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Received - 2021-08-13 10:23:11 AM
Control Number - 51761
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PROJECT NO. 51761

RETAIL PERFORMANCE MEASURE § PUBLIC UTILITY COMMISSION
REPORTS UNDER 16 TAC §25.88 §
BEGINNING 1ST QUARTER 2021 § OF TEXAS

**ERCOT'S PERFORMANCE MEASURES REPORT
FOR THE SECOND QUARTER OF 2021**

Electric Reliability Council of Texas, Inc. (ERCOT) files its Report for the Second Quarter of 2021 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:

Document Description	Attachment
Attestation	A1
Analysis of Performance Measures Report 2nd Quarter 2021	A2
Active ESI IDs for 2nd Quarter 2021	A3*
Total Market Report 2nd Quarter 2021	A4
IT Incident Summary 2nd Quarter 2021	A5
IT System Availability 2nd Quarter 2021	A6
Unauthorized Changes 2nd Quarter 2021	A7*
TDSP Summary 2nd Quarter 2021	A8*
Observed Selection of Electric Providers 2nd Quarter 2021	A9

Respectfully Submitted,

/s/ Gibson Hull

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RELIABILITY COUNCIL OF TEXAS, INC.



A1 - Mark Ruane Attestation Q2 2021.docx

DocVerify ID: E703E027-4596-461E-B83C-83842190D5F8
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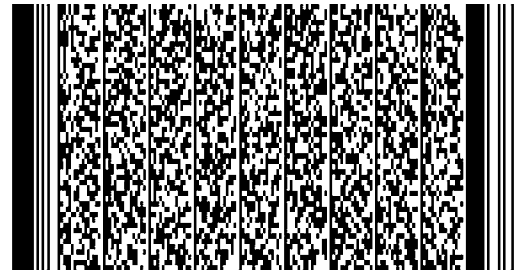
E-Signature 1: Mark Ruane (MR)

August 12, 2021 11:33:23 -8:00 [767CE39E804F] [66.128.17.123]
 (Principal) (Personally Known)

E-Signature Notary: Amy L Loera (ALL)

August 12, 2021 11:33:23 -8:00 [1EB5A4158A66] [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. 51761 Performance Measures Report
2nd Quarter 2021
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 second quarter of 2021, 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.”

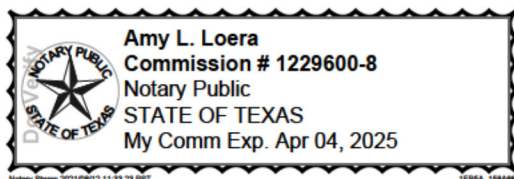
Mark Ruane

Signed on 2021/08/12 11:33:23 -8:00

Mark Ruane

Director of Settlement, Retail Operations and Credit

SUBSCRIBED AND SWORN TO BEFORE ME this 12th day of August 2021. This notarial act was an online notarization.



Amy L. Loera

Signed on 2021/08/12 11:33:23 -8:00

Notary Public, State of Texas



Attachment A2

Project 51761

***Retail Market Performance Measures Report Analysis
Quarterly Report for Second Quarter 2021***

This second quarter report for 2021 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 first quarter of 2021. 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 April 30, 2021, May 31, 2021 and June 30, 2021, 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.



Attachment A2

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.



Attachment A2

Protocol Compliance

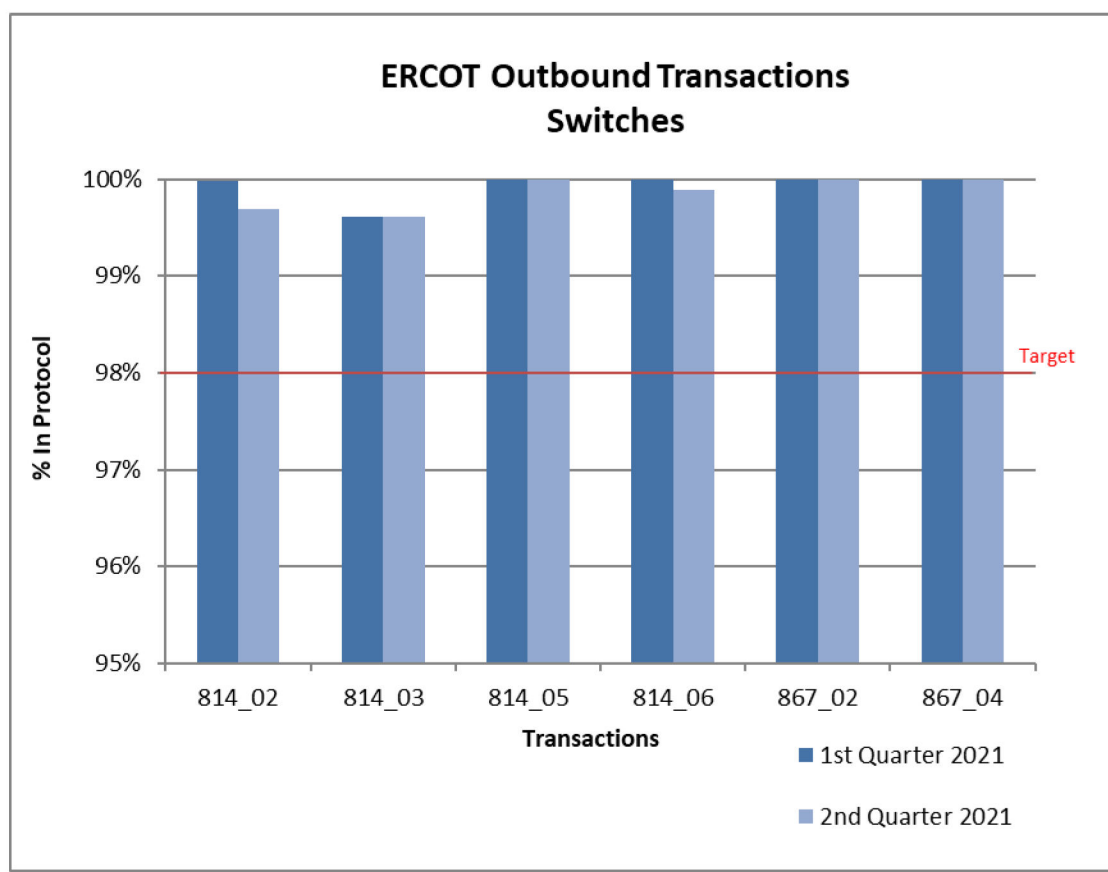
For this portion of the analysis, Performance Measures Export Reports and data were generated from ERCOT's DataTrak System for the second quarter of 2021. The reports provide the total volume and the percent of transactions within Protocols for each transaction type by business process by month as required 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 had no processing issues during the quarter.



