain) transactions in the second quarter of 2018.
- 814_21 Maintain ESI ID transactions were processed 99.96% within Protocols in the second quarter of 2018. This compares to 99.71% reported in the first quarter of 2018.





7. Historical Usage



- 814_26 Ad Hoc Usage Requests were forwarded 100% within Protocols in the second quarter of 2018 compared to 100% in the first quarter of 2018.
- 867_02 Historical Usage sent to the CR were forwarded 99.23% within Protocols in the second quarter of 2018 compared to 100% in the first quarter of 2018.



Measure B-3: Service Reliability

Service reliability related to ERCOT systems is presented in **Attachment A6 - System Availability 2Q 2018**.

During the 65 business days of the second quarter of 2018, ERCOT Retail Market IT Services had 2 unplanned outages or service degradations which affected 3 days.

- 2 incidents 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)
- 1 incident affecting the intervals of 2 MIS reports over 5 days (N/A total outage minutes)



Measure B-4: Unauthorized Changes

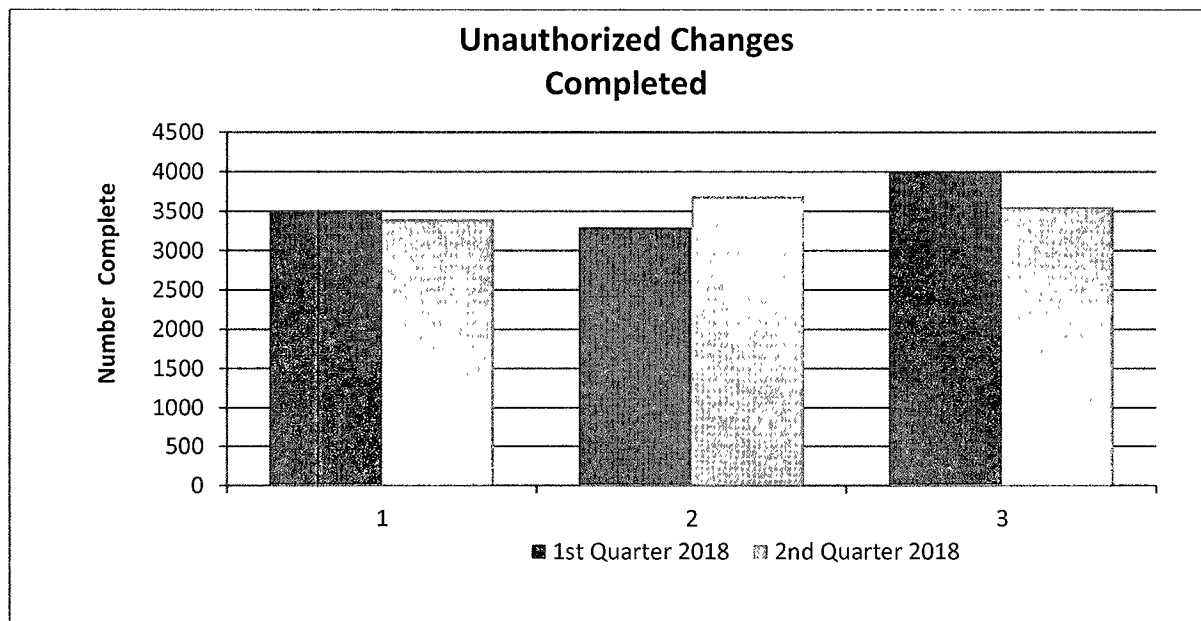
This measure tracks the number of unauthorized change (inadvertent gain) issues completed by REP by month for the reporting quarter. The data presented is: (a) count of unauthorized change issues completed, (b) number of switches completed and (c) percentage of completed unauthorized changes to the number 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 2Q 2018.xlsx**, Attachment A7. This data is filed confidentially.

There were a total of 10,646 unauthorized changes completed in the second quarter of 2018 compared to 10,793 in the first quarter of 2018.





Supplemental Information – Observable Selection of Electric Provider

See **Observed_Selection_of_Electric_Providers 2Q 2018.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
 2nd Quarter 2018

