

2008 ERCOT Market Participant Survey 3Q2009 Progress Report				
HR&G 111709				
Perceived Areas of Improvement	Action Plan	Q1 2009 Update	Q2 2009 Update	Q3 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"> ✓ 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. 	<ul style="list-style-type: none"> ✓ 2010 project prioritization process complete. ✓ Action Plan considered complete.
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"> ✓ 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. 	<ul style="list-style-type: none"> ✓ Conducted an additional survey for ERCOT communications and ERCOT.com in June. Results indicate the following are desired: additional search function, additional graphics to reports, iCal feature, and RSS feeds. ► Implementing Really Simple Syndication (RSS) feeds by Dec is on target and work continues with Market participants to gather requirements on items to be presented on feeds. ► Implementing iCal feature to "click and add" calendar events to user's personal Outlook calendar by Dec. is on target. ✓ Moving ERCOT.com from Google Mini search to Google Appliance is complete. This will further improve search results by sorting by relevance as well as other features. Further search enhancements such as sort by date and document or page can only be completed by allocating funds through SCR755.
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"> ✓ 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. 	<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"> ✓ 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. 	<ul style="list-style-type: none"> ✓ Objective of establishing a means for Market Participants to provide feedback to ERCOT staff regarding their experience with submitting settlement disputes was completed in 3Q. ► Due to availability of testing environment the improvements will not be tested and deployed until 1Q 2010.

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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"> ✓ 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. 	<ul style="list-style-type: none"> ✓ Action Plan considered complete.
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"> ✓ 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. 	<ul style="list-style-type: none"> ✓ Account plans ongoing for new Reps entering the market, existing Rep account plans completed. ✓ Site visits ongoing. ► Wholesale Client Services site meetings will incorporate the Nodal Outreach meetings in 4Q. ✓ Action Plan considered complete.
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"> ► 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. 	<ul style="list-style-type: none"> ✓ Revision Request education material completed and posted to ERCOT website. ✓ New Web-Based training class for governance available. ✓ Action Plan considered complete.
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"> ✓ Action Plan considered complete 	<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.	✓ Action Plan considered complete	✓ 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.	✓ 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.	► 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 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.	✓ 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.	✓ Training information sent to primary working contacts is ongoing. ✓ Converting instructor led training workshops for Web Based training on target.	✓ Action Plan considered complete.	✓ Action Plan considered complete.