



Information Technology Service Availability Metrics

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❖ Retail and Wholesale Systems Performance

- **Retail Transaction Processing** – July performance was 99.95%. This was above the service level target of 99.9%
- **TML, TML Report Explorer, Retail API** – July performance was 99.95%. This was above the service level target of 99%
- **MarkeTrak** – July performance was 99.88%. This was above the service level target of 98%
- **Wholesale Total** – July performance was 100%

❖ Market and Grid Control Systems Performance

- **Real Time Balancing Market (RTBM), Frequency Control (FC)** – July performance levels were 99.966% and 100% respectively
 - A manual process associated with a routine Energy Management System (EMS) database load was not completed which resulted in several quick start resources not being recognized and available to the balancing energy market between 7/15 – 7/18.
 - An automated process replaced the manual process on August 12th.

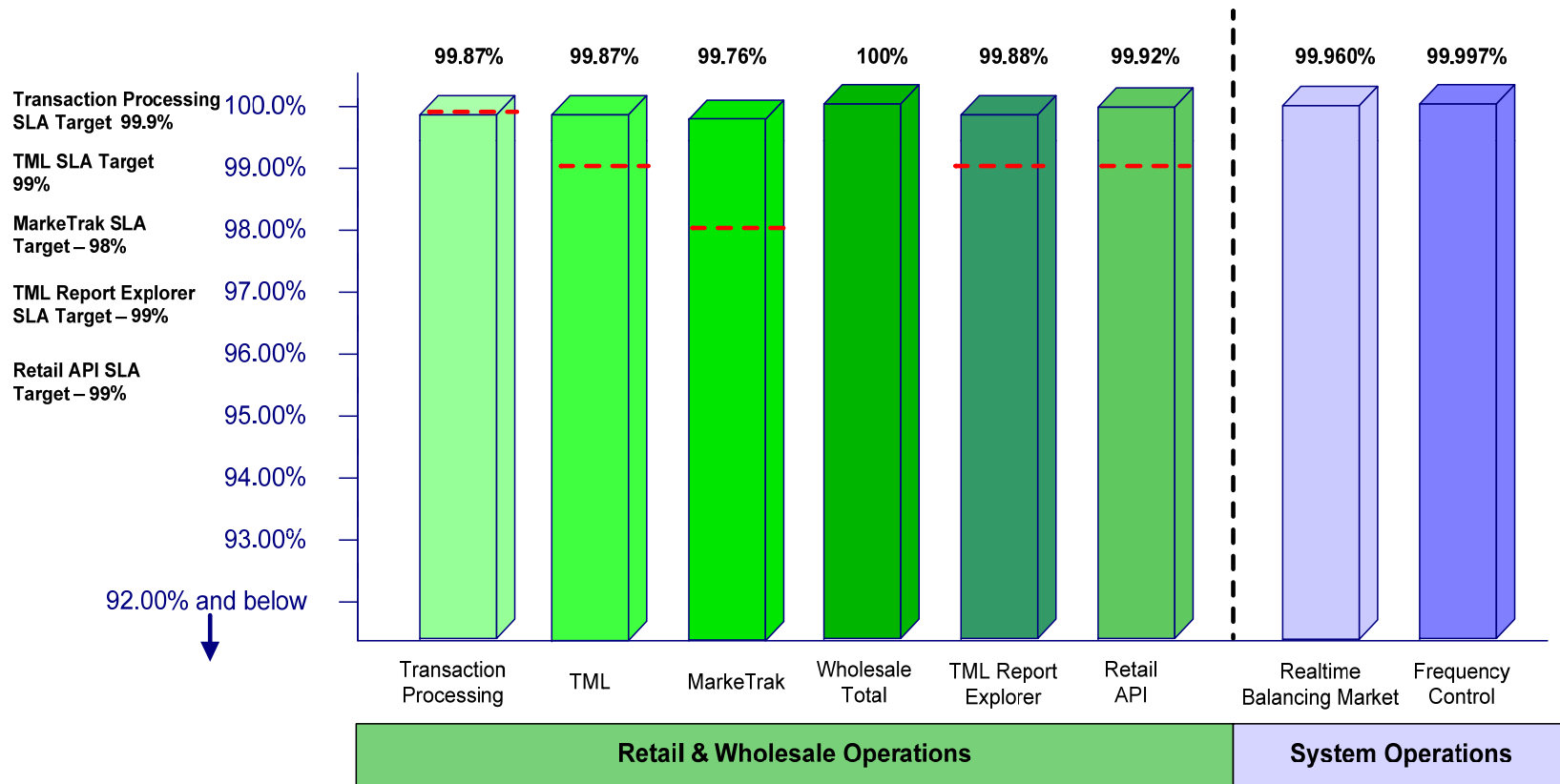
Agenda and Commentary (continued)

