2009 ERCOT KEY PERFORMANCE INDICATOR MATRIX

%	KPIs	CURRENT QUARTER PERFORMANCE	PRIOR QUARTER PERFORMANCE	TREND [Up, Down or Same?]	STATUS
20	Maintain reliability and compliance with ERCOT Protocols and NERC Standards and Requirements.				
15	Retail and Wholesale Transaction Processing in Accordance with Protocols				
10	Execute the requirements, as defined by the PUCT, for advanced metering				
20	Completion of Nodal Milestones in Accordance with Schedule and budget				
7.5	Conduct Base Operations Within Approved Budget				
7.5	Conduct Legal, Legislative and Regulatory Activities in Accordance With Rules				
7.5	Provide the workforce, facilities and project management resources to support the operations of ERCOT.				
7.5	Receipt of Favorable Financial and SAS 70 Audits				
5	Sustain and improve market participant satisfaction within legislative, regulatory and corporate governance parameters.				

ERCOT
KEY PERFORMANCE INDICATORS AND 2009 GOALS

KPI 1. Compliance with ERCOT Protocols, and NERC Standards and Requirements

KPI	%	Goal	Officer	Measurement	% Status	Performance
Maintain reliability and compliance with ERCOT Protocols and NERC Standards and Requirements.	20.00%	Complete the reviews of all projects submitted for regional planning along with the ERCOT 5-Year Transmission Plan.	Saathoff, Kent	Complete the 5-year plan and 90% of regional planning project review on time		
	10.00%	Complete all generation interconnection and reliability must run studies in accordance with PUCT rules and ERCOT protocols.	Saathoff, Kent	95% of generation interconnections and reliability must run studies completed on time.		
	30.00%	Achieve full compliance with NERC/ERO planning and operating standards, and PUCT rules requirements.	Saathoff, Kent	No emergency conditions or loss of firm load attributable wholly or in part to violation of standards and requirements and no more than 5 exceptions from NERC Standards as found in a NERC Compliance Audit.		
	20.00%	Comply with all Operating Procedures	Saathoff, Kent	At least 99% compliance as found in the annual internal Operations Audit		
	20.00%	Comply with all ERCOT Protocols and Operating Guides	Saathoff, Kent	No more than 3 operating related exceptions from ERCOT Protocols and Operating Guides		
Total Pct	100.00%					

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KEY PERFORMANCE INDICATORS AND 2009 GOALS

KPI 2. Retail and Wholesale Transaction Processing in Accordance with Protocols

KPI	%	Goal	Officer	Measurement	Status	Performance
Retail Transaction Processing in Accordance with Protocols	10.00%	ERCOT Initiated 814 Switch Transactions – Enrollment and Meter Read Scheduling	Doggett, Trip	99.00%		
	10.00%	ERCOT Initiated Switch 867 Transactions – Historical and Initial Meter Read Deliveries	Doggett, Trip	99.00%		
	10.00%	ERCOT Initiated MIMO 814 Transactions – Enrollment and Meter Read Scheduling	Doggett, Trip	95.00%		
	10.00%	ERCOT Initiated MIMO 867 Transactions – Historical and Initial Meter Read Deliveries	Doggett, Trip	99.00%		
	10.00%	Provide overall reliability of 99.9%, with reliability defined in retail segment service expectation agreement	Forfia, Dave	99.90%		
Wholesale Transaction Processing in Accordance with Protocols	12.50%	Percent of transactions processed within the settlement calendar which followed the calendar.	Doggett, Trip	99.00%		
	12.50%	Completed and accurate EPS meter data for settlement runs	Doggett, Trip	99.00%		
	12.50%	Percent of IDR data captured by true-up as requested from MRE.	Doggett, Trip	99.20%		
	12.50%	Percent of Completed dispute filings in accordance to protocol – Annual	Doggett, Trip	95.00%		
Total Pct	100.00%					

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KEY PERFORMANCE INDICATORS AND 2009 GOALS
KPI 3. Provide the support and resources required for advanced metering.

