



## **Filing Receipt**

**Filing Date - 2024-11-14 10:23:07 AM**

**Control Number - 56019**

**Item Number - 320**

**PROJECT NO. 56019**

<b>CY 2024 RETAIL PERFORMANCE</b>	<b>§</b>	<b>PUBLIC UTILITY COMMISSION</b>
<b>MEASURE REPORTS PURSUANT TO</b>	<b>§</b>	<b>OF TEXAS</b>
<b>16 TAC 25.88</b>	<b>§</b>	

## ERCOT'S PERFORMANCE MEASURES REPORT FOR THE THIRD QUARTER OF 2024

Electric Reliability Council of Texas, Inc. (ERCOT) files its Report for the Third Quarter of 2024 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. The following attachments comprise this report:

Document Description	Attachment
Attestation	A1
Analysis of Performance Measures Report 3rd Quarter 2024	A2
Active ESI IDs for 3rd Quarter 2024	A3*
Total Market Report 3rd Quarter 2024	A4
IT Incident Summary 3rd Quarter 2024	A5
IT System Availability 3rd Quarter 2024	A6
Unauthorized Changes 3rd Quarter 2024	A7*
TDSP Summary 3rd Quarter 2024	A8*
Observed Selection of Electric Providers 3rd Quarter 2024	A9

Dated: November 14, 2024

Respectfully Submitted,

/s/ Katherine Gross

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

Brandon Gleason  
Deputy General Counsel  
Texas Bar No. 24038679  
(512) 275-7442 (Phone)  
brandon.gleason@ercot.com

Katherine Gross  
Senior Corporate Counsel  
Texas Bar No. 24065610  
(512) 225-7184 (Phone)  
katherine.gross@ercot.com

ERCOT  
8000 Metropolis Drive, Bldg. E, Suite 100  
Austin, Texas 78744  
(512) 225-7079 (Fax)

ATTORNEYS FOR ELECTRIC RELIABILITY  
COUNCIL OF TEXAS, INC.





***Project 56019***

***Retail Market Performance Measures Report Analysis  
Quarterly Report for Third Quarter 2024***

This third quarter report for 2024 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 second quarter of 2024. 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 July 31, 2024, August 31, 2024 and September 30, 2024, included as Attachments A3, contains the number of ESI IDs served by various REPs, as well as the demand level of those ESI IDs. It is possible to determine the demand level of ‘individual customers’ from some of the information; therefore these reports are confidential and proprietary. These files contain the following data:
  - Count of ESI IDs (their demand levels and load) for each REP, broken down by REP.



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

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

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



### ***Protocol Compliance***

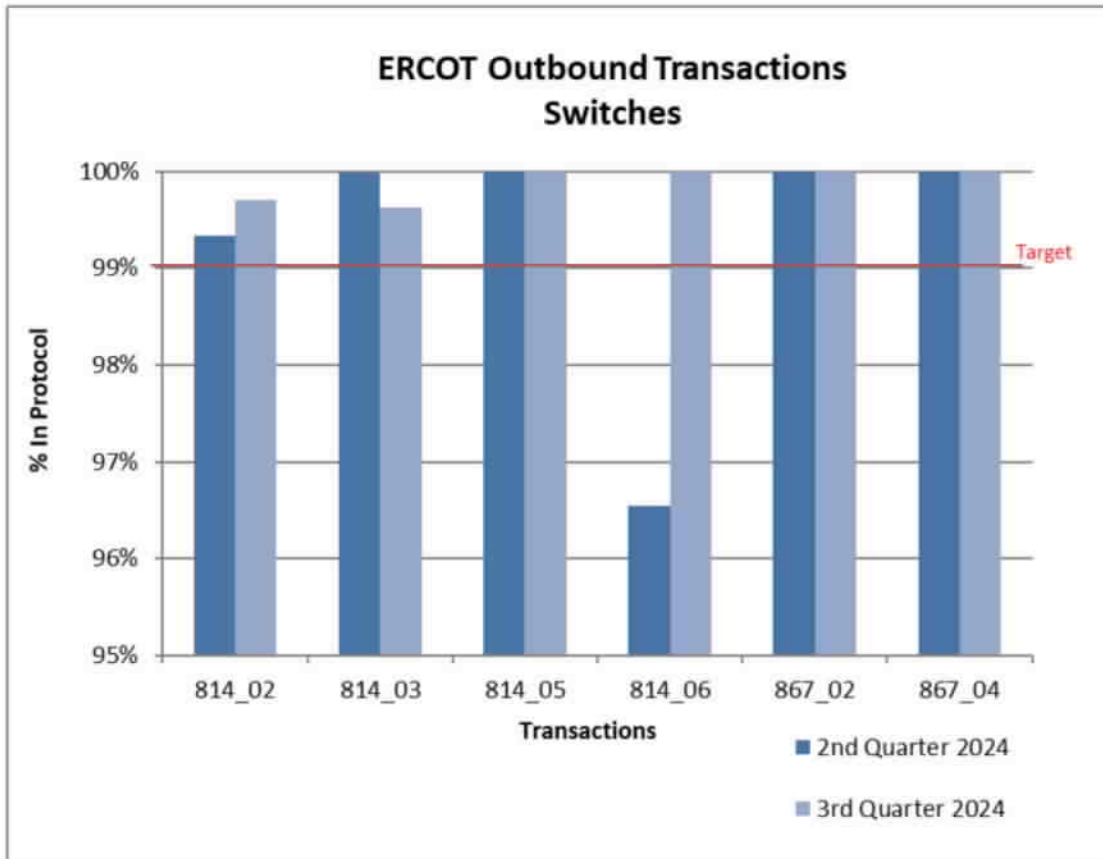
For this portion of the analysis, Performance Measures Export Reports and data were generated from ERCOT's DataTrak System for the third quarter of 2024. The reports provide the total volume and the percent of transactions within Protocols for each transaction type by business process by month as required by the rule. Protocol times for all TDU transactions were calculated using the hours set forth and agreed by the Texas Data Transport Working Group.

### ***Processing Issue***

ERCOT experienced no processing issues this quarter.



## I. Switch Transactions

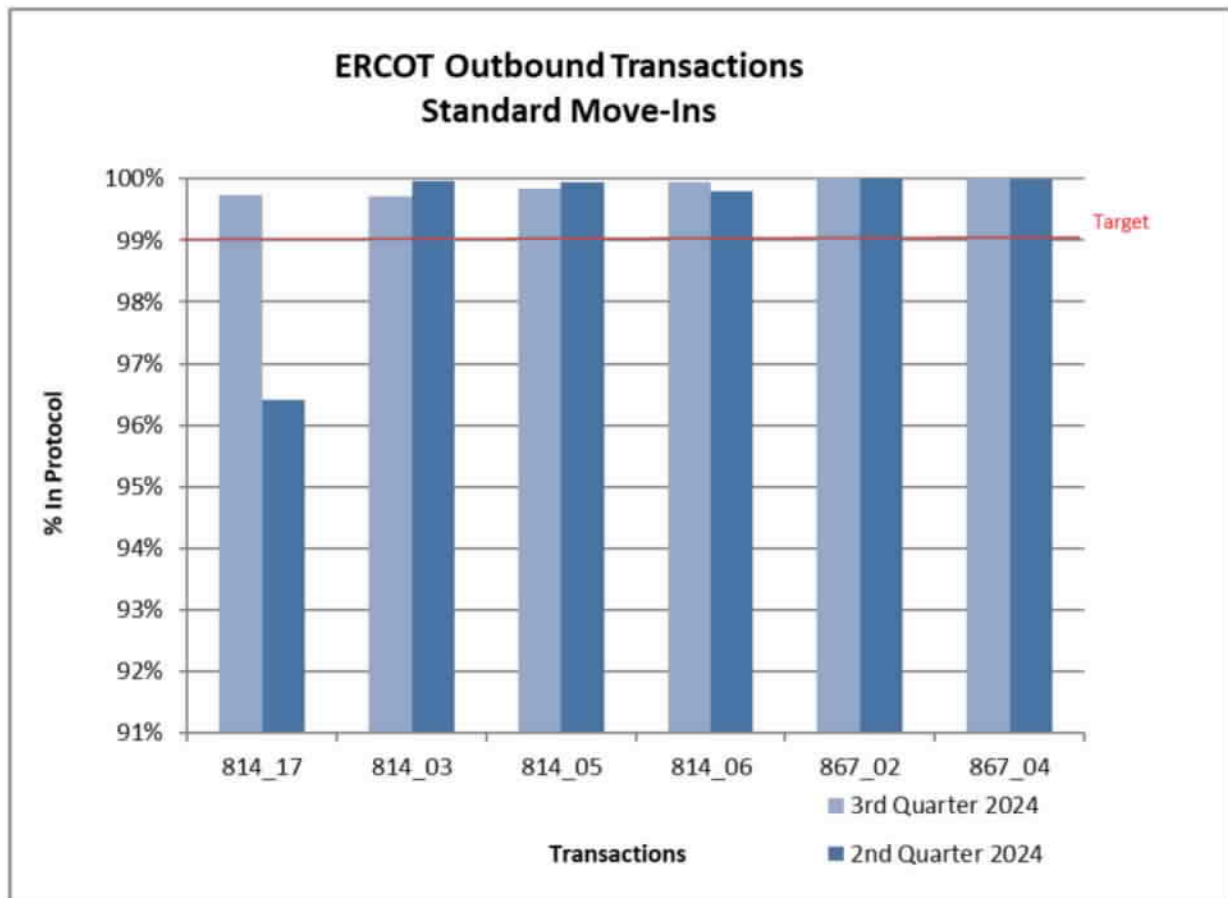


- There were 317,094 814\_01 (Switch) transactions in the third quarter of 2024, 25,164 less than in the second quarter of 2024.





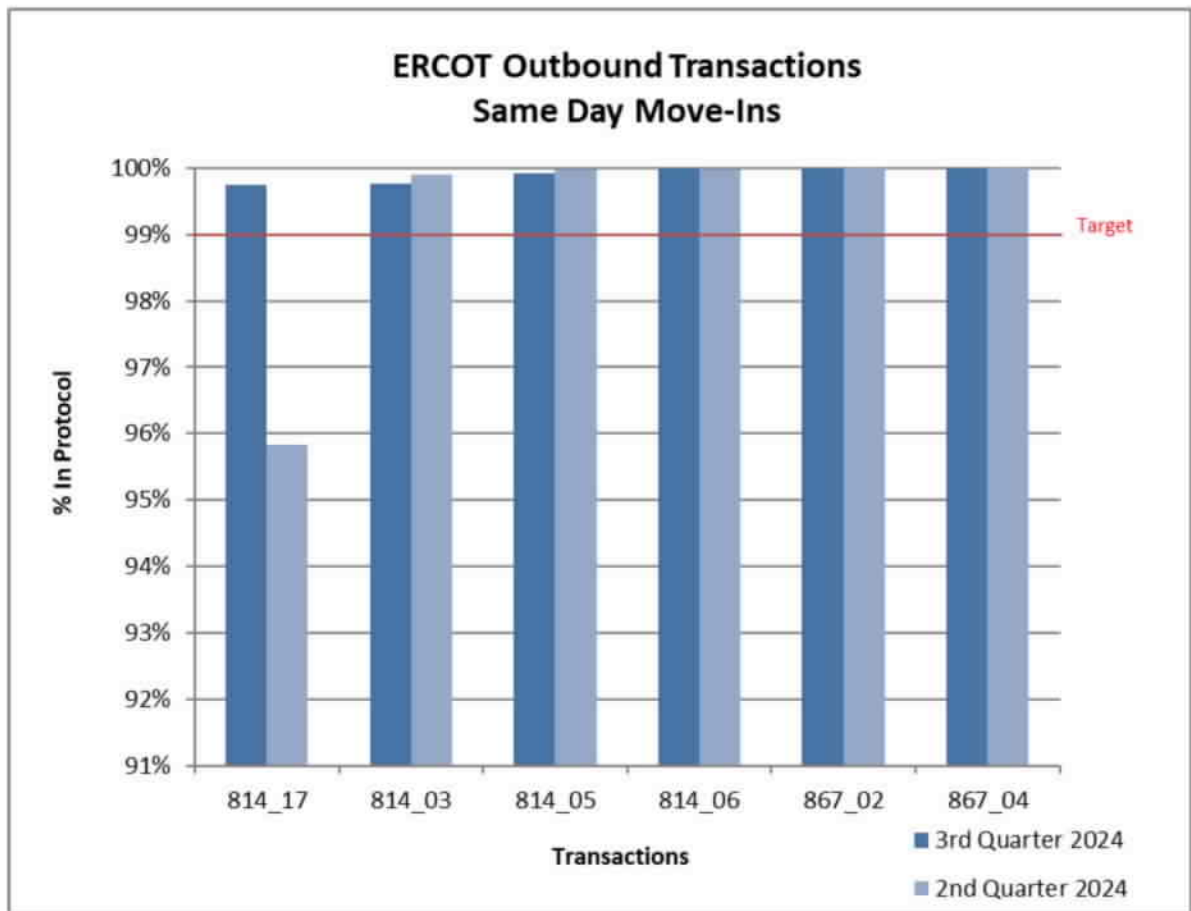
## 2. Standard Move-In Transactions



- There were 400,806 Standard 814\_16 (Move-In) transactions in the third quarter of 2024, 11,383 more than in the second quarter of 2024.