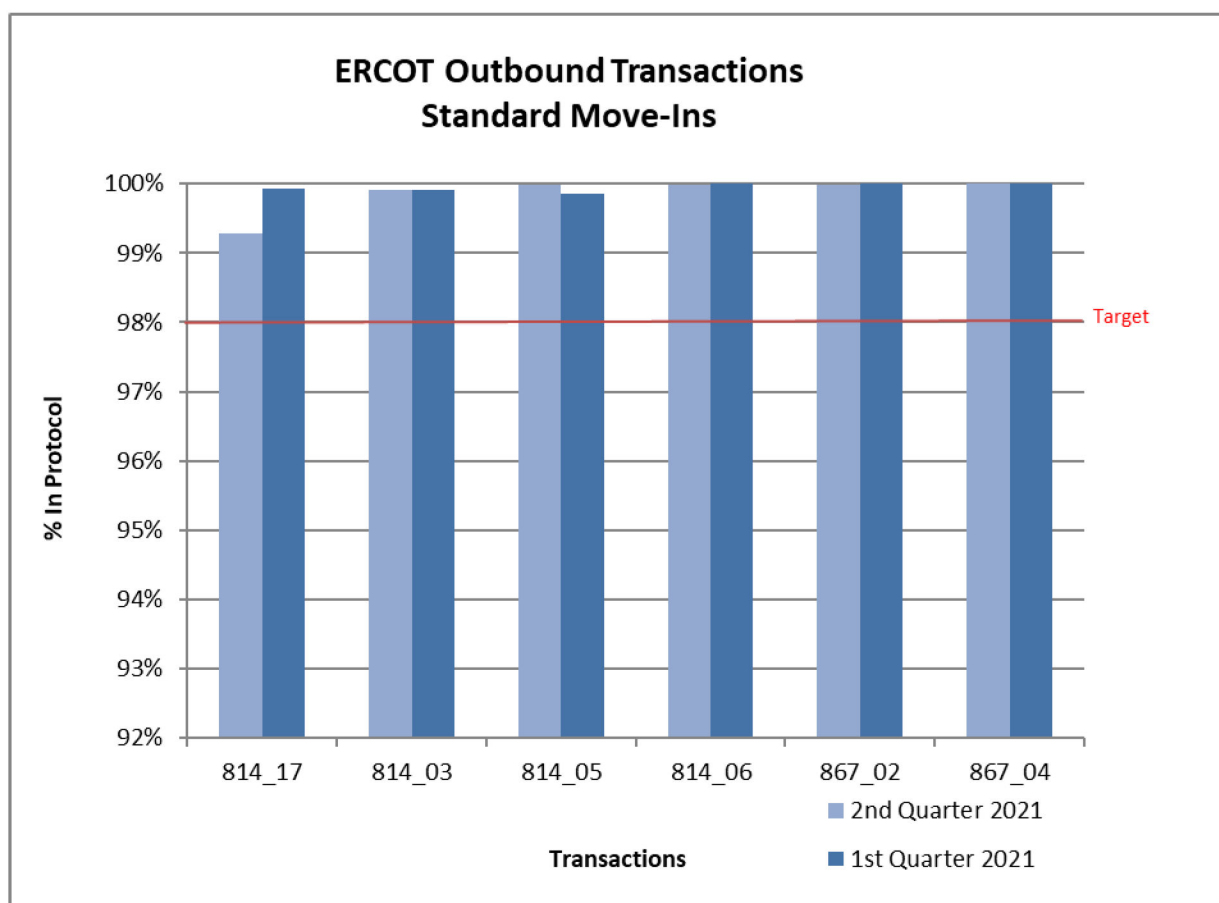
1. Switch Transactions



- There were 369,214 814_01 (Switch) transactions in the second quarter of 2021, 47,127 less than in the first quarter of 2021.



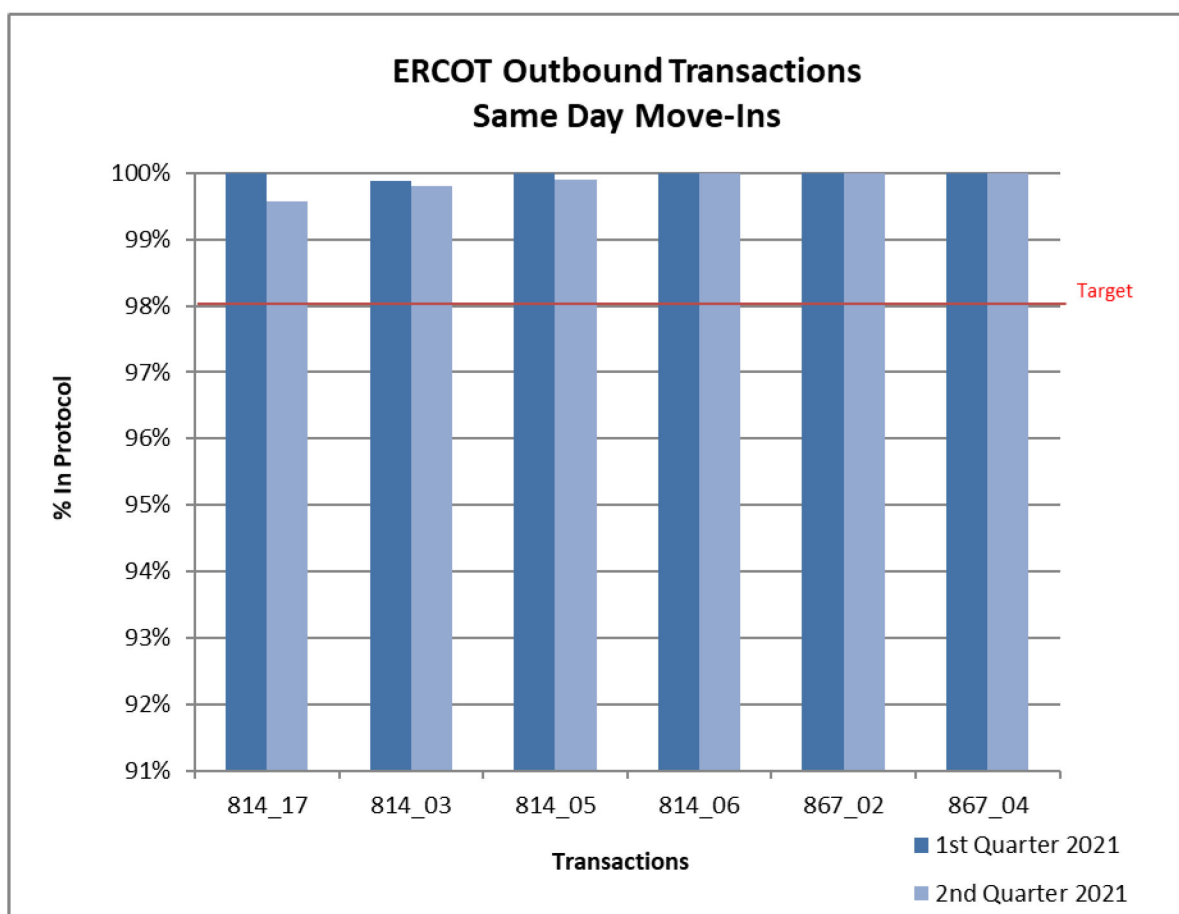
2. Standard Move-In Transactions



- There were 379,057 Standard 814_16 (Move-In) transactions in the second quarter of 2021, 36,851 more than in the first quarter of 2021.



3. Same Day Move In Transactions



- There were 290,424 Same Day 814_16 (Move-In) transactions in the second quarter of 2021, 12,274 less than in the first quarter of 2021.



Attachment A2

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

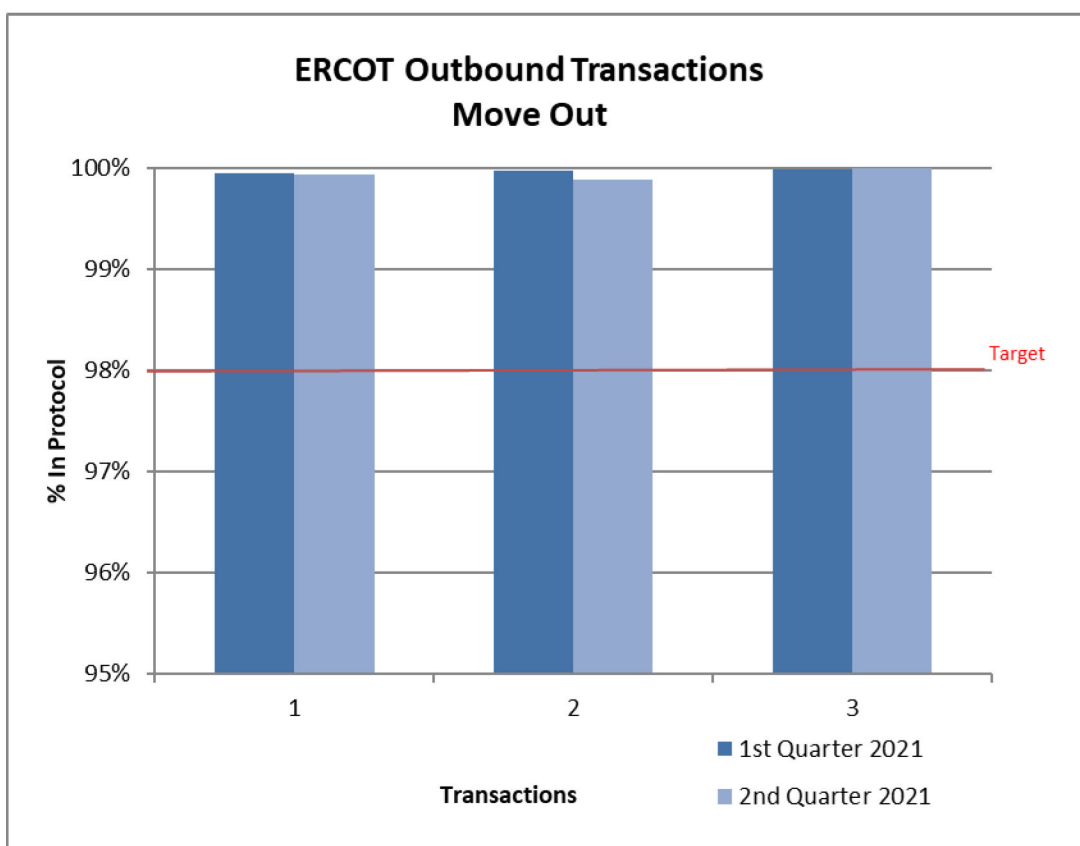
Monthly Meter Readings – 867_03 Transactions

