



Market Operations Overview

October 21, 2009

Retail Customer Choice

Retail Customer Choice (RCC) team will focus on Senate Bill 7 responsibility to ensure that information on retail customer choice is conveyed accurately and in a timely manner to those Market Participants who need that information. RCC will be the retail transaction market experts providing superior customer service and issue resolution.

- 1) Exception identification
- 2) Reprocessing after system issues
- 3) MarkeTrak owner
- 4) MarkeTrak issue management / resolution
- 5) Mass Transition management / execution
- 6) TX SET SME – issues, change controls, releases, support
- 7) Defects (SIRs) & Projects – internal & external
 - a) Requirement development / review
 - b) Design review
 - c) Test script creation
 - d) Production verification
- 8) Recent / current projects
 - a) 90024 – Expedited Switch/POLR
 - b) 50088 – Data Research and Reporting Tool
 - c) 80031 – Retail Application Upgrade
 - d) Advanced Metering Implementation Team
- 9) Retail Market SME support to Governance structure
 - a) Subcommittee - RMS
 - b) Working Groups - TX SET, TDTWG
 - c) Various task force efforts

Data Acquisition

- EPS Meter Data Collection ~ 1,300 meters per day
 - Generation
 - NOIE (all bi-directional points and some radial points)
- EPS Meter Data Processing
 - Notification to TDSP of EPS Meter Communication Issues
 - Data validation
 - Data estimation
 - Data editing
 - Settlement data upload to Lodestar
- Market Support
 - Questions on EPS Meter Data
 - Extracts to TDSP as requested
- Monitor TDSP Access to EPS Metering Facilities
- Participation in industry technical committees
 - Itron MV90 Users Group

Meter Engineering

- EPS Metering Facility Oversight
 - TDSP EPS Meter Inspector Training
 - Design Proposal review/approval
 - Site documentation review/approval
 - Site audits
 - Exemption request review/approval
 - Tracking, reporting and compliance monitoring
- Market Support
 - Meter Working Group
 - Settlement Metering Web Page
 - Retail Meter Working Group
 - Competitive Metering Web Page
 - Questions on EPS Metering Facilities
- DLF Methodology review/approval
- Participation in industry technical committees
 - ANSI, IEEE, EEI, SWEMA

• DATA AGGREGATION

- Data Aggregation Modeling
 - Generation
 - Load Resource
 - NOIE
 - DC Ties
 - Losses
- Data Agg. Reporting/ Postings
 - DLF/TLF
 - UFE
 - IDR Estimates
- Data Aggregation Output Verification ~ 30,000 cuts created per trade day
- Dispute Resolution

• LOAD PROFILING

- Profile Model Analysis
 - Segmentation
 - Weather Zone Definitions
- Daily Creation/Verification of Load Profiles –
~ 7 million ESI-ids
- Validation of Profile ID Assignments
- Analyze/Evaluate New Load Profile Requests
- Monitor/Report Switched Load
- Load Research Sampling/Data Analysis
- Ad Hoc Analysis

Settlements & Billing

Mission: To ensure that electricity production and delivery are accurately accounted for among the generators and wholesale buyers and sellers in the ERCOT region.

- Ensure the accuracy of Settlement and Invoicing calculations
- Ensure timely delivery of Settlement Statements and Invoices
- Assist with dispute resolution, as necessary
- Ensure timely and accurate processing of Verifiable Cost submissions
- Schedule runs for Lodestar system workflow
- Prepare standard monthly and ad-hoc reports
- Create SIRs and provide support for upgrade testing, migration, and production verification
- Provide Level 3 Support for Market Participants, PUCT, and ERCOT
- Perform Nodal activities
 - Focus on Lodestar and Commercial Systems Integration (CSI)
 - Create business requirements, review system designs, perform functional testing, perform integration testing, support EDS (production-like activities), and monitor NPRRs
 - Define and document business processes and procedures

Data Integrity & Administration Responsibilities

- **Commercial Operations Data Integrity & Synchronization**
 - Siebel & Lodestar
 - Market Participant data
 - ESIID relationship data
 - Commercial Operations & EIS
 - ERCOT & Market Participants
 - MarkeTrak
 - ESIID Existence
 - ESIID Usage
- **ESIID transaction data used in data aggregation and settlements**
 - 867_03 consumption data loading from TDSPs into ERCOT systems
 - 814_20 ESIID existence and maintenance
- **Commercial Operations Market Data Transparency**
 - ISM replication
 - Extracts, reports and web services
- **Commercial Operations postings on TML, www.ercot.com, MIS**
- **Support Market Participants and market groups**

Market Operations Support

- **Day Ahead Desk Operation**
 - Executing CCT
 - Monitoring Offers/Bids
 - Perform DA CRR simultaneous Feasibility Tests
 - Executing DAM & verifying results
- **Real Time Market**
 - CIM Model Validation
 - 24x7 Operations Business Support
 - DRUC/WRUC/HRUC/SCED/SASM/ASM market operating data checks
- **Price Validation**
 - Day Ahead Market Price Validation
 - Real Time Market Price Validation
 - SASM Market Price Validation
- **Demand Response**
 - LaaRs
 - EILS
- **Transmission Congestion Rights**
 - Annual Auction
 - Monthly Auction
- **Congestion Revenue Rights**
 - PCRRs
 - Auctions
- **Market Support and Integration**
 - QSE qualification
 - Assist IMM, TRE, PUCT

