



Information Technology Service Availability Metrics

ERCOT Board of Directors
February 2009

❖ Retail and Wholesale Systems Performance

- **Retail Transaction Processing** – January performance (99.76%) was below the service level target of 99.9%.
 - Hardware failure due to power supply shorting resulted in the outage of customer registration application two separate times for 103 minutes. The affected power supply was disconnected to restore the service.
- **TML, TML Report Explorer, Retail API** – January performance was 99.93%. This was above the service level target of 99%.
- **MarkeTrak, Wholesale Total** – January performance was 100%.

❖ Market and Grid Control Systems Performance

- **Real Time Balancing Market (RTBM), Frequency Control (FC)** – January performance was 100%.

❖ **Nodal Systems Performance**

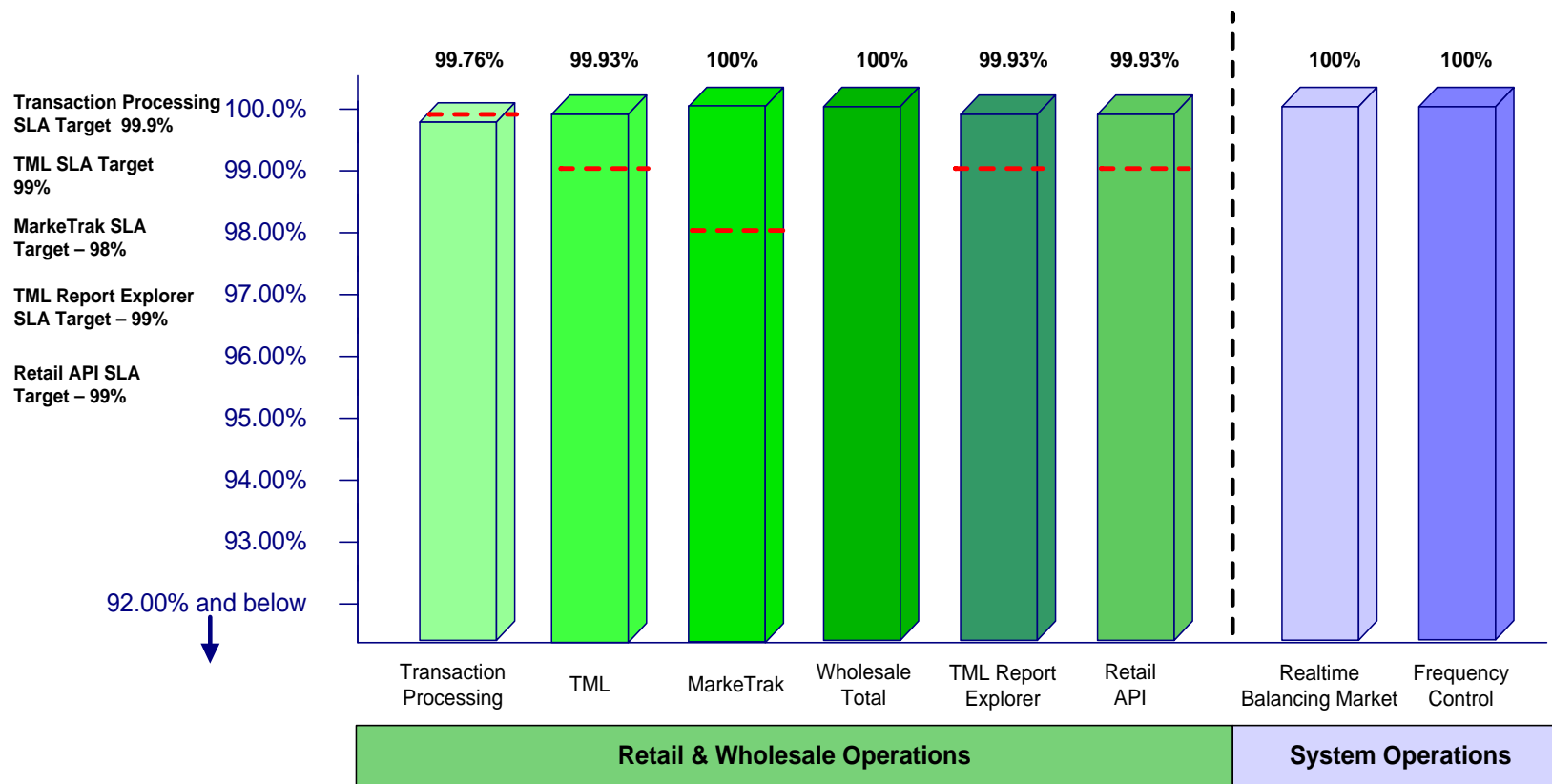
- **H/W Infrastructure, Grid and Market Management systems** – January performance levels exceeded service level targets.
- **MIS, Current Day Reports (CDR) and Financial Clearinghouse** – January performance levels exceeded service level targets.

