



**2012**  
**ERCOT KEY PERFORMANCE INDICATOR MATRIX**  
**1st Quarter Reporting Period**

	YTD		4th Quarter Performance		3rd Quarter Performance		2nd Quarter Performance		1st Quarter Performance	
	G	R	Green	Red	Green	Red	Green	Red	Green	Red
<b>TRANSMISSION SYSTEM OPERATION</b>										
SYSTEM PLANNING										
TRANSMISSION CONNECTION MANAGEMENT										
GRID SECURITY MANAGEMENT / REAL-TIME SYSTEM CONTROL / SCHEDULING & DISPATCH										
OUTAGE COORDINATION/PLANNING										
FORECASTING										
COMPLIANCE MONITORING & REPORTING										
<b>RETAIL OPERATION</b>										
CUSTOMER SWITCHING/REGISTRY										
MARKET INFORMATION										
DISPUTE MANAGEMENT										
<b>WHOLESALE SPOT/CASH MARKET OPERATION</b>										
BIDDING, SCHEDULING AND PRICING										
WHOLESALE METERING, DATA COLLECTION AND DATA AGGREGATION										
SETTLEMENT & BILLING										
MARKET INFORMATION										
CRR/FTR MANAGEMENT										
DISPUTE MANAGEMENT										
<b>RENEWABLE ENERGY CREDITS</b>										
DETERMINE REC OBLIGATIONS AND VERIFY COMPLIANCE										
<b>CUSTOMER CARE</b>										
ACCOUNT MANAGEMENT										
<b>INFORMATION TECHNOLOGY</b>										
IT APPLICATION SERVICES										
<b>OTHER SUPPORT &amp; MANAGEMENT FUNCTIONS</b>										
STRATEGY & BUSINESS PLANNING										
INTERNAL AUDIT										
FINANCE										
HUMAN RESOURCES										
FACILITIES/SECURITY										
EXTERNAL AFFAIRS										
PROJECT/PROGRAM MANAGEMENT										



**2012**  
**ERCOT KEY PERFORMANCE INDICATOR MATRIX**  
**Transmission System Operation**  
**1st Quarter Reporting Period**

		SYSTEM PLANNING	TARGET	STRETCH	PERFORMANCE
Trans 1	Saathoff	Regional Planning project Review performance	At least 90% of project review studies completed on time without substantive errors	At least 95% of project review studies completed on time without substantive errors	
		<b>TRANSMISSION CONNECTION MANAGEMENT</b>			
Trans 2	Saathoff	Generation Interconnection Request (GIR) review performance	At least 90% of GIR screening studies completed on time without errors	At least 95% of GIR screening studies completed on time without errors	
		<b>GRID SECURITY MANAGEMENT / REAL-TIME SYSTEM CONTROL / SCHEDULING &amp; DISPATCH</b>			
Trans 3	Saathoff	Control Performance Standard 1 (CPS1) frequency control performance	Rolling 12 month CPS1 score > 135	Rolling 12 month CPS1 score > 150	
Trans 4	Saathoff	Interconnection Reliability Operating Limit (IROL)	No IROL exceedance longer than 30 minutes	No IROL exceedances longer than 15 minutes	
		<b>OUTAGE COORDINATION/PLANNING</b>			
Trans 5	Saathoff	Outage Coordination performance	At least 95% of outage requests approved or denied within timeline and with mitigation plans developed if required	At least 97% of outage requests approved or denied within timeline and with mitigation plans developed if required	