KPI	%	Goal	Officer	Measurement	Status	Performance
Execute the requirements, as defined by the PUCT, for advanced metering	25.00%	Completion of project milestones within approved timeline and budget	Trip Doggett	Project milestones are met on time and delivered to the specifications as determined by the project team.		
	25.00%	Participation in the PUCT AMIT projects applicable to ERCOT	Trip Doggett	Participation in AMIT meetings and responses filed to PUCT on related dockets.		
	25.00%	Complete development of revised business processes/procedures related to the Interim Solution	Trip Doggett	Revised business processes/procedures related to the Interim Solution delivered on time.		
	25.00%	Work with PUCT to integrate Plug-in Hybrid Vehicles into the grid.	Trip Doggett	Revised business processes/procedures related to the integration of these vehicles, as required.		
Total Pct	100.00%					

ERCOT
KEY PERFORMANCE INDICATORS AND 2009 GOALS
KPI 4. Completion of Nodal Milestones in Accordance with Schedule and Budget

KPI	%	Goal	Officer	Measurement	Status	Performance
Completion of Nodal Milestones in Accordance with Schedule and Budget	10.00%	Monitor and execute Nodal program to meet critical milestone dates and meet approved budget levels.	Hinsley, Ron	10% completion of milestones within 60 days of plan. 90% completion of milestones per plan.		
	10.00%	The completion of all business processes and procedures.	Doggett, Trip	Project milestones are met on time and delivered to the specifications as determined by the Nodal project team.		
	10.00%	Support successful completion of Texas Nodal Implementation in Credit Monitoring	Byone, Steve	Project milestones are met on time and delivered to the specifications as determined by the Nodal project team.		
	20.00%	Support successful completion of Texas Nodal Implementation in Program Controls, Infrastructure, Enterprise Integration Program & Testing, Enterprise Data Warehouse (tool), and Market Engagement Readiness	Hinsley, Ron	Project milestones are met on time and delivered to the specifications as determined by the Nodal project team.		
	10.00%	Support successful completion of Texas Nodal Implementation for ERCOT Readiness Transition	Capezzuti, Nancy	Project milestones are met on time and delivered to the specifications as determined by the Nodal project team.		
	20.00%	Support successful completion of Texas Nodal Implementation in Market Training, Management Info System, and Commercial	Doggett, Trip	Project milestones are met on time and delivered to the specifications as determined by the Nodal project team.		
	20.00%	Support successful completion of Texas Nodal Implementation in Energy Management, Market Management, and Network Model	Saathoff, Kent	Project milestones are met on time and delivered to the specifications as determined by the Nodal project team.		
Total Pct	100.00%					

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KEY PERFORMANCE INDICATORS AND 2009 GOALS
KPI 5. Conduct Base Operations Within Approved Budget

KPI	%	Goal	Officer	Measurement	Status	Performance
Conduct Base Operations Within Approved Budget	15.00%	Facilitate quarterly performance reviews with executive officers.	Byone, Steve	Quarterly review held with documentation & discussion regarding action items		
	25.00%	Coordinate development of required fee filings (s) consistent with budgets; ensure synchronization across ERCOT base, Nodal and TRE budgets as warranted.	Byone, Steve	Accomplish in accordance with business planning		
	30.00%	Manage total spending for ERCOT within approved 2009 authorized budget and ensure the Board and Commission receive timely projections of actual performance.	Byone, Steve	Authorized annual 2009 budget as approved by the Board		
	5.00%	Manage ERCOT total spending within 2009 authorized budget and within 105% of the authorized budget for your specific reporting areas	Saathoff, Kent	Authorized annual 2009 budget as approved by the Board		
	5.00%	Manage ERCOT total spending within 2009 authorized budget and within 105% of the authorized budget for your specific reporting areas	Doggett, Trip	Authorized annual 2009 budget as approved by the Board		
	5.00%	Manage ERCOT total spending within 2009 authorized budget and within 105% of the authorized budget for your specific reporting areas	Hinsley, Ron	Authorized annual 2009 budget as approved by the Board		
	5.00%	Manage ERCOT total spending within 2009 authorized budget and within 105% of the authorized budget for your specific reporting areas	Capezzuti, Nancy	Authorized annual 2009 budget as approved by the Board		
	5.00%	Manage ERCOT total spending within 2009 authorized budget and within 105% of the authorized budget for your specific reporting areas	Grable, Mike	Authorized annual 2009 budget as approved by the Board		
	5.00%	Manage ERCOT total spending within 2009 authorized budget and within 105% of the authorized budget for your specific reporting areas	Byone, Steve	Authorized annual 2009 budget as approved by the Board		
Total Pct	100.00%					