❖ **Other System Outages**

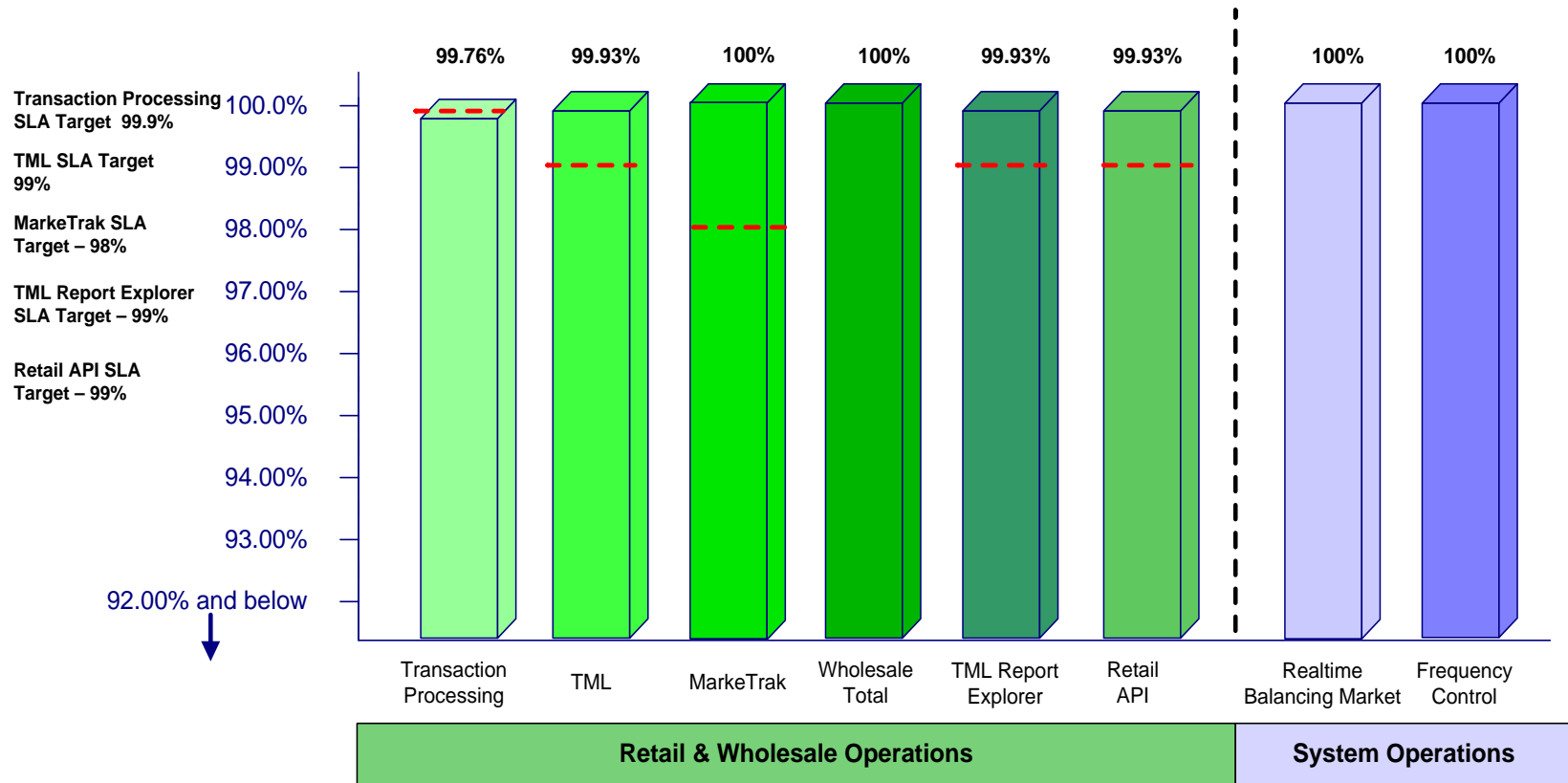
- **ERCOT.COM** – The hardware failures that affected retail also resulted in two outages to the public facing elements of ERCOT.COM.