Trans 6	Saathoff	Network model update frequency	No more than two instances of models not being provided for scheduled and supplemental data base loads and no more than 4 emergency database loads due to staff error	All models provided for scheduled and supplemental data base loads and no more than 2 emergency database loads due to staff error	
		<b>FORECASTING</b>			
Trans 7	Saathoff	Operations Load Forecast performance - Mean Average Percent Error (MAPE)	Monthly average day ahead load forecasts used for DRUC MAPE all less than 4.0%	Monthly average day ahead load forecasts used for DRUC MAPE all less than 3.5%	
Trans 8	Saathoff	Wind forecast performance - MAPE based on installed wind capacity	Monthly average day ahead wind forecasts used for DRUC MAPE all less than 20%	Monthly average day ahead wind forecasts used for DRUC MAPE all less than 15%	
		<b>COMPLIANCE MONITORING &amp; REPORTING</b>			
Trans 9	Saathoff	Required Planning Report performance	No more than two reports required by PUCT Rule, DOE project, NERC or State law filed late or with error	100% of reports required by PUCT Rule, DOE project, NERC or State law completed on time without errors.	
Trans 10	Manning	Achieve full compliance with NERC/FERC planning and operating standards, OPS, Protocols (this measurement will be monitored by HR&G and adjusted as directed)	No more than 1 high severity and no more than 3 total exceptions from NERC Standards as found in a NERC Compliance Audit excluding current registration mitigation plan regarding TOP	No exceptions from NERC Standards as found in a NERC Compliance Audit.	
Trans 11	Manning	Assure property, personnel, and cyber assets are protected (cyber and physical) in accordance with NERC CIP Standards and SAS70 Controls.	No more than 1 high severity and no more than 3 total alleged violations from NERC Standards as found in a NERC or TRE initiated CIP CMEP in 2011. SAS70 - No more than 1 exception in logical or physical security controls and an unqualified opinion in logical or physical security controls.	No alleged violations from NERC Standards as found in a NERC or TRE initiated CIP CMEP in 2011. SAS70 - Unqualified opinion and no noted exceptions.	
Trans 12	Manning	Achieve compliance with ERCOT Protocols and Operating Guides	No more than 3 operating related exceptions from ERCOT Protocols and Operating Guides as found in Protocol Compliance Audit	No operating related exceptions from ERCOT Protocols and Operating Guides as found in Protocol Compliance Audit	
Trans 13	Manning	Ensure ERCOT ISO compliance with protocol Section 8 and operating guide Section 9 requirements (include in aggregate above)	Ensure ERCOT ISO is 95% compliant with responsibilities (shalls) and reliability requirements in Protocols Section 8 and Operating Guides Section 9. Results based on PUCT and Reliability Monitor 2011 audit (Self Reports excluded).	Ensure ERCOT ISO is 100% compliant with responsibilities (shalls) and reliability requirements in Protocols Section 8 and Operating Guides Section 9. Results based on PUCT and Reliability Monitor 2011 audit (Self Reports excluded).	