For this portion of the analysis, Monthly Meter Reading data is reported from ERCOT's DataTrak system for the second quarter of 2021. 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 99.98% within Protocols in the second quarter of 2021. This compares to 99.98% reported in the first quarter of 2021.



4. Move Out Transactions

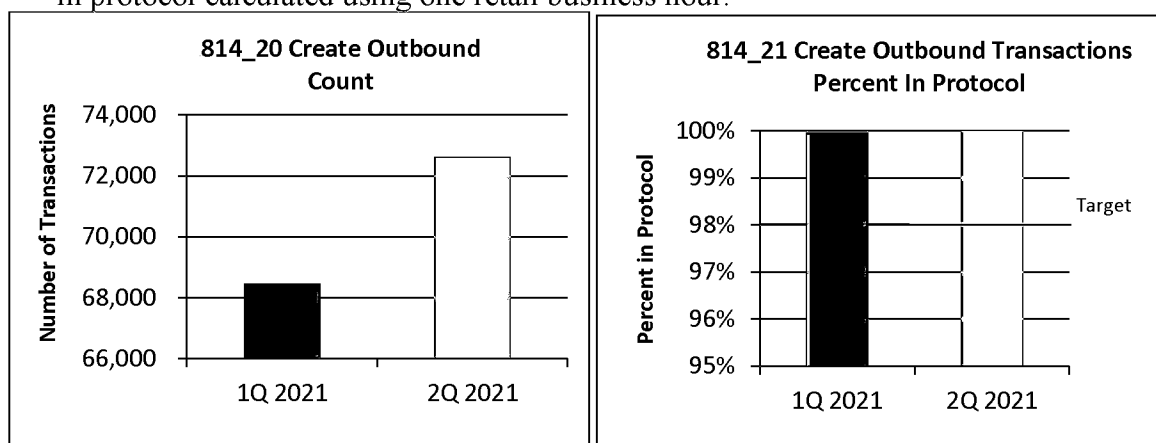


- There were 316,328 814_24 (Move-Out) transactions in the second quarter of 2021, 20,499 more than in the first quarter of 2021.



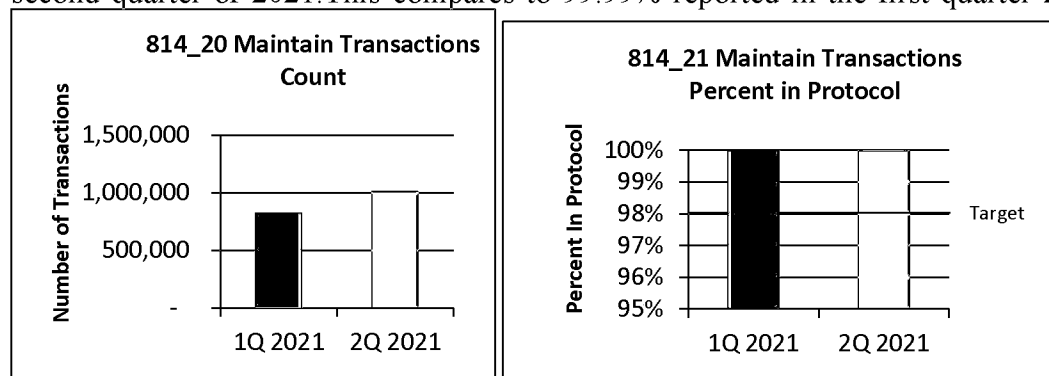
5. ESI ID Create

- There were 72,616 814_20 (ESI ID Create) transactions in the second quarter of 2021.
- 814_21 Create ESI ID transactions were processed 99.99% within Protocols in the second quarter of 2021. This compares to 99.96% reported for the first quarter of 2021. Percent in protocol calculated using one retail business hour.