- **Administer TX Renewable Energy Credit Program**
- **Energy Labeling**
- **Inadvertent Energy Payback**
- **Regulatory Reporting**

Department provides coordination for and transparency into the ERCOT governance process by:

- **Facilitating the ERCOT Market Rule Change Process**
 - Maintenance of the Protocols (zonal and nodal) and seven Market Guides
 - Manage the PRR, NPRR, SCR, and Guide Revision Request process (comment development, reports to document voting records)
- **Delivering Stakeholder Services**
 - Provide transparency into proceedings for TAC and its six subcommittees (voting, minutes, agenda development, key document posting & distribution)
 - Provide meeting logistics coordination for stakeholder meetings (facility & conference call coordination, logistics posting, vendor relations)
 - Facilitate annual voting for segment representatives to the Board, TAC and its subcommittees
 - Provide PRS & TAC meeting management support

What we do

Who We Serve

- CRs and TDSPs operating in the Texas Open Market
- ERCOT and Market Sub-Committees, Working Groups, Task Forces
- Project Support

How We Serve Them

Market Education

- ERCOT 101, Workshops, On/Off-Site Training
- Coordinate New MP Set-Up and Flight Testing
- Coordinate Retail Market Certification Process
- Resolve End-Use Customer Inquiries

Market Communication – MarketNotices@ercot.com

- Facilitate Retail Market Calls
- Draft, Distribute Retail Market Notices
- Draft, Present Retail Account Plans
- Resolve Market Participant Retail Issues

Market Facilitation and Analysis

- Support Market Sub-Committees – WG – TF
- Monitor Retail TML Reports and Extracts
- Support Assigned Special Projects
- Coordinate & Facilitate Mass Transitions

What we do

Who We Serve

- End-Use Customers in the Texas Open Market
- PUCT, ERCOT Board and Management
- Retail Market

How We Serve Them

Retail Customer Care Process

- Manage ERCOT Customer Care Process
- Review and Resolve Customer Care Issues
- Process Customer Cancel Requests

Analyze and Fulfill Data Requests

- Review and Research PUCT filings
- Verify Data/Prepare/Distribute Board Reports
- Verify Data/Prepare/Distribute CSA Reports
- Verify Data/Prepare/Distribute Performance Measures (PUCT Rule #33049)
- Verify Data/Prepare/Distribute Market Data Requests

Market Facilitation and Analysis

- Support Market Sub-Committees – WG – TF
- Monitor Retail Transaction Activity
- Support Assigned Special Projects

What happens in MSS

- Market Participant Registration
 - MP Registration Information Point of Record
 - Increasing with Nodal – Resource Registration
- Market Participant Identity Management
 - MP USA DC Administration
- WEB Content Coordination
 - Managing increasing demand for WEB services
- Wholesale Market Notices
 - Managing Zonal and Nodal Notices
 - List-Plex Email List Management
- Wholesale Market Business Analysis
 - Business Intel Reporting and Tools (Cognos)
 - Dispute Root Cause Analysis
 - Support of ERCOT Requests for Information from MPs.
- Wholesale Market Education
 - Nodal Market Education Support
 - Nodal Frequently Asked Question

What happens in AMS

- Market Participant Registration Services
 - Serving MPs through Nodal Transition (QSE, TSP, CRRAH)
 - Managing through 36 new generation start-ups in the next 18 months
- Market Participant Qualification Services
 - Serving MPs through Nodal Transition (QSE, TSP, CRRAH)
- Market Participant Interface Consultation
 - Increasing Demands to for WAN and Web Services
- Protocol Consultation Service
 - Managing the change from Zonal to Nodal market rules
- Wholesale Settlement Consultation Services
 - Managing Settlement Disputes
 - Dispute Root Cause Analysis
- Wholesale Market Education
 - Nodal Market Education Support
- Wholesale Market Consultation Services
 - Facilitating Issue Resolution with Transactions with ERCOT

Market Operations Testing, what we do...

- Perform all Project and SIR Maintenance Testing for the Retail and Wholesale Commercial Systems, and Enterprise Information Services
- Perform selected Project and SIR Maintenance Testing for Corporate Operations, IT Infrastructure Operations, and System Operations
- ERCOT Liaison to Texas Market Test Plan Team (TTPT)
- Coordinate Market Participant Testing through Flight Testing Administration: Test and Certify new CRs
- “Home Team” Nodal Integration Testing activities for MIS, Siebel Registration, Credit Monitoring Management (CMM), Financial Transfer, Integration (EIP) for Commercial Systems, Nodal EDW, Current Day Reporting (CDR), Market Participant Identity Management (MPIM), Learning Management System (LMS)