

Attachment A				
2008 ERCOT Market Participant Survey Progress Report				
HR&G 021709				
Perceived Areas of Improvement	Action Plan	Steps to address Action Plan	Projected Completion Date	Trend (10 Pt. Scale) 2004 to 2008
Spending Priorities and PMO	Improve communication when seeking market input. Increase market education on spending activities. Provide more transparency in spending reallocations. Improve timeliness of communication on project status. Conduct outreach to better inform market about PMO office and its functions.	Work with TAC Chair and Vice Chair to target MP groups. Obtain feedback from MP groups (possibly formal or informal survey). Present results of survey and action plan to MP groups. Follow-up on action taken. Obtain feedback. Educate market on the completion and usage of the CBA form. Enhance CBA form to integrate with new portfolio management effort. Involve market in additional CBA elements. Roll out new CBA with comprehensive training materials.	1Q2009 - meet with TAC to identify MP groups. 1Q2009 - surveys completed and action plan developed. 2Q2009 - action plan implemented. Ongoing - communications on spending and priorities related to capital projects. PMO can be completed in conjunction with the "Spending Priorities" improvement item. 1Q2009 - meet with TAC to identify MP groups. 1Q2009 - surveys completed and action plan developed. 2Q2009 - action plan implemented. Ongoing -	Multiple areas rated Avg. Mid 5 rating 2004 Avg. Low 6 rating 2006 Avg. Mid 6 rating 2008
Website Satisfaction	Nodal will address many cited issues with site. Replacement of tool used to post info to website. Registered Access should address several concerns.	ERCOT can review applicable portion of ERCOT.com "Services" page to make updates showing more specifically the Services provided, as well as an overall review and critique of the website.	Ongoing 2009 to Nodal Implementation.	Multiple areas rated Mid 5 rating 2004 Avg. Mid 7 rating 2006 Avg High 6 rating 2008
IT Technical HelpDesk	Survey users filing tickets. Improve helpdesk procedures and processes. Engage Helpdesk employees to identify and solve issues. Develop SLA for Helpdesk.	Steps are still being developed to approach issues and addressing the area is an ongoing process. Concur to identify management of SLA and to improve communication to submitter, as well as by market notices on what the problems are, the cause, and the fix, whether temporary or permanent.	Not Determined.	Single area rated Mid 5 rating 2004 Mid 6 rating 2006 Low 6 rating 2008

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Dispute Resolution	Pull data on disputes to compare consistency. ERCOT currently performs this function 99.5% within protocol. Survey initial disputes vs. ADRs. ADRs, not initial disputes, may be the issue.	Complete assessment of possible options for dispute resolution metrics. Put hyperlink to survey on Dispute Service Request (DSR) email notice for resolution. Investigate adding Dispute Timeline onto Texas Market Link (TML) DSR page.	1Q2009: Initial Assessment. 3Q2009: Deploy first solutions	Multiple areas rated Mid 5 rating 2004 Avg. Low 7 rating 2006 Avg. Mid 6 rating 2008
ERCOT Staff Communications with Market Participants	Conduct outreach to clarify issue. Focus on checklist to communication preparations. Expand market SLA in this area.	Review and evaluate market notice templates with COPS Communication Working Group (CCWG) for clarity and ensure they meet the markets expectations. Further need to refine what "instructions contained within communications" means. Contact CCWG leadership requesting market notice template discussion be added to their agenda for review. Complete joint assessment of possible improvements in communications to market participants and assignments to Client Services for implementation.	2Q2009 for initial assessment.	Multiple areas rated Avg. High 6 rating 2004 Avg. Mid 7 rating 2006 Avg. Low 7 rating 2008
Account Managers	Target MP contacts to promote awareness. Increased site-visits by account managers. CEO/COO stress awareness at employee orientation. Stress industry knowledge/expertise in hiring/development. Focus on timely interaction and response. 2007 employee turnover replaced with highly skilled new hires.	Revise account plan activities to emphasize site-visits to MPs primary and working contacts for annual account plan review. Revise existing Client Services processes and procedures and develop internal FAQ for Client Services. Complete ERCOT Client Services brochure that identifies support provided by Retail and Wholesale Client Services to the market. Tie in brochure message to ERCOT.com Services page. Assess Value and target MP site meetings for 2009. Consider SLA for account manager responsiveness. Written account plans will be developed, reviewed and scheduled. Consolidate all existing processes and procedures into a common format and location. Conduct internal training on all	3Q2009	Multiple areas rated Avg. High 7 rating 2004 Avg. Mid 8 rating 2006 Avg. Low 8 rating 2008

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Market Participant Understanding of ERCOT's Committee Structure and Protocol Revision Request and System Change Request Process	Educate the market on structure. Utilize Wholesale and Retail ERCOT 101 training venues. Create web class on Learning Management System (LMS). Solicit feedback to gain definition of the issue. Address with module in education seminars. TAC to determine degree of issue.	Review and enhance existing ERCOT 101 training for market participant's role in the ERCOT committee process. Develop a new LMS training class for governance and committee structure. Incorporate additional time dedicated to explaining the stakeholder process in Wholesale Basics course. Incorporate process flows and information in	3Q2009	Trend over time has been to ask for more training in overall understanding of market structure and goal is to improve and increase training.
Reliability of Texas Market Link (TML)	Projects have been completed to upgrade the reliability. IT to continue to monitor systems. SLAs to be developed regarding TML.	Solaris Server in place as of 09/2008 which upgraded service. SLA currently in place for metrics and incident log. 2009 revised SLA includes response time monitoring. YTD availability 99.42%.	Closed. Continued work on SLA.	Single area rated Mid 5 rating 2004 Mid 7 rating 2006 Mid 6 rating 2008
Format of Settlement Statements	Nodal redesign project will address this concern.	Nodal Implementation.	Nodal Implementation.	5% of 2008 respondents gave very poor rating with 95% giving Mid 7 rating over last three surveys.
Asset Registration	Complex issue because of Nodal requirements. RARF is continually being revised. Phased approach contributed to redundancy. Multi-departmental validation contributes to frustration.	Incorporate Zonal Market resource asset registration into Nodal Market form. Establish a transition process to use Nodal RARF for Zonal Market process. Provide related MP communications on Registration web page, MP site meetings, and possible stakeholder presentations. By end of 1st QTR 2009: Complete incorporation of zonal process into transition nodal process. Assess and deploy changes to ERCOT.com.	1Q2009 for initial incorporation of zonal process.	Single area rated Mid 7 rating 2004 High 7 rating 2006 High 6 rating 2008

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Data Extracts and Reports Expectations	Issue is understood. Improvements have been started. SLAs are being developed. TAC to define expectations and define changes. Introduction of new protocols needed.	Continue to work with COPS/CCWG to build upon communications as a part of Extract SLA.	Ongoing	Multiple areas rated Avg. Low 7 rating 2004 Avg. Low 8 rating 2006 Avg. High 7 rating 2008
ERCOT Training and Seminars	Enhance and improve Learning Management System. Explore Webinars as an outreach tool. Review communication on sessions offered. Continue current level of course offerings. Examine post-Nodal requirements. Report on "end of session" survey results. TAC to solicit future requirements. TAC to solicit standard of service.	In addition to posting training sessions on the ERCOT website and sending market notices, account managers will forward training market notices to their primary working contacts. Revise instructor led training workshops for input into the ERCOT LMS system. Develop and deploy a QSE Orientation Web based session.	Ongoing	Multiple areas rated Avg. Low 7 rating 2004 Avg. High 7 rating 2006 Avg. High 7 rating 2008