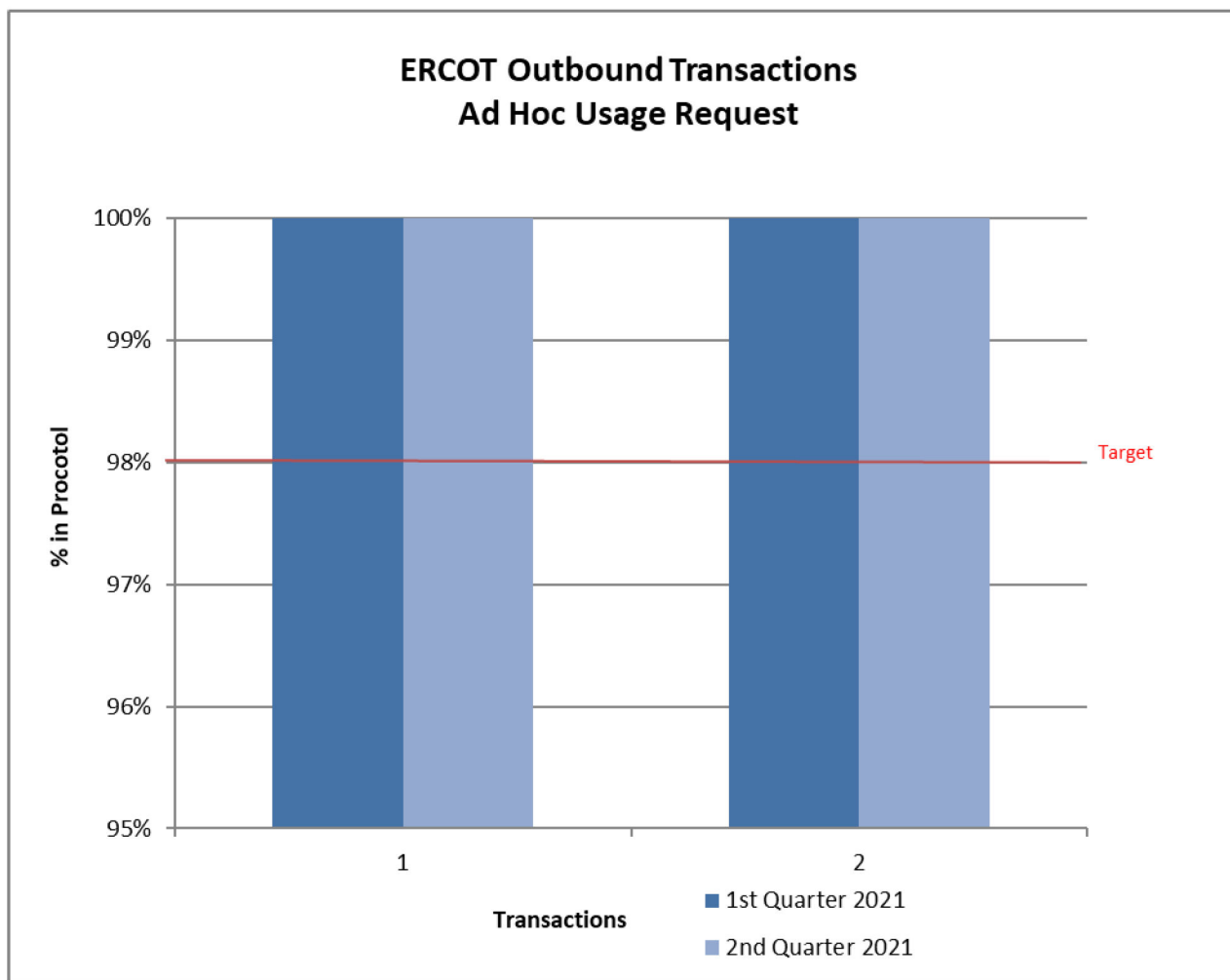
6. ESI ID Maintain

- There were 1,014,523 814_20 (ESI ID Maintain) transactions in the second quarter of 2021.
- 814_21 Maintain ESI ID transactions were processed 100% within Protocols in the second quarter of 2021. This compares to 99.99% reported in the first quarter 2021.





7. Historical Usage



- 814_26 Ad Hoc Usage Requests were forwarded 100% within Protocols in the second quarter of 2021 compared to 100% in the first quarter of 2021.
- 867_02 Historical Usage sent to the CR were forwarded 100% within Protocols in the second quarter of 2021 compared to 100% in the first quarter of 2021.



Attachment A2

Measure B-3: Service Reliability

Service reliability related to ERCOT systems is presented in **Attachment A6 - System Availability 2Q 2021**.

During the 63 business days of the second quarter of 2021, ERCOT Retail Market IT Services had 0 unplanned outages or service degradations which affected 0 days.

- 0 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)
- 0 incidents affecting the intervals of 0 MIS reports over 0 days (0 total outage minutes)

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

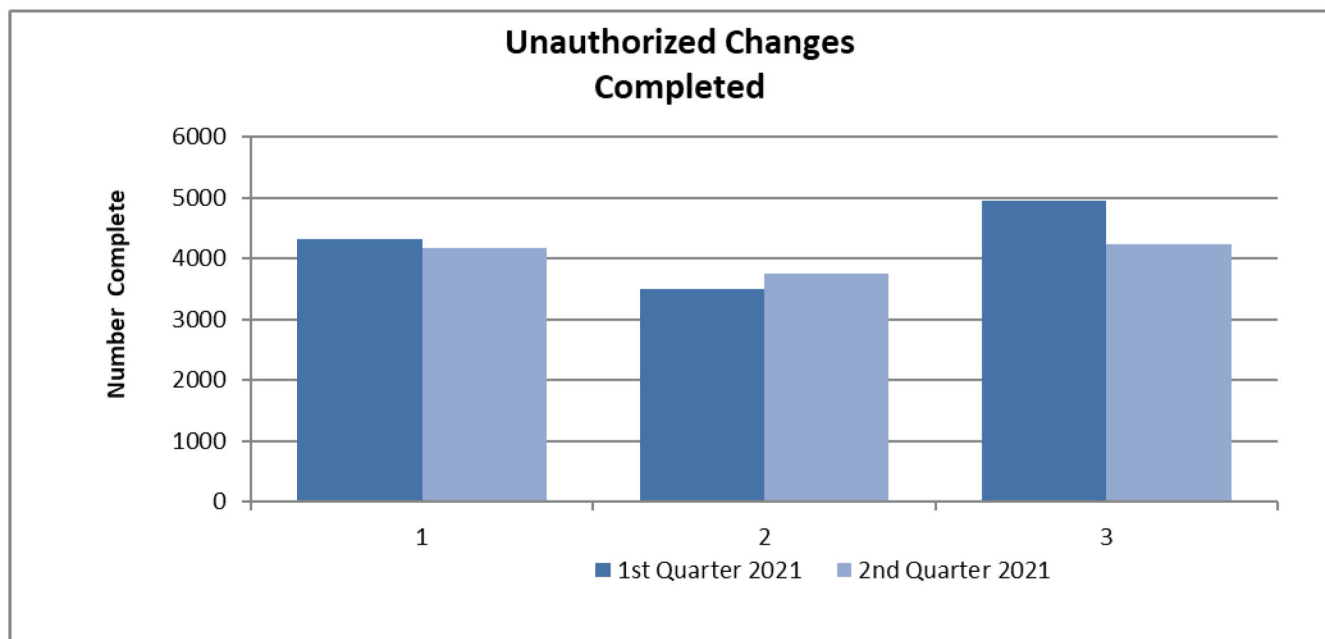
This measure tracks the number of unauthorized change (inadvertent gain) issues completed by REP by month for the reporting quarter. The data presented is: (a) count of unauthorized change issues completed, (b) number of switches completed and (c) percentage of completed unauthorized changes to the number 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 2Q 2021.xlsx**, Attachment A7. This data is filed confidentially.

There were a total of 12,166 unauthorized changes completed in the second quarter of 2021 compared to 12,787 in the first quarter of 2021.





Attachment A2

Supplemental Information – Observable Selection of Electric Provider

See **Observed_Selection_of_Electric_Providers 2Q 2021.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. 51761
Performance Measures
 2nd Quarter 2021

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 2021	131,199	not applicable	101,819	not applicable	136,196	not applicable	369,214	not applicable
3E	183529049	2C	Switch	814_02	Sent	Switch Request Reject Sent from ERCOT to new CR	ERCOT	Required	B-1a)	2Q 2021	5,066	100%	3,446	99%	4,235	100%	12,747	100%
5E	183529049	1T	Switch	814_03	Sent	Switch Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1a)	2Q 2021	126,133	100%	98,480	100%	131,960	99%	356,573	100%
7E	183529049	2T	Switch	814_04	Received	Switch Notification Response Received by ERCOT from TDSP	ERCOT	Required	B-1a)	2Q 2021	126,558	100%	95,941	100%	131,944	100%	354,443	100%
9E	183529049	3C	Switch	814_05	Sent	Scheduled Switch Notification Sent from ERCOT to new CR	ERCOT	Required	B-1a)	2Q 2021	126,221	100%	98,603	100%	131,858	100%	356,682	100%
11E	183529049	5C	Switch	814_06	Sent	Scheduled Switch Notification Sent from ERCOT to current CR	ERCOT	Required	B-1a)	2Q 2021	81,101	100%	59,159	100%	95,599	100%	235,859	100%
12E	183529049	5C	Switch	814_06	Sent Pending	Scheduled Switch Notification Sent Pending from ERCOT to current CR	ERCOT	Required	B-1a)	2Q 2021	37,078	100%	38,960	100%	42,546	99%	118,584	100%
14E	183529049	6C	Switch	814_07	Received	Scheduled Switch Notification Response Received by ERCOT from current CR	ERCOT	Required	B-1a)	2Q 2021	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 2021	121,614	100%	94,296	100%	126,449	100%	342,359	100%
17E	183529049	7C	Switch	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2021	130,300	100%	100,891	100%	134,720	100%	365,911	100%
19E	183529049	8T	Switch	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2021	117,032	not applicable	96,061	not applicable	139,220	not applicable	352,313	not applicable
20E	183529049	9C	Switch	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2021	117,031	100%	96,052	100%	139,218	100%	352,301	100%
22E	183529049	11C	Standard Move-In	814_16	Received	Move-In Request Received by ERCOT from new CR	ERCOT	Required	B-1b)	2Q 2021	121,032	not applicable	120,891	not applicable	137,134	not applicable	379,057	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 2021	991	100%	1,080	98%	1,417	100%	3,488	99%
26E	183529049	7T	Standard Move-In	814_03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1b)	2Q 2021	120,039	100%	119,866	100%	135,716	100%	375,621	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 2021	114,250	100%	111,203	100%	128,567	100%	354,020	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 2021	4,492	not applicable	4,692	not applicable	3,326	not applicable	12,510	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 2021	119,052	100%	117,426	100%	132,988	100%	369,466	100%
33E	183529049	15C	Standard Move-In	814_06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1b)	2Q 2021	51,610	100%	47,799	100%	56,301	100%	155,710	100%
34E	183529049	15C	Standard Move-In	814_06	Sent Pending	Scheduled Move-In Notification Sent Pending from ERCOT to current CR	ERCOT	Required	B-1b)	2Q 2021	36,935	100%	40,199	100%	45,511	100%	122,645	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)	2Q 2021	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 2021	6,559	100%	6,785	100%	7,083	100%	20,427	100%
39E	183529049	10T	Standard Move-In	814_28	Received	Completed Unexecutable	ERCOT	Required	B-1b)	2Q 2021	3,150	not applicable	2,970	not applicable	3,366	not applicable	9,486	not applicable
41E	183529049	17C	Standard Move-In	814_28	Sent	Permit Pending	ERCOT	Required	B-1b)	2Q 2021	6,560	100%	6,830	100%	7,072	100%	20,462	100%
42E	183529049	18C	Standard Move-In	814_28	Sent	Completed Unexecutable	ERCOT	Required	B-1b)	2Q 2021	3,187	100%	2,910	100%	3,349	100%	9,446	100%
44E	183529049	N/A	Standard Move-In	814_29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1b)	2Q 2021	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 2021	20	100%	25	100%	11	100%	56	100%
47E	183529049	11T	Standard Move-In	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2021	94,374	100%	96,028	100%	109,024	100%	299,426	100%
48E	183529049	20C	Standard Move-In	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2021	100,896	100%	102,793	100%	115,777	100%	319,466	100%
50E	183529049	14T	Standard Move-In	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2021	113,369	not applicable	107,120	not applicable	122,873	not applicable	343,362	not applicable