### 3. Same Day Move In Transactions



- There were 413,396 Same Day 814\_16 (Move-In) transactions in the third quarter of 2024, 41,274 more than in the second quarter of 2024.



### ***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

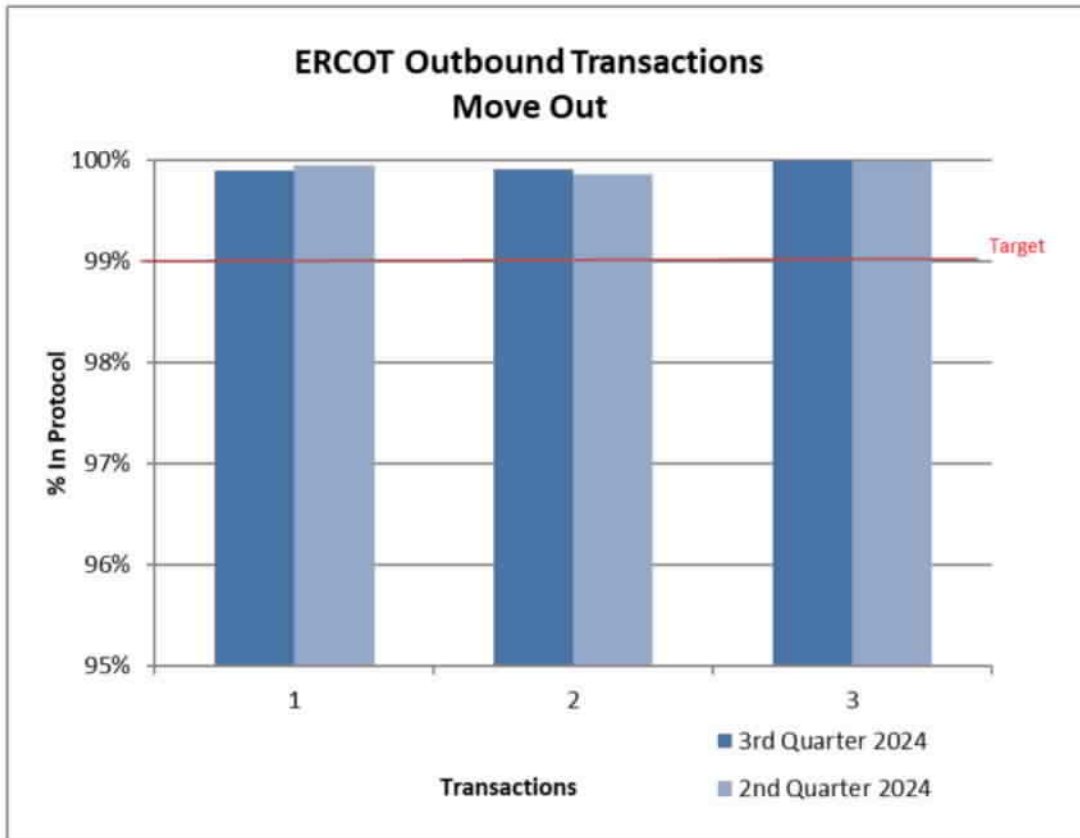
### ***Monthly Meter Readings – 867\_03 Transactions***

For this portion of the analysis, Monthly Meter Reading data is reported from ERCOT's DataTrak system for the third quarter of 2024. 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 100% within Protocols in the third quarter of 2024. This compares to 99.89% reported in the second quarter of 2024.



#### 4. Move Out Transactions

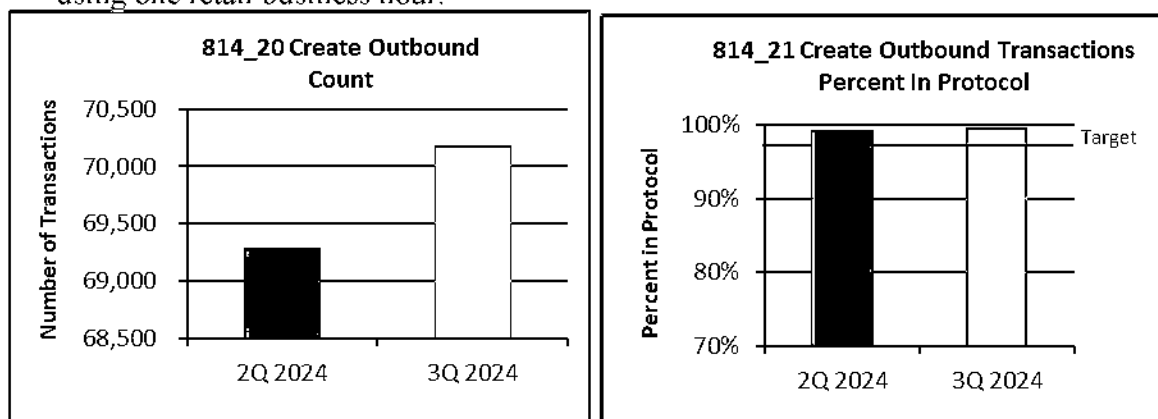


- There were 387,524 814\_24 (Move-Out) transactions in the third quarter of 2024, 14,671 more than in the second quarter of 2024.



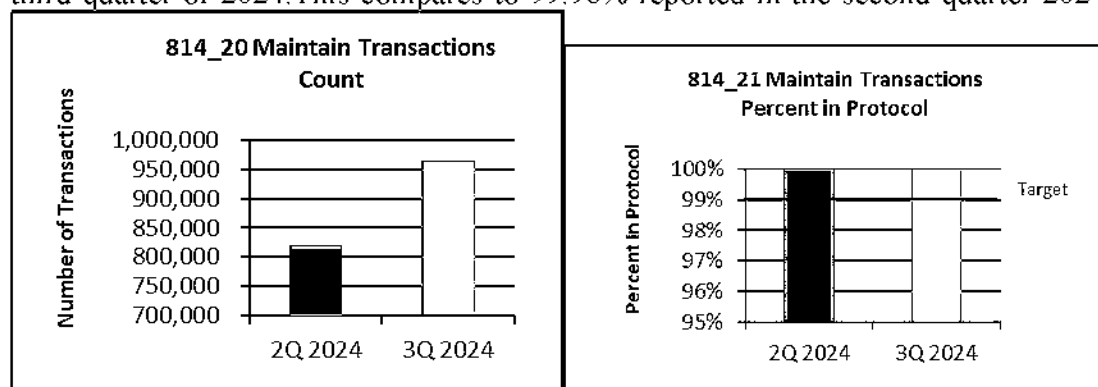
## 5. ESI ID Create

- There were 70,185 814\_20 (ESI ID Create) transactions in the third quarter of 2024.
- 814\_21 Create ESI ID transactions were processed 100% in the third quarter of 2024. This compares to 99.26% reported for the second quarter of 2024. Percent in protocol calculated using one retail business hour.



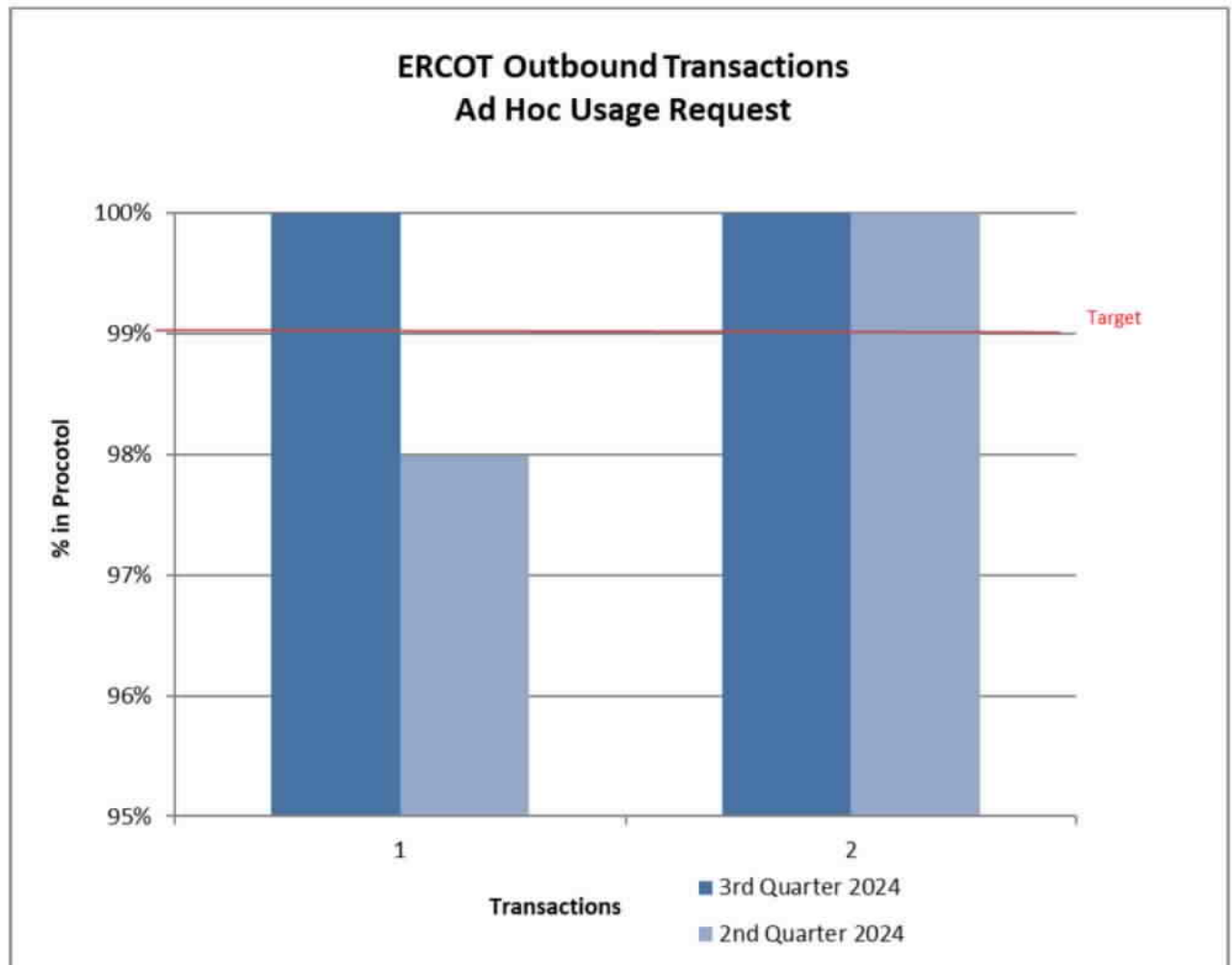
## 6. ESI ID Maintain

- There were 965,397 814\_20 (ESI ID Maintain) transactions in the third quarter of 2024.
- 814\_21 Maintain ESI ID transactions were processed 100% within Protocols in the third quarter of 2024. This compares to 99.96% reported in the second quarter 2024.





