



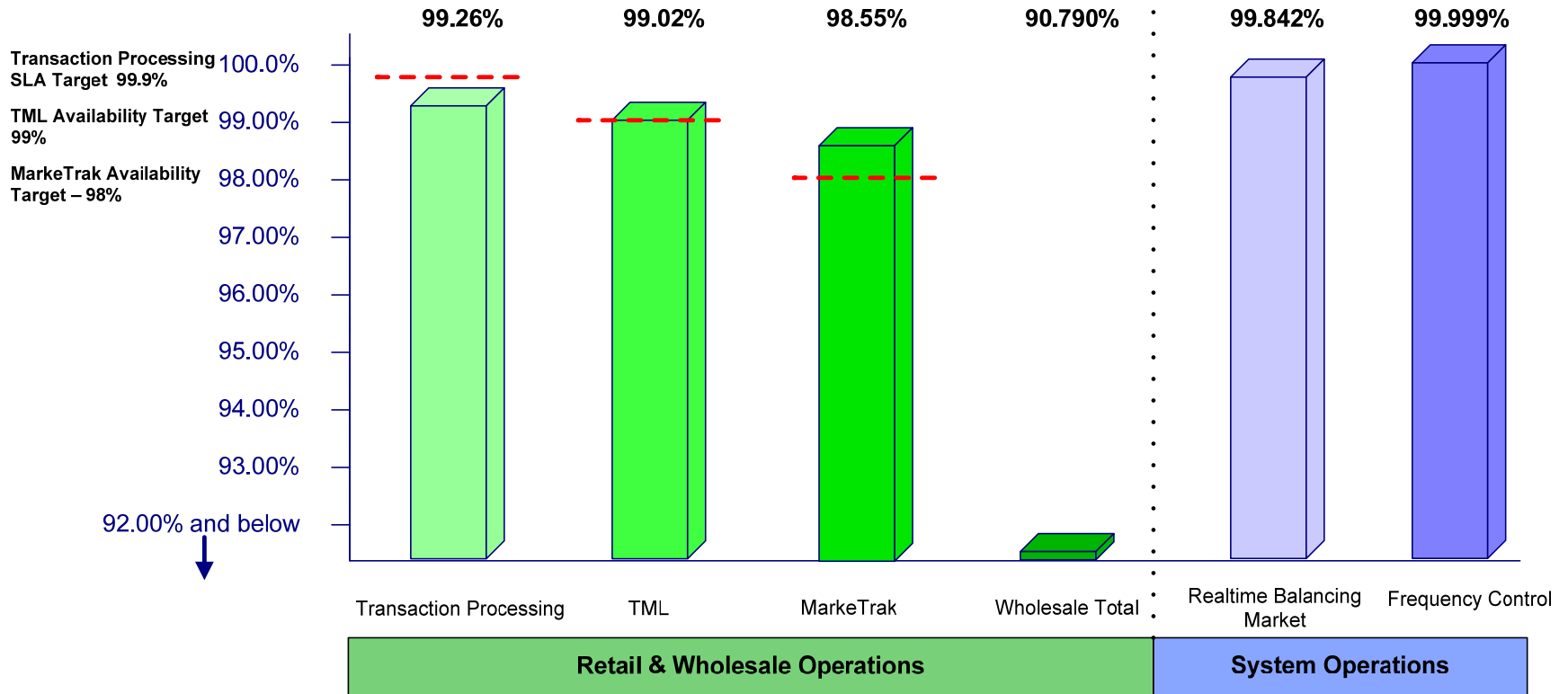
Information Technology Service Availability Metrics