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)	2Q 2018	48,813	not applicable	67,686	not applicable	109,687	not applicable	226,186	not applicable
3E	183529049	2C	Switch	814 02	Sent	Switch Request Reject Sent from ERCOT to new CR	ERCOT	Required	B-1a)	2Q 2018	4,904	99%	4,287	100%	5,429	100%	14,620	100%
5E	183529049	1T	Switch	814 03	Sent	Switch Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1a)	2Q 2018	76,408	100%	92,591	100%	104,257	100%	273,258	100%
7E	183529049	2T	Switch	814 04	Received	Switch Notification Response Received by ERCOT from TDSP	ERCOT	Required	B-1a)	2Q 2018	46,390	100%	65,333	100%	103,540	100%	215,263	100%
9E	183529049	3C	Switch	814 05	Sent	Scheduled Switch Notification Sent from ERCOT to new CR	ERCOT	Required	B-1a)	2Q 2018	76,135	100%	92,098	100%	103,960	100%	272,193	100%
11E	183529049	5C	Switch	814 06	Sent	Scheduled Switch Notification Sent from ERCOT to current CR	ERCOT	Required	B-1a)	2Q 2018	53,101	97%	62,777	100%	79,960	100%	195,838	99%
12E	183529049	5C	Switch	814 06	Sent Pending	Scheduled Switch Notification Pending from ERCOT to current CR	ERCOT	Required	B-1a)	2Q 2018	19,164	94%	23,152	100%	24,312	100%	66,628	98%
14E	183529049	6C	Switch	814 07	Received	Scheduled Switch Notification Response Received by ERCOT from current CR	ERCOT	Required	B-1a)	2Q 2018	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	2Q 2018	46,662	100%	62,264	100%	100,985	100%	209,911	100%
17E	183529049	7C	Switch	867 02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2018	74,375	100%	90,870	99%	101,557	100%	266,802	100%
19E	183529049	8T	Switch	867 04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2018	46,819	not applicable	53,925	not applicable	104,344	not applicable	205,088	not applicable
20E	183529049	9C	Switch	867 04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2018	71,550	99%	83,781	98%	104,340	100%	259,671	99%
22E	183529049	11C	Standard Move-In	814 16	Received	Move-In Request Received by ERCOT from new CR	ERCOT	Required	B-1b)	2Q 2018	73,913	not applicable	92,324	not applicable	132,429	not applicable	298,666	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)	2Q 2018	2,791	96%	1,920	99%	1,692	100%	6,403	98%
26E	183529049	7T	Standard Move-In	814 03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1b)	2Q 2018	116,192	100%	126,809	100%	130,719	100%	373,720	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)	2Q 2018	67,768	100%	87,082	100%	124,317	100%	279,168	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)	2Q 2018	2,492	not applicable	4,101	not applicable	3,170	not applicable	9,763	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)	2Q 2018	113,560	100%	124,333	99%	129,411	100%	367,304	99%
33E	183529049	15C	Standard Move-In	814 06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1b)	2Q 2018	47,274	98%	53,124	100%	56,418	100%	156,816	99%
34E	183529049	15C	Standard Move-In	814 06	Sent Pending	Scheduled Move-In Notification Pending from ERCOT to current CR	ERCOT	Required	B-1b)	2Q 2018	28,929	98%	37,958	100%	38,806	100%	105,693	99%
36E	183529049	16C	Standard Move-In	814 07	Received	Scheduled Move-In Notification Response Received by ERCOT from current CR	ERCOT	Required	B-1b)	2Q 2018	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)	2Q 2018	3,728	100%	4,648	100%	5,981	100%	14,557	100%
39E	183529049	10T	Standard Move-In	814 28	Received	Completed Unexecutable	ERCOT	Required	B-1b)	2Q 2018	1,891	not applicable	2,093	not applicable	2,899	not applicable	6,883	not applicable
41E	183529049	17C	Standard Move-In	814 28	Sent	Permit Pending	ERCOT	Required	B-1b)	2Q 2018	6,000	100%	6,841	99%	5,995	100%	18,836	100%
42E	183529049	18C	Standard Move-In	814 28	Sent	Completed Unexecutable	ERCOT	Required	B-1b)	2Q 2018	3,096	99%	3,156	100%	3,047	100%	9,299	99%
44E	183529049	N/A	Standard Move-In	814 29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1b)	2Q 2018	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)	2Q 2018	167	100%	89	99%	22	100%	278	100%
47E	183529049	11T	Standard Move-In	867 02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2018	52,760	100%	68,315	100%	99,458	100%	220,533	100%
48E	183529049	20C	Standard Move-In	867 02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2018	84,420	100%	96,068	99%	100,330	100%	280,818	100%
50E	183529049	14T	Standard Move-In	867 04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2018	68,294	not applicable	71,663	not applicable	124,748	not applicable	264,705	not applicable
51E	183529049	22C	Standard Move-In	867 04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2018	102,804	98%	110,458	99%	124,748	100%	338,010	98%

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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)	2Q 2018	67,509	not applicable	79,756	not applicable	125,005	not applicable	272,270	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)	2Q 2018	1,389	100%	2,227	99%	1,996	100%	5,612	99%
57E	183529049	15T	Priority Move-In	814 03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1c)	2Q 2018	105,197	100%	113,817	100%	123,007	100%	342,021	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)	2Q 2018	63,439	100%	75,200	100%	118,735	100%	257,374	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)	2Q 2018	1,824	not applicable	2,528	not applicable	2,325	not applicable	6,677	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)	2Q 2018	103,583	100%	112,398	99%	121,758	100%	337,739	99%
64E	183529049	27C	Priority Move-In	814 06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1c)	2Q 2018	66,693	97%	72,537	100%	81,586	100%	220,796	99%
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)	2Q 2018	47	100%	74	100%	45	100%	166	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)	2Q 2018	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)	2Q 2018	2,792	100%	3,331	100%	4,191	100%	10,314	100%
70E	183529049	19T	Priority Move-In	814 28	Received	Completed Unexecutable	ERCOT	Required	B-1c)	2Q 2018	1,230	not applicable	1,373	not applicable	1,735	not applicable	4,338	not applicable
72E	183529049	28C	Priority Move-In	814 28	Sent	Permit Pending	ERCOT	Required	B-1c)	2Q 2018	4,528	100%	4,933	100%	4,201	100%	13,862	100%
73E	183529049	30C	Priority Move-In	814 28	Sent	Completed Unexecutable	ERCOT	Required	B-1c)	2Q 2018	2,014	97%	2,161	99%	1,826	100%	6,001	99%
75E	183529049	N/A	Priority Move-In	814 29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1c)	2Q 2018	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)	2Q 2018	125	100%	148	98%	111	100%	384	99%
78E	183529049	21T	Priority Move-In	867 02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-1c)	2Q 2018	56,925	100%	66,624	100%	105,636	100%	229,185	100%
79E	183529049	31C	Priority Move-In	867 02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-1c)	2Q 2018	88,864	100%	97,304	98%	106,135	100%	292,303	99%
81E	183529049	26T	Priority Move-In	867 04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2018	65,320	not applicable	70,784	not applicable	117,158	not applicable	253,262	not applicable
82E	183529049	34C	Priority Move-In	867 04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2018	98,703	100%	109,446	99%	117,158	100%	325,308	99%
84E	183529049	35C	Move-Out	814 24	Received	Move-Out Request Received by ERCOT from current CR	ERCOT	Required	B-1d)	2Q 2018	70,003	not applicable	88,008	not applicable	125,861	not applicable	283,872	not applicable
85E	183529049	27T	Move-Out	814 24	Sent	Move-Out Request Sent from ERCOT to TDSP	ERCOT	Required	B-1d)	2Q 2018	67,229	100%	73,633	100%	73,357	100%	214,219	100%
87E	183529049	28T	Move-Out	814 25	Received	Move-Out Response Received by ERCOT from TDSP	ERCOT	Required	B-1d)	2Q 2018	41,442	100%	53,146	100%	73,270	100%	167,858	100%
88E	183529049	36C	Move-Out	814 25	Sent	Move-Out Response Sent by ERCOT to CR	ERCOT	Required	B-1d)	2Q 2018	112,175	100%	123,603	99%	126,005	100%	361,783	99%
90E	183529049	28T	Move-Out	867 03	Received	Final Meter Read Received by ERCOT from TDSP	ERCOT	Required	B-2b)	2Q 2018	60,052	not applicable	69,440	not applicable	102,842	not applicable	232,334	not applicable
91E	183529049	37C	Move-Out	867 03	Sent	Final Meter Read Sent from ERCOT to CR	ERCOT	Required	B-2b)	2Q 2018	88,689	97%	102,459	96%	102,842	100%	293,990	97%
93E	183529049	38C	Historical Usage Request	814 26	Received	Ad-hoc Historical Usage Request Received by ERCOT from CR	ERCOT	Required	B-2a)	2Q 2018	4,107	not applicable	5,850	not applicable	14,081	not applicable	24,038	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)	2Q 2018	6,141	100%	7,798	100%	13,896	100%	27,835	100%
96E	183529049	31T	Historical Usage Request	814 27	Received	Ad-hoc Historical Usage Response Received by ERCOT from TDSP	ERCOT	Required	B-2a)	2Q 2018	3,799	100%	5,356	100%	13,887	100%	23,042	100%
97E	183529049	39C	Historical Usage Request	814 27	Sent	Ad-hoc Historical Usage Response Sent from ERCOT to CR	ERCOT	Required	B-2a)	2Q 2018	6,254	100%	7,919	100%	14,075	100%	28,248	100%