2009 Net Service Availability

Through January 31st, 2009

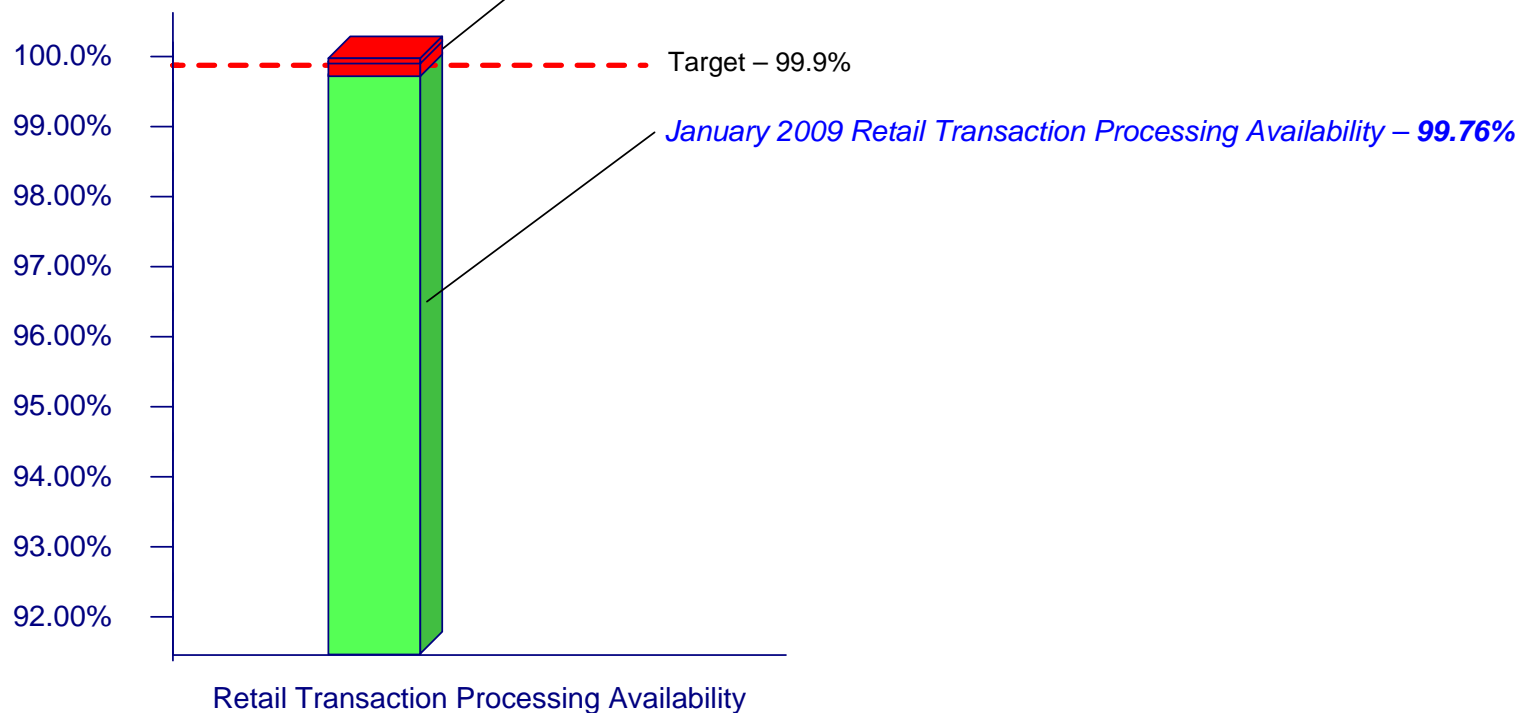


January 2009 Net Service Availability

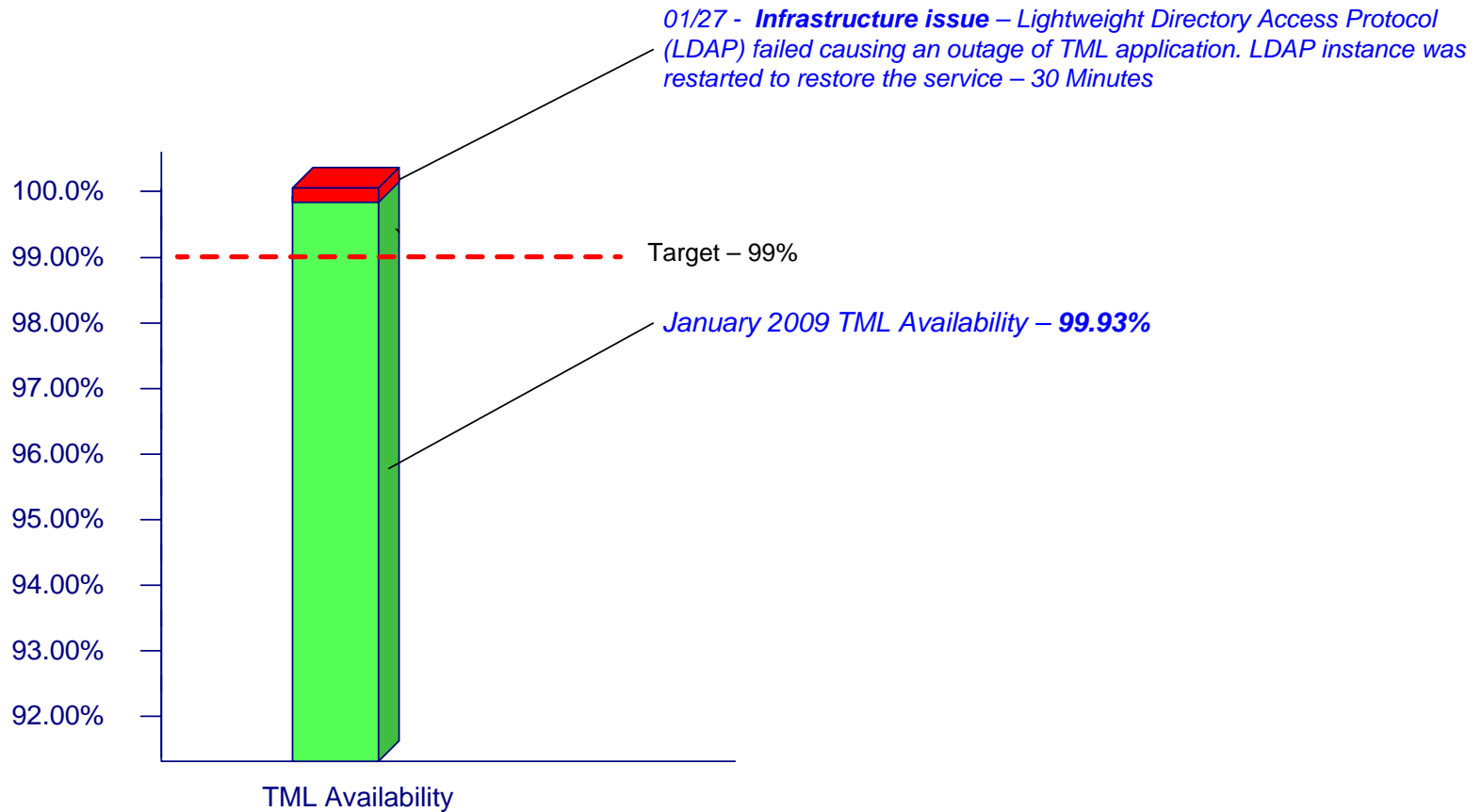