PUCT Project No. 51761
Performance Measures
 2nd Quarter 2021

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
51E	183529049	22C	Standard Move-In	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	2Q 2021	113,369	100%	107,120	100%	122,872	100%	343,361	100%
53E	183529049	23C	Priority Move-In	814_16	Received	Move-In Request Received by ERCOT from new CR	ERCOT	Required	B-1c)	2Q 2021	96,907	not applicable	86,649	not applicable	106,868	not applicable	290,424	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 2021	1,193	99%	947	100%	1,554	99%	3,694	100%
57E	183529049	15T	Priority Move-In	814_03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1c)	2Q 2021	95,714	100%	85,702	100%	105,313	100%	286,729	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 2021	91,325	100%	81,206	100%	100,191	100%	272,722	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 2021	3,506	not applicable	3,137	not applicable	3,091	not applicable	9,734	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 2021	94,833	100%	84,528	100%	103,682	100%	283,043	100%
64E	183529049	27C	Priority Move-In	814_06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1c)	2Q 2021	62,105	100%	55,039	100%	69,784	100%	186,928	100%
65E	183529049	27C	Priority Move-In	814_06	Sent Pending	Scheduled Move-In Notification Pending from ERCOT to current CR	ERCOT	Required	B-1c)	2Q 2021	108	100%	83	100%	77	100%	268	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 2021	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 2021	4,957	100%	4,271	100%	5,095	100%	14,323	100%
70E	183529049	19T	Priority Move-In	814_28	Received	Completed Unexecutable	ERCOT	Required	B-1c)	2Q 2021	1,956	not applicable	1,632	not applicable	1,818	not applicable	5,406	not applicable
72E	183529049	29C	Priority Move-In	814_28	Sent	Permit Pending	ERCOT	Required	B-1c)	2Q 2021	4,933	100%	4,278	100%	5,089	100%	14,300	100%
73E	183529049	30C	Priority Move-In	814_28	Sent	Completed Unexecutable Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1c)	2Q 2021	1,947	100%	1,583	100%	1,739	100%	5,269	100%
75E	183529049	N/A	Priority Move-In	814_29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1c)	2Q 2021	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 2021	117	100%	63	100%	113	100%	293	100%
78E	183529049	21T	Priority Move-In	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-1c)	2Q 2021	78,482	100%	71,914	100%	88,697	100%	239,093	100%
79E	183529049	31C	Priority Move-In	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-1c)	2Q 2021	84,126	100%	77,037	100%	93,929	100%	255,092	100%
81E	183529049	26T	Priority Move-In	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	2Q 2021	91,211	not applicable	83,138	not applicable	99,258	not applicable	273,607	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 2021	91,207	100%	83,135	100%	99,245	100%	273,587	100%
84E	183529049	35C	Move-Out	814_24	Received	Move-Out Request Received by ERCOT from current CR	ERCOT	Required	B-1d)	2Q 2021	100,590	not applicable	100,350	not applicable	115,388	not applicable	316,328	not applicable
85E	183529049	27T	Move-Out	814_24	Sent	Move-Out Request Sent from ERCOT to TDSP	ERCOT	Required	B-1d)	2Q 2021	55,810	100%	55,338	100%	63,825	100%	174,973	100%
87E	183529049	28T	Move-Out	814_25	Received	Move-Out Response Received by ERCOT from TDSP	ERCOT	Required	B-1d)	2Q 2021	56,088	100%	54,747	100%	63,784	100%	174,619	100%
88E	183529049	36C	Move-Out	814_25	Sent	Move-Out Response Sent by ERCOT to CR	ERCOT	Required	B-1d)	2Q 2021	100,977	100%	100,384	100%	114,942	100%	316,303	100%
90E	183529049	29T	Move-Out	867_03	Received	Final Meter Read Received by ERCOT from TDSP	ERCOT	Required	B-2b)	2Q 2021	79,337	not applicable	81,549	not applicable	98,412	not applicable	259,298	not applicable
91E	183529049	37C	Move-Out	867_03	Sent	Final Meter Read Sent from ERCOT to CR	ERCOT	Required	B-2b)	2Q 2021	76,272	100%	79,026	100%	95,355	100%	250,653	100%
93E	183529049	38C	Historical Usage Request	814_26	Received	Ad-hoc Historical Usage Request Received by ERCOT from CR	ERCOT	Required	B-2a)	2Q 2021	15,827	not applicable	17,002	not applicable	14,865	not applicable	47,694	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 2021	15,773	100%	16,960	100%	14,798	100%	47,531	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 2021	15,924	100%	16,744	100%	14,758	100%	47,426	100%

PUCT Project No. 51761
Performance Measures
2nd Quarter 2021

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
97E	183529049	39C	Historical Usage Request	814_27	Sent	Ad-hoc Historical Usage Response Sent from ERCOT to CR	ERCOT	Required	B-2a)	2Q 2021	15,982	100%	17,018	100%	14,827	100%	47,827	100%
99E	183529049	33T	Historical Usage Request	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2a)	2Q 2021	13,243	100%	15,218	100%	13,363	100%	41,824	100%
100E	183529049	41C	Historical Usage Request	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2a)	2Q 2021	14,596	100%	16,408	100%	14,251	100%	45,255	100%
102E	183529049	43T	ESI ID Create	814_20	Received	Create ESI Id request received by ERCOT from the TDSP	ERCOT	Required	B-2c)	2Q 2021	26,490	not applicable	23,386	not applicable	22,741	not applicable	72,617	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 2021	26,490	100%	23,386	100%	22,740	100%	72,616	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 2021	364,627	not applicable	404,109	not applicable	397,685	not applicable	1,166,421	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 2021	301,252	100%	376,611	100%	336,660	100%	1,014,523	100%
107E	183529049	39T	Meter Reading	867_03	Received	Monthly meter Reading received from TDSP	ERCOT	Required	B-2b)	2Q 2021	8,900,333	not applicable	8,804,477	not applicable	9,260,248	not applicable	26,965,058	not applicable
109E	183529049	47C	Meter Reading	867_03	Sent	Monthly meter Reading sent by ERCOT to CR	ERCOT	Required	B-2b)	2Q 2021	8,117,877	100%	8,032,087	100%	8,467,799	100%	24,617,763	100%