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 2nd Quarter 2018

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)	2Q 2018	3,219	100%	4,125	100%	6,798	100%	14,142	100%
100E	183529049	41C	Historical Usage Request	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2a)	2Q 2018	4,834	100%	6,232	98%	6,817	100%	17,883	99%
102E	183529049	43T	ESI ID Create	814_20	Received	Create ESI Id request received by ERCOT from the TDSP	ERCOT	Required	B-2c)	2Q 2018	14,214	not applicable	15,226	not applicable	24,211	not applicable	53,651	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)	2Q 2018	22,842	100%	23,846	100%	24,211	100%	70,899	100%
105E	183529049	45T	ESI ID Maintain	814_20	Received	Maintain ESI Id request received by ERCOT from the TDSP	ERCOT	Required	B-2d)	2Q 2018	152,465	not applicable	227,865	not applicable	258,763	not applicable	639,093	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)	2Q 2018	244,286	100%	328,001	100%	258,715	100%	831,002	100%
107E	183529049	39T	Meter Reading	867_03	Received	Monthly meter Reading received from TDSP	ERCOT	Required	B-2b)	2Q 2018	4,891,580	not applicable	5,558,659	not applicable	8,000,750	not applicable	18,450,989	not applicable
109E	183529049	47C	Meter Reading	867_03	Sent	Monthly meter Reading sent by ERCOT to CR	ERCOT	Required	B-2b)	2Q 2018	7,553,147	96%	8,313,574	98%	7,999,034	100%	23,865,755	98%

E	ERCOT
C	CR
T	TDSP

Information Technology Report

Dave Pagliai
Manager, IT Support Services

ERCOT Public
May 2018



Incident Report Highlights

Service Availability – April 2018

- ✓ Retail Market IT systems met all SLA targets

Retail Incidents & Maintenance – April, May 2018

- 04/08/18 – Planned Maintenance (Site Failover – Retail Processing, MarkeTrak, FindESIID, FindTransaction)
- 04/08/18 – ERCOT experienced an issue with the service that passes 867_03 transactions to the Settlement System from 04/08/18 at approximately 1:30 pm to 04/10/18 at 9:15 am
 - All transactions submitted during the affected period processed on 04/10/18 during the 3:00 pm data loading run
- 05/01/18 – ERCOT experienced an issue impacting inbound retail transaction processing from Centerpoint Energy and Oncor Electric Delivery Company LLC (Oncor) from 05/01/18 at 2:36 PM to 05/02/18 at 10:55 AM
 - No data was lost and processing backlogs were cleared by 3:30 PM on 05/02/18

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Incident Report Highlights

Non-Retail Incidents & Maintenance – April 2018

- 04/02/18 – Planned Maintenance (Site Failover – External Web Services)
- 04/02/18 – Planned Maintenance (Site Failover – MPIM, Retail API)
- 04/03/18 – Planned Maintenance (Site Failover – MIS)

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MarkeTrak Performance

MarkeTrak				
Apr-18	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.38	1.20	2
API QueryList	100.000	6.73	6.06	10
API Update	99.990	1.51	1.33	10
GUI	99.968	5.216		15
Average	99.990			

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Information Technology Report

Dave Pagliai
Manager, IT Support Services

ERCOT Public
June 2018

Incident Report Highlights

Service Availability – May 2018

- ✓ MarkeTrak met all SLA targets
- X Retail Transaction Processing (core hours) did not meet SLA target
- X Retail Transaction Processing (non-core hours) did not meet SLA target

Retail Incidents & Maintenance – May 2018

- 05/01/18 – ERCOT experienced an issue impacting inbound retail transaction processing from Centerpoint Energy and Oncor Electric Delivery Company LLC (Oncor) from 05/01/18 at 2:36 PM to 05/02/18 at 10:55 AM
 - No data was lost and processing backlogs were cleared by 3:30 PM on 05/02/18
- 05/20/18 – Planned Maintenance (Site Failover – Retail Processing, MarkeTrak, FindESIID, FindTransaction)
- 05/22/18 – ERCOT experienced an issue with its NAESB system impacting outbound retail transaction processing from approximately 8:20 AM – 8:41 AM. During this time no outbound transactions were sent from ERCOT to Market Participants.
 - No data was lost
- 05/25/18 – ERCOT experienced an unplanned outage to the Retail Market Testing Environment (RMTE) from 2:43 PM – 3:08 PM.