January 2009 Retail Transaction Processing Availability Summary

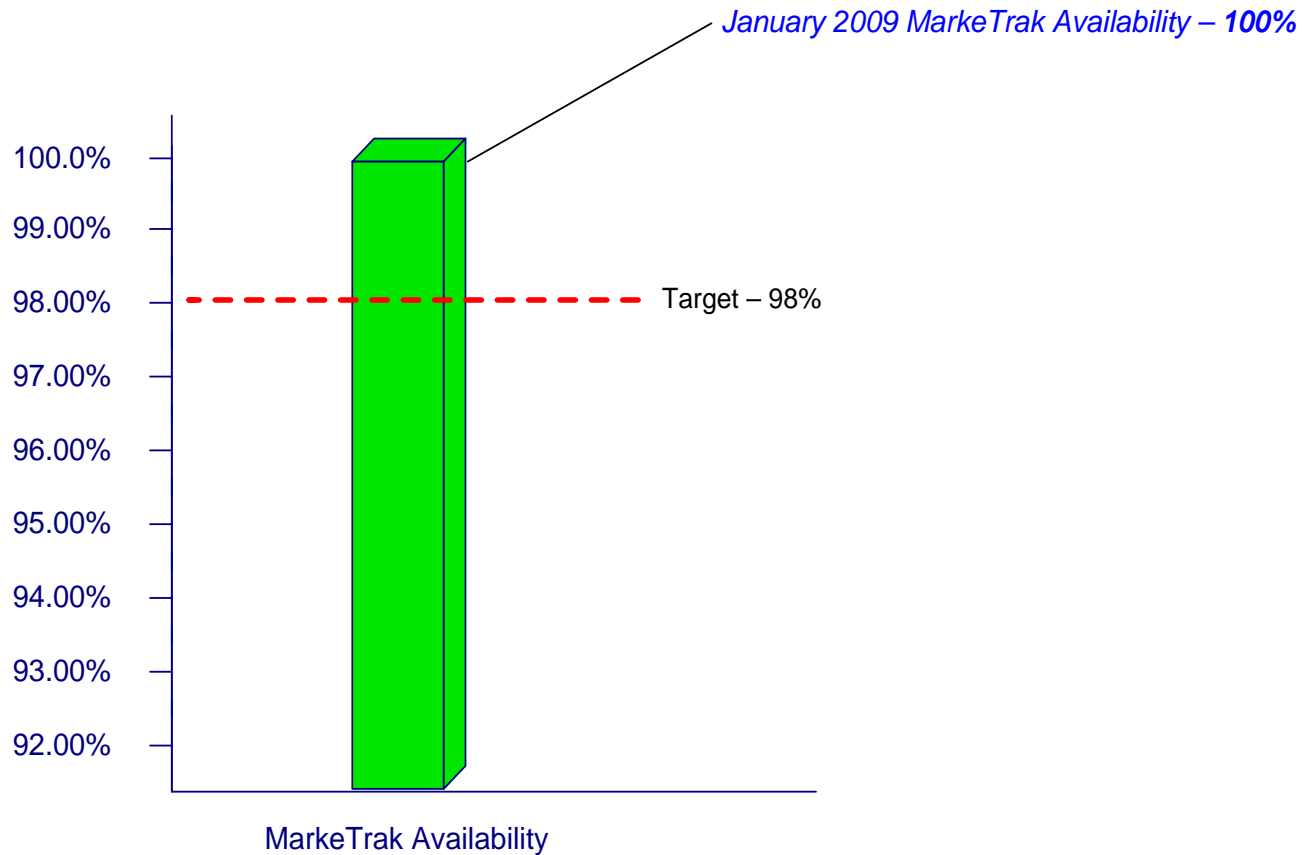
*01/23 – **Infrastructure Issue** – Hardware failure due to power supply shorting resulted in the outage of customer registration application two separate times for a total of 103 minutes. The affected power supply was disconnected to restore the service. First incident – 86 minutes. Second incident – 17 minutes.*