**2012**  
**ERCOT KEY PERFORMANCE INDICATOR MATRIX**  
**Retail Operation**  
**1st Quarter Reporting Period**

			TARGET	STRETCH	PERFORMANCE
		<b>CUSTOMER SWITCHING/REGISTRY</b>			
RO 1	Goodman	Retail Market Operation: Conduct retail transaction processing per Protocol timelines	98%	99%	
RO 2	Goodman	Retail Market Operation: End use customer switch notifications processed per PUCT rules	99%	99.9%	
		<b>MARKET INFORMATION</b>			
RO 3	Day	Retail Market Operation: Retail extracts available per Protocol timelines	90%	95%	
		<b>DISPUTE MANAGEMENT</b>			
RO 4	Goodman	Retail Market Operation: Manage retail transaction issues and disputes within defined timelines	96%	98%	



**2012**  
**ERCOT KEY PERFORMANCE INDICATOR MATRIX**  
**Wholesale Spot / Cash Market Operation**  
**1st Quarter Reporting Period**

			TARGET	STRETCH	PERFORMANCE
		<b>BIDDING, SCHEDULING AND PRICING</b>			
WO 1	Dumas	DAM executions completed and posted successfully	% of days with successful DAM solution is 97-99 % of time	% of days with successful DAM solution is > 99 % of time	
WO 2	Dumas	DAM executions completed in acceptable timeframe	% of days with posting solution before 1600 is 97-99 % of time	% of days with successful DAM solution posted by 1600 is > 99 % of time	
WO 3	Dumas	DAM quality of solution as measure with price corrections	% of hourly prices requiring DAM price correction is 1-3 % of time	% of hourly prices requiring DAM price correction is < 1 % of time	
WO 4	Dumas	DRUC results posted by 18:00	# of solved DRUCs posted past 18:00 per month is 2 - 5	# of solved DRUCs posted past 18:00 per month is < 2	
WO 5	Dumas	DRUC solution is solved and posted	% of hours the forecasted demand and ancillary services requirements are satisfied is 97 - 99 %	% of hours the forecasted demand and ancillary services requirements are satisfied is > 99 %	
WO 6	Dumas	HRUC executed every hour(5.5.3)	% of completed HRUCs per month, including the ones missed due to database loads and site failover, is 95 - 97 %	% of completed HRUCs per month, including the ones missed due to database loads and site failover, is > 97 %	
WO 7	Dumas	HRUC solution is solved and posted	% of hours the forecasted demand and ancillary services requirements are satisfied is 97 - 99 %	% of hours the forecasted demand and ancillary services requirements are satisfied is > 99 %	
WO 8	Dumas	SCED executes at least every five minutes (6.3.2.2)	% of missed SCED intervals per month, excluding intervals during database loads and site failovers is < =2 %. No more than 2 days per month with more than 12 consecutive missed SCED intervals	% of missed SCED intervals per month, excluding intervals during database loads and site failovers is < =1% with no more than 12 consecutive missed SCED intervals	
WO 9	Dumas	SCED solution is solved and posted	% of 15-Minute Settlement Interval prices where price corrections are performed is 1 - 3 %	% of 15-Minute Settlement Interval prices where price corrections are performed is < 1 %	
		<b>WHOLESALE METERING, DATA COLLECTION AND DATA AGGREGATION</b>			
WO 10	Goodman	AMS interval data is loaded into ERCOT systems by final settlement from the MRE in accordance with Protocols for data loading.	99%	99.75%	
WO 11	Goodman	IDR meter data is loaded into ERCOT systems by true-up settlement from the MRE in accordance with Protocols for settlement.	99%	99.75%	
WO 12	Goodman	EPS meter data is accurate and complete as measured by the percent of data that doesn't change after an initial settlement	99%	99.9%	
		<b>SETTLEMENT &amp; BILLING</b>			
WO 13	Goodman	Timely settlements per Protocol timelines.	99%	99.90%	
WO 14	Goodman	Accurate settlements as measured by number of resettlements due to manual data errors	2%	1%	
		<b>MARKET INFORMATION</b>			
WO 15	Day	Wholesale extracts available per Protocol timelines	90%	95%	
		<b>CRR/FTR MANAGEMENT</b>			
WO 16	Dumas	CRR auctions are performed according to Nodal Protocols Requirements (7.5.1)	By end of month	Auction takes less than 5 days to complete and post	
WO 17	Dumas	Monthly de-ratings of CRRs are within acceptable tolerances	80%	95%	
		<b>DISPUTE MANAGEMENT</b>			
WO 18	Goodman	Process disputes within protocol timelines	95%	98%	



2012  
ERCOT KEY PERFORMANCE INDICATOR MATRIX  
Renewable Energy Credits  
1st Quarter Reporting Period

			TARGET	STRETCH	PERFORMANCE
DETERMINE REC OBLIGATIONS AND VERIFY COMPLIANCE					
Renew 1	Goodman	Fulfill the protocol obligations for RPS mandate calculations and reporting on time and accurately	99%	99.9%	



**2012**  
**ERCOT KEY PERFORMANCE INDICATOR MATRIX**  
**Customer Care**  
**1st Quarter Reporting Period**

			TARGET	STRETCH	PERFORMANCE
ACCOUNT MANAGEMENT					
CC 1	Goodman	Establish and Maintain Targeted Account Plans and execute per guidelines and schedule.	90%	95%	
CC 2	Goodman	Create, distribute and post Market Notices per the COPS Communication Guide, Section 5, Appendix A.	95%	98%	
CC 3	Goodman	Retail and Wholesale Client Service Staff respond/acknowledge MP account management inquiries no later than COB the next Business Day of receipt for those inquiries not involving disputes.	95%	100%	