## 7. Historical Usage



- 814\_26 Ad Hoc Usage Requests were forwarded 100% within Protocols in the third quarter of 2024 compared to 97.99% in the second quarter of 2024.
- 867\_02 Historical Usage sent to the CR were forwarded 100% within Protocols in the third quarter of 2024 compared to 100% in the second quarter of 2024.



*Measure B-3: Service Reliability*

Service reliability related to ERCOT systems is presented in **Attachment A6 - System Availability 3Q 2024**.

During the 65 business days of the third quarter of 2024, ERCOT Retail Market IT Services had 0 unplanned outages or service degradations which affected 0 days.

- 0 incidents affecting Retail Processing (0 total outage minutes)
- 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 all MIS reports over 0 days (0 total outage minutes)



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

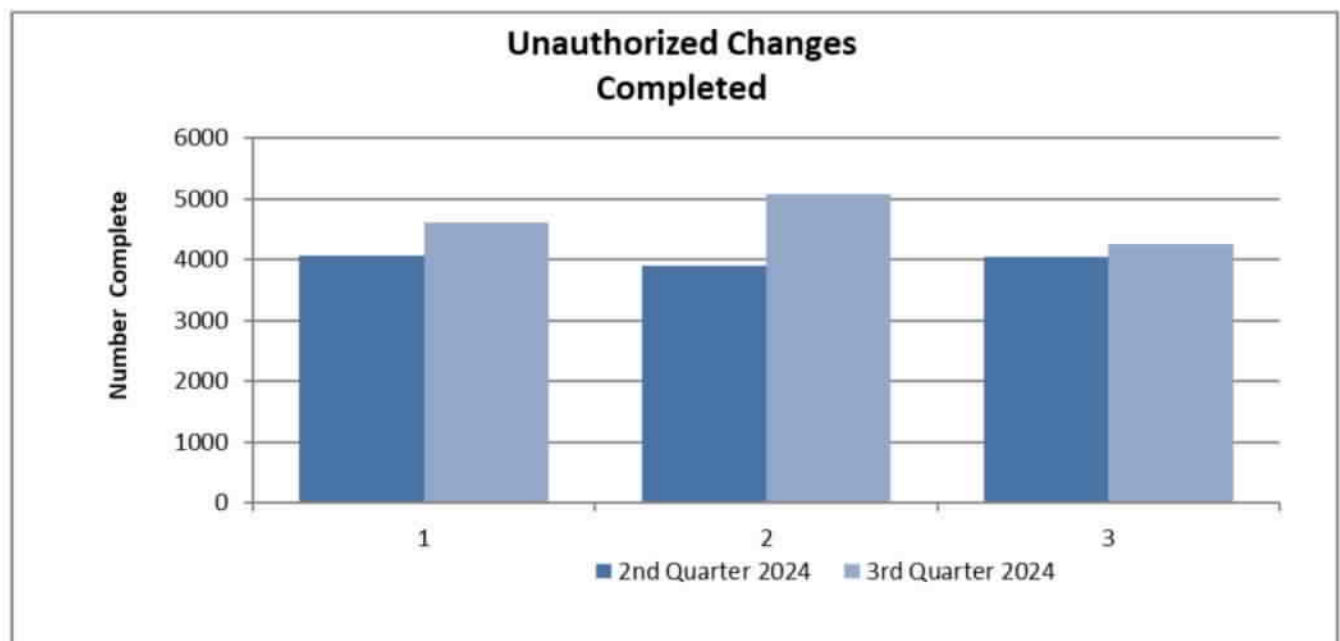
This measure tracks the number of unauthorized change (inadvertent gain) issues completed by REP by month for the reporting quarter. The data presented is: (a) count of unauthorized change issues completed, (b) number of switches completed and (c) percentage of completed unauthorized changes to the number 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 3Q 2024.xlsx**, Attachment A7. This data is filed confidentially.

There were a total of 13,931 unauthorized changes completed in the third quarter of 2024 compared to 12,033 in the second quarter of 2024.







*Supplemental Information – Observable Selection of Electric Provider*

See **Observed\_Selection\_of\_Electric\_Providers 3Q 2024.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.*

Protected and Confidential

PUCT Project No. 56019  
**Performance Measures**  
 3rd Quarter 2024

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)	3Q 2024	114,297	not applicable	104,318	not applicable	98,479	not applicable	317,094	not applicable
3E	183529049	2C	Switch	814_02	Sent	Switch Request Reject Sent from ERCOT to new CR	ERCOT	Required	B-1a)	3Q 2024	6,065	100%	4,725	100%	3,373	100%	14,163	100%
5E	183529049	1T	Switch	814_03	Sent	Switch Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1a)	3Q 2024	108,232	99%	99,589	100%	72,180	100%	279,981	100%
7E	183529049	2T	Switch	814_04	Received	Switch Notification Response Received by ERCOT from TDSP	ERCOT	Required	B-1a)	3Q 2024	108,206	100%	99,554	100%	93,323	100%	301,083	100%
9E	183529049	3C	Switch	814_05	Sent	Scheduled Switch Notification Sent from ERCOT to new CR	ERCOT	Required	B-1a)	3Q 2024	108,501	100%	99,522	100%	72,008	100%	280,031	100%
11E	183529049	5C	Switch	814_06	Sent	Scheduled Switch Notification Sent from ERCOT to current CR	ERCOT	Required	B-1a)	3Q 2024	84,503	100%	78,759	100%	60,260	100%	223,522	100%
12E	183529049	5C	Switch	814_06	Sent Pending	Scheduled Switch Notification Sent Pending from ERCOT to current CR	ERCOT	Required	B-1a)	3Q 2024	26,895	100%	22,480	100%	10,686	100%	60,061	100%
14E	183529049	8C	Switch	814_07	Received	Scheduled Switch Notification Response Received by ERCOT from current CR	ERCOT	Required	B-1a)	3Q 2024	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	3Q 2024	100,720	100%	95,195	100%	89,472	100%	285,387	100%
17E	183529049	7C	Switch	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	3Q 2024	105,252	100%	99,273	100%	93,996	100%	298,521	100%
19E	183529049	8T	Switch	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	3Q 2024	114,449	not applicable	100,966	not applicable	92,137	not applicable	307,552	not applicable
20E	183529049	9C	Switch	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	3Q 2024	114,442	100%	100,966	100%	92,137	100%	307,545	100%
22E	183529049	11C	Standard Move-In	814_16	Received	Move-In Request Received by ERCOT from new CR	ERCOT	Required	B-1b)	3Q 2024	142,213	not applicable	137,588	not applicable	121,005	not applicable	400,806	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)	3Q 2024	1,291	99%	1,228	100%	941	100%	3,460	100%
26E	183529049	7T	Standard Move-In	814_03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1b)	3Q 2024	140,898	100%	138,345	100%	88,724	100%	365,967	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)	3Q 2024	131,330	100%	127,536	100%	112,456	100%	371,322	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)	3Q 2024	6,158	not applicable	6,023	not applicable	3,502	not applicable	15,683	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)	3Q 2024	137,034	100%	134,318	100%	87,080	100%	358,432	100%
33E	183529049	15C	Standard Move-In	814_06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1b)	3Q 2024	81,459	100%	83,395	100%	40,475	100%	165,329	100%
34E	183529049	15C	Standard Move-In	814_06	Sent Pending	Scheduled Move-In Notification Pending from ERCOT to current CR	ERCOT	Required	B-1b)	3Q 2024	42,404	100%	40,540	100%	20,833	100%	103,777	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)	3Q 2024	0	not applicable	0	not applicable	0	not applicable	0	not applicable
38E	183529049	8T	Standard Move-In	814_28	Received	Permit Pending	ERCOT	Required	B-1b)	3Q 2024	9,523	100%	8,737	100%	7,082	100%	25,352	100%
39E	183529049	10T	Standard Move-In	814_28	Received	Completed Unexecutable	ERCOT	Required	B-1b)	3Q 2024	5,120	not applicable	3,269	not applicable	3,309	not applicable	11,698	not applicable
41E	183529049	17C	Standard Move-In	814_28	Sent	Permit Pending	ERCOT	Required	B-1b)	3Q 2024	9,526	100%	8,733	100%	5,179	100%	23,438	100%
42E	183529049	18C	Standard Move-In	814_28	Sent	Completed Unexecutable	ERCOT	Required	B-1b)	3Q 2024	5,280	100%	3,327	100%	2,520	100%	11,127	100%
44E	183529049	N/A	Standard Move-In	814_29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1b)	3Q 2024	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)	3Q 2024	27	100%	15	100%	7	100%	49	100%
47E	183529049	11T	Standard Move-In	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2	3Q 2024	113,476	100%	111,259	100%	97,228	100%	321,963	100%
48E	183529049	20C	Standard Move-In	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2	3Q 2024	118,103	100%	115,851	100%	100,962	100%	334,916	100%
50E	183529049	14T	Standard Move-In	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	3Q 2024	128,253	not applicable	139,785	not applicable	105,608	not applicable	373,646	not applicable
51E	183529049	22C	Standard Move-In	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	3Q 2024	128,243	100%	139,785	100%	105,608	100%	373,636	100%
53E	183529049	23C	Priority Move-In	814_16	Received	Move-In Request Received by ERCOT from new CR	ERCOT	Required	B-1c)	3Q 2024	127,276	not applicable	144,469	not applicable	141,651	not applicable	413,396	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)	3Q 2024	1,339	100%	1,849	100%	1,484	100%	4,672	100%