ERCOT Board of Directors
17 June 2008

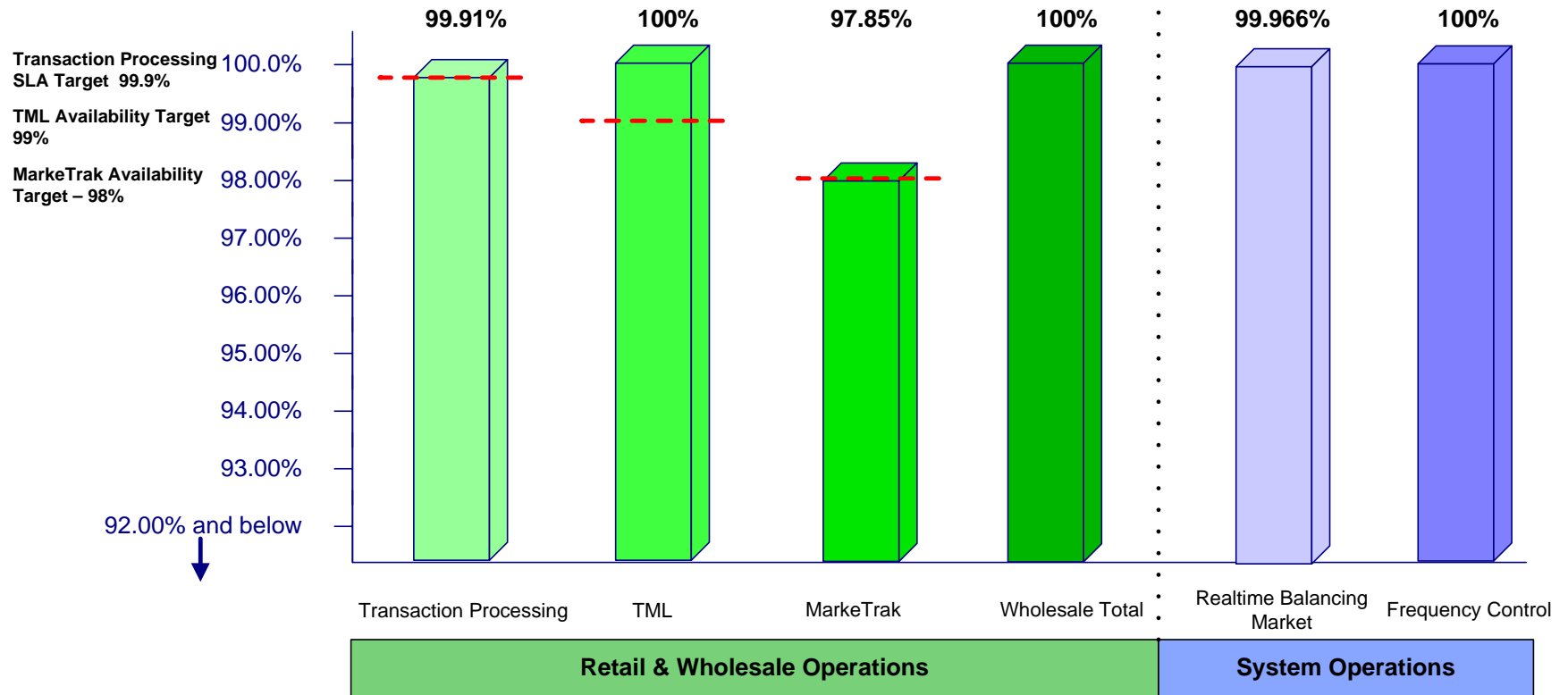
Ron Hinsley, VP and Chief Information Officer

