

2008 ERCOT Market Participant Survey 2Q2009 Progress Report				
HR&G 081809				
Perceived Areas of Improvement	Action Plan	Steps to address Action Plan	Q1 2009 Update	Q2 2009 Update
Spending Priorities and PMO	<ul style="list-style-type: none"> ► Improve communication. ► Increase market education. ► Provide more transparency. ► Improve timeliness of communication. ► Conduct outreach. 	<ul style="list-style-type: none"> ► 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 and 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. 	<ul style="list-style-type: none"> ✓ Worked with TAC leadership to get feedback on PMO plan for enhanced communication and education on this topic. ✓ Informal survey of MP groups on processes. ✓ Educated market on the completion and usage of the CBA form. ✓ Enhanced CBA form to integrate with new portfolio management effort. ✓ Involved market in additional CBA elements. 	<ul style="list-style-type: none"> ► Still completing 2010 project prioritization process. Expected to complete with market stakeholders at TAC on 8/6/09. This is the last step in enhancing market understanding of project spending priorities.
Website Satisfaction	<ul style="list-style-type: none"> ► Nodal will address many issues. ► Replacement posting tool. ► Registered Access implemented. 	<ul style="list-style-type: none"> ► 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. 	<ul style="list-style-type: none"> ✓ Updates to "Services" page improving navigation. ✓ Rearranged MP Communications page. ✓ Added Market Notice Archive of all notice lists. ✓ COPS recommended approval of SCR755, ERCOT.com Website Enhancements. ✓ Created new "feedback" button. ✓ Reviewed new concept for redesigned Calendar on ERCOT.com. ✓ ERCOT implemented a change to the website search function; more improved search functions will be analyzed. ✓ Assessment of Services page content for Client Services still on-going. ✓ Assessment of PUCT rule making links posting to website being conducted. 	<ul style="list-style-type: none"> ► Implementing Really Simple Syndication (RSS) feeds by Dec. ► Implementing iCal feature to "click and add" calendar events to user's personal Outlook calendar by Dec. ► Moving ERCOT.com from Google Mini search to Google Appliance. This will further improve search results by sorting by relevance as well as other features by Dec. ► Conducted an additional survey for ERCOT communications and ERCOT.com in June. Currently analyzing comments and suggestions. Initial results indicate search, adding graphics to reports, iCal feature, and RSS feeds are priorities. ✓ Assessment of Services page content has been accomplished and revisions await input from Nodal market. ► SCR755 is on hold until post-Nodal go-live.
IT Technical HelpDesk	<ul style="list-style-type: none"> ► Survey users filing tickets. ► Improve helpdesk procedures and processes. ► Engage Helpdesk employees to identify and solve issues. ► Develop SLA for Helpdesk. 	<ul style="list-style-type: none"> ► Survey users filing tickets ► Generate automatic notifications to all ticket completions. ► Improve help desk response and notifications in alignment with SCR 748. ► Recurring training is an ongoing process for all Help Desk staff. ► Develop SLAs for Market Services with stakeholder input. 	<ul style="list-style-type: none"> ✓ Automatic notifications to all ticket completions went live in April 2008 ✓ SLAs have been negotiated with Market Participants and are in force for Retail Transaction Processing, Data Extracts & Reports, TML, Nodal EDS systems, and MarkeTrak. Performance results and incidents are reported monthly and are posted on ERCOT.com. 	<ul style="list-style-type: none"> ✓ Action Plan considered complete.
Dispute Resolution	<ul style="list-style-type: none"> ► Pull data to compare consistency. ► ERCOT currently is 99.5% within protocol. ► Survey initial disputes vs. ADRs. ► ADRs, not initial disputes, may be the issue. 	<ul style="list-style-type: none"> ► 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. 	<ul style="list-style-type: none"> ✓ Met in March to consider options in measuring MP experience with dispute process. ✓ Complete metric design and documentation by end of 2Q2009. ► Target to implement metric by end of 3Q2009. 	<ul style="list-style-type: none"> ► Completed initial draft of survey and confirmed with application support that revisions to DSR email notice can support survey link and other improvements to help MPs with providing ERCOT feedback on dispute resolution.