PUCT Project No. 56019  
**Performance Measures**  
 3rd Quarter 2024

Total Market																		
		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
Row	MP DUNS																	
57E	183529049	15T	Priority Move-In	814_03	Sent	Move-In Request Notification Sent from ERCOT to TDSP	ERCOT	Required	B-1c)	3Q 2024	125,938	100%	142,820	100%	109,348	100%	377,906	100%
59E	183529049	18T	Priority Move-In	814_04	Received	Move-In Notification Response Received by ERCOT from TDSP with no Permit Requirement	ERCOT	Required	B-1c)	3Q 2024	120,944	100%	136,482	100%	134,841	100%	392,267	100%
60E	183529049	18T	Priority Move-In	814_04	Received	Move-In Notification Response Received by ERCOT from TDSP with Permit Requirement(PT)	ERCOT	Required	B-1c)	3Q 2024	3,091	not applicable	3,774	not applicable	2,395	not applicable	9,260	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)	3Q 2024	123,724	100%	140,003	100%	107,800	100%	371,527	100%
64E	183529049	27C	Priority Move-In	814_06	Sent	Scheduled Move-In Notification Sent from ERCOT to current CR	ERCOT	Required	B-1c)	3Q 2024	85,323	100%	99,210	100%	79,717	100%	264,250	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)	3Q 2024	112	100%	45	100%	30	100%	187	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)	3Q 2024	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)	3Q 2024	4,990	100%	6,104	100%	4,637	100%	15,731	100%
70E	183529049	19T	Priority Move-In	814_28	Received	Completed Unexecutable	ERCOT	Required	B-1c)	3Q 2024	2,773	not applicable	1,945	not applicable	1,759	not applicable	6,477	not applicable
72E	183529049	29C	Priority Move-In	814_28	Sent	Permit Pending	ERCOT	Required	B-1c)	3Q 2024	4,987	100%	6,102	100%	3,685	100%	14,754	100%
73E	183529049	30C	Priority Move-In	814_28	Sent	Completed Unexecutable	ERCOT	Required	B-1c)	3Q 2024	2,802	100%	1,842	100%	1,352	100%	5,996	100%
75E	183529049	N/A	Priority Move-In	814_29	Received	Response - Permit Pending / Completed Unexecutable	ERCOT	Required	B-1c)	3Q 2024	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)	3Q 2024	92	100%	83	100%	62	100%	237	100%
78E	183529049	21T	Priority Move-In	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-1c)	3Q 2024	111,094	100%	125,483	100%	124,415	100%	360,992	100%
79E	183529049	31C	Priority Move-In	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-1c)	3Q 2024	115,237	100%	129,792	100%	129,984	100%	375,013	100%
81E	183529049	28T	Priority Move-In	867_04	Received	Initial Meter Read Request Received by ERCOT from TDSP	ERCOT	Required	B-2	3Q 2024	119,784	not applicable	137,364	not applicable	133,000	not applicable	390,148	not applicable
82E	183529049	34C	Priority Move-In	867_04	Sent	Initial Meter Read Request Sent from ERCOT to CR	ERCOT	Required	B-2	3Q 2024	119,776	100%	137,363	100%	132,999	100%	390,138	100%
84E	183529049	35C	Move-Out	814_24	Received	Move-Out Request Received by ERCOT from current CR	ERCOT	Required	B-1d)	3Q 2024	132,226	not applicable	123,852	not applicable	131,446	not applicable	387,524	not applicable
85E	183529049	27T	Move-Out	814_24	Sent	Move-Out Request Sent from ERCOT to TDSP	ERCOT	Required	B-1d)	3Q 2024	69,091	100%	64,096	100%	54,684	100%	187,871	100%
87E	183529049	28T	Move-Out	814_25	Received	Move-Out Response Received by ERCOT from TDSP	ERCOT	Required	B-1d)	3Q 2024	69,040	100%	64,026	100%	71,883	100%	204,949	100%
88E	183529049	36C	Move-Out	814_25	Sent	Move-Out Response Sent by ERCOT to CR	ERCOT	Required	B-1d)	3Q 2024	132,442	100%	123,776	100%	99,406	100%	355,624	100%
90E	183529049	29T	Move-Out	867_03	Received	Final Meter Read Received by ERCOT from TDSP	ERCOT	Required	B-2b)	3Q 2024	121,428	not applicable	111,384	not applicable	118,182	not applicable	350,994	not applicable
91E	183529049	37C	Move-Out	867_03	Sent	Final Meter Read Sent from ERCOT to CR	ERCOT	Required	B-2b)	3Q 2024	118,102	100%	107,529	100%	114,302	100%	339,933	100%
93E	183529049	38C	Historical Usage Request	814_26	Received	Ad-hoc Historical Usage Request Received by ERCOT from CR	ERCOT	Required	B-2a)	3Q 2024	25,450	not applicable	22,996	not applicable	21,863	not applicable	70,309	not applicable
94E	183529049	38T	Historical Usage Request	814_26	Sent	Ad-hoc Historical Usage Request Sent from ERCOT to TDSP	ERCOT	Required	B-2a)	3Q 2024	25,425	100%	22,910	100%	17,207	100%	65,542	100%
96E	183529049	31T	Historical Usage Request	814_27	Received	Ad-hoc Historical Usage Response Received by ERCOT from TDSP	ERCOT	Required	B-2a)	3Q 2024	25,424	100%	22,902	100%	21,774	100%	70,100	100%
97E	183529049	39C	Historical Usage Request	814_27	Sent	Ad-hoc Historical Usage Response Sent from ERCOT to CR	ERCOT	Required	B-2a)	3Q 2024	25,405	100%	23,102	100%	17,188	100%	65,695	100%
99E	183529049	33T	Historical Usage Request	867_02	Received	Historical Usage Request Received by ERCOT from TDSP	ERCOT	Required	B-2a)	3Q 2024	22,689	100%	19,361	100%	19,560	100%	61,610	100%
100E	183529049	41C	Historical Usage Request	867_02	Sent	Historical Usage Request Sent from ERCOT to CR	ERCOT	Required	B-2a)	3Q 2024	24,382	100%	21,936	100%	21,204	100%	67,522	100%
102E	183529049	43T	ESI ID Create	814_20	Received	Create ESI Id request received by ERCOT from the TDSP	ERCOT	Required	B-2c)	3Q 2024	21,408	not applicable	25,652	not applicable	23,125	not applicable	70,185	not applicable

PUCT Project No. 56019  
Performance Measures  
3rd Quarter 2024

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
103E	183529049	44T	ESI ID Create	814_21	Sent	Create ESI Id request sent by ERCOT to the TDSP	ERCOT	Required	B-2c)	3Q 2024	21,408	99%	25,852	100%	18,195	100%	65,255	100%
105E	183529049	45T	ESI ID Maintain	814_20	Received	Maintain ESI Id request received by ERCOT from the TDSP	ERCOT	Required	B-2d)	3Q 2024	296,142	not applicable	352,568	not applicable	316,687	not applicable	965,397	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)	3Q 2024	267,897	100%	323,690	100%	226,312	100%	817,899	100%
107E	183529049	39T	Meter Reading	867_03	Received	Monthly meter Reading received from TDSP	ERCOT	Required	B-2b)	3Q 2024	10,134,988	not applicable	10,411,505	not applicable	9,127,786	not applicable	29,674,279	not applicable
109E	183529049	47C	Meter Reading	867_03	Sent	Monthly meter Reading sent by ERCOT to CR	ERCOT	Required	B-2b)	3Q 2024	9,149,218	100%	9,391,053	100%	8,244,918	100%	26,785,189	100%

E	ERCOT
C	CR
T	TDSP



# **Information Technology Report**

**Mick Hanna**

**Manager, Market Applications Services  
Support**

**ERCOT Public  
August 2024**

# Incident Report Highlights

## Service Availability – July 2024

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

## Retail Incidents & Maintenance – July 2024

- July 21<sup>st</sup> Site Failover Performed

## Non-Retail Incidents & Maintenance – July 2024

- July 9<sup>th</sup> Planned Maintenance
- July 18<sup>th</sup> ERCOT Planned Site Failover.

## ListServ Incidents & Maintenance – July 2024

- None

## SLA Documents and Incident Reporting

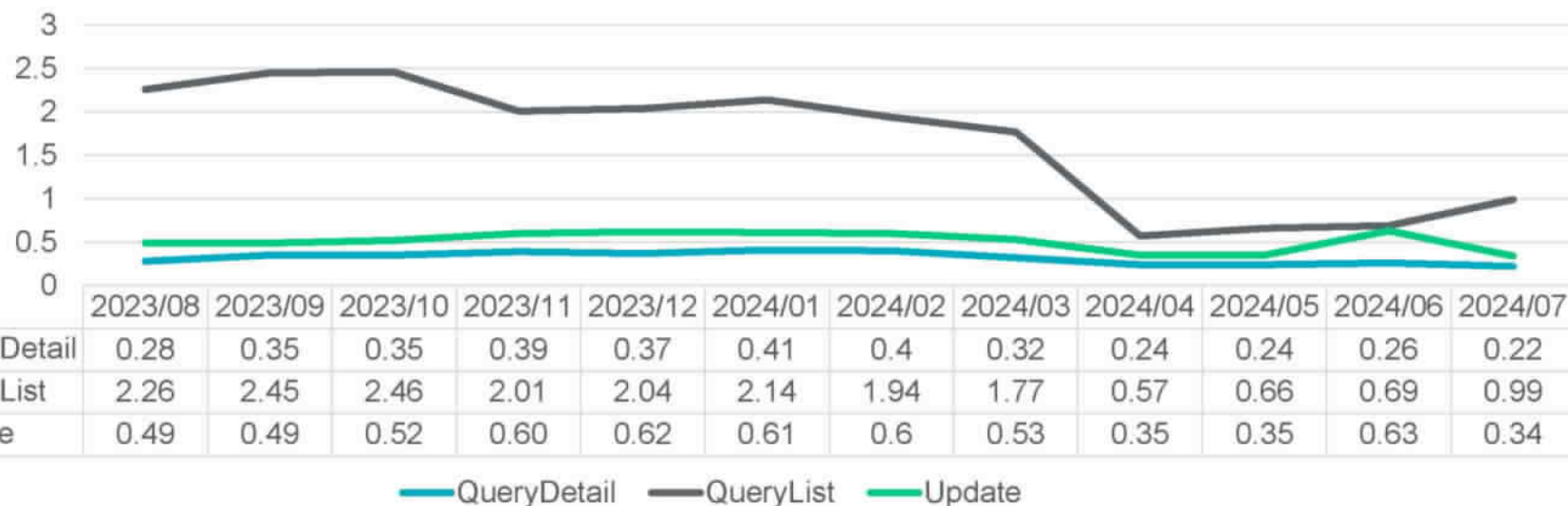
- <https://www.ercot.com/services/sla/>



# MarkeTrak Performance

MarkeTrak				
July 2024	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.00	.22	.35	2
API QueryList	100.00	.99	2.11	10
API Update	100.00	.34	.59	10
GUI	99.89	.75	1.41	10
<b>Average</b>	<b>99.97</b>			

## Historical Performance



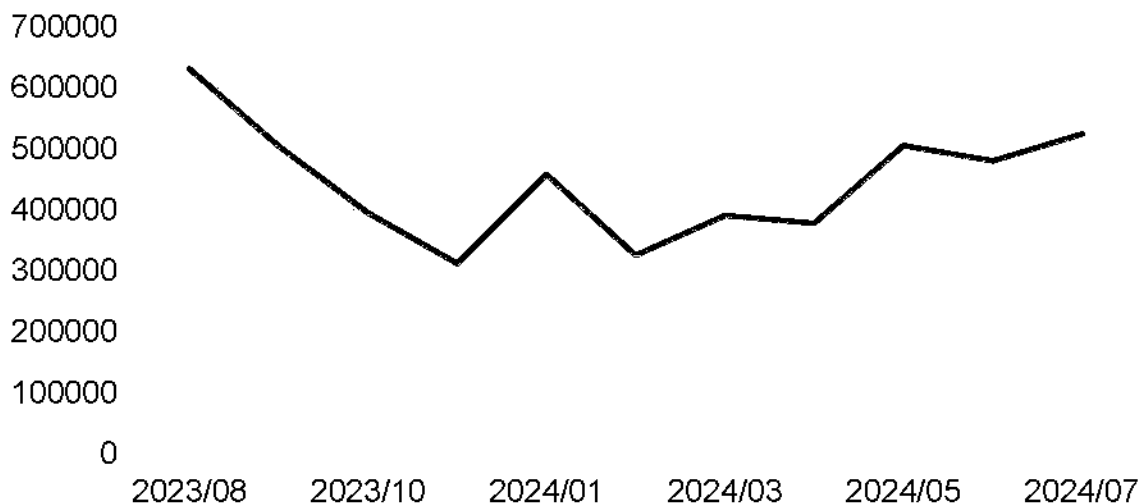
# July ListServ Stats

- 3896 Posts
- 524774 Recipients
- RMS List Highlights
  - 112 Posts
  - 14 New Subscriptions
  - 1 Unsubscribes
- TDTMS List Highlights
  - 1 Posts
  - 0 New Subscriptions
  - 0 Unsubscribe

## ListServ Post Trends



## ListServ Recipient Trends





# Weather Moratorium Removals

7/22/2024 12:06	weather_moratoriums	andrew.ekberg@IGS.COM	SIGNOFF
6/9/2024 18:35	weather_moratoriums	tanner@TXRYAN.COM	SIGNOFF
6/10/2024 7:09	weather_moratoriums	kevin.nodarse@NEXTERAENERGY.COM	SIGNOFF
6/11/2024 0:00	weather_moratoriums	Rcongi@ENERGYTEXAS.COM	AUTODEL
6/16/2024 18:00	weather_moratoriums	Swebb0274@YAHOO.COM	SIGNOFF
6/19/2024 9:05	weather_moratoriums	jparedes@TYRENERGY.COM	SIGNOFF
6/24/2024 14:57	weather_moratoriums	david.hunt@ONCOR.COM	SIGNOFF
6/25/2024 10:44	weather_moratoriums	joscelyn32@GMAIL.COM	SIGNOFF
6/26/2024 0:00	weather_moratoriums	tywneshia.coleman@SHELLENERGY.COM	AUTODEL
6/26/2024 6:52	weather_moratoriums	Baggera777@YAHOO.COM	SIGNOFF
6/28/2024 0:00	weather_moratoriums	rvelasquez@AGRGROUPINC.COM	AUTODEL
7/3/2024 0:00	weather_moratoriums	alinan@CNHINEWS.COM	AUTODEL
7/11/2024 0:00	weather_moratoriums	MMCaretrainingQA@EXELONCORP.COM	AUTODEL
7/11/2024 16:32	weather_moratoriums	btine@ENERGYWELL.COM	SIGNOFF
7/12/2024 0:00	weather_moratoriums	MMOPSTX@EXELONCORP.COM	AUTODEL
7/12/2024 0:00	weather_moratoriums	doriecomeaux@HOTMAIL.COM	AUTODEL
7/15/2024 18:56	weather_moratoriums	Jonfla@ATT.NET	SIGNOFF
7/22/2024 12:06	weather_moratoriums	dawn.compton@ONCOR.COM	SIGNOFF
7/23/2024 22:49	weather_moratoriums	z.scrog@GMAIL.COM	SIGNOFF
7/31/2024 6:42	weather_moratoriums	johntaggart73@GMAIL.COM	SIGNOFF
8/2/2024 15:18	weather_moratoriums	kad75043@YAHOO.COM	SIGNOFF

# SLA Discussion

Release ID	Release Type	Prod Release	Retail Release
R1	Application	1/30-1/31	2/2
R2	Application	2/26-2/27	3/2
R3	Application	3/26-3/27	3/30
R4	Application	4/23-4/24	4/27
R5	Application	5/28-5/29	6/1
R6	Application	6/25-6/26	No Release
R7	Application	7/24-7/25	7/27
R8	Application	8/20-8/21	8/24
R9	Application	9/24-9/25	9/28
R10	Application	10/22-10/23	10/26
R11	Application	12/10-12-11	11/9 and 12/14

## SLA Discussion

- PROD Release Windows As Listed on the Schedule
  - Weekend Retail releases for longer scheduled deployments, system upgrades, major patching efforts etc...
  - Weekday Retail releases for non-NAESB impacted efforts that are under an hour.
    - Follows the same cadence as all other system releases at ERCOT including Grid, Digital Services, Congestion Revenue Rights, Credit, Settlements etc...
    - Allows for shorter outages on the weekends.