2008 Net Service Availability

Through May 31st, 2008

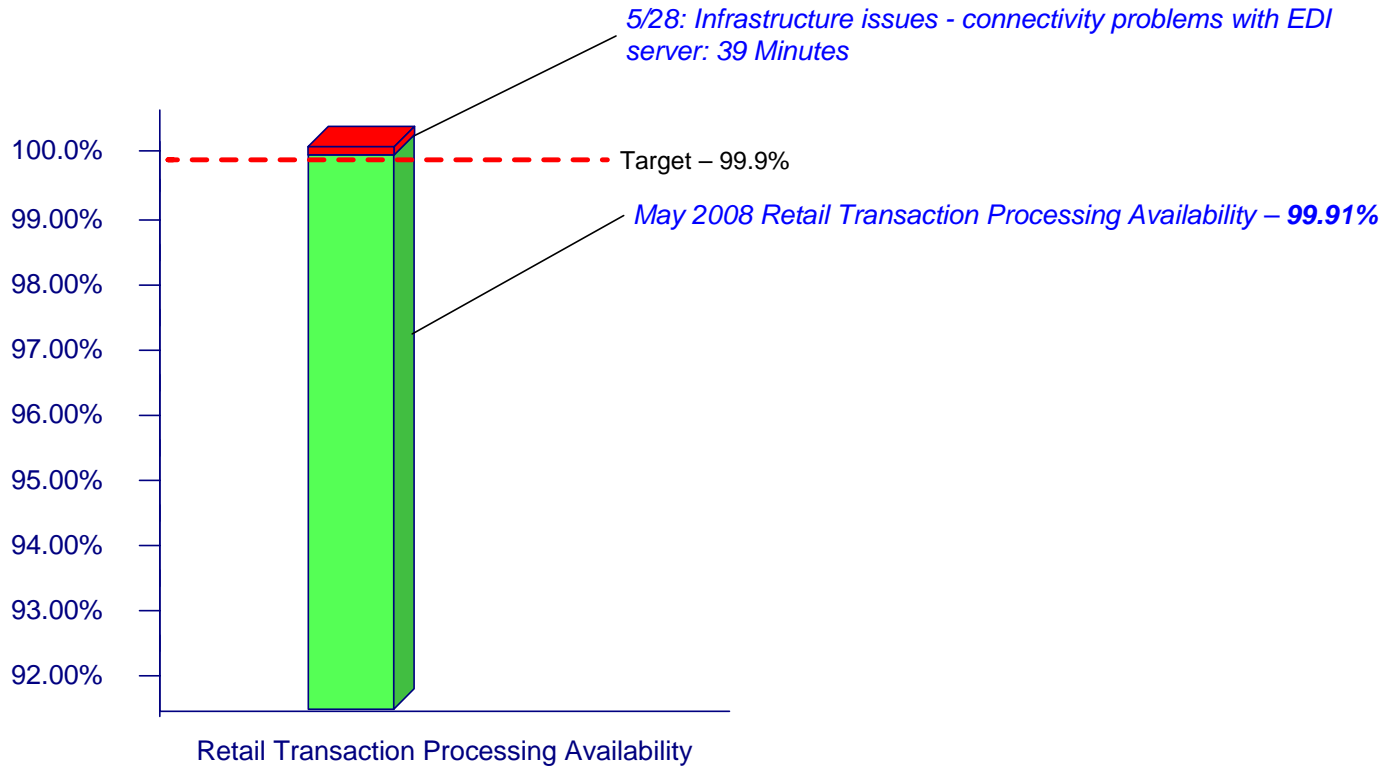


May 2008 Net Service Availability

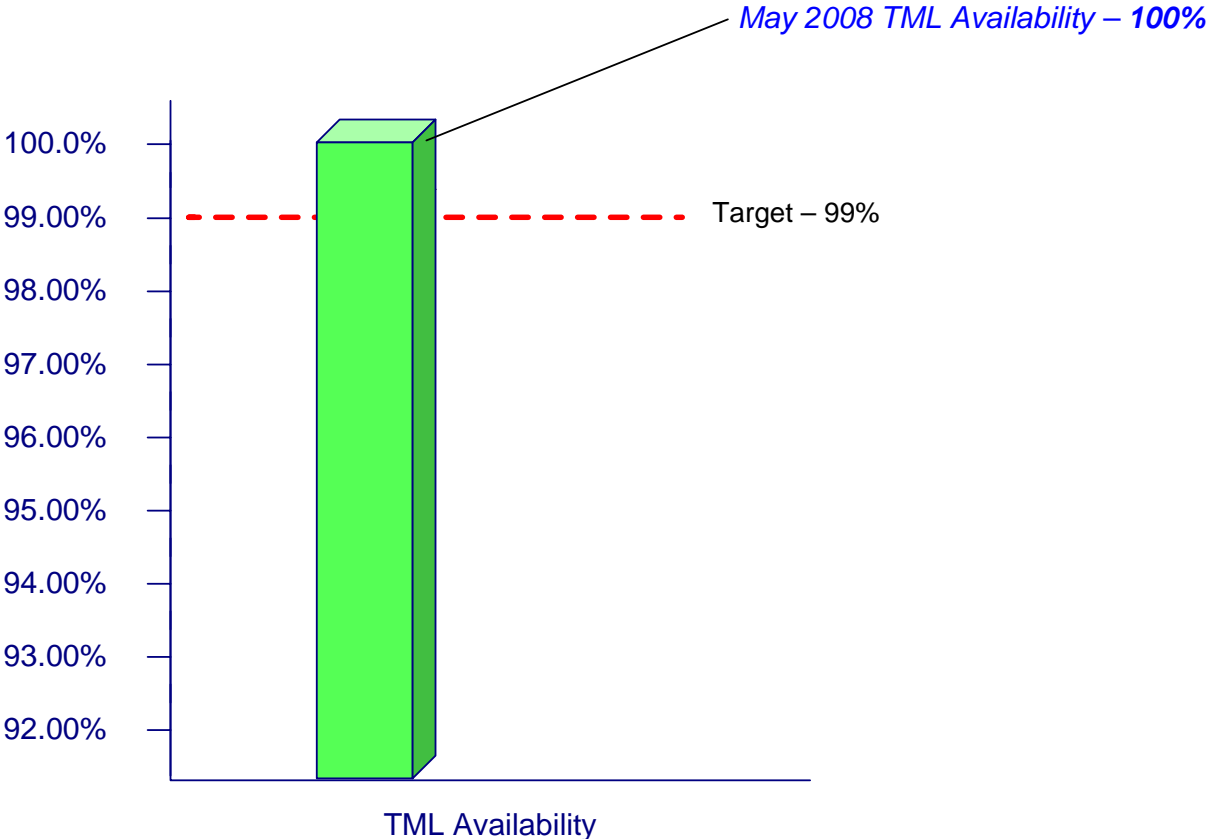