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Incident Report Highlights

Non-Retail Incidents & Maintenance – May 2018

- 05/02,03/18 – Unplanned Maintenance (Site Failover – External Web Services) from 3:30 PM – 3:45 PM
- 05/04/18 – Access to ERCOT's Market Information System (MIS) may have been intermittent from 12:01 AM – 12:51 AM
- 05/12/18 – Access to ERCOT's Market Information System (MIS) may have been intermittent from 5:57 PM – 6:40 PM
- 05/14/18 – ERCOT's Market Participant Identity Management (MPIM) application was unavailable from 9:30 AM – 11:55 PM
- 05/21/18 – Planned Maintenance (Site Failover – External Web Services)
- 05/22/18 – Planned Maintenance (Site Failover – MPIM, Retail API)
- 05/23/18 – Planned Maintenance (Site Failover – MIS)
- 05/23/18 – ERCOT experienced an outage of the Market Information System (MIS) from 11:20 AM – 11:50 AM
- 05/25/18 – ERCOT experienced an outage of the Market Information System (MIS) from 10:56 AM – 11:08 AM

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MarkeTrak Performance

MarkeTrak				
May-18	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	99.977	1.44	1.22	2
API QueryList	100.000	7.03	6.32	10
API Update	100.000	1.54	1.35	10
GUI	99.884	5.962		15
Average	99.965			

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Information Technology Report

Dave Pagliai
Manager, IT Support Services

ERCOT Public
July 2018

Incident Report Highlights

Service Availability – June 2018

- ✓ Retail Market IT systems met all SLA targets

Retail Incidents & Maintenance – June 2018

- 06/04/18 – Beginning on May 31, 2018, 867_03 transactions received by ERCOT were not passed to the Settlement and Billing System for loading. The issue was corrected, and all transactions previously held were released to the Settlement and Billing System on 06/04/18.
 - The timely forwarding of 867_03 transactions to REPs and the completion of service orders were unaffected by this issue.

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Incident Report Highlights

Non-Retail Incidents & Maintenance – June 2018

- 06/01/18 – ERCOT experienced a system issue specific to the Get/Report Content feature of the External Web Services (EWS) components resulting from the NPRR768 and OBDRR002 implementation on May 30, 2018.

Market Participants received errors when attempting to utilize:

- Get/SCEDORDCPriceAdders
- Get/RTDIndicativeORDCPriceAdders

This XML content data retrieval issue only affected the two Current Day Report changes associated with NPRR768 and OBDRR002:

- NP6-325-CD RTD Indicative ORDC and Reliability Deployment Price Adders and Reserves (Rpt ID 13222)
- NP6-323-CD Real-Time ORDC and Reliability Deployment Price Adders and Reserves by SCED Interval (Rpt ID 13221)

The issue was resolved on 06/05/15

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MarkeTrak Performance

MarkeTrak				
Jun-18	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.58	1.26	2
API QueryList	100.000	7.58	6.63	10
API Update	99.990	1.76	1.41	10
GUI	99.975	6.197		15
Average	99.991			

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ERCOT IT Incident Market Notice Summary - 2018
April 1, 2018 - June 30, 2018 Incidents

Month	Date	Notification Date	Notification ID	Start Time	End Time	Duration (mins)	SLA Impacted	Application Impacted	Issue Description	Root Cause	Service Impact	Service Impact Detail	Identification Method	Market Impact	Root Cause Details	Resolution	Date (to be) Implemented	Notes	Current Status
April	4/8/18	3/30/18	M-B033018-01 M-B033018-02 M-B033018-03	8:00 AM	1:00 PM	300	Retail Market	Retail Processing, MarkeTrak, FindESIID, FindTransaction	Planned Maintenance Outage	Site Failover	N/A	Planned Outage	Planned Maintenance	None	N/A	N/A	N/A	Commercial Systems Site Failover	Complete
April	4/8/18	4/10/18	M-A041018-01	4/8/2018 13:30	4/10/2018 9:15	N/A	Retail Market	N/A	- ERCOT experienced an issue with the service that passes 867_03 transactions to the Settlement System from April 8, 2018 at approximately 1:30 pm to April 10, 2018 at 9:15 am. All transactions submitted during the affected period processed on April 10, 2018, during the 3:00 pm data loading run.	Application issue	Timeliness	867_03 Data not sent to Settlement System	ERCOT Monitoring	867_03 Data not sent to Settlement System	Application scheduling issue	Application issue resolved	N/A		Complete
May	5/1/2018	5/2/18	R-A050218-01	5/1/2018 14:36	5/2/2018 10:55	499 minutes during Core Hours, 720 minutes during Non-Core Hours	Retail Market	Retail Processing	- ERCOT experienced an issue impacting inbound retail transaction processing from Centerpoint Energy and Oncor Electric Delivery Company LLC (Oncor) from May 1, 2018 at 2:36 PM to May 2, 2018 at 10:55 AM - No data was lost and processing backlogs were cleared by 3:30 PM on May 2, 2018	Application issue	Timeliness	Processing of some Retail transactions was delayed	ERCOT Retail business checks	Processing of some Retail transactions was delayed	Application issue	Application issue resolved	N/A		Complete
May	5/20/18	5/11/18	M-A051118-01 M-A051118-02 M-A051118-03	8:00 AM	11:03 AM	183	Retail Market	Retail Processing, MarkeTrak, FindESIID, FindTransaction	Planned Maintenance Outage	Site Failover	N/A	Planned Outage	Planned Maintenance	None	N/A	N/A	N/A	Commercial Systems Site Failover	Complete
May	5/22/2018	5/22/2018	R-A052218-01	8:20 AM	8:41 AM	11	Retail Market	Retail Processing	ERCOT experienced an issue with its NAESB system impacting outbound retail transaction processing from approximately 8:20 a.m. to approximately 8:41 a.m., May 22, 2018. During this time no outbound transactions were sent from ERCOT to Market Participants. No data was lost.	Application license issue	Timeliness	Outbound processing of Retail transactions may have been delayed	ERCOT Monitoring	Outbound processing of Retail transactions may have been delayed	Application license issue	Application issue resolved	N/A		Complete
May	5/25/2018	N/A	N/A	2:43 PM	3:08 PM	25	Retail Market	Retail Market Testing Environment (RMTE)	ERCOT experienced an unplanned outage to the Retail Market Testing Environment (RMTE)	Infrastructure issue	Availability	The RMTE was unavailable	ERCOT Monitoring	The RMTE was unavailable	Infrastructure issue	Infrastructure issue resolved	N/A		Complete