# **Information Technology Report**

**Mick Hanna**

**Manager, Market Applications Services  
Support**

ERCOT Public  
September 2024

# Incident Report Highlights

## Service Availability – August 2024

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

## Retail Incidents & Maintenance – August 2024

- August 25<sup>th</sup> Planned Maintenance

## Non-Retail Incidents & Maintenance –August 2024

- August 22<sup>nd</sup> Planned Maintenance

## ListServ Incidents & Maintenance – August 2024

- None

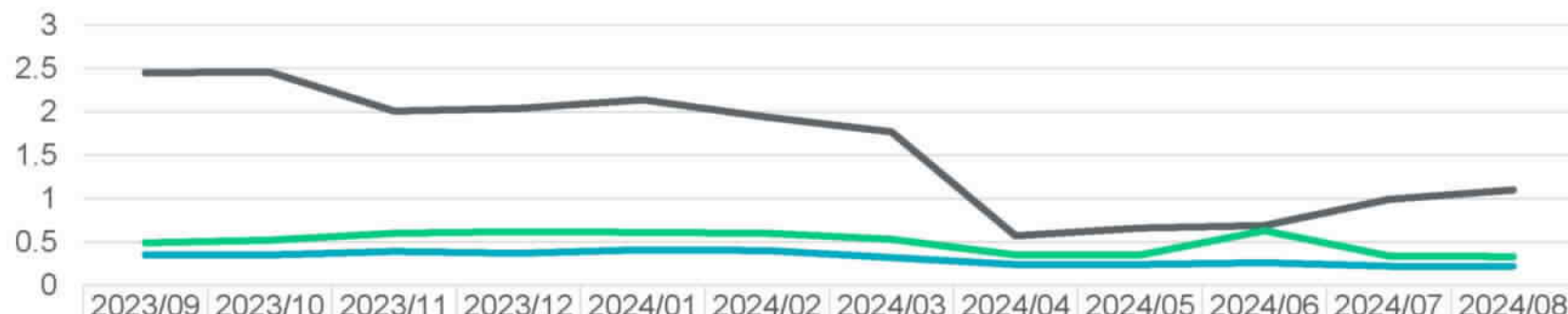
## SLA Documents and Incident Reporting

- <https://www.ercot.com/services/sla/>

# MarkeTrak Performance

MarkeTrak				
August 2024	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.00	.22	.34	2
API QueryList	100.00	1.10	2.03	10
API Update	100.00	.33	.57	10
GUI	99.81	.74	1.35	10
<b>Average</b>	<b>99.99</b>			

## Historical Performance



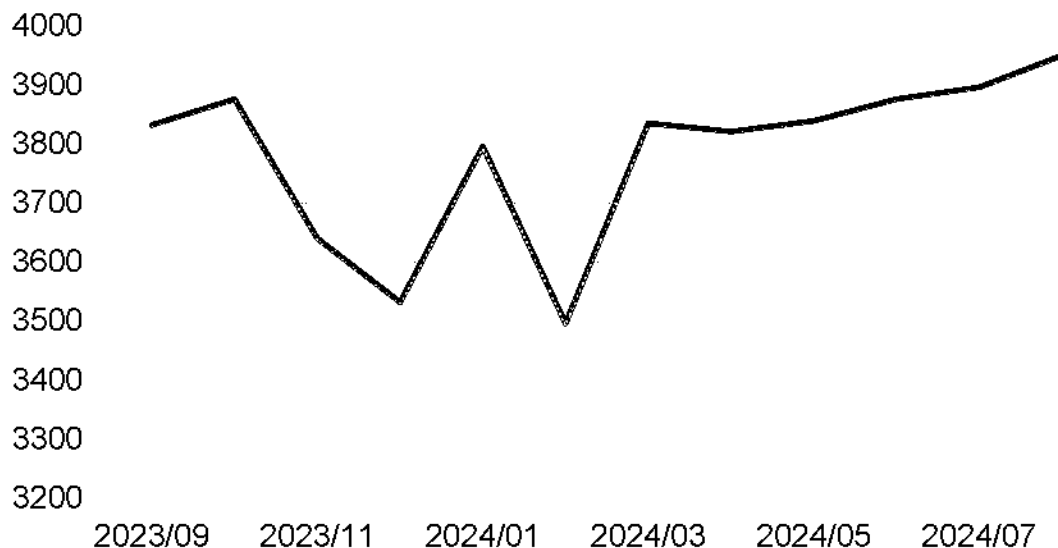
	2023/09	2023/10	2023/11	2023/12	2024/01	2024/02	2024/03	2024/04	2024/05	2024/06	2024/07	2024/08
QueryDetail	0.35	0.35	0.39	0.37	0.41	0.4	0.32	0.24	0.24	0.26	0.22	0.22
QueryList	2.45	2.46	2.01	2.04	2.14	1.94	1.77	0.57	0.66	0.69	0.99	1.1
Update	0.49	0.52	0.60	0.62	0.61	0.6	0.53	0.35	0.35	0.63	0.34	0.33

— QueryDetail — QueryList — Update

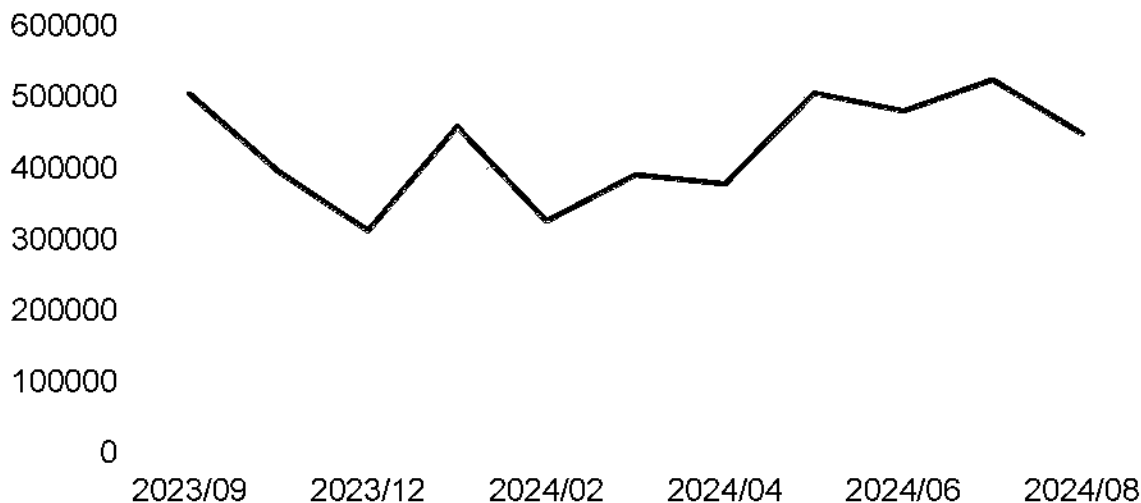
# August ListServ Stats

- 3950 Posts
- 448774 Recipients
- RMS List Highlights
  - 55 Posts
  - 6 New Subscriptions
  - 1 Unsubscribes
- TDTMS List Highlights
  - 4 Posts
  - 0 New Subscriptions
  - 0 Unsubscribe

## ListServ Post Trends



## ListServ Recipient Trends



# Weather Moratorium Removals

2024-08-19 14:17:47	weather_moratoriums	amber.hernandez@ONCOR.COM	SIGNOFF
2024-08-06 06:17:35	weather_moratoriums	amber.hernandez@ONCOR.COM	SIGNOFF
2024-08-06 18:28:17	weather_moratoriums	brian.buchanan99@GMAIL.COM	SIGNOFF
2024-07-22 07:29:37	weather_moratoriums	andrew.ekberg@IGS.COM	SIGNOFF
2024-07-11 16:32:26	weather_moratoriums	btine@ENERGYWELL.COM	SIGNOFF
2024-08-13 13:48:03	weather_moratoriums	rtibbetts@ATLASSIAN.COM	SIGNOFF
2024-08-02 15:18:28	weather_moratoriums	kad75043@YAHOO.COM	SIGNOFF
2024-07-22 12:06:41	weather_moratoriums	dawn.compton@ONCOR.COM	SIGNOFF
2024-07-23 22:49:19	weather_moratoriums	z.scrog@GMAIL.COM	SIGNOFF
2024-08-14 15:12:45	weather_moratoriums	jiang.shu@OLDMISSIONCAPITAL.COM	SIGNOFF
2024-08-18 08:05:47	weather_moratoriums	svreider09@GMAIL.COM	SIGNOFF
2024-07-31 06:42:51	weather_moratoriums	johntaggart73@GMAIL.COM	SIGNOFF
2024-07-15 18:56:39	weather_moratoriums	Jonfla@ATT.NET	SIGNOFF
2024-08-27 00:00:05	weather_moratoriums	aberrio@AGRGROUPINC.COM	AUTODEL
2024-08-07 00:00:03	weather_moratoriums	mdhunt@AEP.COM	AUTODEL
2024-07-12 00:00:03	weather_moratoriums	MMOPSTX@EXELONCORP.COM	AUTODEL
2024-07-12 00:00:03	weather_moratoriums	doriecomeaux@HOTMAIL.COM	AUTODEL
2024-08-11 00:00:03	weather_moratoriums	cdelgado@AGRGROUPINC.COM	AUTODEL
2024-07-03 00:00:03	weather_moratoriums	alinan@CNHINEWS.COM	AUTODEL
2024-07-11 00:00:03	weather_moratoriums	MMCaretrainingQA@EXELONCORP.COM	AUTODEL



# SLA Discussion

Release ID	Release Type	Prod Release	Retail Release
R1	Application	1/30-1/31	2/2
R2	Application	2/26-2/27	3/2
R3	Application	3/26-3/27	3/30
R4	Application	4/23-4/24	4/27
R5	Application	5/28-5/29	6/1
R6	Application	6/25-6/26	No Release
R7	Application	7/24-7/25	7/27
R8	Application	8/20-8/21	8/24
R9	Application	9/24-9/25	9/28
R10	Application	10/22-10/23	10/26
R11	Application	12/10-12-11	11/9 and 12/14

## SLA Discussion

- PROD Release Windows As Listed on the Schedule
  - Weekend Retail releases for longer scheduled deployments, system upgrades, major patching efforts.
  - Weekday Retail releases for non-NAESB impacted efforts that are under an hour.
    - Follows the same cadence as all other system releases at ERCOT including Grid, Digital Services, Congestion Revenue Rights, Credit, Settlements
    - Allows for shorter outages on the weekends.

## Weekday Outage - SLA Discussion

- In Scope
  - Registration, MarkeTrak, FlighTrak, Integration systems that can be completed in within the designated 1 hour that was communicated.
- Out of Scope
  - NAESB Outages – transactions received during the window will be held from downstream systems.
  - ListServ Outages – communications will maintain the current Sunday cadence for any outages.



