



# Retail Transaction Problem Escalation Process

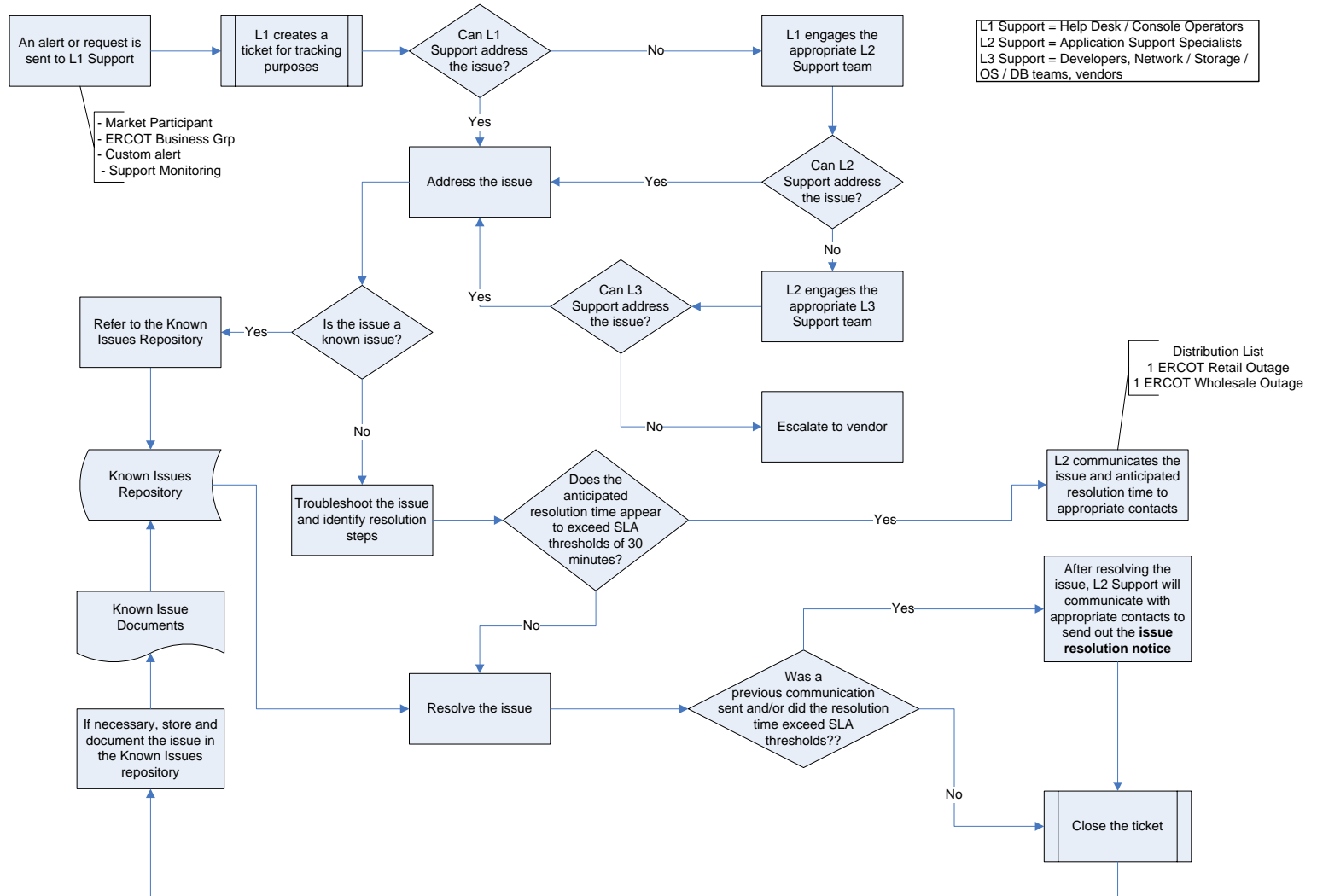
**Board of Director's Meeting**

**May 16, 2007**

- **Level 1 support provided by console operations, fully staffed 24\*7**
- **Level 2 support provided by on call IT personnel 24\*7**
  - Console Ops and/or automated alerts go to level 2 personnel in case of issues and outages
- **Level 3 support provided by on call IT and Business personnel 24\*7**
  - level 2 personnel alert level 3 personnel as deemed necessary

# Issue Resolution Flowchart

## Ercot Issue Resolution Flow Chart



- **Market guide sets forth templates and procedures for communication.**
  - During business hours, initial notifications will be sent with the minimal information at the earliest possible time after an incident
  - Communication will be sent in the event of a critical issue during non business hours.

- **Market Guide Communication templates and procedures are being revised and are in the process for approval in the June market meetings. Key changes include**
  - Communication process to follow for service interruption during business and non business hours.
  - Implementation of market notice tracking codes.
  - Notifications timelines in the event of service interruptions during business and non-business hours.
  - New templates created for communication depending on the outage classification
- **Upon completion of SCR 748, ERCOT will log and post outage notices on the webpage.**