**2012**  
**ERCOT KEY PERFORMANCE INDICATOR MATRIX**  
**Information Technology**  
**1st Quarter Reporting Period**

		IT APPLICATION SERVICES	TARGET	STRETCH	PERFORMANCE
IT 1	Dreyer	Retail Processing Availability - Bus. Hours and Non bus. hours (Business hours availability under review )	99.2% Bus Hrs 99% Off Hrs	99.5% Bus Hrs 99.2% Off Hrs	3rd Quarter: Bus Hrs Off Hrs  YTD: Bus Hrs Off Hrs
IT 2	Dreyer	Texas Market Link Availability	99%	99.5%	3rd Quarter: YTD:
IT 3	Dreyer	Texas Market Link Report Explorer Availability	99%	99.5%	3rd Quarter: YTD:
IT 4	Dreyer	Retail API Availability	99%	99.5%	3rd Quarter: YTD:
IT 5	Dreyer	MarkeTrak Availability	98%	99.5%	3rd Quarter: YTD:
IT 6	Dreyer	Congestion Revenue Rights (CRR) Availability	98%	99%	3rd Quarter: YTD:
IT 7	Dreyer	Market Information System (MIS) Availability	99%	99.5%	3rd Quarter: YTD:
IT 8	Dreyer	Market Management System Aggregate Availability	98%	99.5%	3rd Quarter: YTD:
IT 9	Dreyer	Energy Management System Aggregate Availability	99%	99.5%	3rd Quarter: YTD:
IT 10	Dreyer	Security Constrained Economic Dispatch (SCED) Availability No outages greater than 30 consecutive minutes No more than 12 outages per year	2012 -- under review	2012 -- under review	3rd Quarter: Availability = Outages greater than 30 minutes = Number of Outages =  YTD: Availability = Outages greater than 30 minutes = *January - Unplanned outage (disk failure) - 25 intervals *April - Planned site failover overrun - 18 intervals *May - Planned database upgrade overrun - 12 intervals Number of Outages =
IT 11	Dreyer	Load Frequency Control (LFC) Availability No outages greater than 30 consecutive minutes No more than 12 outages per year	2012 -- under review	2012 -- under review	3rd Quarter: Availability = Outages greater than 30 minutes = Number of Outages =  YTD: Availability = Outages greater than 30 minutes = Number of Outages =
IT 12	Dreyer	Outage Scheduler Availability	99%	99.5%	3rd Quarter: YTD:
IT 13	Dreyer	Network Model Management System (NMMS) Availability with no more than 2 unplanned outages per month	97%	99%	3rd Quarter: Availability = Number of Unplanned Outages =  YTD: Availability = Number of Unplanned Outages =



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## ERCOT KEY PERFORMANCE INDICATOR MATRIX

### Other Support and Management Functions

1st Quarter Reporting Period

			TARGET	STRETCH	PERFORMANCE
		<b>STRATEGY &amp; BUSINESS PLANNING</b>			
OSM 1	Ruane	Enterprise risk assessment updated quarterly.	n/a	Quarterly update completed	
OSM 2	Ruane	Credit reports are correct and posted in a timely manner.	n/a	97%	
		<b>INTERNAL AUDIT</b>			
OSM 3	Wullenjohn	Execute the 2011 Internal Audit Plan as approved by the Finance and Audit Committee, and complete the plan by December 31, 2011.	100% completion by year end	106% completion by year end	
		<b>FINANCE</b>			
OSM 4	Petterson	Manage spending to be equal to or less than the board-approved expenditure budget for 2011.	Between 0 - 5 percent favorable variance	Greater than 5 percent favorable variance	
		<b>HUMAN RESOURCES</b>			
OSM 5	Ierullo	Retain top talent (Lose no more than 3% of top talent population annually).	3%	0%	
OSM 6	Ierullo	Percent of targeted managers to complete management certificate program annually.	90%	100%	
OSM 7	Ierullo	Number of E-learning courses utilized (assuming average staff level of 600)	1200	1800	
OSM 8	Ierullo	Percent of critical positions with named successors.	90%	100%	
OSM 9	Ierullo	Manage training program to enhance career development and skill improvement through the development of Individual Development Plans (IDPs) for the population.	90%	95%	
		<b>FACILITIES/SECURITY</b>			
OSM 10	Dreyer	Operate data centers providing availability consistent with data center designed objectives	99.982% Met Center 99.75% No unplanned outages	100%	
OSM 11	Manning	Maintain ERCOT ISO's security posture against cyber and physical security threats.	No more than one Stage 2 or Stage 3 cyber or physical security Incident as defined in the Incident Security Response Plan.	No cyber or physical security Incidents as defined in the Incident Security Response Plan.	
		<b>EXTERNAL AFFAIRS</b>			
OSM 12	Gage	Annually, provide timely, thorough and accurate news releases on all ERCOT Board meetings, major reports and filings, board and officer changes, and other newsworthy events.	95%	100%	
OSM 13	Gage	Annually, ensure postings of current information, reports and presentations on the ERCOT website and maintain accurate information about ERCOT organization.	n/a	100%	
OSM 14	Gage	Develop and maintain a comprehensive repository of informational and educational resource documents related to ERCOT Inc. and the ERCOT Market.	95%	100%	
OSM 15	Gage	Ensure information of interest to officials and stakeholders is available through social media outlets on a timely basis.	95%	100%	
		<b>PROJECT/PROGRAM MANAGEMENT</b>			
OSM 16	Day	Project Portfolio managed within approved Execution schedule.	10%	5%	
OSM 17	Day	Project Portfolio managed within approved Execution budget	10%	5%	
OSM 18	Day	Deliver projects within scope	n/a	100% of scope, requirements and objectives are delivered subject to change control.	