# **Information Technology Report**

**Mick Hanna**

**Manager, Market Applications Services  
Support**

**ERCOT Public  
October 2024**

# Incident Report Highlights

## **Service Availability – September 2024**

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

## **Retail Incidents & Maintenance – September 2024**

- September 15<sup>th</sup> Planned Site Failover
- September 29<sup>th</sup> Planned Retail Release

## **Non-Retail Incidents & Maintenance –September 2024**

- September 12<sup>th</sup> Planned Site Failover
- September 26<sup>th</sup> Planned Release

## **ListServ Incidents & Maintenance – September 2024**

- September 15<sup>th</sup> Planned Site Failover

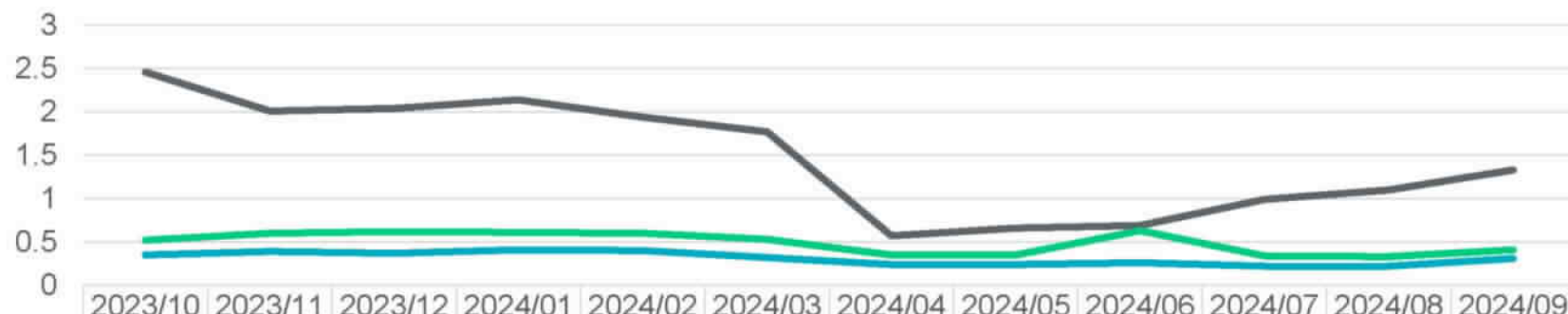
## **SLA Documents and Incident Reporting**

- <https://www.ercot.com/services/sla/>

# MarkeTrak Performance

MarkeTrak				
September 2024	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100.00	.31	.34	2
API QueryList	100.00	1.33	1.97	10
API Update	100.00	.41	.56	10
GUI	99.99	.84	1.31	10
<b>Average</b>	<b>99.998</b>			

## Historical Performance



	2023/10	2023/11	2023/12	2024/01	2024/02	2024/03	2024/04	2024/05	2024/06	2024/07	2024/08	2024/09
QueryDetail	0.35	0.39	0.37	0.41	0.4	0.32	0.24	0.24	0.26	0.22	0.22	0.31
QueryList	2.46	2.01	2.04	2.14	1.94	1.77	0.57	0.66	0.69	0.99	1.1	1.33
Update	0.52	0.60	0.62	0.61	0.6	0.53	0.35	0.35	0.63	0.34	0.33	0.41

QueryDetail QueryList Update

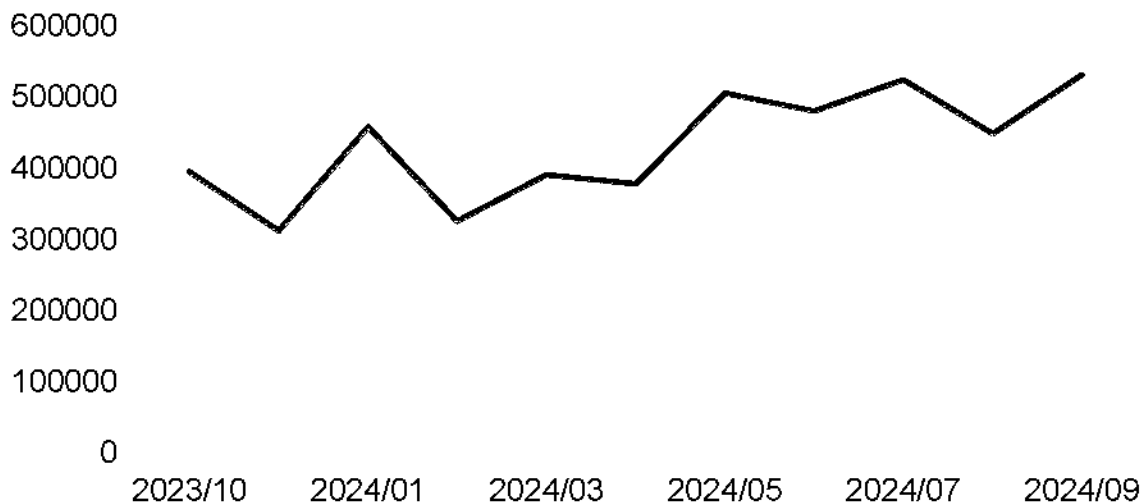
# September ListServ Stats

- 3778 Posts
- 531670 Recipients
- RMS List Highlights
  - 68 Posts
  - 3 New Subscriptions
  - 1 Unsubscribes
- TDTMS List Highlights
  - 6 Posts
  - 0 New Subscriptions
  - 0 Unsubscribe

## ListServ Post Trends



## ListServ Recipient Trends



## Weather Moratorium Removals

2024-08-02 15:18:28	weather_moratoriums	kad75043@YAHOO.COM	SIGNOFF
2024-08-06 06:17:35	weather_moratoriums	amber.hernandez@ONCOR.COM	SIGNOFF
2024-08-06 18:28:17	weather_moratoriums	brian.buchanan99@GMAIL.COM	SIGNOFF
2024-08-07 00:00:03	weather_moratoriums	mdhunt@AEP.COM	AUTODEL
2024-08-11 00:00:03	weather_moratoriums	cdelgado@AGRGROUPINC.COM	AUTODEL
2024-08-13 13:48:03	weather_moratoriums	rtibbetts@ATLASSIAN.COM	SIGNOFF
2024-08-14 15:12:45	weather_moratoriums	jiang.shu@OLDMISSIONCAPITAL.COM	SIGNOFF
2024-08-18 08:05:47	weather_moratoriums	svreider09@GMAIL.COM	SIGNOFF
2024-08-19 14:17:47	weather_moratoriums	amber.hernandez@ONCOR.COM	SIGNOFF
2024-08-27 00:00:05	weather_moratoriums	aberrio@AGRGROUPINC.COM	AUTODEL
2024-09-14 22:31:19	weather_moratoriums	dana.gray@HOTMAIL.COM	SIGNOFF
2024-09-16 00:00:03	weather_moratoriums	brittany.mahoney@OCTOENERGY.COM	AUTODEL
2024-09-21 00:00:03	weather_moratoriums	chance@INERTIAISPOWER.COM	AUTODEL



# SLA Discussion

Release ID	Release Type	Prod Release	Retail Weekday	Retail Weekend Release
R1	Application	1/30-1/31	1/31 – 4:30PM-5:30PM	2/2
R2	Application	2/26-2/27	2/27 – 4:30PM-5:30PM	3/2
R3	Application	3/26-3/27	3/27 – 4:30PM-5:30PM	3/30
R4	Application	4/23-4/24	4/24 – 4:30PM-5:30PM	4/27
R5	Application	5/28-5/29	5/29 – 4:30PM-5:30PM	6/1
R6	Application	6/25-6/26	6/26 – 4:30PM-5:30PM	No Release
R7	Application	7/24-7/25	7/24 – 4:30PM-5:30PM	7/27
R8	Application	8/20-8/21	8/23 – 4:30PM-5:30PM	8/24
R9	Application	9/24-9/25	9/25 – 4:30PM-5:30PM	9/28
R10	Application	10/22-10/23	10/23 – 4:30PM-5:30PM	10/26
R11	Application	12/10-12-11	12/11 – 4:30PM-5:30PM	11/9 and 12/14

## SLA Discussion

- PROD Release Windows As Listed on the Schedule
  - Weekend Retail releases for longer scheduled deployments, system upgrades, major patching efforts.
  - Weekday Retail releases for non-NAESB impacted efforts that are under an hour.
    - Follows the same cadence as all other system releases at ERCOT including Grid, Digital Services, Congestion Revenue Rights, Credit, Settlements
    - Allows for shorter outages on the weekends.

## Weekday Outage - SLA Discussion

- In Scope
  - Registration, MarkeTrak, FlighTrak, Integration systems that can be completed in within the designated 1 hour that was communicated.
- Out of Scope
  - NAESB Outages – transactions received during the window will be held from downstream systems.
  - ListServ Outages – communications will maintain the current Sunday cadence for any outages.

# TDTMS Highlights

- **Communications**
  - Market Notices will be explicit in the Retail timings, as well as the impacted applications vs the normal “blanket retail outage” template we currently use for weekend activities.
  - Market Notices will be sent upon completion.
- **Market Guides and other Updates**
  - There may be a need to update Market Guides, and other official standards to minimize any calculation impacts regarding SLAs or transaction timings.

## ERCOT IT Incident Market Notice Summary - 2024

### January 1, 2024 - December 31, 2024 Incidents

1/5/2024	<a href="#">R-A010524-01 Planned Maintenance Outage - Retail</a>
1/5/2024	<a href="#">M-B010524-01 Implementation of Market-facing changes for January 25, 2024</a>
1/8/2024	<a href="#">M-A010824 Planned system maintenance with impacted services</a>
1/8/2024	<a href="#">M-B010824 Planned system maintenance with impacted services</a>
1/11/2024	<a href="#">R-A011124-01 Planned Maintenance Outage - Retail</a>
1/12/2024	<a href="#">M-A010824-02 Planned system maintenance with impacted services</a>
1/12/2024	<a href="#">M-B010824-02 Planned system maintenance with impacted services</a>
1/12/2024	<a href="#">M-B010524-02 Implementation of Market-facing changes for January 25, 2024</a>
1/16/2024	<a href="#">R-A011124-02 Planned Maintenance Outage - Retail</a>
1/17/2024	<a href="#">M-A010824-03 Planned system maintenance with impacted services</a>
1/17/2024	<a href="#">M-B010824-03 Planned system maintenance with impacted services</a>
1/19/2024	<a href="#">R-A011124-03 Update Planned Maintenance Outage - Retail</a>
1/21/2024	<a href="#">R-A011124-04 Completion - Planned Maintenance Outage</a>
1/22/2024	<a href="#">R-A010524-02 Planned Maintenance Outage - Retail</a>
1/22/2024	<a href="#">M-B010524-03 Implementation of Market-facing changes for January 25, 2024</a>
1/24/2024	<a href="#">R-A010524-02 Update on Market Notice R-A010524-02</a>
2/2/2024	<a href="#">R-A010524-03 Planned Maintenance Outage - Retail</a>
2/2/2024	<a href="#">M-B020224-01 Implementation of Market-facing changes for February 22, 2024</a>
2/12/2024	<a href="#">M-B020224-02 Implementation of Market-facing changes for February 22, 2024 - Updated Spreadsheet</a>
2/14/2024	<a href="#">R-A010524-04 Planned Maintenance Outage - Retail</a>
2/19/2024	<a href="#">M-B020224-03 Implementation of Market-facing changes for February 22, 2024</a>
2/20/2024	<a href="#">R-A010524-05 Planned Maintenance Outage - Retail</a>
2/25/2024	<a href="#">R-A010524-06 Completion - Planned Maintenance Outage</a>
3/4/2024	<a href="#">R-A030424-01 Planned Maintenance Outage - Retail</a>
3/4/2024	<a href="#">R-B030424-01 Planned Maintenance Outage - Retail</a>
3/4/2024	<a href="#">M-B030424-01 Implementation of Market-facing changes for March 28, 2024</a>
3/5/2024	<a href="#">M-B030524-01 Planned system maintenance with impacted services</a>
3/5/2024	<a href="#">M-A030524-01 Planned system maintenance with impacted services</a>
3/11/2024	<a href="#">M-B030524-02 Planned system maintenance with impacted services</a>
3/11/2024	<a href="#">M-A030524-02 Planned system maintenance with impacted services</a>
3/11/2024	<a href="#">R-B030424-02 Planned Maintenance Outage - Retail</a>
3/11/2024	<a href="#">M-B030424-02 Implementation of Market-facing changes for March 28, 2024</a>
3/13/2024	<a href="#">M-B030524-03 Planned system maintenance with impacted services</a>
3/13/2024	<a href="#">R-A030424-02 Planned Maintenance Outage - Retail</a>
3/13/2024	<a href="#">M-A030524-03 Planned system maintenance with impacted services</a>
3/15/2024	<a href="#">R-A030424-03 Planned Maintenance Outage - Retail</a>
3/15/2024	<a href="#">M-C031524-01 ERCOT Experienced Retail Transaction Processing Issues from 1:03PM to 2:33PM</a>



