



Date: August 11, 2009  
To: ERCOT Board of Directors, HR & Governance Committee  
From: Dale Goodman, Director of Client Services, ERCOT  
Subject: ERCOT Market Participant Survey Action Plan Progress Report – 2Q2009

## **MEMO**

Attachment A includes the 2Q2009 Progress Report which details the progress made for each area of improvement.

### Highlights of Report:

#### Action Plan Improvement Items Completed:

- ✓ IT Technical Helpdesk
- ✓ Reliability of Texas Market Link (TML)
- ✓ Format of Settlement Statements
- ✓ Data Extracts and Reports Expectations
- ✓ ERCOT Training and Seminars

#### On-Going Action Plan Items:

- Spending Priorities and Project Management Office
- Website Satisfaction
- Dispute Resolution
- ERCOT Staff Communications with Market Participants
- Account Managers
- Market Participant Understanding of ERCOT's Committee Structure and Protocol
- Revision Request and System Change Request Process
- Asset Registration

#### Action Plan Items Missing Milestones:

- None

#### Questions Remaining from Previous Discussion of Topic at the HR&G:

- CEO Review Process deemed SCR755, ERCOT.com Website Enhancements, not necessary prior to the Texas Nodal Market Implementation Date due to resource impacts.

- Dr. Patton suggested a tracking system be implemented on the website for NPRRs and PRRs as they progress through the governance system. With the decision to place SCR755 on hold, the study for implementation to address the functionality has also been placed on hold as an additional element to the SCR. However, Kristi Hobbs, Manager of Market Rules and Stakeholder Support, has discussed options with Dr. Patton to assist in tracking the progress of revision requests.
  
- Mr. Armentrout inquired if ERCOT had performed a comparison analysis to other ISO websites. In addition to background information the web team has accumulated over time, a follow-up survey was conducted asking a sample group of approximately two hundred Market Participants with about ninety responding to the question: “What features on other ISO websites would you like to see incorporated into ERCOT.com?” Features suggested were:
  - Graphical data output
  - Better forecasting mechanisms
  - Really Simple Syndication (RSS) feeds
  - Meter number search, permit requirements and permits received
  - Graphical display of data
  - Pricing graphs
  - ERCOT and Texas Regional Entity compliance schedule: when due, requirements, references to Protocol and guide requirements, etc.
  - Automatic refresh such as the Market Clearing Price of Energy (MCPE) next interval (New England ISO offers this in the LMP Price Ticker)
  - Better calendar features
  - Compatibility to browsers other than Internet Explorer
  - Better search functionality
  - Peak/demand graphic

The list of suggested features above indicates ERCOT is comparable to the other ISOs because of similar features on ERCOT.com, with the need for three major improvements:

- Graphic Features (similar to the California ISO live snapshot of power supply and demand)
- Calendar Improvements (iCalendar, which is the ability to click on the ERCOT calendar and add it automatically to the user’s personal Outlook calendar. This item is in our action plan.)
- RSS Feeds (similar to web feeds found on iGoogle. This item is in our action plan.)