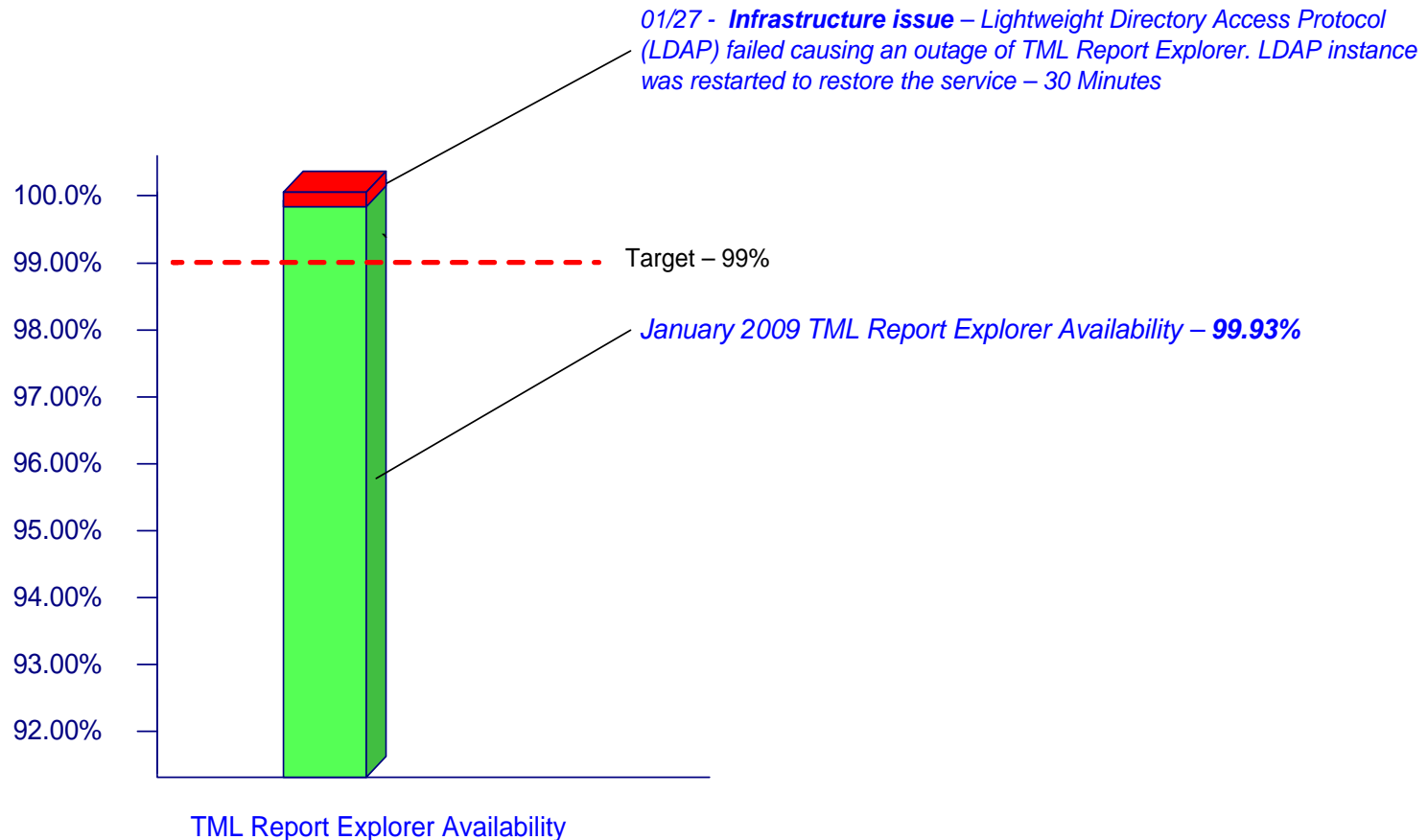
January 2009 TML Availability Summary