❖ **Nodal Systems Performance**

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

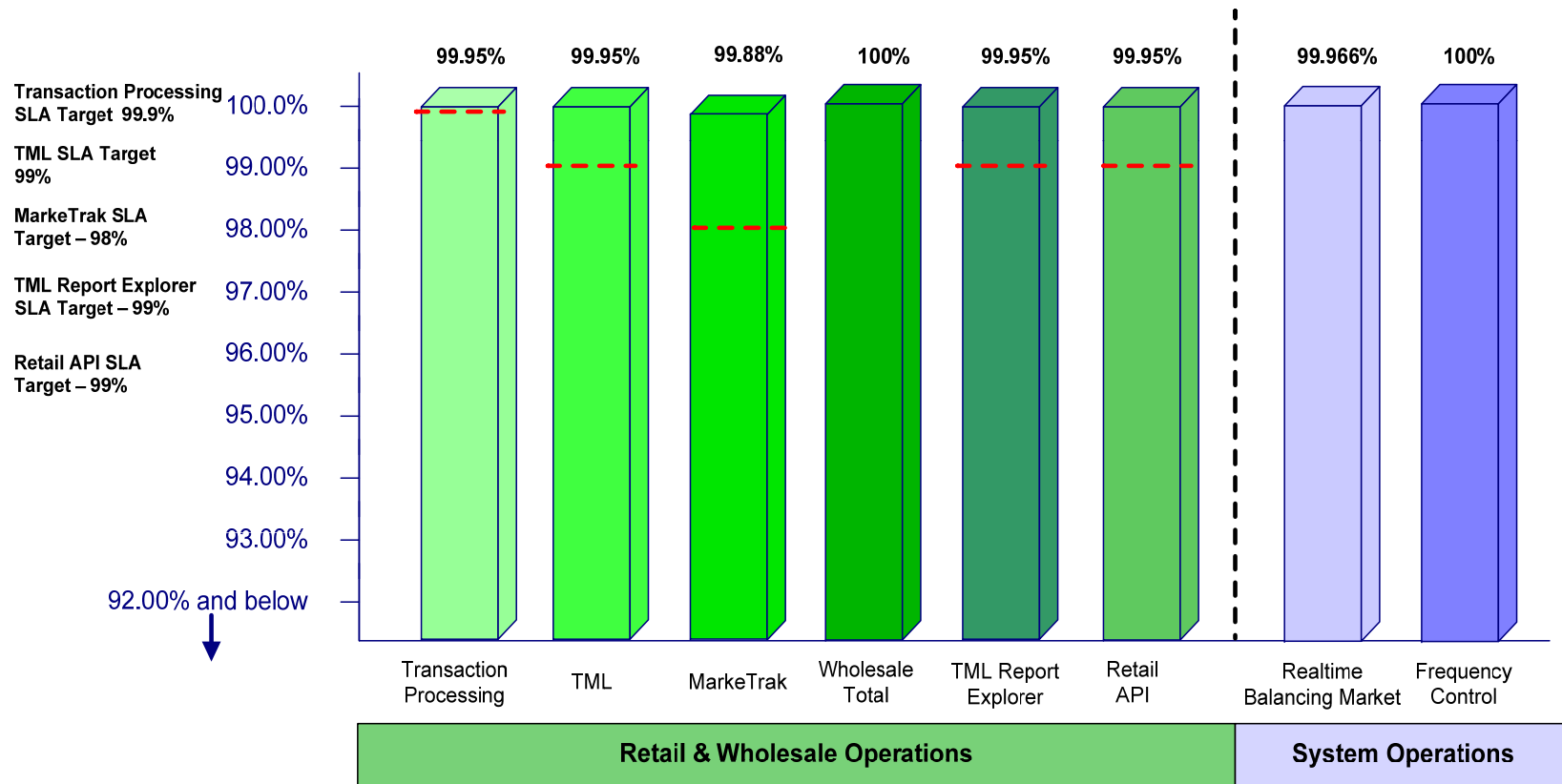