E	ERCOT
C	CR
T	TDSP



Information Technology Report

Mick Hanna
Supervisor, IT Support Services

ERCOT Public
May 2021

Incident Report Highlights

Service Availability – April 2021

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

Retail Incidents & Maintenance – April 2021

- 4/4/2021 – Retail Maintenance Outage.
- 4/6/2021 – Retail Release

Non-Retail Incidents & Maintenance – April 2021

- 4/16/2021 – GINR Maintenance

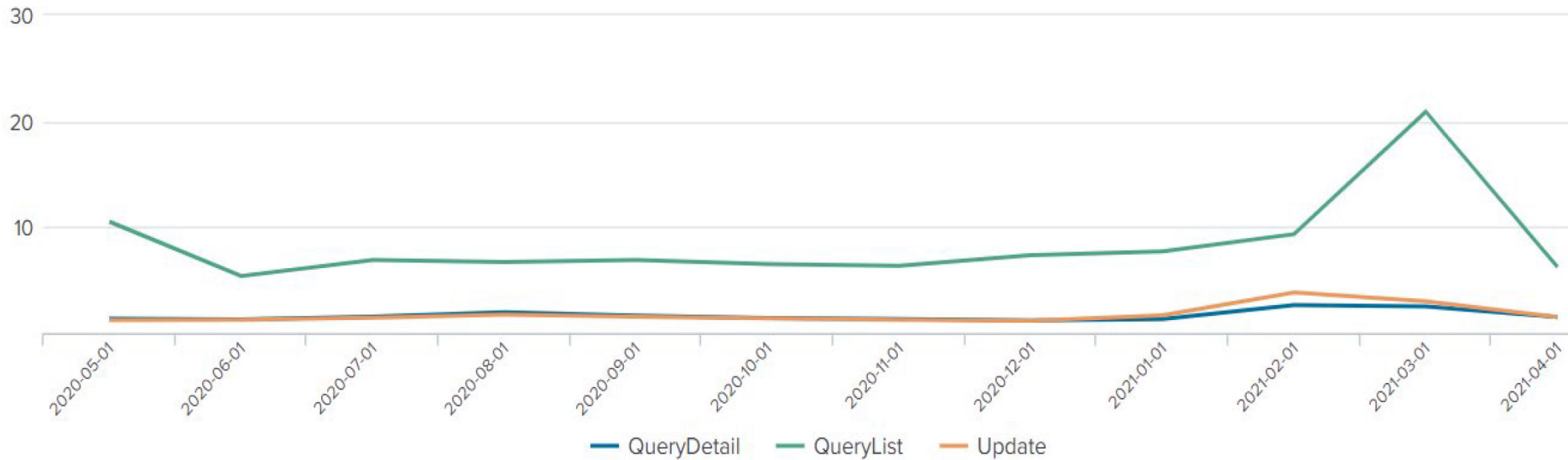
Nonstandard Retail Outage Report

- **DAYS AFFECTED:** May 01, 2021 1400 - May 02, 2021 23:35
- **DESCRIPTION:** ERCOT project PR288_03 (Update to Registration System) was migrated to the ERCOT production environment.
- **NOTES:** Special thanks to all the Retail Market Participants and TDSPs for their extended efforts and understanding to help us get this completed.

MarkeTrak Performance

MarkeTrak				
March 2021	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.00	1.53	1.65	2
API QueryList	100.00	6.25	8.41	10
API Update	100.00	1.51	1.75	10
GUI	99.94	1.81	3.53	10
Average	99.99			

Historical Performance





Information Technology Report

Mick Hanna
Supervisor, IT Support Services

ERCOT Public
June 2021

Incident Report Highlights

Service Availability – May 2021

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

Retail Incidents & Maintenance – May 2021

- May 01, 2021 1400 - May 02, 2021 23:35
- May 16, 2021 from 06:00 to 21:00
- May 23, 2021 6:00 to 21:00
- May 30, 2021 9:00 Web Application Firewall Cutover

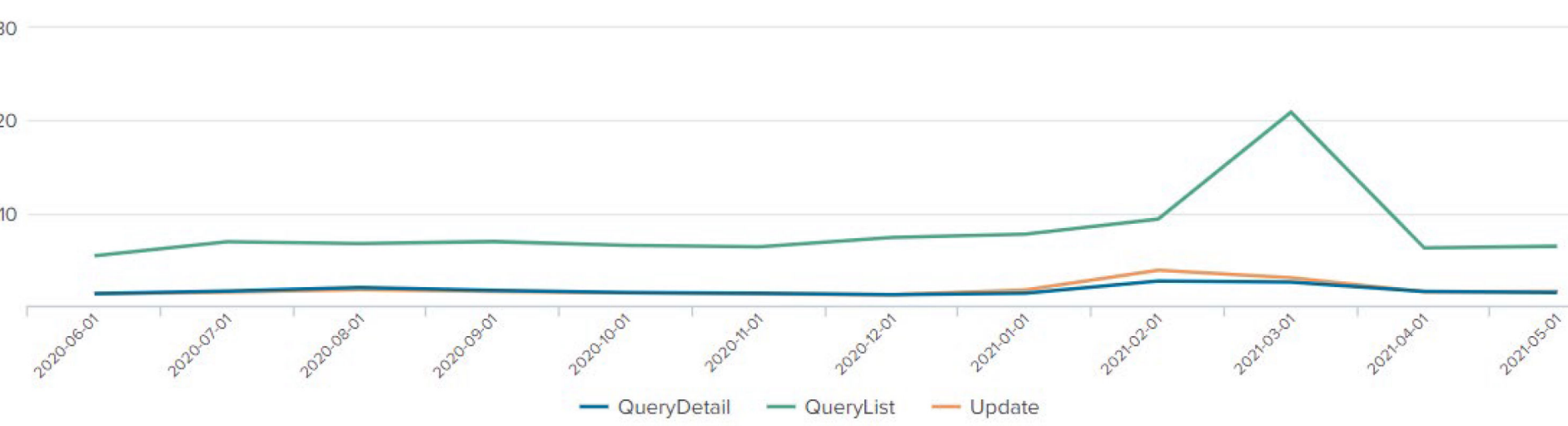
Non-Retail Incidents & Maintenance – May 2021

- May 11, 2021 09:30 – 12:00
- May 12, 2021 17:00 – 20:00
- May 13, 2021 10:00 – 12:00
- May 13, 2021 16:30 – 18:30
- May 26, 2021 15:30 – 18:30

MarkeTrak Performance

MarkeTrak				
March 2021	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.00	1.43	1.66	2
API QueryList	100.00	6.41	8.06	10
API Update	100.00	1.53	1.78	10
GUI	99.94	1.77	3.38	10
Average	99.99			

Historical Performance





Information Technology Report

Mick Hanna
Supervisor, IT Support Services

ERCOT Public
July 2021

Incident Report Highlights

Service Availability – May 2021

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

Retail Incidents & Maintenance – May 2021

- June 20, 2021 from 06:00 to 21:00

Non-Retail Incidents & Maintenance – June x2021

- June 03, 2021 17:00– 19:00

MarkeTrak Performance

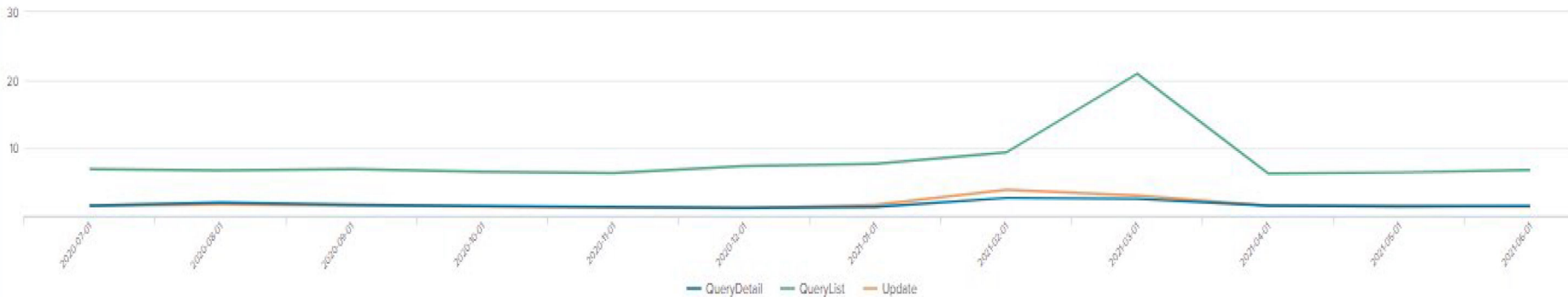
MarkeTrak				
March 2021	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.00	1.45	1.67	2
API QueryList	100.00	6.78	8.18	10
API Update	100.00	1.43	1.79	10
GUI	99.87	1.71	3.24	10
Average	99.99			