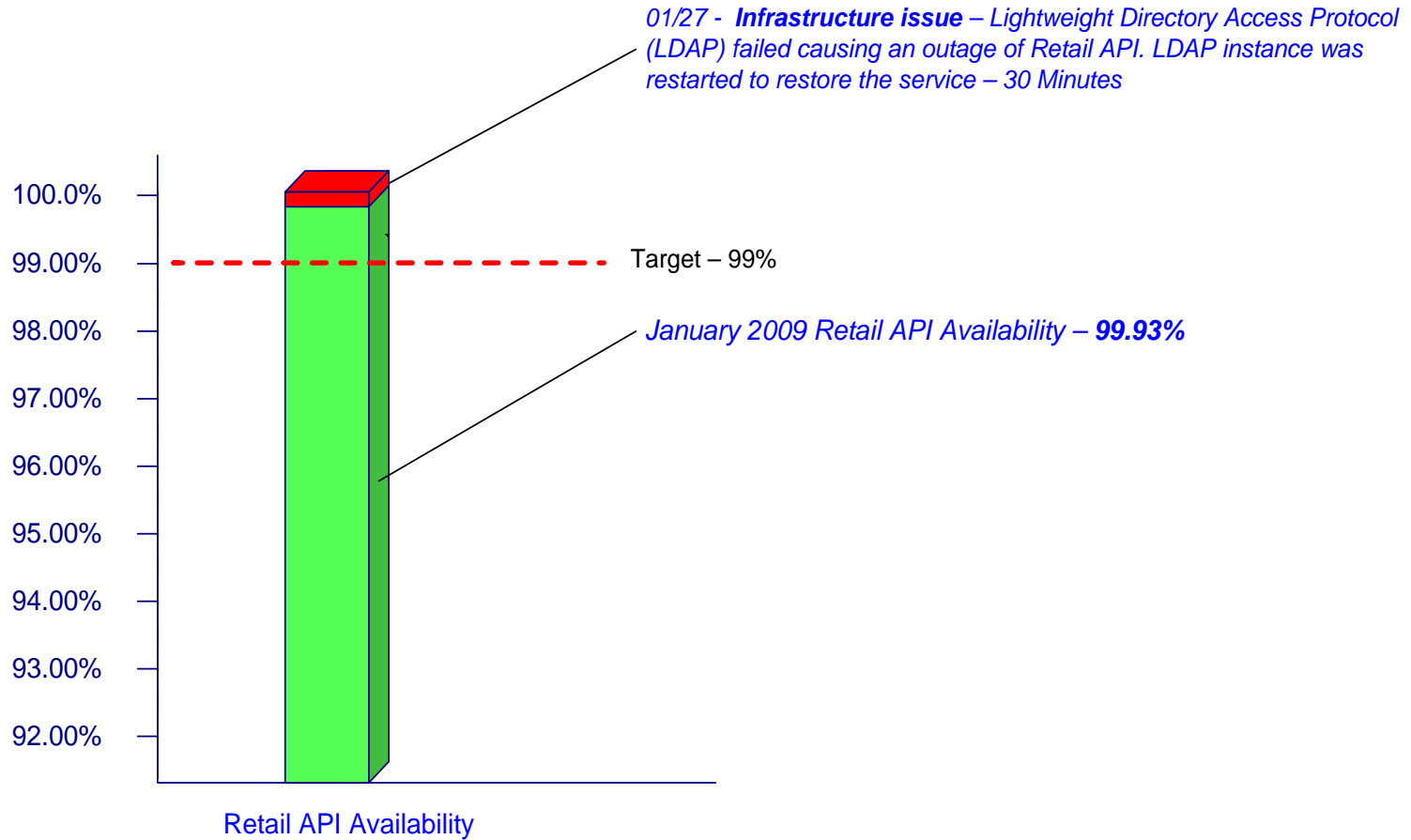
January 2009 MarkeTrak Availability Summary