June	6/4/18	6/4/18	R-A060418-01	5/31/18	6/4/18	N/A	Retail Mmarket	N/A	Beginning on May 31, 2018, 867_03 transactions received by ERCOT were not passed to the Settlement and Billing System for loading. The issue was corrected, and all transactions previously held were released to the Settlement and Billing System. Please note the timely forwarding of 867_03 transactions to REPs and the completion of service orders were unaffected by this issue.	Application issue	Timeliness	867_03 Data not sent to Settlement System	ERCOT Monitoring	867_03 Data not sent to Settlement System	Application scheduling issue	Application issue resolved	N/A	Complete
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2018 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	211	98.73%	0	0	98.73%
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	510	96.92%	0	0	96.92%
June	Retail Transaction Processing	15,120	0	100.00%	0	0	100.00%
July	Retail Transaction Processing	15,120	0	100.00%	0	0	100.00%
August	Retail Transaction Processing	16,560	0	100.00%	0	0	100.00%
September	Retail Transaction Processing	15,120	0	100.00%	0	0	100.00%
October	Retail Transaction Processing	15,840	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%
Jan - Dec 2018	Retail Transaction Processing	187,200 (to Jan 31)	721	99.61%	0	0	

2018 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	570	27,510	56	99.80%	0	0	99.80%
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	183	27,897	720	97.42%	0	0	97.44%
June	Retail Transaction Processing	28,080	0	28,080	0	100.00%	0	0	100.00%
July	Retail Transaction Processing	29,520	0	29,520	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	28,080	0	28,080	0	100.00%	0	0	100.00%
October	Retail Transaction Processing	28,800	0	28,800	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%
Jan - Dec 2018	Retail Transaction Processing	338,400 (to Jan 31)	753	337,647	776	99.77%	0	0	

2018 Q2 MarkeTrak Service Availability

MarkeTrak				
Apr-18	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.38	1.20	2
API QueryList	100.000	6.73	6.06	10
API Update	99.990	1.51	1.33	10
GUI	99.968	5.216		15
Average	99.990			
MarkeTrak				
May-18	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	99.977	1.44	1.22	2
API QueryList	100.000	7.03	6.32	10
API Update	100.000	1.54	1.35	10
GUI	99.884	5.962		15
Average	99.965			
MarkeTrak				
Jun-18	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.000	1.58	1.26	2
API QueryList	100.000	7.58	6.63	10
API Update	99.990	1.76	1.41	10
GUI	99.975	6.197		15
Average	99.991			

ERCOT IT Incident Summary - Q2 2018
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	Extract or Report Impacted	Service Impact (Timeliness, Accuracy, Completeness or Availability)	Issue Description	Root Cause	ERCOT Protocols Missed (Y/N)	Market Participant Input	Identified by (ERCOT Internal / MP)	Resolution	Date (to be Implemented)	Notes	Current Status
April	4/2/18	3/28/18	M-A032818-01	3:30 PM	4:30 PM	60	EWS	N/A	N/A	Planned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	Core Site Failover	Complete
April	4/2/18	3/28/18	M-B032818-01	5:00 PM	5:34 PM	34	MPIM, Retail API	N/A	N/A	Planned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	Commercial Systems Site Failover	Complete
April	4/3/18	3/28/18	M-B032818-01	4:00 PM	5:10 PM	70	MIS	N/A	N/A	Planned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	MIS Site Failover	Complete
May	5/2/18	5/1/18	M-A050118-01	3:30 PM	3:45 PM	15	EWS	N/A	N/A	Unplanned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	Core Site Failover	Complete
May	5/3/18	5/1/18	M-A050118-01	3:30 PM	3:45 PM	15	EWS	N/A	N/A	Unplanned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	Core Site Failover	Complete
May	5/4/18	N/A	N/A	12:01 AM	12:51 AM	50	MIS	N/A	Availability	Access to ERCOT's Market Information System (MIS) may have been intermittent during this time	Application issue	N	N	ERCOT	Application issue resolved	N/A		Complete
May	5/12/18	N/A	N/A	5:57 PM	6:40 PM	43	MIS	N/A	Availability	Access to ERCOT's Market Information System (MIS) may have been intermittent during this time	Application issue	N	N	ERCOT	Application issue resolved	N/A		Complete
May	5/14/18	N/A	N/A	9:30 AM	11:55 AM	145	MPIM	N/A	Availability	ERCOT's Market Participant Identity Management (MPIM) application was unavailable	Infrastructure Issue	N	N	ERCOT	Infrastructure issue resolved	N/A		Complete
May	5/21/18	5/15/18	M-A051518-01	3:30 PM	3:45 PM	15	EWS	N/A	N/A	Planned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	Core Site Failover	Complete
May	5/22/18	5/16/18	M-A051618-01	4:00 PM	5:10 PM	70	MIS	N/A	N/A	Planned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	MIS Site Failover	Complete
May	5/23/18	5/16/18	M-A051618-01	5:00 PM	5:34 PM	34	MPIM, Retail API	N/A	N/A	Planned Maintenance Outage	Site Failover	N	N	ERCOT	N/A	N/A	Commercial Systems Site Failover	Complete
May	5/23/18	N/A	N/A	11:20 AM	11:50 AM	30	MIS	N/A	Availability	ERCOT experienced an unplanned outage of the Market Information System (MIS). All services available through the MIS were unavailable during the outage.	Application issue	N	N	ERCOT	Application issue resolved	N/A		Complete
May	5/25/18	N/A	N/A	10:56 AM	11:08 AM	12	MIS	N/A	Availability	ERCOT experienced an unplanned outage of the Market Information System (MIS). All services available through the MIS were unavailable during the outage.	Application issue	N	N	ERCOT	Application issue resolved	N/A		Complete