Retail Transaction Processing Availability Summary

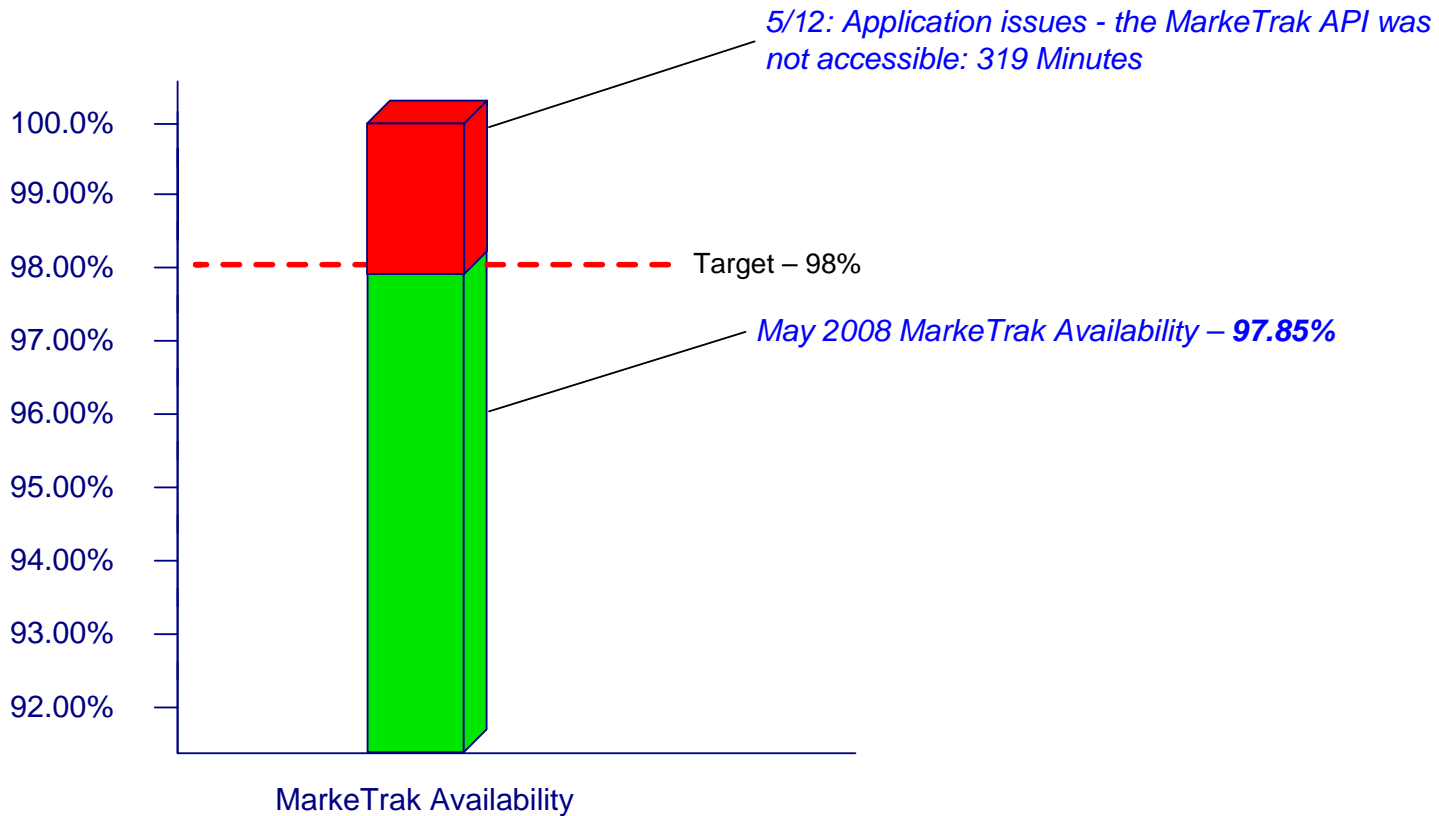
May 2008 Retail Transaction Processing Availability Summary