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ERCOT Staff Communications with Market Participants	<ul style="list-style-type: none"> ► Conduct outreach to clarify issue. ► Focus on communication checklist. ► Expand market SLA/Guide. 	<ul style="list-style-type: none"> ► Review and evaluate market notice templates with Working Group (CCWG). ► Refine "instructions contained within communications". ► 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. 	<ul style="list-style-type: none"> ✓ March meeting to discuss communications with Corporate Communications, Web Coordination, and Client Services. ► More information is needed from stakeholders. ✓ Targeted survey to be considered by COPS. ✓ Revised and reviewed Market Notice Communication Process with COPS. ✓ Submitted COPMGR011 to address website enhancements. 	<ul style="list-style-type: none"> ✓ Commercial Operations Market Guide revisions to address website enhancements implemented July 1, 2009.
Account Managers	<ul style="list-style-type: none"> ► 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. 	<ul style="list-style-type: none"> ► Emphasize site-visits to MPs primary and working contacts. ► Revise Client Services processes and procedures. ► Develop internal FAQ for Client Services. ► Complete ERCOT Client Services brochure. ► 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 revised procedures. 	<ul style="list-style-type: none"> ✓ Conducted 34 site meetings with Market Participants to date. ✓ Revised Retail Account Plans to emphasize site-visits and include working contacts. ► Retail Client Services has 85% of Account plans drafted, 50% delivered. ✓ Developed internal FAQ. ✓ Consolidated all existing processes and procedures into a common format and location. ✓ Conducted internal training on revised procedures. 	<ul style="list-style-type: none"> ✓ Conducted 60 site meetings with Market Participants to date. ► Retail Client Services has 95% of Account plans drafted, 79% delivered.
Market Participant Understanding of ERCOT's Committee Structure and Protocol Revision Request and System Change Request Process	<ul style="list-style-type: none"> ► 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. 	<ul style="list-style-type: none"> ► ERCOT 101 training for market participant's role in the ERCOT committee process. ► LMS training class for governance and committee structure. ► Incorporate process flows and information in education seminar model. ► Review revision request main pages for clarity on process. ► Add web page piece on the life cycle of a PRR, Guide Revision, or SCR. 	<ul style="list-style-type: none"> ► Revision Request process educational material in development. ► Draft material presented at TAC & RMS leadership meetings. ✓ Additional material has been added to Wholesale Market Basics course and delivered on March 4th and 5th 2009. ✓ Revised existing Retail 101 MP working group presentation and presented at February ERCOT 101. ✓ PRR, Guide Revision, or SCR process is included in the Revised Retail 101. ► Developing new Web-Based training class for governance. (On target for end of Q3). 	<ul style="list-style-type: none"> ► Revision Request process educational material in development. On target for end of Q3.
Reliability of Texas Market Link (TML)	<ul style="list-style-type: none"> ► Projects completed to upgrade reliability. ► IT to continue to monitor systems. ► SLAs to be developed regarding TML. 	<ul style="list-style-type: none"> ► 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%. 	<ul style="list-style-type: none"> ✓ Action Plan considered complete 	<ul style="list-style-type: none"> ✓ Action Plan considered complete.

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Format of Settlement Statements	► Nodal redesign project will address this concern.	► Nodal Implementation.	✓ Action Plan considered complete	✓ Action Plan considered complete.
Asset Registration	► Complex issue due to 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 1Q2009: Complete incorporation of zonal process into transition nodal process. ► Assess and deploy changes to ERCOT.com.	✓ Initial incorporation of Zonal process complete. ► Nodal RARF revisions for network model phase of resource asset registration kicked off 2/20/2009. ✓ MP site meetings held to discuss RARF process. ► Continued work on Web UI for Registration Requirements	► Nodal RARF revisions for network model phase of resource asset registration is on schedule. Last phase will complete by December 2009. ► Continued work on Web UI for Registration Requirements. Proposed project is below cut line for 2010.
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.	► SLA working sessions were held to prioritize extracts and reports and formalize delivery expectations. ► Continue to work with COPS/CCWG to build upon communications as a part of Extract SLA.	✓ SLA has been developed and posted at http://www.ercot.com/services/sla . ✓ Monthly reviews are held with DEWS/SDAWG and any incidents are reviewed and discussed. ► Continue to monitor and report performance.	✓ Action Plan considered complete.
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.	► 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.	✓ Training information sent to primary working contacts is ongoing. ✓ Converting instructor led training workshops for Web Based training on target.	✓ Action Plan considered complete.