2009 Net Service Availability

2009 Net Service Availability Through July 31st 2009



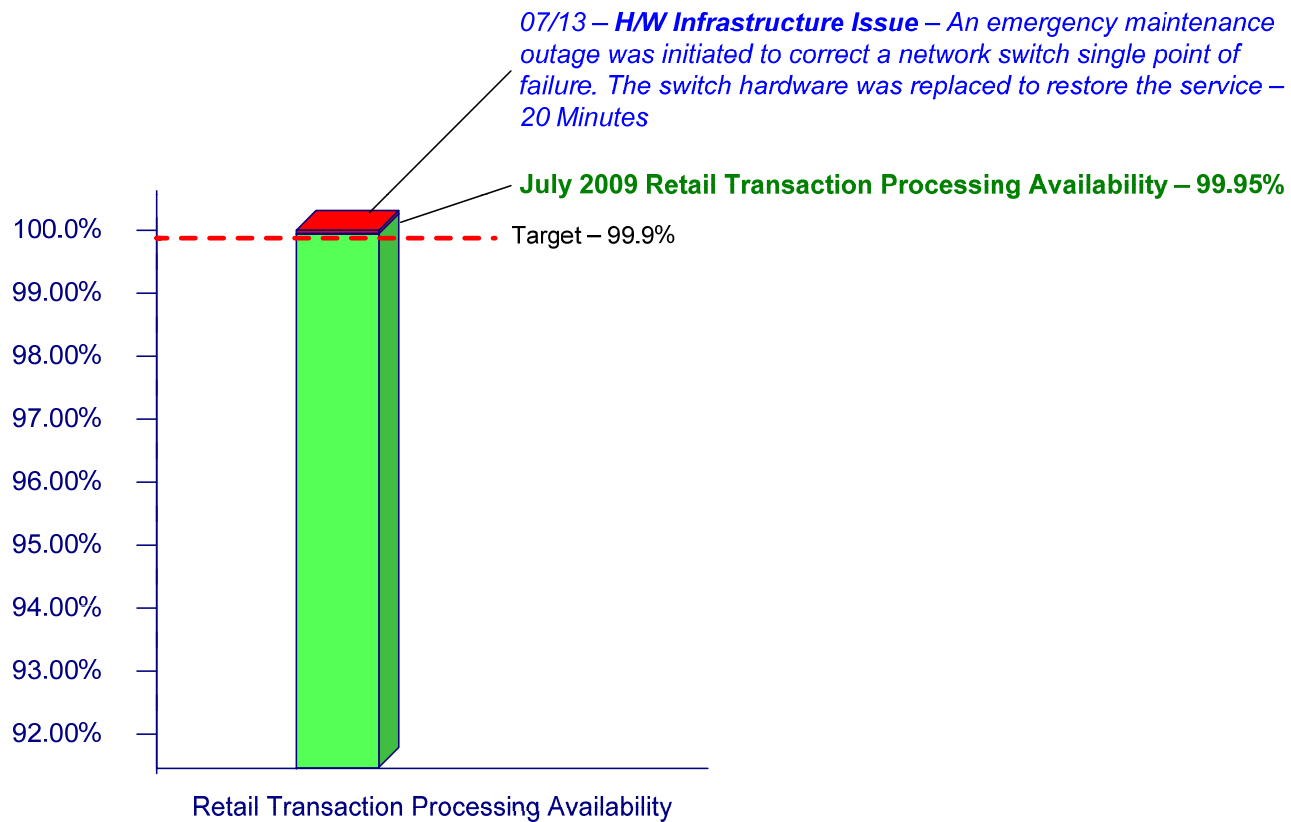
July 2009 Net Service Availability