June	6/1/18	6/1/18	W-A050718-03	N/A	N/A	N/A	EWS	<p>NP6-325-CD RTD Indicative ORDC and Reliability Deployment Price Adders and Reserves (Rpt ID 13222)</p> <p>NP6-323-CD Real-Time ORDC and Reliability Deployment Price Adders and Reserves by SCED Interval (Rpt ID 13221)</p>	Availability	<p>experienced a system issue specific to the Get/Report Content feature of the External Web Services (EWS) components resulting from the NPRR768 and OBDRR002 implementation on May 30, 2018 This XML content data retrieval issue only affected the two Current Day Report changes associated with NPRR768 and OBDRR002 Market Participants received errors when attempting to utilize - Get/SCEDORDCPr iceAdders - Get/RTDIndicative ORDCPriceAdders</p>	Application issue	N	Y	ERCOT Internal/MP	Application issue resolved	6/5/18	Complete
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2018 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%
Jan - Dec 2018	ERCOT.com	525,600	0	525,600	0	100.00%

Market Information System (MIS)


April-18	Application Availability (%)
SLA	24x7
MIS SLA	99.984

Time Range: 4/1/2018 12:00 AM-5/1/2018 12:00 AM

Ct: MIS (SLA: MIS SLA)

Calendar: 24x7

KPI: Filtered(2/2)

 Service Level Management displays reports according to the SLA's time zone.

Data	
Cts	Application Availability (%)
	24x7
MIS	99.984
nProd_MIS_UI_Download_SettlePointPriceHubLoadZone	99.972
01_MIS_UI_Select_Certificate	100.000
02_MIS_UI_Select_RealTimeMarket	100.000
03_MIS_UI_Select_SettlePointPriceHubLoadZone	100.000
03A_MIS_UI_Validate_Report_Frequency_15_Minutes	99.851
04_MIS_UI_Validate_DownloadedFile_SettlePointPriceHubLoadZone	100.000
nProd_MIS_UI_Download_TempAdjDynamicRatings	99.965
01_MIS_UI_Select_Certificate	100.000
02_MIS_UI_Select_GridTransmission	100.000
03_MIS_UI_Select_TempAdjDynamicRatings	99.851
04_MIS_UI_DownloadFile_TempAdjDynamicRatings	100.000
nProd_MIS_UI_DownloadForecastDistFactors	-
01_MIS_UI_Select_Certificate	-
02_MIS_UI_Select_RealTimeMarket	-
03_MIS_UI_Select_LoadForecastDistFactors	-
04_MIS_UI_DownloadFile_LoadForecastDistFactors	-
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

YTD - 2018	Application Availability (%)
SLA	24x7
MIS SLA	99.980

CI Summary 1/1/2018 12:00 AM-5/7/2018 12:00 AM America/Chicago

Run

Data

CI	Application Availability (%) 24x7
MIS	99.980
nProd_MIS_UI_Download_SettlePointPriceHubLoadZone	99.979
01 MIS UI Select Certificate	99.994
02 MIS UI Select RealTimeMarket	100.000
03 MIS UI Select SettlePointPriceHubLoadZone	99.934
03A MIS UI Validate Report Frequency 15 Minutes	99.967
04 MIS UI Validate DownloadedFile SettlePointPriceHubLoadZone	100.000
nProd_MIS_UI_Download_TempAdjDynamicRatings	99.953
01 MIS UI Select Certificate	99.995
02 MIS UI Select GridTransmission	100.000
03 MIS UI Select TempAdjDynamicRatings	99.908
04 MIS UI DownloadFile TempAdjDynamicRatings	99.909
nProd_MIS_UI_DownloadForecastDistFactors	-
01 MIS UI Select Certificate	-
02 MIS UI Select RealTimeMarket	-
03 MIS UI Select LoadForecastDistFactors	-
04 MIS UI DownloadFile LoadForecastDistFactors	-
nProd_MIS_UI_LaunchMISUI	99.996
01 MIS UI Select Certificate	99.998
nProd_MIS_UI_LaunchReports_Extracts_Page	99.992
01 MIS UI Select Certificate	99.993
02 MIS UI Select Reports_Extracts	99.992

May-18	Application Availability (%)
SLA	24x7
MIS SLA	99.825

Time Range: 5/1/2018 12:00 AM - 6/1/2018 12:00 AM

Cl: MIS (SLA: MIS SLA)

Calendar: 24x7

KPI: Filtered(2/2)

 Service Level Management displays reports according to the SLA's time zone.

Data	
Cts	Application Availability (%)
MIS	24x7
nProd_MIS_UI_Download_SettlePointPriceHubLoadZone	99.825
01_MIS_UI_Select_Certificate	99.963
02_MIS_UI_Select_RealTimeMarket	99.817
03_MIS_UI_Select_SettlePointPriceHubLoadZone	100.000
03A_MIS_UI_Validate_Report_Frequency_15_Minutes	100.000
04_MIS_UI_Validate_DownloadedFile_SettlePointPriceHubLoadZone	100.000
nProd_MIS_UI_Download_TempAdjDynamicRatings	99.638
01_MIS_UI_Select_Certificate	99.022
02_MIS_UI_Select_GridTransmission	100.000
03_MIS_UI_Select_TempAdjDynamicRatings	100.000
04_MIS_UI_DownloadFile_TempAdjDynamicRatings	98.729
nProd_MIS_UI_DownloadForecastDistFactors	-
01_MIS_UI_Select_Certificate	-
02_MIS_UI_Select_RealTimeMarket	-
03_MIS_UI_Select_LoadForecastDistFactors	-
04_MIS_UI_DownloadFile_LoadForecastDistFactors	-
nProd_MIS_UI_LaunchMISUI	99.792
01_MIS_UI_Select_Certificate	99.792
nProd_MIS_UI_LaunchReports_Extracts_Page	99.907
01_MIS_UI_Select_Certificate	99.813
02_MIS_UI_Select_Reports_Extracts	100.000

