



Date: November 10, 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 – 3Q2009

## **MEMO**

Attachment A includes the 3Q2009 Progress Report which details the progress made for each area of improvement. Below are the highlights of Report:

### **Action Plan Improvement Items Completed:**

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

### **On-Going Action Plan Items:**

- Website Satisfaction
- Dispute Resolution
- Asset Registration

Note: Major milestones within the three items listed above have been completed, with some milestones remaining from the original action plan. The items are still on target to complete by the end of 4Q2009. A small number of original milestones have been impacted by the Nodal Program and will not complete until after Nodal go-live.

### **Previous Discussion Topics at the HR&G:**

- 2010 MP Survey—during the last quarterly update at the August 18, 2009 HR&G meeting, the survey was discussed with suggestions to conduct the survey later in the calendar year. During the 2010 ERCOT budget process and the scrubbing effort to control expenditures in 2010, the budget as approved does not contain funds in the “outside services” line item for conducting the survey.