July 2009 Net Service Availability



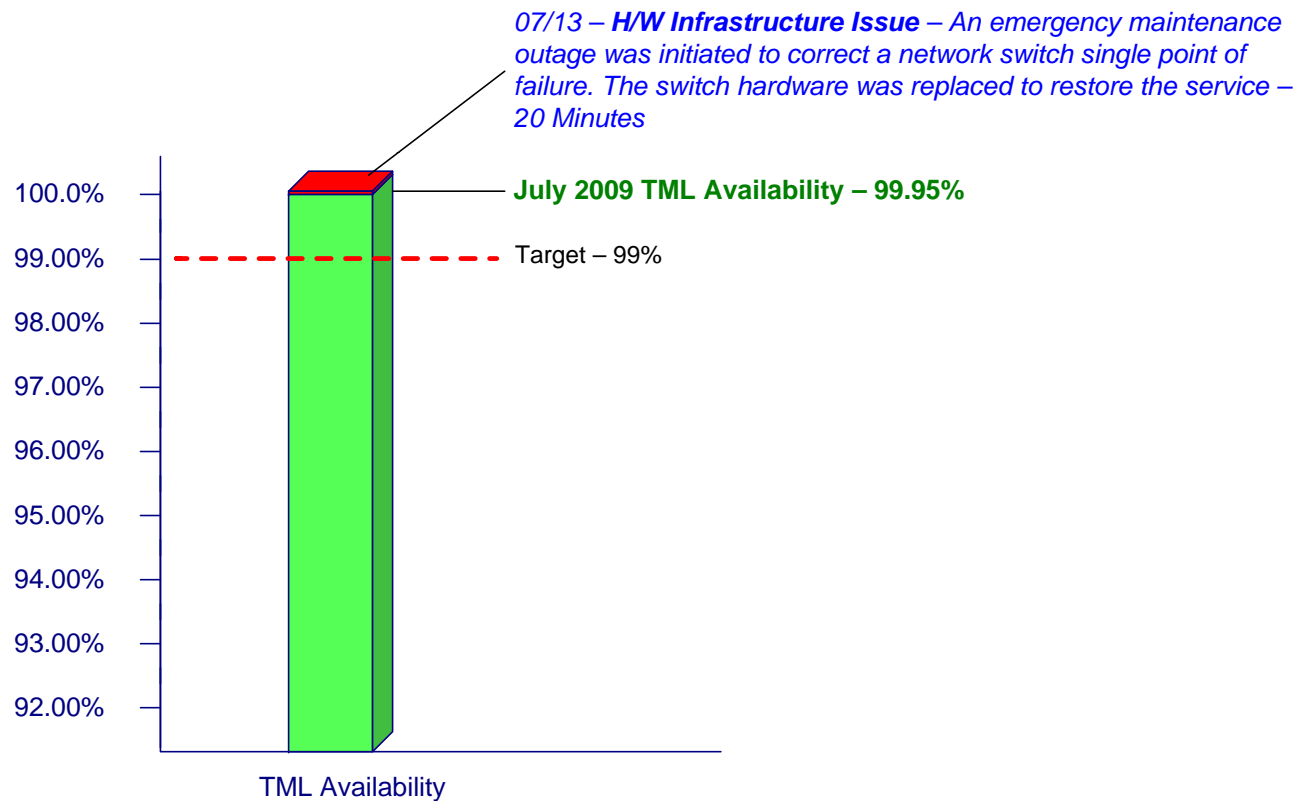
Retail Transaction Processing Availability Summary

