



Item 6: 2020 Strategic Goal Update and Key Performance Indicators (KPIs)

Kristi Hobbs

Director, Enterprise Risk Management & Strategic Analysis

Urgent Human Resources and Governance Committee Meeting

ERCOT Public
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2020 ERCOT Enterprise OKRs



Establish rules for new resources and market modernization.

Improve data and information exchange services to ERCOT stakeholders.

Complete defined stages of core system and service improvements.

2020 ERCOT Enterprise OKRs





Establish rules for new resources and market modernization.

Key Results (as measured by)		
●	Real-Time Co-Optimization Protocols are approved by the December 2020 Board	12/08/20
	Energy Storage Protocols are approved by the December 2020 Board to:	
●	Sustain the combination modeling of energy storage resources as Generation Resources and Controllable Load Resources; and	12/08/20
●	Model energy storage resources as single device to be delivered with EMS-upgrade and RTC	12/08/20
●	Distribution Generation Resource (DGR) Protocols are approved by the December 2020 Board	12/08/20

✓ Complete ● On Track ● Not Trending

2020 ERCOT Enterprise OKRs

Improve data and information exchange services to ERCOT stakeholders.

Key Results (as measured by)		
	Deliver the RIOO function that enables Market Participants to electronically review and edit existing Resource asset registration data	12/31/20
	Transition MIS to a stable, supported platform while enhancing the user experience & define scope changes for ERCOT.com (ECMS Ph2)	10/01/20
	Deliver effective notification of grid status to all constituents (public, MP, PUC, etc.) via supported technical communications by:	
	Delivering tactical scope that includes ability to do emergency testing in production prior to summer 2020	05/15/20
	Developing strategy for long term enhancements to architecture as required to ensure systems are hardened	09/30/20



Complete









On Track



Not Trending

2020 ERCOT Enterprise OKRs

Complete defined stages of core system & service improvements.

Key Results (as measured by)		
	Complete EMS Early Risk Mitigation (ERM) tasks in support of EMS upgrade	12/31/20
	Solicit stakeholder feedback on revised Treasury Management processes and develop appropriate market rule changes	12/31/20
	Implement Fast Frequency Response changes March 1, 2020 (NPRR863)	03/01/20
	Upgrade Retail market software to maintain support by:	
	Completing Siebel upgrade project planning	03/31/20
	Delivering upgraded software via EDI Map & Translator Replacement and NAESB Application Tech Refresh projects	12/31/20
	Establish methods to meet the compliance deadline for new CIP Standards governing remote access, configuration change and supply chain risk management.	07/01/20

 Complete  On Track  Not Trending

Q1 & Q2 2020 Key Performance Indicator (KPI) Summary

We serve the public by ensuring a reliable grid, efficient electricity markets, open access and retail choice.

	YTD - 2020			Q2 - 2020			Q1 - 2020		
	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below
Reliable Grid									
Grid Security Management	[Blue]			[Blue]			[Blue]		
Outage Coordination / Planning	[Blue]			[Blue]			[Blue]		
Forecasting	[Blue]			[Blue]			[Blue]		
Compliance Monitoring & Reporting	[Green]			[Green]			[Green]		
IT Application Services	67%	33%		67%	33%		67%	33%	
Efficient Electricity Markets									
Bidding, Scheduling and Pricing	[Blue]			[Blue]			[Blue]		
Settlement & Billing	[Blue]			[Blue]			[Blue]		
Market Credit	[Red]			[Red]			[Blue]		
Market Information	[Blue]			[Blue]			[Blue]		
IT Application Services	[Blue]			[Blue]			[Blue]		
Open Access & Retail Choice									
Customer Switching / Registry	[Blue]			[Blue]			[Blue]		
Market Information	[Blue]			[Blue]			[Blue]		
IT Application Services	[Blue]			[Blue]			[Blue]		
Other Support and Management Functions									
Finance	[Red]			[Red]			[Green]		
Security	[Green]			[Green]			[Green]		
Total number of KPIs tracked:	29			29			29		
% meeting Stretch:	76%			76%			79%		
% meeting Target:	17%			17%			21%		
% below Target:	7%			7%			0%		

Appendix:

Q1 & Q2 2020 KPI Detail – Reliable Grid

KPI ID	KPI Description	2020 Target Performance	2020 Stretch Performance	2020 YTD	Q2	Q1
Grid Security Management						
RG 1	Control Performance Standard 1 (CPS1) frequency control performance (rolling 12 month CPS1 score)	> 140	> 150	All scores greater than 150	April-168.90%, May-170.80%, June-170.70%	Jan-174.86%, Feb-174.80%, March-174.51%
RG 2	Interconnection Reliability Operating Limit (IROL) exceedance limitations	None longer than 20 minutes	None longer than 10 minutes	No IROL exceedances	No IROL exceedances	No IROL exceedances
Outage Coordination / Planning						
RG 3	Outage Coordination performance: requests approved or denied within timeline and with mitigation plans developed if required	97%	99%	99.57%	99.80%	99.34%
Forecasting						
RG 4	Operations Load Forecast performance - Mean Average Percent Error (MAPE): monthly average day ahead load forecasts used for DRUC MAPE	All less than 4.0%	All less than 3.5%	2.82%	3.22%	2.42%
RG 5	Wind forecast performance - MAPE based on installed wind capacity: monthly average day ahead wind forecasts used for DRUC MAPE	All less than 10%	All less than 8%	All less than 8%	April-4.50%, May-4.50%, June-4.80%	Jan-4.00%, Feb-4.10%, March-5.10%
RG 6	Solar forecast performance - MAPE based on installed solar capacity: monthly average day ahead solar forecasts used for DRUC MAPE.	All less than 15%	All less than 10%	All less than 10%	April-5.01%, May-6.79%, June-5.01%	Jan-5.82%, Feb-5.77%, March-7.37%
Compliance Monitoring & Reporting						
RG 8	Achieve compliance with SOC controls	No exceptions found in a SOC audit	N/A	No exceptions found in a SOC audit	No exceptions found in a SOC audit	No exceptions found in a SOC audit