YTD - 2018	Application Availability (%)
SLA	24x7
MIS SLA	99.954

CI Summary 1/1/2018 12:00 AM-6/1/2018 12:00 AM America/Chicago

Date

CI#	Application Availability (%)
24x7	
MIS	99.954
nProd_MIS_UI_Download_SettlePointPriceHubLoadZone	99.978
01 MIS UI Select Certificate	99.962
02 MIS UI Select RealTimeMarket	100.000
03 MIS UI Select SettlePointPriceHubLoadZone	99.945
03A MIS UI Validate_Report_Frequency_15_Minutes	99.972
04 MIS UI Validate_DownloadedFile_SettlePointPriceHubLoadZone	100.000
nProd_MIS_UI_Download_TempAdiDynamicRatings	99.906
01 MIS UI Select Certificate	99.863
02 MIS UI Select GndTransmission	100.000
03 MIS UI Select TempAdiDynamicRatings	99.924
04 MIS UI DownloadFile_TempAdiDynamicRatings	99.738
nProd_MIS_UI_DownloadForecastDistFactors	-
01 MIS UI Select Certificate	-
02 MIS UI Select RealTimeMarket	-
03 MIS UI Select LoadForecastDistFactors	-
04 MIS UI DownloadFile_LoadForecastDistFactors	-
nProd_MIS_UI_LaunchMISUI	99.957
01 MIS UI Select Certificate	99.967
nProd_MIS_UI_LaunchReports_Extracts_Page	99.977
01 MIS UI Select Certificate	99.961
02 MIS UI Select Reports_Extracts	99.963

June-18	Application Availability (%)
SLA	24x7
MIS SLA	100.000

Time Range: 6/1/2018 12:00 AM-7/1/2018 12:00 AM

Ct: MIS (SLA: MIS SLA)























Calendar: 24x7

KPI: Filtered(2/2)

 Service Level Management displays reports according to the SLA's time zone.

Data



CIS		Application Availability (%)
		24x7
 MIS		100.000
 nProd_MIS_UI_Download_SettlePointPriceHubLoadZone		100.000
 01_MIS_UI_Select_Certificate		100.000
 02_MIS_UI_Select_RealTimeMarket		100.000
 03_MIS_UI_Select_SettlePointPriceHubLoadZone		100.000
 03A_MIS_UI_Validate_Report_Frequency_15 Minutes		100.000
 04_MIS_UI_Validate_DownloadedFile_SettlePointPriceHubLoadZone		100.000
 nProd_MIS_UI_Download_TempAdjDynamicRatings		100.000
 01_MIS_UI_Select_Certificate		100.000
 02_MIS_UI_Select_GridTransmission		100.000
 03_MIS_UI_Select_TempAdjDynamicRatings		100.000
 04_MIS_UI_DownloadFile_TempAdjDynamicRatings		100.000
 nProd_MIS_UI_DownloadForecastDistFactors		-
 01_MIS_UI_Select_Certificate		-
 02_MIS_UI_Select_RealTimeMarket		-
 03_MIS_UI_Select_LoadForecastDistFactors		-
 04_MIS_UI_DownloadFile_LoadForecastDistFactors		-
 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

YTD - 2018	Application Availability (%)
SLA	24x7
MIS SLA	99.963

CI Summary 1/1/2018 12:00 AM-7/8/2018 12:00 AM America/Chicago

Run

Data



Cls	Application Availability (%) 24x7
MIS	99.963
nProd_MIS_UI_Download_SettlePointPriceHubLoadZone	99.981
01_MIS_UI_Select_Certificate	99.870
02_MIS_UI_Select_RealTimeMarket	100.000
03_MIS_UI_Select_SettlePointPriceHubLoadZone	99.956
03A_MIS_UI_Validate_Report_Frequency_15_Minutes	89.978
04_MIS_UI_Validate_DownloadedFile_SettlePointPriceHubLoadZone	100.000
nProd_MIS_UI_Download_TempAdDynamicRatings	99.925
01_MIS_UI_Select_Certificate	99.970
02_MIS_UI_Select_GridTransmission	100.000
03_MIS_UI_Select_TempAdDynamicRatings	89.839
04_MIS_UI_DownloadFile_TempAdDynamicRatings	99.780
nProd_MIS_UI_DownloadForecastDistFactors	-
01_MIS_UI_Select_Certificate	-
02_MIS_UI_Select_RealTimeMarket	-
03_MIS_UI_Select_LoadForecastDistFactors	-
04_MIS_UI_DownloadFile_LoadForecastDistFactors	-
nProd_MIS_UI_LaunchMISUI	99.966
01_MIS_UI_Select_Certificate	99.966
nProd_MIS_UI_LaunchReports_Extracts_Page	99.982
01_MIS_UI_Select_Certificate	99.982
02_MIS_UI_Select_Reports_Extracts	99.994

2018 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	34	44,606	60	99.87%
February	MPIM	40,320	0	40,320	180	99.55%
March	MPIM	44,640	0	44,640	154	99.66%
April	MPIM	43,200	34	43,166	0	100.00%
May	MPIM	44,640	34	44,606	145	99.67%
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%
Jan - Dec 2018	MPIM	525,600	102	525,498	539	99.90%