July 2009 Retail Transaction Processing Availability Summary



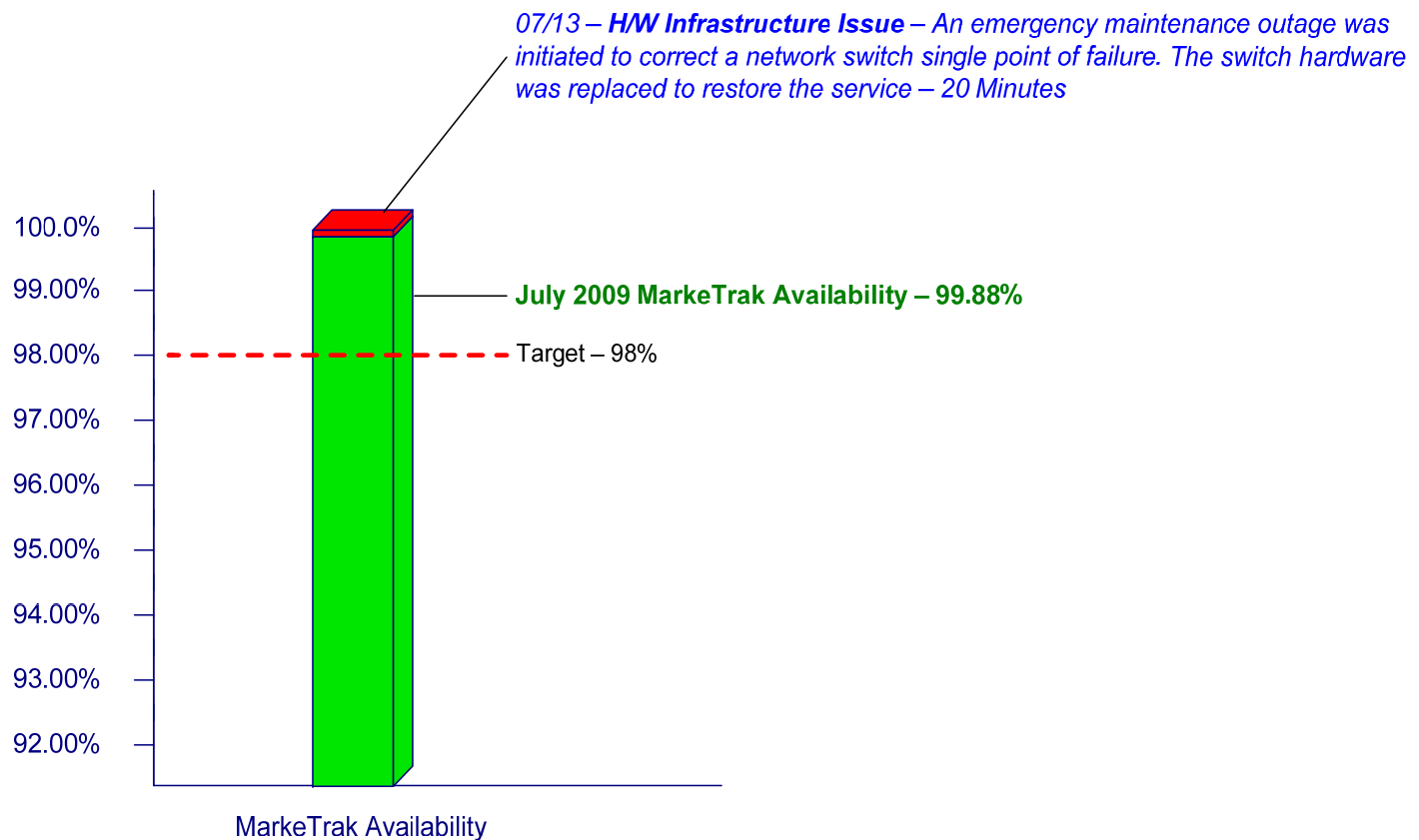
TML Availability Summary

July 2009 TML Availability Summary