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KEY PERFORMANCE INDICATORS AND 2009 GOALS
KPI 6. Conduct Legal, Legislative and Regulatory Activities in Accordance With Rules

KPI	%	Goal	Officer	Measurement	Status	Performance
Conduct Legal, Legislative and Regulatory Activities in Accordance With Rules	20.00%	Support and advise other ERCOT departments on legal issues such as contract and personnel matters	Grable, Mike	Frequency and effectiveness of interactions with other departments		
	20.00%	Guide ERCOT through regulatory matters such as System Administration Fee cases	Grable, Mike	Whether pleadings and communications are timely and effective		
	20.00%	Support and advise the Board of Directors on legal issues	Grable, Mike	Board satisfaction with quality and timeliness of legal counsel		
	20.00%	Strive to be cost-effective in all respects, but particularly with respect to use of outside counsel	Grable, Mike	Use outside counsel on limited bases to provide maximum value; closely monitor all costs		
	20.00%	Effectively manage governmental and media communications	Grable, Mike	Target-audience satisfaction with quality and timeliness of communication		
Total Pct	100.00%					

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KEY PERFORMANCE INDICATORS AND 2009 GOALS

KPI 7. Provide the workforce, facilities and project management resources to support the operations of ERCOT.

KPI	%	Goal	Officer	Measurement	Status	Performance
Provide the workforce, facilities and project management resources to support the operations of ERCOT.	20.00%	Oversee PMO activities and obtain TAC and Board approval of projects.	Capezzuti, Nancy	Complete projects as outlined in the 2009 plan		
	10.00%	Ensure the develop of technical tracks for engineers and certain IT staff to reduce turnover and improve employee retention.	Capezzuti, Nancy	Project plan must be established by July 1, 2009 and roll-out with the management team before the end of 2009.		
	20.00%	Deliver the expanded facilities on schedule and on budget	Capezzuti, Nancy	In accordance with the approved project plan		
	20.00%	Expand management training for all management personnel. Ensure that the total management program covers core values for ERCOT.	Capezzuti, Nancy	Provide at least four new courses for managers during 2009.		
	5.00%	Conduct annual performance evaluations on all applicable staff by April and provide regular feedback regarding performance. Properly determine the staffing needed to meet the workload requirements for each area of responsibility.	Byone, Steve	On-going performance feedback throughout 2009.		
	5.00%		Saathoff, Kent			
	5.00%		Doggett, Trip			
	5.00%		Hinsley, Ron			
	5.00%		Grable, Mike			
	5.00%		Capezzuti, Nancy			
Total Pct	100.00%					

KPI	%	Goal	Officer	Measurement	Status	Performance
Receipt of favorable Financial and SAS 70 Audits	50.00%	Obtain unqualified ("clean") financial audit opinions	Byone, Steve	Unqualified Financial Audit		
	50.00%	SAS 70 Audit - Performance	Doggett, Trip	Unqualified opinion for each SAS 70 control objective		
Total Pct	100.00%					

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KEY PERFORMANCE INDICATORS AND 2009 GOALS

KPI 9. Sustain and strive to improve market participant satisfaction within legislative, regulatory and corporate governance parameters.

KPI	%	Goal	Officer	Measurement	Status	Performance
Sustain and strive to improve market participant satisfaction within legislative, regulatory and corporate governance parameters.	100.00%	Sustain and strive to improve market participant satisfaction within legislative, regulatory and corporate governance (i.e. By-Laws, Protocols, Operating Guides, etc.) parameters.	Doggett, Trip	Implement actions outlined in the 2008 market survey.		
Total Pct	100.00%					