May 2008 TML Availability Summary

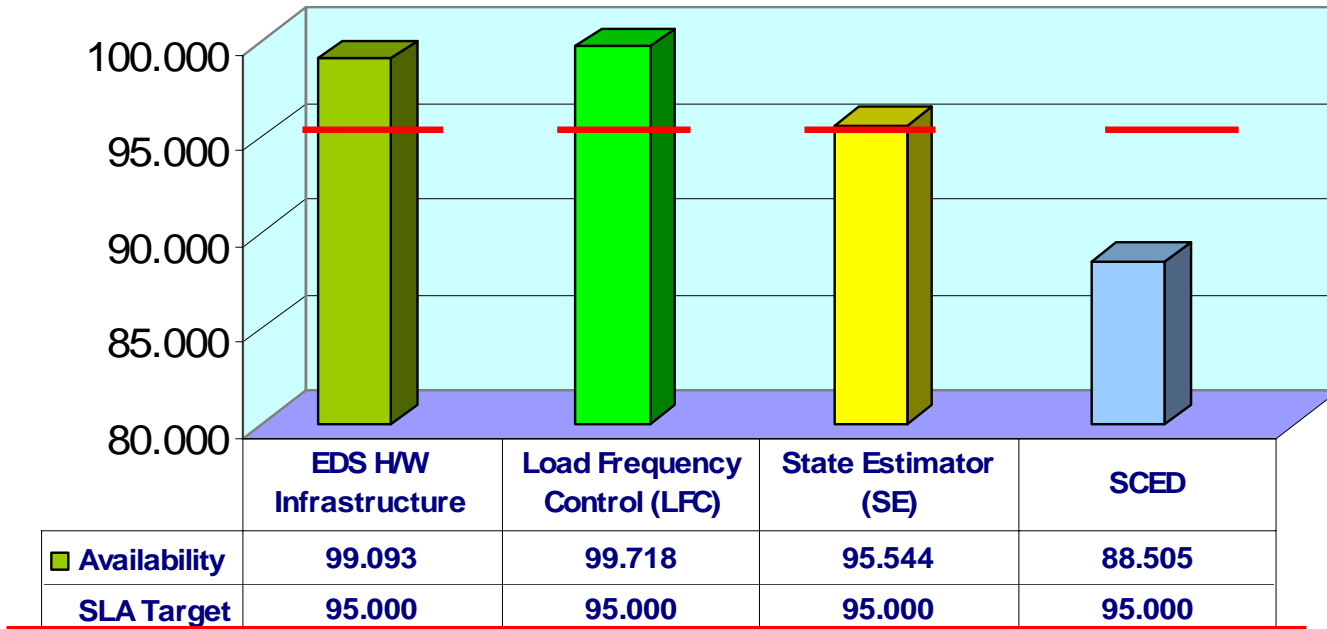


May 2008 MarkeTrak Availability Summary



Nodal EDS Environment - May 2008 SLA Metrics

May 2008 Net Availability of SLA Metrics



Questions ?