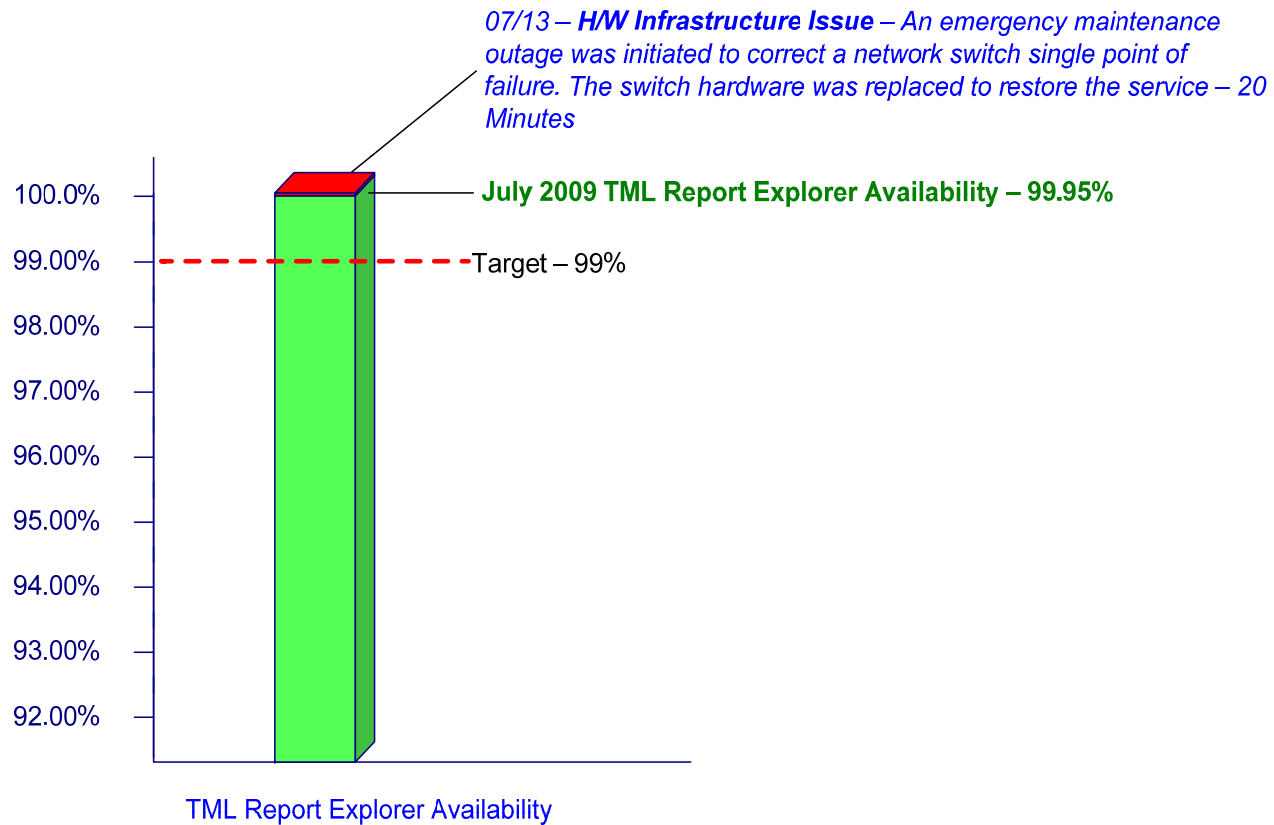
MarkeTrak Availability Summary

July 2009 MarkeTrak Availability Summary



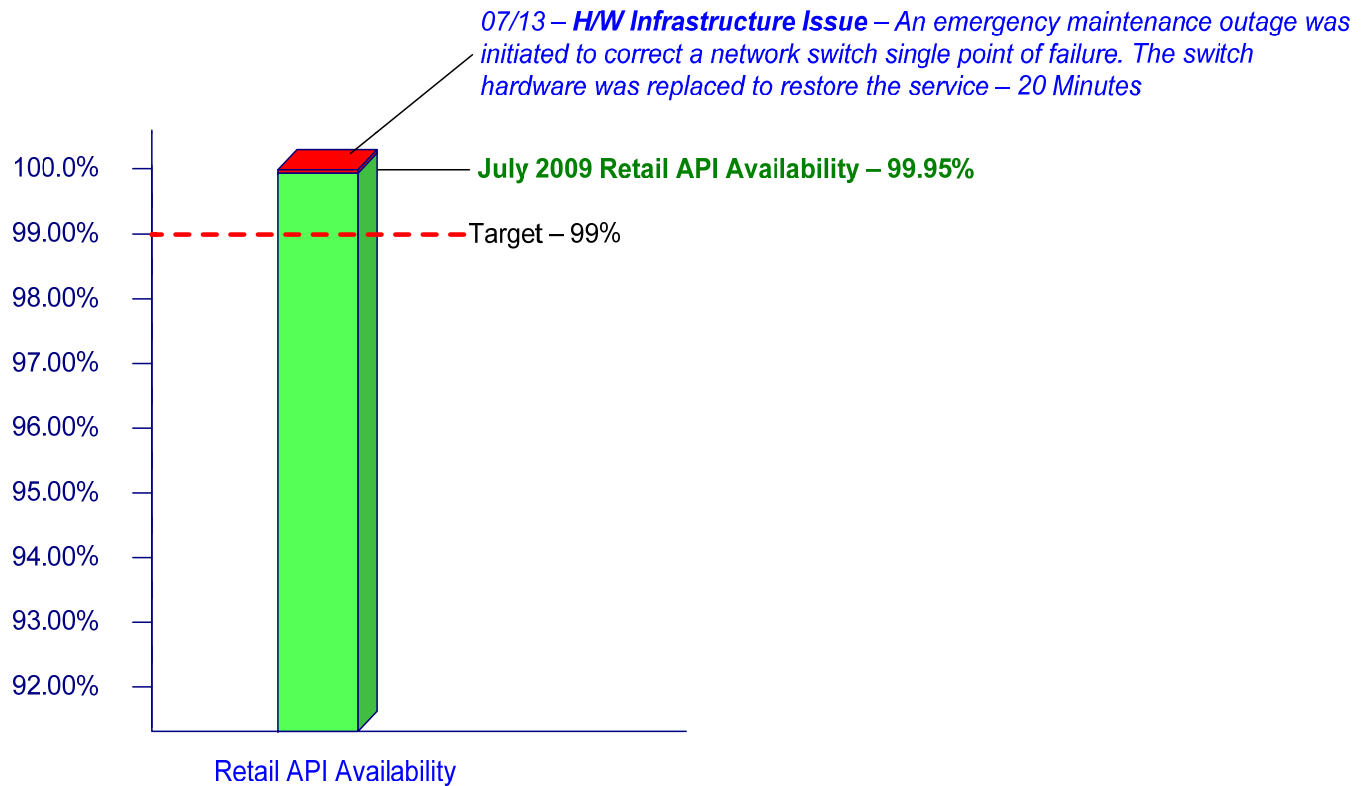
TML Report Explorer Availability Summary