RG7 is intentionally left blank.

Q1 & Q2 2020 KPI Detail – Reliable Grid

KPI ID	KPI Description	2020 Target Performance	2020 Stretch Performance	2020 YTD	Q2	Q1
IT Application Services						
RG 9	Energy Management System Tier 1 Aggregate Availability	All Tier 1 systems meet or exceed defined SLAs (99.90%)	N/A	100%	100%	100%
RG 10	Energy Management System Tier 2 Aggregate Availability	Achieve 99.9% availability for 10 of 11 Tier 2 systems	Achieve 99.9% availability for all Tier 2 systems	100%	100%	100%
RG 11	Security Constrained Economic Dispatch (SCED) Availability	99.95%	100%	100%	100%	100%
RG 12	Security Constrained Economic Dispatch (SCED): number of unplanned outages greater than 30 consecutive minutes (per quarter)	Zero	N/A	Zero	Zero	Zero
RG 13	Outage Scheduler Availability	99%	99.5%	100%	100%	100%
RG 14	Network Model Management System (NMMS) Availability	99%	99.5%	100%	100%	100%

Q1 & Q2 2020 KPI Detail – Efficient Electricity Markets

KPI ID	KPI Description	2020 Target Performance	2020 Stretch Performance	2020 YTD	Q2	Q1
Bidding, Scheduling and Pricing						
EM 1	DAM quality of solution as measured with price corrections: percent of hourly prices requiring DAM price correction	1-3 % of time	< 1 % of time	0.12%	0.00%	0.25%
EM 2	SCED solution is solved and posted: percent of 15-minute Settlement Interval prices where price corrections are performed. This measure includes corrections from routine work (e.g., database loads and site failover)	0.25% - 1%	<0.25%	0.01%	0.02%	0.00%
Settlement & Billing						
EM 3	Achieve timely settlements per Protocol defined timelines	99%	100%	100%	100%	100%
EM 4	Perform accurate settlements as measured by the percent of statements/invoices that do not require a correction as a result of an error in the settlement and billing systems or processes	98%	99.9%	99.95%	99.90%	100%
Market Credit						
EM 5	Credit reports are correct and posted in a timely manner	98%	100%	97.65%	95.30%	100%
Market Information						
EM 6	Wholesale extracts available per Protocol timelines	98%	99%	99.97%	99.96%	99.98%
IT Application Services						
EM 7	Congestion Revenue Rights (CRR) Availability	99%	99.5%	100%	100%	100%
EM 8	Market Management System Aggregate Availability	99%	99.5%	100%	100%	100%

Q1 & Q2 2020 KPI Detail – Open Access & Retail Choice

KPI ID	KPI Description	2020 Target Performance	2020 Stretch Performance	2020 YTD	Q2	Q1
Customer Switching / Registry						
OARC 1	Conduct retail transaction processing per Protocol timelines	98%	99%	99.97%	99.99%	99.94%
OARC 2	End use customer switch notifications processed per PUCT rules	99%	100%	100%	100%	100%
Market Information						
OARC 3	Retail extracts available per Protocol timelines	98%	99%	100%	100%	100%
IT Application Services						
OARC 4	Retail Processing Availability - Business Hours	99.90%	99.95%	100%	100%	100%
OARC 5	Market Information System (MIS) Availability	99%	99.5%	99.86%	99.88%	99.87%

Q1 & Q2 2020 KPI Detail – Other Support & Management Functions

KPI ID	KPI Description	2020 Target Performance	2020 Stretch Performance	2020 YTD	Q2	Q1
Finance						
OSM 1	Manage spending to be equal to or less than the board-approved expenditure budget	Between 0 - 5% favorable variance	N/A	-3.30%	-9.10%	2.50%
Security						
OSM 2	Maintain ERCOT ISO's security posture against cyber security threats as defined in the Security Incident Response Plan	Zero externally reportable cyber security incidents	N/A	Zero externally reportable cyber security incidents	Zero externally reportable cyber security incidents	Zero externally reportable cyber security incidents
OSM 3	Maintain ERCOT ISO's security posture against physical security threats as defined in the Security Incident Response Plan	Zero externally reportable physical security incidents	N/A	Zero externally reportable physical security incidents	Zero externally reportable physical security incidents	Zero externally reportable physical security incidents