3/17/2024	<a href="#">R-A030424-04 Completion - Planned Maintenance Outage</a>
3/20/2024	<a href="#">R-B030424-03 Planned Maintenance Outage - Retail</a>
3/20/2024	<a href="#">M-B032024-01 ERCOT MOTE will be open for testing for Market Management Systems and Outage Scheduler Upgrade to Linux platform</a>
3/22/2024	<a href="#">M-B030424-03 Implementation of Market-facing changes for March 28, 2024</a>
3/24/2024	<a href="#">R-B030424-04 Completion - Planned Maintenance Outage</a>
3/28/2024	<a href="#">M-A032824-01 Planned system maintenance with impacted services</a>
3/29/2024	<a href="#">M-C032824-02 RIOO-IS Application Returned to Service</a>
4/1/2024	<a href="#">M-A032824-02 Planned system maintenance with impacted services</a>
4/5/2024	<a href="#">M-A040524-01 Implementation of changes for April 25, 2024</a>
4/5/2024	<a href="#">R-A040524-01 Planned Maintenance Outage - Retail</a>
4/15/2024	<a href="#">R-A040524-02 Planned Maintenance Outage - Retail</a>
4/15/2024	<a href="#">M-A040524-02 Implementation of changes for April 25, 2024</a>
4/18/2024	<a href="#">M-A041824-01 ERCOT will migrate core Market Management Systems and Outage Scheduler to a Linux platform on April 29, 2024</a>
4/24/2024	<a href="#">M-D042424-01 Application Downtime for RIOO Release</a>
4/26/2024	<a href="#">M-B042624-01 Planned system maintenance with impacted services</a>
4/28/2024	<a href="#">R-A040524-04 Completion: Planned Maintenance Outage - Retail</a>
4/30/2024	<a href="#">M-B042624-02 Planned system maintenance with impacted services</a>
5/3/2024	<a href="#">M-B050324-01 Planned system maintenance with impacted services</a>
5/7/2024	<a href="#">M-A050724-01 Planned system maintenance with impacted services</a>
5/8/2024	<a href="#">R-A050824-01 lanned Maintenance Outage - Retail</a>
5/13/2024	<a href="#">M-A050724-02 Planned system maintenance with impacted services</a>
5/13/2024	<a href="#">M-B050324-02 Planned system maintenance with impacted services</a>
5/15/2024	<a href="#">M-A050724-03 Planned system maintenance with impacted services</a>
5/15/2024	<a href="#">M-B050324-03 Planned system maintenance with impacted services</a>
5/15/2024	<a href="#">R-A050824-02 Planned Maintenance Outage - Retail</a>
5/16/2024	<a href="#">R-A050824-03 Planned Maintenance Outage - Retail</a>
5/19/2024	<a href="#">R-A050824-04 Completion - Planned Maintenance Outage</a>
5/31/2024	<a href="#">M-B053124-01 Unplanned system outage - MPIM</a>
6/20/2024	<a href="#">R-B062024-01 Planned Maintenance Outage - Retail</a>
6/21/2024	<a href="#">R-B062024-02 Planned Maintenance Outage - Retail</a>
6/28/2024	<a href="#">M-E062824-01 Unplanned system outage - MPIM</a>
6/28/2024	<a href="#">M-E062824-02 Unplanned system outage - MPIM - Complete MPIM is now Available</a>
7/3/2024	<a href="#">M-A070324-01 Planned system maintenance with impacted services</a>
7/5/2024	<a href="#">M-A070324-02 Planned system maintenance with impacted services</a>
7/5/2024	<a href="#">M-B070524-01 Planned system maintenance with impacted services</a>
7/5/2024	<a href="#">M-A070524-01 Planned system maintenance with impacted services</a>
7/9/2024	<a href="#">M-A070324-03 Update: Planned system maintenance with impacted services</a>
7/9/2024	<a href="#">M-A070524-02 Update: Planned system maintenance with impacted services</a>
7/10/2024	<a href="#">M-A071024-01A Planned system maintenance with impacted services</a>



## 2024 Retail Transaction Processing Service Availability

99.9% Service Availability Target

Business Hours

Month	Service	Gross Available Minutes	Unplanned Outage Minutes	SLA-Measured Percent Availability	SLA Exception Outage Granted	Actual SLA Exception Minutes Used	SLA Exception Percent Availability
January	Retail Transaction Processing	16,560	0	100.00%	0	0	N/A
February	Retail Transaction Processing	15,120	0	100.00%	0	0	N/A
March	Retail Transaction Processing	15,120	90	99.40%	0	0	N/A
April	Retail Transaction Processing	15,840	0	100.00%	0	0	N/A
May	Retail Transaction Processing	15,840	0	100.00%	0	0	N/A
June	Retail Transaction Processing	14,400	0	100.00%	0	0	N/A
July	Retail Transaction Processing	16,560	0	100.00%	0	0	N/A
August	Retail Transaction Processing	15,840	0	100.00%	0	0	N/A
September	Retail Transaction Processing	15,120	0	100.00%	0	0	N/A
October	Retail Transaction Processing						
November	Retail Transaction Processing						
December	Retail Transaction Processing						
Jan - Dec 2024	Retail Transaction Processing	140,400	90	99.94%	0	0	N/A



## 2024 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	1,080	29,880	0	100.00%	0	0	N/A
February	Retail Transaction Processing	26,640	1,080	25,560	0	100.00%	0	0	N/A
March	Retail Transaction Processing	29,520	1,080	28,440	0	100.00%	0	0	N/A
April	Retail Transaction Processing	27,360	1,080	26,280	0	100.00%	0	0	N/A
May	Retail Transaction Processing	27,360	1,080	26,280	0	100.00%	0	0	N/A
June	Retail Transaction Processing	28,800	1,080	27,720	0	100.00%	0	0	N/A
July	Retail Transaction Processing	28,080	1,080	27,000	0	100.00%	0	0	N/A
August	Retail Transaction Processing	28,800	1,080	27,720	0	100.00%	0	0	N/A
September	Retail Transaction Processing	28,080	1,080	27,000	0	100.00%	0	0	N/A
October	Retail Transaction Processing								
November	Retail Transaction Processing								
December	Retail Transaction Processing								
Jan - Dec 2024	Retail Transaction Processing	255,600	9,720	245,880	0	100.00%	0	0	N/A

## 2024 MarkeTrak Service Availability

MarkeTrak				
Jan-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.41	0.39	2
API QueryList	100	2.14	2.72	10
API Update	100	0.61	0.66	10
GUI	99.98	0.98	1.67	10
Average	99.995			
MarkeTrak				
Feb-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.4	0.39	2
API QueryList	100	1.94	2.67	10
API Update	100	0.6	0.66	10
GUI	99.96	0.99	1.61	10
Average	99.99			
MarkeTrak				
Mar-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.32	0.39	2
API QueryList	100	1.77	2.67	10
API Update	100	0.53	0.66	10
GUI	99.86	0.99	1.61	10
Average	99.97			

MarkeTrak				
Apr-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.24	0.38	2
API QueryList	100	0.57	2.5	10
API Update	100	0.35	0.63	10
GUI	99.86	0.79	1.54	10
<b>Average</b>	<b>99.97</b>			
MarkeTrak				
May-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.24	0.37	2
API QueryList	100	0.57	2.35	10
API Update	100	0.35	0.61	10
GUI	99.86	0.79	1.54	10
<b>Average</b>	<b>99.97</b>			
MarkeTrak				
Jun-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.26	0.36	2
API QueryList	100	0.69	2.21	10
API Update	100	0.63	0.61	10
GUI	99.89	0.77	1.47	10

Average	99.97			
MarkeTrak				
Jul-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.31	0.34	2
API QueryList	100	1.33	1.97	10
API Update	100	0.41	0.56	10
GUI	99.99	0.84	1.31	10
Average	99.998			
MarkeTrak				
Aug-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.22	0.33	2
API QueryList	100	1.33	1.97	10
API Update	100	0.41	0.56	10
GUI	99.99	0.84	1.31	10
Average	99.998			
MarkeTrak				
Sep-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail	100	0.31	0.34	2
API QueryList	100	1.33	1.97	10
API Update	100	0.41	0.56	10
GUI	99.99	0.84	1.31	10
Average	99.998			
MarkeTrak				

Oct-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				
MarkeTrak				
Nov-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				
MarkeTrak				
Dec-24	Availability (%)	Response Time (seconds)		SLO (seconds)
		Monthly Average	12 Month Average	
API QueryDetail				
API QueryList				
API Update				
GUI				
Average				



## **ERCOT IT Incident Market Notice Summary - 2024**

### **January 1, 2024 - December 31, 2024 Incidents**

1/5/2024	<a href="#">R-A010524-01 Planned Maintenance Outage - Retail</a>
1/5/2024	<a href="#">M-B010524-01 Implementation of Market-facing changes for January 25, 2024</a>
1/8/2024	<a href="#">M-A010824 Planned system maintenance with impacted services</a>
1/8/2024	<a href="#">M-B010824 Planned system maintenance with impacted services</a>
1/11/2024	<a href="#">R-A011124-01 Planned Maintenance Outage - Retail</a>
1/12/2024	<a href="#">M-A010824-02 Planned system maintenance with impacted services</a>
1/12/2024	<a href="#">M-B010824-02 Planned system maintenance with impacted services</a>
1/12/2024	<a href="#">M-B010524-02 Implementation of Market-facing changes for January 25, 2024</a>
1/16/2024	<a href="#">R-A011124-02 Planned Maintenance Outage - Retail</a>
1/17/2024	<a href="#">M-A010824-03 Planned system maintenance with impacted services</a>
1/17/2024	<a href="#">M-B010824-03 Planned system maintenance with impacted services</a>
1/19/2024	<a href="#">R-A011124-03 Update Planned Maintenance Outage - Retail</a>
1/21/2024	<a href="#">R-A011124-04 Completion - Planned Maintenance Outage</a>
1/22/2024	<a href="#">R-A010524-02 Planned Maintenance Outage - Retail</a>
1/22/2024	<a href="#">M-B010524-03 Implementation of Market-facing changes for January 25, 2024</a>
1/24/2024	<a href="#">R-A010524-02 Update on Market Notice R-A010524-02</a>
2/2/2024	<a href="#">R-A010524-03 Planned Maintenance Outage - Retail</a>
2/2/2024	<a href="#">M-B020224-01 Implementation of Market-facing changes for February 22, 2024</a>
2/12/2024	<a href="#">M-B020224-02 Implementation of Market-facing changes for February 22, 2024 - Updated Spreadsheet</a>
2/14/2024	<a href="#">R-A010524-04 Planned Maintenance Outage - Retail</a>
2/19/2024	<a href="#">M-B020224-03 Implementation of Market-facing changes for February 22, 2024</a>
2/20/2024	<a href="#">R-A010524-05 Planned Maintenance Outage - Retail</a>
2/25/2024	<a href="#">R-A010524-06 Completion - Planned Maintenance Outage</a>
3/4/2024	<a href="#">R-A030424-01 Planned Maintenance Outage - Retail</a>
3/4/2024	<a href="#">R-B030424-01 Planned Maintenance Outage - Retail</a>
3/4/2024	<a href="#">M-B030424-01 Implementation of Market-facing changes for March 28, 2024</a>
3/5/2024	<a href="#">M-B030524-01 Planned system maintenance with impacted services</a>
3/5/2024	<a href="#">M-A030524-01 Planned system maintenance with impacted services</a>
3/11/2024	<a href="#">M-B030524-02 Planned system maintenance with impacted services</a>
3/11/2024	<a href="#">M-A030524-02 Planned system maintenance with impacted services</a>
3/11/2024	<a href="#">R-B030424-02 Planned Maintenance Outage - Retail</a>
3/11/2024	<a href="#">M-B030424-02 Implementation of Market-facing changes for March 28, 2024</a>
3/13/2024	<a href="#">M-B030524-03 Planned system maintenance with impacted services</a>
3/13/2024	<a href="#">R-A030424-02 Planned Maintenance Outage - Retail</a>
3/13/2024	<a href="#">M-A030524-03 Planned system maintenance with impacted services</a>
3/15/2024	<a href="#">R-A030424-03 Planned Maintenance Outage - Retail</a>
3/15/2024	<a href="#">M-C031524-01 ERCOT Experienced Retail Transaction Processing Issues from 1:03PM to 2:33PM</a>