July 2009 TML Report Explorer Availability Summary



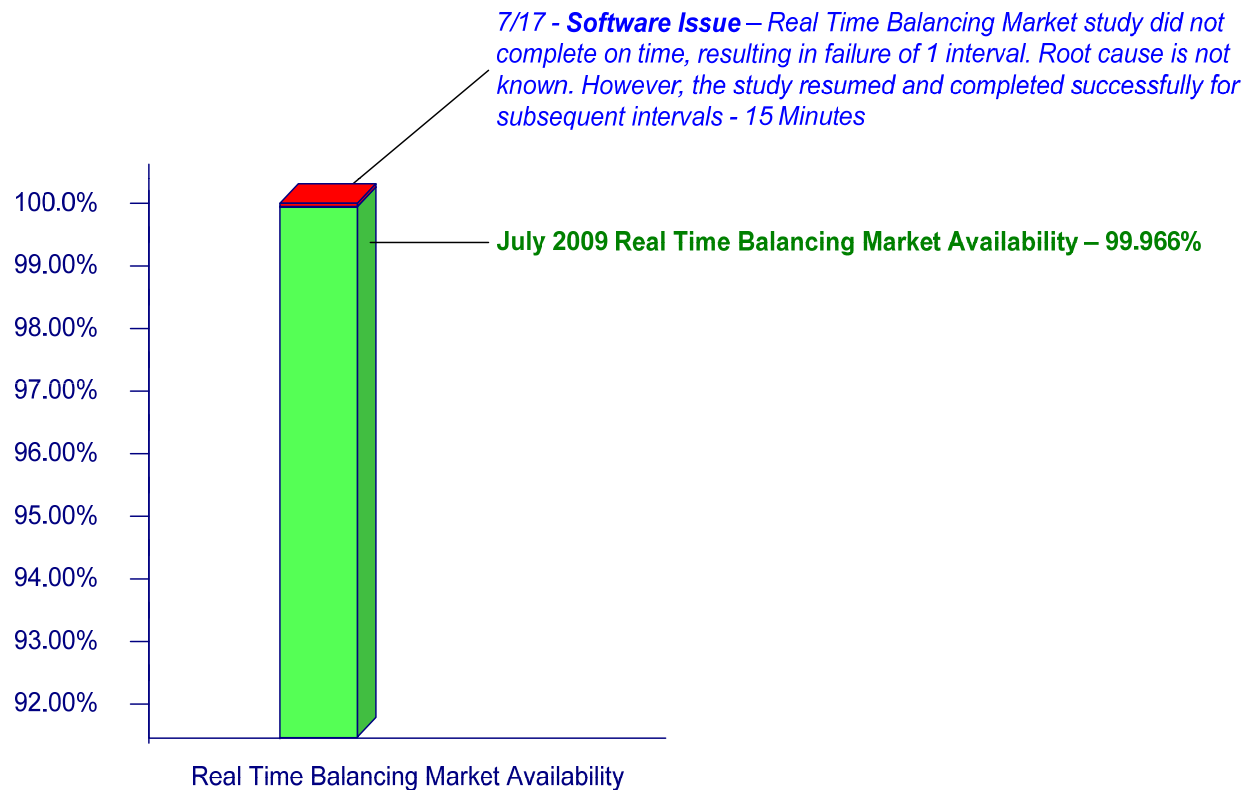
Retail API Availability Summary

July 2009 Retail API Availability Summary



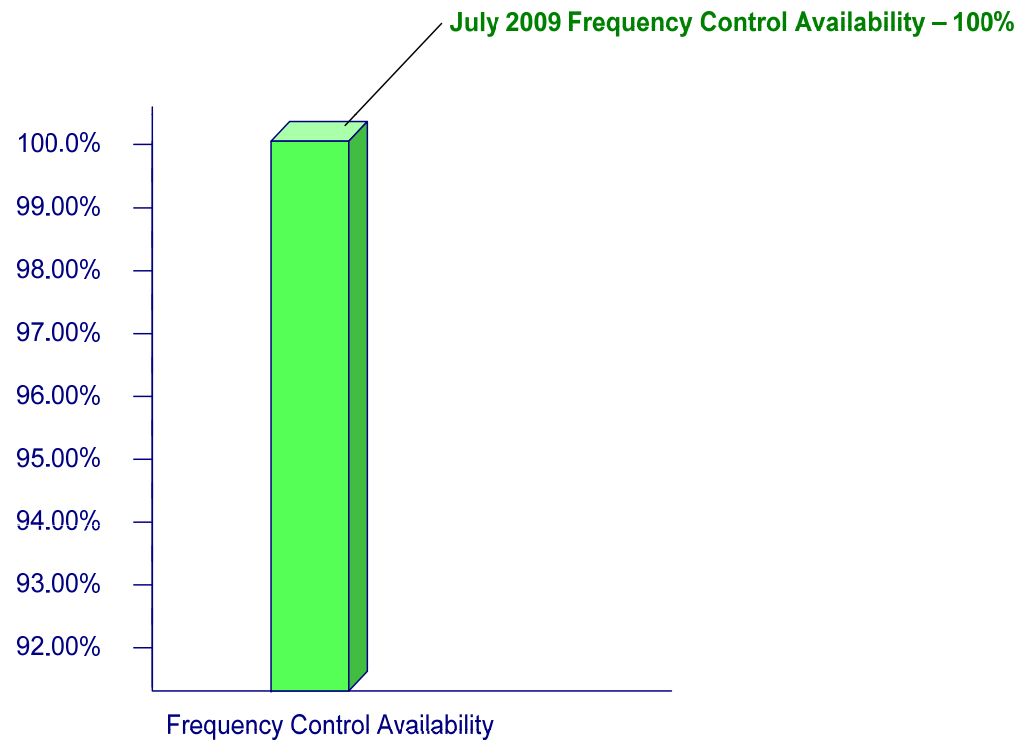
Real Time Balancing Market Availability Summary