MarkeTrak Monthly Stats

Edit Export

Historical Performance

Historical Performance



5/26/2021	6/1/2021-6/2/2021	M-C052621-01 Planned system maintenance with impacted services
6/30/2021	8/1/2021	M-A063021-01 Retail Release August 2021
6/30/2021	8/2/2021	M-C063021-01 Planned Maintenance Outage
6/25/2021	7/27/2021-7/29/2021	M-A062521-01 Implementation of Market-facing changes for July 2021
6/25/2021	7/1/2021	M-D062521-01 Planned Maintenance Outage
6/29/2021	7/1/2021	M-D062521-02 Reminder - Planned Maintenance Outage
6/20/2021	6/20/2021	M-A060821-03 Completion - Planned Maintenance Outage
6/18/2021	6/20/2021	M-A060821-02 Reminder - Planned Maintenance Outage - Retail
6/8/2021	6/20/2021	M-A060821-01 Planned Maintenance Outage - Retail
6/2/2021	6/3/2021	M-B060221-01 Planned system maintenance with impacted services

M-C052621-01	Initial	Planned	Complete	Non-Retail	
M-A063021-01	Initial	Planned	Upcoming	Retail	
M-C063021-01	Initial	Planned	Upcoming	Non-Retail	
M-A062521-01	Initial	Planned	Upcoming	Non-Retail	
M-D062521-01	Initial	Planned	Complete	Non-Retail	
M-D062521-02	Follow Up	Planned	Complete	Non-Retail	
M-A060821-03	Follow Up	Planned	Complete	Non-Retail	
M-A060821-02	Follow Up	Planned	Complete	Retail	
M-A060821-01	Initial	Planned	Complete	Retail	
M-B060221-01	Initial	Planned	Complete	Non-Retail	

2021 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	13,680	0	100.00%	0	0	100.00%
February	Retail Transaction Processing	14,400	0	100.00%	0	0	100.00%
March	Retail Transaction Processing	16,560	0	100.00%	0	0	100.00%
April	Retail Transaction Processing	15,840	0	100.00%	0	0	200.00%
May	Retail Transaction Processing	14,400	0	100.00%	0	0	300.00%
June	Retail Transaction Processing	15,840	0	100.00%	0	0	400.00%
July	Retail Transaction Processing						
August	Retail Transaction Processing						
September	Retail Transaction Processing						
October	Retail Transaction Processing						
November	Retail Transaction Processing						
December	Retail Transaction Processing						
Jan - Dec 2021	Retail Transaction Processing	90,720	0	0.00%	0	0	0.00%

2021 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	30,960	402	30,558	0	100.00%	0	0	100.00%
February	Retail Transaction Processing	27,360	103	27,257	0	100.00%	0	0	100.00%
March	Retail Transaction Processing	28,080	224	27,856	0	100.00%	0	0	100.00%
April	Retail Transaction Processing	27,360	0	27,360	0	100.00%	0	0	100.00%
May	Retail Transaction Processing	25,920	0	25,920	0	100.00%	0	0	100.00%
June	Retail Transaction Processing	27,360	1,895	25,465	0	100.00%	0	0	100.00%
July	Retail Transaction Processing								
August	Retail Transaction Processing								
September	Retail Transaction Processing								
October	Retail Transaction Processing								
November	Retail Transaction Processing								
December	Retail Transaction Processing								
Jan - Dec 2021	Retail Transaction Processing	167,040	2,624	164,416	0	100.00%	0	0	100.00%

2021 MarkeTrak Service Availability

MarkeTrak				
Feb 1 st 2021	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	2.66	1.52	2
API QueryList	100	9.34	7.5	10
API Update	100	3.38	1.59	10
GUI	99.99	2.78	3.87	10
Average	99.97			
MarkeTrak				
Feb 1 st 2021	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	2.66	1.52	2
API QueryList	100	9.34	7.5	10
API Update	100	3.38	1.59	10
GUI	99.99	2.78	3.87	10
Average	99.97			
MarkeTrak				
Mar-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	

API QueryDetail	100	2.53	1.62	2
API QueryList	100	20.9	8.35	10
API Update	100	3.01	1.75	10
GUI	99.94	1.75	3.69	10
Average	99.99			

MarkeTrak				
Apr-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	1.53	1.65	2
API QueryList	100	6.25	8.41	10
API Update	100	1.51	1.75	10
GUI	99.94	1.81	3.53	10
Average	99.990			

MarkeTrak				
May-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	1.43	1.66	2
API QueryList	100	6.41	8.06	10
API Update	100	1.53	1.78	10
GUI	99.94	1.77	3.38	10
Average	99.990			

MarkeTrak				
Jun-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	1.45	1.67	2

API QueryList	100	6.78	8.18	10
API Update	100	1.43	1.79	10
GUI	99.87	1.71	3.24	10
Average	99.990			
MarkeTrak				
Jul-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				
MarkeTrak				
Aug-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				
MarkeTrak				
Sep-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				
MarkeTrak				
Oct-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	

API QueryDetail				
API QueryList				
API Update				
GUI				
Average				
MarkeTrak				
Nov-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				
MarkeTrak				
Dec-21	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				

Document Definition:	
<p>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</p> <p>This document also contains application availability reports for Market Data Transparency IT Applications</p>	
Spreadsheet Tab:	Contents:
Ext Rpt Annual Summary:	This tab summarizes the annual cumulative number of incidents by root cause, when the timeliness, completeness or accuracy of extracts or reports occurred
Ext Rpt Monthly Summary:	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.
Detailed Incident data:	This tab contains the detailed information for each incident summarized on the annual and monthly tabs
Retail API Availability	Data Extracts & Reporting IT Application (Retail API) availability
Extract & Report Info	An information guide to extracts and reports provided by ERCOT to Market Participants
MOS Public Reports	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 Market Notice Summary - 2021

