

ERCOT Mission Statement

ERCOT's Mission is to provide exemplary customer service by managing the reliability and security of the ERCOT transmission grid to assure non-discriminatory transmission access and serve the electricity needs of all retail consumers; effectively administering the electricity supply choices of all customers throughout the State of Texas; providing accurate and timely usage and settlement data to market participants to facilitate transactions; and assuring uniform, non-discriminatory access to public market information.

ERCOT Corporate Goals:

- Ensure the availability, reliability and security of the ERCOT transmission grid in accordance with ERCOT Protocols by maintaining the balance between supply and demand among all market participants, continuously monitoring system conditions, procuring and dispatching ancillary services, and rapidly resolving any disturbances, no matter how sudden and unanticipated they may be that affect the continuity of reliable electric service to Texas consumers.
- Administer the customer registration procedures in accordance with ERCOT Protocols and communicate all necessary data to the applicable entities to assure that customer choices are implemented in a timely, accurate manner.
- Facilitate efficient market operations in accordance with ERCOT Protocols by ensuring that (1) operations and planning data are accurately and timely available to market participants; (2) the ERCOT transmission grid is available to the maximum extent possible; (3) electricity production, transmission rights and delivery are accurately accounted for among all buyers and sellers; (4) ancillary services capacity and energy are accurately forecasted, arranged, deployed and billed/credited to the proper buyers and sellers; and (5) accurate and timely settlement information is provided to the applicable market participants.
- Provide accurate and timely information to the public in a uniform, non-discriminatory manner regarding (a) ERCOT market operations, (b) grid operations and planning, (c) proposed and approved changes to ERCOT Protocols, Procedures and Operating Guides, (d) ERCOT operational and planning decisions, and (e) resolution of problems related to ERCOT markets and grid operations.