July 2009 Real Time Balancing Market Availability Summary



Frequency Control Availability Summary

July 2009 Frequency Control Availability Summary



Metrics Guide – Nodal Early Delivery Systems

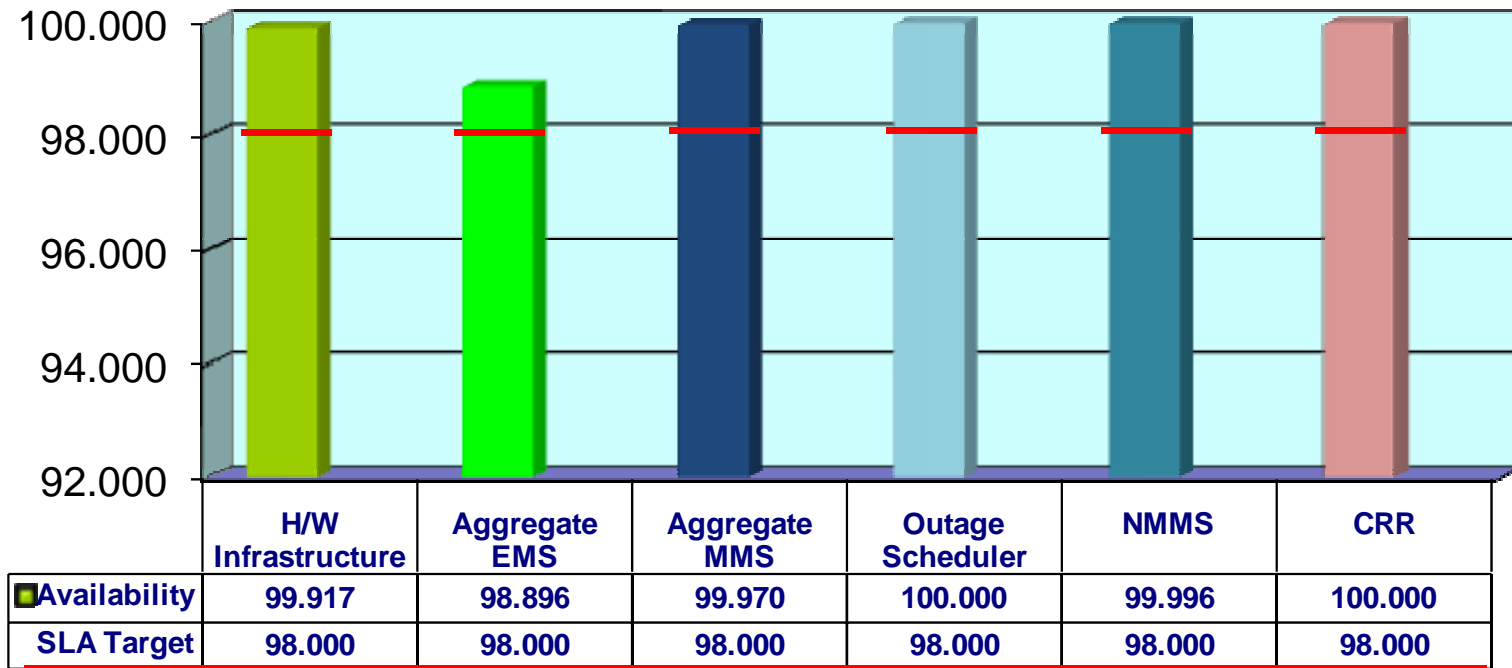
- **EDS Hardware Infrastructure**
 - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Aggregate Energy Management System (EMS)**
 - Measure of the availability of software that provides real time grid control capability. Calculated 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)

Metrics Guide – Nodal Early Delivery Systems (Contd.)

- **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 – July 2009 Net Availability

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



Nodal EDS Environment – July 2009 Net Availability (Contd.)

July 2009 Net Availability - MIS, Reporting and Financial Clearinghouse