January 2009 TML Report Explorer Availability Summary



January 2009 Retail API Availability Summary

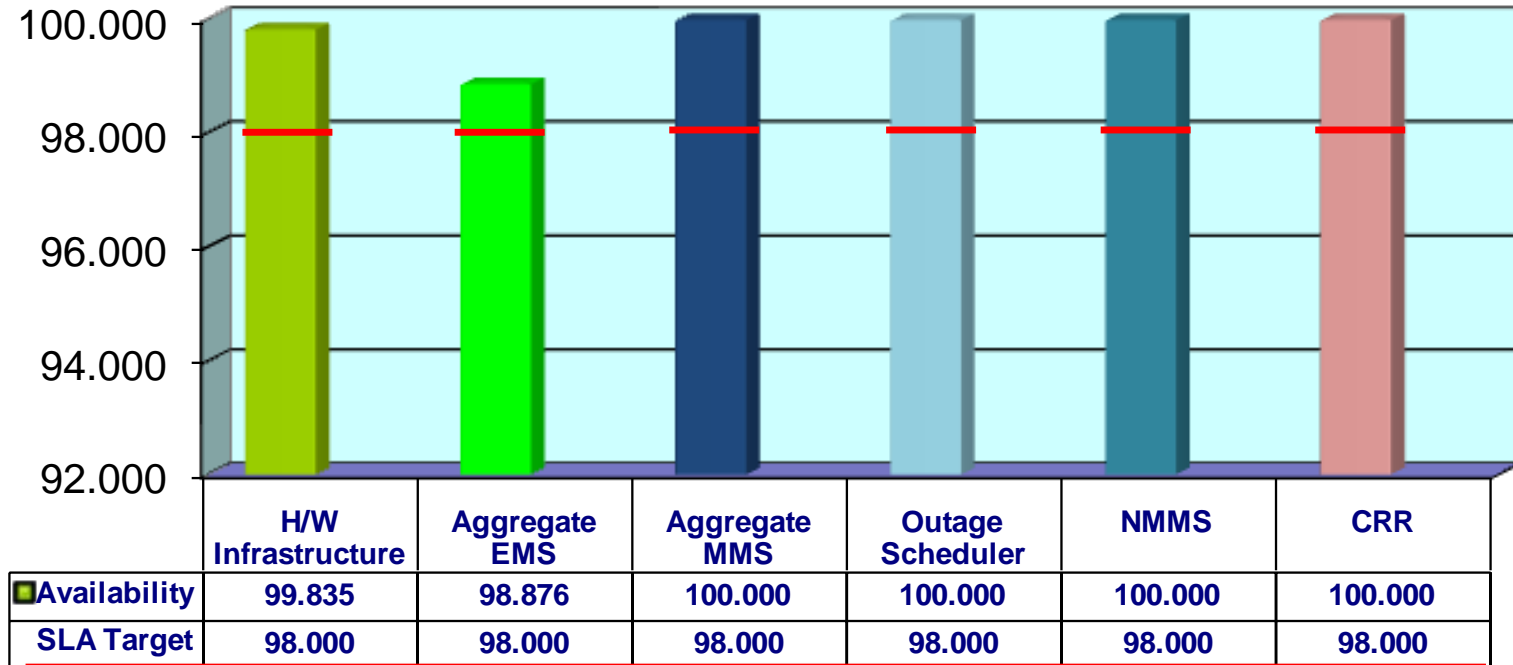


- **EDS Hardware Infrastructure**
 - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Aggregate Energy Management System (EMS)**
 - Measure of the availability of software that provides real time grid control capability. Calculated as average of deployed & monitored components availability
- **Aggregate Market Management System (MMS)**
 - Measure of the availability of the software to economically deploy generation and manage day ahead, real time and ancillary services markets. Calculated as average of deployed & monitored components availability
- **Outage Scheduler**
 - Measure of the availability of the software to manage the submission, modification, deletion of schedules for various types of transmission and generation systems’ outages
- **Network Model Management System (NMMS)**
 - Measure of the availability of the software to manage the ERCOT network model. Calculated as availability of model management core engine (IMM)

- **Congestion Revenue Rights (CRR)**
 - Measure of the availability of software to manage the financial instruments that help Market Participants hedge against losses due to transmission constraints.
- **Aggregate Market Information System (MIS)**
 - Measure of the availability of software that provides web-based interfaces for Market Participants to interact with ERCOT markets. Calculated as average of deployed & monitored user-interface components availability
- **Current Day Reports (CDR)**
 - Measure of the availability of the software that allows Market Participants query and download reports related to grid and market operations in near real time
- **Settlements & Billing (S&B)**
 - Measure of the availability of the software to financially settle Market Participant transactions and generate statements and invoices
- **Credit Monitoring and Management (CMM)**
 - Measure of the availability of the software to determine credit exposure of Market Participants to the ERCOT markets and continually monitor their ability to meet the credit standards

Nodal EDS Environment – January 2009 Net Availability

January 2009 Net Availability - H/W Infrastructure, Grid and Market Management Systems



January 2009 Net Availability - MIS, Reporting and Financial Clearinghouse