January 1, 2021 - December 31, 2021 Incidents

Notice Date	Outage Date	Subject	Notice ID	Notice	Type	Status	Business	Notable Impacts
1/8/2021	1/20/2021-1/22/2021	M-C010821-01 Planned system maintenance with impacted services	M-C010821-01	Initial	Planned	Complete	Non-Retail	
1/8/2021	1/19/2021	M-C011221-02 Reminder - Planned system maintenance with impacted services	M-B010821-01	Initial	Planned	Complete	Non-Retail	
1/15/2021	1/20/2021-1/22/2021	M-A011321-01 Planned Maintenance Outage	M-C010821-02	Follow Up	Planned	Complete	Non-Retail	
1/15/2021	1/19/2021	M-B010821-02 Reminder - Planned system maintenance with impacted services	M-B010821-02	Follow Up	Planned	Complete	Non-Retail	
1/19/2021	1/20/2021-1/22/2021	M-C010821-03 Reminder - Planned system maintenance with impacted services	M-C010821-03	Follow Up	Planned	Complete	Non-Retail	
1/20/2021	1/19/2021	M-B010821-03 Reminder - Planned system maintenance with impacted services	M-B010821-03	Follow Up	Planned	Complete	Non-Retail	
2/4/2021	2/8/2021-2/10/2021	M-B020421-01 Planned system maintenance with impacted services	M-B020421-01	Initial	Planned	Complete	Non-Retail	
2/26/2021	3/15/2021	M-B022621-01 Planned system maintenance with impacted services	M-B022621-01	Initial	Planned	Complete	Non-Retail	
3/2/2021	3/4/2021	M-A020121-02 Market Management and Outage Scheduler (MMS/OS) Systems/Applications Outage during MMS/OS Tech Refresh Project Production Cutover	M-A020121-02	Follow Up	Planned	Complete	Non-Retail	
3/12/2021	3/15/2021	M-B022621-03 Planned system maintenance with impacted services	M-B022621-03	Follow Up	Planned	Complete	Non-Retail	
3/11/2021	3/16/2021-3/18/2021	M-C022621-02 Planned system maintenance with impacted services	M-C022621-02	Follow Up	Planned	Complete	Non-Retail	
3/11/2021	3/15/2021	M-B022621-02 Planned system maintenance with impacted services	M-B022621-02	Follow Up	Planned	Complete	Non-Retail	
3/12/2021	3/16/2021-3/18/2021	M-C022621-03 Planned system maintenance with impacted services	M-C022621-03	Follow Up	Planned	Complete	Non-Retail	
3/19/2021	3/30/2021-4/1/2021	M-E022621-02 Implementation of Market-facing changes for March - April 2021	M-E022621-02	Follow Up	Planned	Complete	Non-Retail	
3/23/2021	3/21/2021	M-B032321-01 Digital Certificate Revocation Process Software Outage	M-B032321-01	Initial	Unplanned	Complete	Non-Retail	
3/23/2021	3/24/2021-3/27/2021	M-A031721-02 Reminder - Planned Maintenance Outage - Retail Market Test Environment (RMTE)	M-A031721-02	Follow Up	Planned	Complete	Non-Retail	
3/26/2021	3/30/2021-4/1/2021	M-E022621-03 Implementation of Market-facing changes for March - April 2021	M-E022621-03	Follow Up	Planned	Complete	Non-Retail	

2021 ERCOT.com Availability

99% Availability Target

Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	Percent Availability
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					
August	ERCOT.com					
September	ERCOT.com					
October	ERCOT.com					
November	ERCOT.com					
December	ERCOT.com					
Jan - Dec 2021	ERCOT.com					

Market Information System (MIS)

January-21	Application Availability (%)
SLA	24x7
MIS SLA	99.974

(Calculated using the four MIS UI availabilities.)

February-21	Application Availability (%)
SLA	24x7
MIS SLA	99.835

(Calculated using the four MIS UI availabilities.)

March-21	Application Availability (%)
SLA	24x7
MIS SLA	99.994

(Calculated using the four MIS UI availabilities.)

April-21	Application Availability (%)
SLA	24x7
MIS SLA	99.974

May-21	Application Availability (%)
SLA	24x7
MIS SLA	99.835

June-21	Application Availability (%)
SLA	24x7
MIS SLA	99.994

2021 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	44,640	0	100.00%
February	MPIM	40,320	0	44,640	0	100.00%
March	MPIM	44,640	60	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					
August	MPIM					
September	MPIM					
October	MPIM					
November	MPIM					
December	MPIM					
Jan - Dec 2021	MPIM	260,640	120	264,960	0	100.00%

2021 Retail API Availability

99% Availability Target

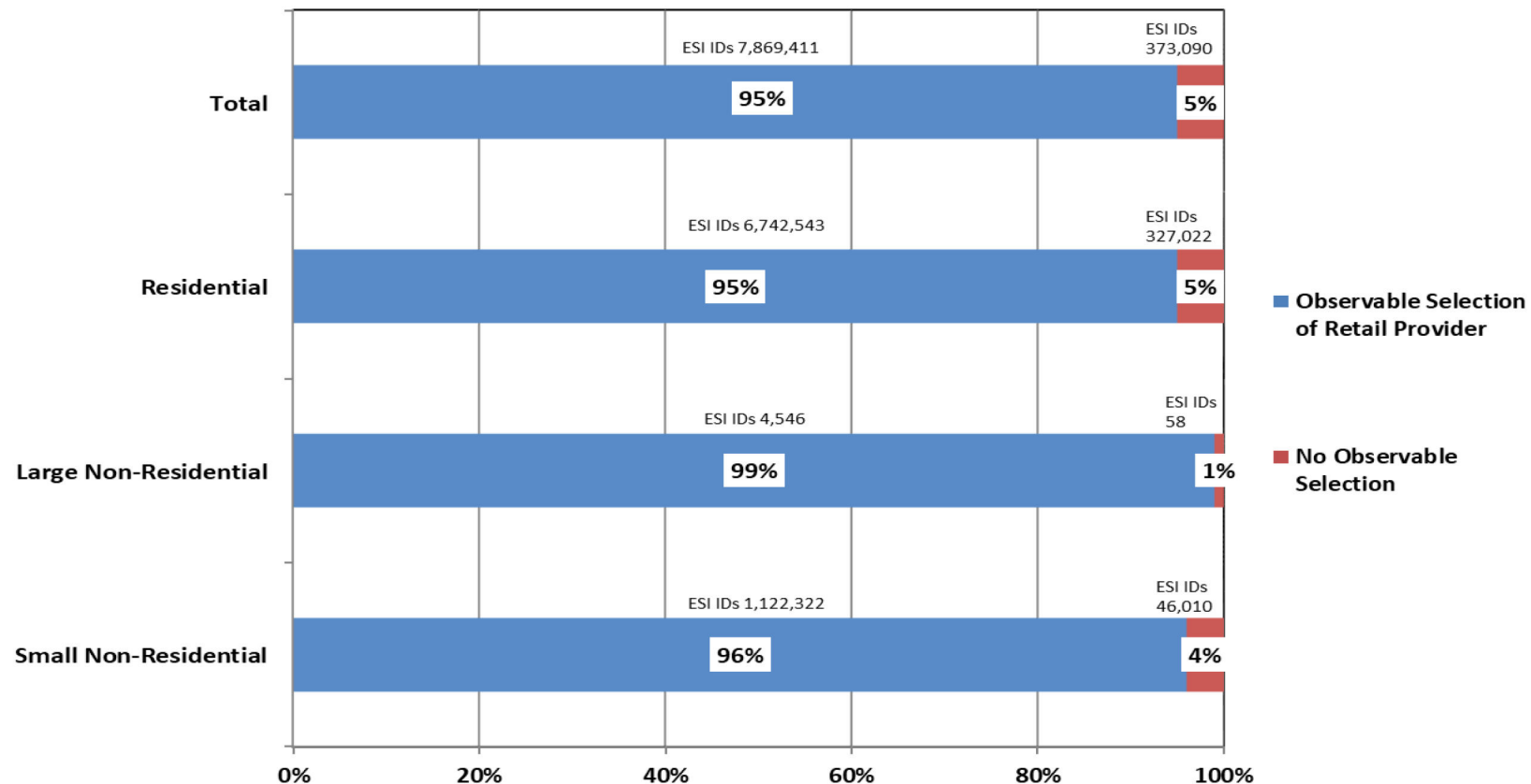
Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	Percent Availability
January	Retail API Application	44,640	402	44,238	0	100.00%
February	Retail API Application	40,320	103	40,217	0	100.00%
March	Retail API Application	44,640	224	44,416	0	100.00%
April	Retail API Application	43,200	0	43,200	0	100.00%
May	Retail API Application	44,640	1,895	42,745	0	100.00%
June	Retail API Application	43,200	0	43,200	0	100.00%
July	Retail API Application					
August	Retail API Application					
September	Retail API Application					
October	Retail API Application					
November	Retail API Application					
December	Retail API Application					
Jan - Dec 2021	Retail API Application	260,640	2,624	258,016	0	0.00%



Supplemental Information Retail Electric Market

June 2020 – June 2021

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

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