2018 Retail API Availability

99% Availability Target

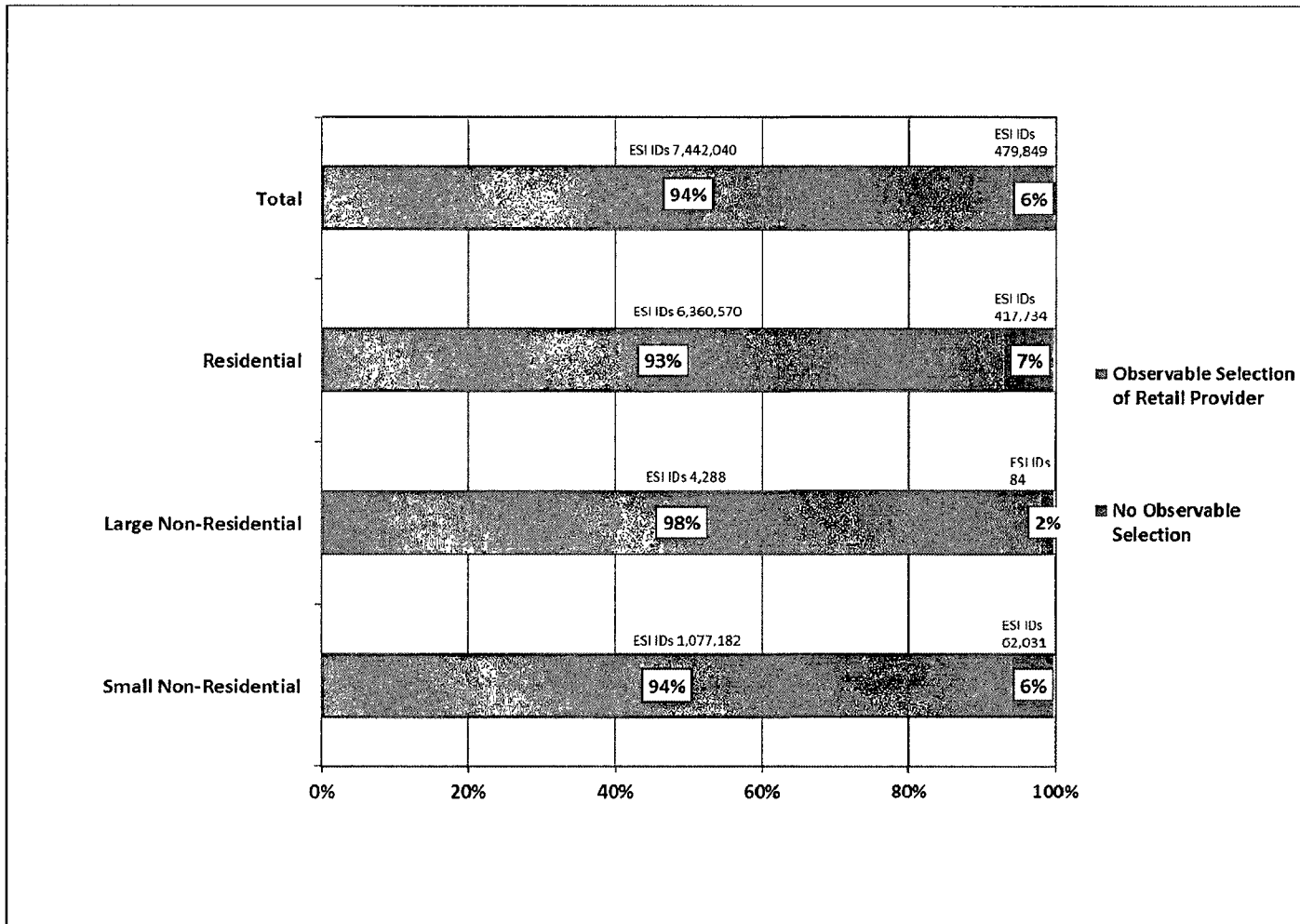
Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	Percent Availability
January	Retail API Application	44,640	34	44,606	103	99.77%
February	Retail API Application	40,320	0	40,320	0	100.00%
March	Retail API Application	44,640	0	44,640	0	100.00%
April	Retail API Application	43,200	34	43,166	0	100.00%
May	Retail API Application	44,640	34	44,606	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%
Jan - Dec 2018	Retail API Application	525,600	102	525,498	103	99.98%



Supplemental Information Retail Electric Market

June 2017 – June 2018

Observable Selection of Electric Provider



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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

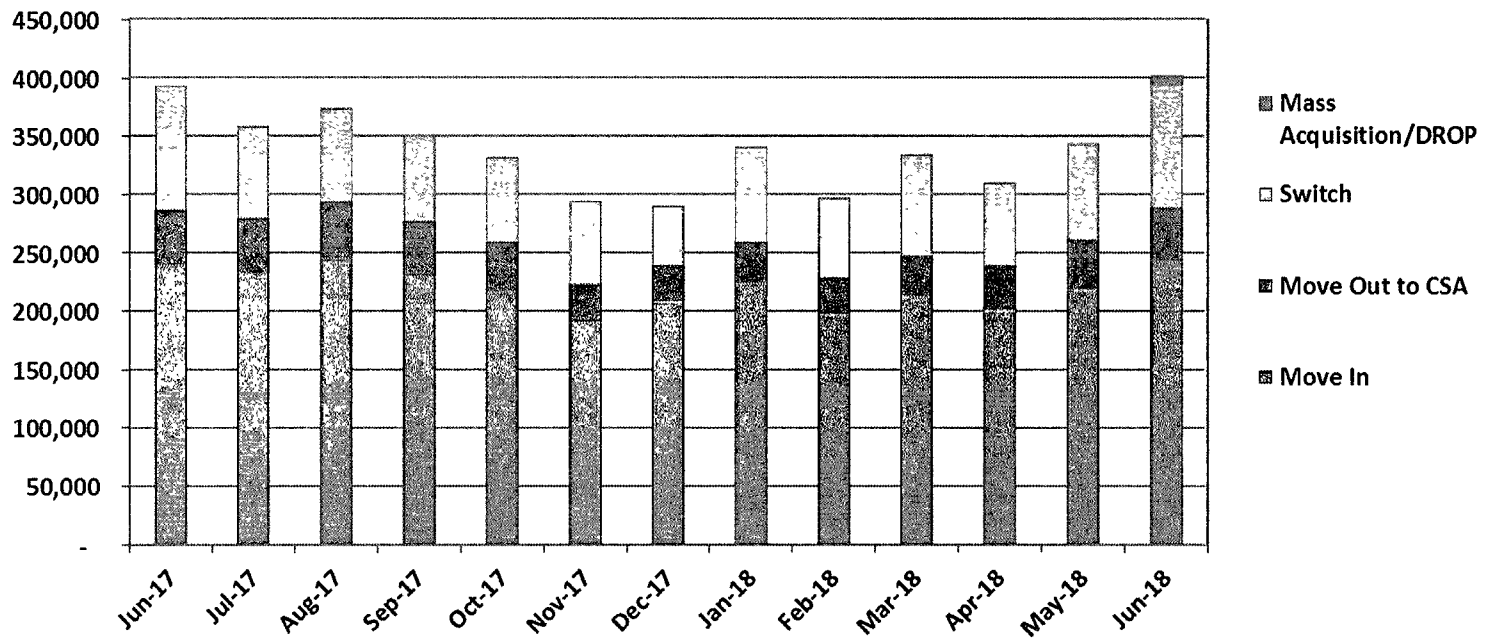
The percentage of ESI IDs represented in red without an “Observed Selection” includes:

- 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



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