3/17/2024	<a href="#">R-A030424-04 Completion - Planned Maintenance Outage</a>
3/20/2024	<a href="#">R-B030424-03 Planned Maintenance Outage - Retail</a>
3/20/2024	<a href="#">M-B032024-01 ERCOT MOTE will be open for testing for Market Management Systems and Outage Scheduler Upgrade to Linux platform</a>
3/22/2024	<a href="#">M-B030424-03 Implementation of Market-facing changes for March 28, 2024</a>
3/24/2024	<a href="#">R-B030424-04 Completion - Planned Maintenance Outage</a>
3/28/2024	<a href="#">M-A032824-01 Planned system maintenance with impacted services</a>
3/29/2024	<a href="#">M-C032824-02 RIOO-IS Application Returned to Service</a>
4/1/2024	<a href="#">M-A032824-02 Planned system maintenance with impacted services</a>
4/5/2024	<a href="#">M-A040524-01 Implementation of changes for April 25, 2024</a>
4/5/2024	<a href="#">R-A040524-01 Planned Maintenance Outage - Retail</a>
4/15/2024	<a href="#">R-A040524-02 Planned Maintenance Outage - Retail</a>
4/15/2024	<a href="#">M-A040524-02 Implementation of changes for April 25, 2024</a>
4/18/2024	<a href="#">M-A041824-01 ERCOT will migrate core Market Management Systems and Outage Scheduler to a Linux platform on April 29, 2024</a>
4/24/2024	<a href="#">M-D042424-01 Application Downtime for RIOO Release</a>
4/26/2024	<a href="#">M-B042624-01 Planned system maintenance with impacted services</a>
4/28/2024	<a href="#">R-A040524-04 Completion: Planned Maintenance Outage - Retail</a>
4/30/2024	<a href="#">M-B042624-02 Planned system maintenance with impacted services</a>
5/3/2024	<a href="#">M-B050324-01 Planned system maintenance with impacted services</a>
5/7/2024	<a href="#">M-A050724-01 Planned system maintenance with impacted services</a>
5/8/2024	<a href="#">R-A050824-01 lanned Maintenance Outage - Retail</a>
5/13/2024	<a href="#">M-A050724-02 Planned system maintenance with impacted services</a>
5/13/2024	<a href="#">M-B050324-02 Planned system maintenance with impacted services</a>
5/15/2024	<a href="#">M-A050724-03 Planned system maintenance with impacted services</a>
5/15/2024	<a href="#">M-B050324-03 Planned system maintenance with impacted services</a>
5/15/2024	<a href="#">R-A050824-02 Planned Maintenance Outage - Retail</a>
5/16/2024	<a href="#">R-A050824-03 Planned Maintenance Outage - Retail</a>
5/19/2024	<a href="#">R-A050824-04 Completion - Planned Maintenance Outage</a>
5/31/2024	<a href="#">M-B053124-01 Unplanned system outage - MPIM</a>
6/20/2024	<a href="#">R-B062024-01 Planned Maintenance Outage - Retail</a>
6/21/2024	<a href="#">R-B062024-02 Planned Maintenance Outage - Retail</a>
6/28/2024	<a href="#">M-E062824-01 Unplanned system outage - MPIM</a>
6/28/2024	<a href="#">M-E062824-02 Unplanned system outage - MPIM - Complete MPIM is now Available</a>
7/3/2024	<a href="#">M-A070324-01 Planned system maintenance with impacted services</a>
7/5/2024	<a href="#">M-A070324-02 Planned system maintenance with impacted services</a>
7/5/2024	<a href="#">M-B070524-01 Planned system maintenance with impacted services</a>
7/5/2024	<a href="#">M-A070524-01 Planned system maintenance with impacted services</a>
7/9/2024	<a href="#">M-A070324-03 Update: Planned system maintenance with impacted services</a>
7/9/2024	<a href="#">M-A070524-02 Update: Planned system maintenance with impacted services</a>
7/10/2024	<a href="#">M-A071024-01A Planned system maintenance with impacted services</a>







## 2024 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	41,760	0	41,760	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	43,200	0	43,200	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					
November	ERCOT.com					
December	ERCOT.com					
<b>Jan - Dec 2024</b>	<b>ERCOT.com</b>					

**Market Information System (MIS)**

January-24	Application Availability (%)
SLA	24x7
MIS SLA	99.743

(Calculated using the four MIS UI availabilities.)

February-24	Application Availability (%)
SLA	24x7
MIS SLA	99.977

(Calculated using the four MIS UI availabilities.)

March-24	Application Availability (%)
SLA	24x7
MIS SLA	99.743

(Calculated using the four MIS UI availabilities.)

April-24	Application Availability (%)
SLA	24x7
MIS SLA	99.944

(Calculated using the four MIS UI availabilities.)

May-24	Application Availability (%)
SLA	24x7
MIS SLA	99.964

(Calculated using the four MIS UI availabilities.)

June-24	Application Availability (%)
SLA	24x7
MIS SLA	99.952

(Calculated using the four MIS UI availabilities.)

July-24	Application Availability (%)
SLA	24x7
MIS SLA	99.992

(Calculated using the four MIS UI availabilities.)

August-24	Application Availability (%)
SLA	24x7
MIS SLA	99.923

(Calculated using the four MIS UI availabilities.)

September-24	Application Availability (%)
SLA	24x7
MIS SLA	99.944

(Calculated using the four MIS UI availabilities.)

October-24	Application Availability (%)
SLA	24x7
MIS SLA	

November-24	Application Availability (%)
SLA	24x7
MIS SLA	

December-24	Application Availability (%)
SLA	24x7
MIS SLA	

## 2024 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	0	44,640	0	100.00%
February	MPIM	41,760	0	41,760	0	100.00%
March	MPIM	44,640	0	44,640	0	100.00%
April	MPIM	43,200	0	44,640	0	100.00%
May	MPIM	43,200	0	44,640	0	100.00%
June	MPIM	43,200	0	44,640	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					
November	MPIM					
December	MPIM					
<b>Jan - Dec 2024</b>	<b>MPIM</b>	<b>393,120</b>	<b>0</b>	<b>397,440</b>	<b>0</b>	<b>100.00%</b>

## 2024 Retail API Availability

### 99% Availability Target

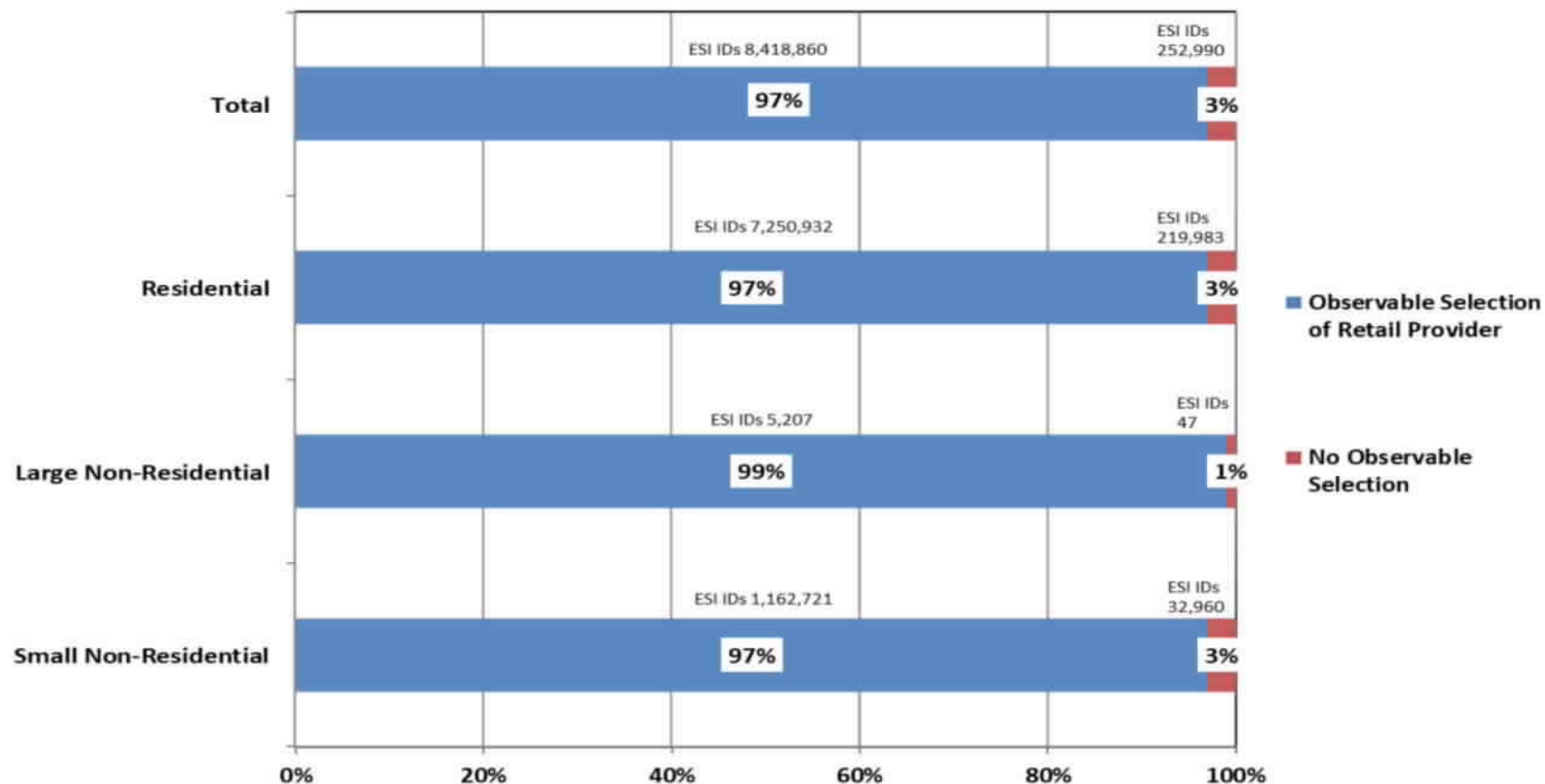
Month	Service	Gross Available Minutes	Planned Outage Minutes	Net Available Minutes	Unplanned Outage Minutes	Percent Availability
January	Retail API Application	44,640	1,080	43,560	0	100.00%
February	Retail API Application	41,760	1,080	40,680	0	100.00%
March	Retail API Application	44,640	1,080	43,560	0	100.00%
April	Retail API Application	43,200	1,080	42,120	0	100.00%
May	Retail API Application	43,200	1,080	42,120	0	100.00%
June	Retail API Application	43,200	1,080	42,120	0	100.00%
July	Retail API Application	44,640	1,080	44,640	0	100.00%
August	Retail API Application	44,640	1,080	44,640	0	100.00%
September	Retail API Application	43,200	1,080	43,200	0	100.00%
October	Retail API Application					
November	Retail API Application					
December	Retail API Application					
<b>Jan - Dec 2024</b>	<b>Retail API Application</b>	<b>393,120</b>	<b>9,720</b>	<b>386,640</b>	<b>0</b>	<b>100.00%</b>



# **Supplemental Information Retail Electric Market**

September 2023 – September 2024

# 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

