



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
2nd 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
TRANSMISSION SYSTEM OPERATION										
SYSTEM PLANNING										
TRANSMISSION CONNECTION MANAGEMENT										
GRID SECURITY MANAGEMENT / REAL-TIME SYSTEM CONTROL / SCHEDULING & DISPATCH										
OUTAGE COORDINATION/PLANNING										
FORECASTING										
COMPLIANCE MONITORING & REPORTING										
RETAIL OPERATION										
CUSTOMER SWITCHING/REGISTRY										
MARKET INFORMATION										
DISPUTE MANAGEMENT										
WHOLESALE SPOT/CASH MARKET OPERATION										
BIDDING, SCHEDULING AND PRICING										
WHOLESALE METERING, DATA COLLECTION AND DATA AGGREGATION										
SETTLEMENT & BILLING										
MARKET INFORMATION										
CRR/FTR MANAGEMENT										
DISPUTE MANAGEMENT										
RENEWABLE ENERGY CREDITS										
DETERMINE REC OBLIGATIONS AND VERIFY COMPLIANCE										
CUSTOMER CARE										
ACCOUNT MANAGEMENT										R&CC 2
INFORMATION TECHNOLOGY										
IT APPLICATION SERVICES										IT 10
OTHER SUPPORT & MANAGEMENT FUNCTIONS										
STRATEGY & BUSINESS PLANNING										
INTERNAL AUDIT										
FINANCE									OSM 4	
HUMAN RESOURCES										
FACILITIES/SECURITY										
EXTERNAL AFFAIRS										
PROJECT/PROGRAM MANAGEMENT										



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Transmission System Operation
2nd Quarter Reporting Period

			TARGET	STRETCH	2012 QUARTER PERFORMANCE	2012 YTD PERFORMANCE	2011 QUARTERLY PERFORMANCE
SYSTEM PLANNING							
TSO 1	Saathoff	Regional Planning project Review Studies completed on time without substantive errors.	90%	95%	100% with 8 of 8 reviews completed on time (with 2 on-going RPG reviews)	100%	3 of 3 reviews completed on time with 4 on-going
TRANSMISSION CONNECTION MANAGEMENT							
TSO 2	Saathoff	Generation Interconnection Request (GIR) screening studies completed on time without errors.	90%	95%	100%	100%	100%
GRID SECURITY MANAGEMENT / REAL-TIME SYSTEM CONTROL / SCHEDULING & DISPATCH							
TSO 3	Saathoff	Control Performance Standard 1 (CPS1) frequency control performance (rolling 12 month CPS1 score).	> 135	> 150	The rolling 12 month CPS1 score for the quarter was 156.97%.	The rolling 12 month CPS1 score for the quarter was 156.97%.	147.95
TSO 4	Saathoff	Interconnection Reliability Operating Limit (IROL) exceedance limitations.	None longer than 30 minutes	None longer than 15 minutes	No exceedances longer than 15 minutes	No exceedances longer than 15 minutes	No IROL Exceedances longer than 15 minutes.
OUTAGE COORDINATION/PLANNING							
TSO 5	Saathoff	Outage Coordination performance: requests approved or denied within timeline and with mitigation plans developed if required.	95%	97%	99.79%	99.54%	Above 97%
TSO 6	Saathoff	Network model update frequency	No more than two instances of models not being provided for scheduled and supplemental database 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	All models provided and no emergency data base loads	All models provided and no emergency data base loads	One emergency database load due to staff error in first quarter. None in second quarter. No instances of models not being provided on time.
FORECASTING							
TSO 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%	All less than 3.5%	Highest monthly avg day-ahead MAPE was 3.09% in May	Highest monthly avg day-ahead MAPE was 3.49% in March	Highest average day ahead MAPE YTD was April at 3.55%.
TSO 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%	All less than 15%	The average MAPE for the day-ahead wind forecast is 10.0-10.7%.	The average MAPE for the day-ahead wind forecast is 8.5-10.7%.	Monthly average day ahead MAPE was 9% to 11%
COMPLIANCE MONITORING & REPORTING							
TSO 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.	100%	100%	All reports have been completed on time. CDR was initially released with an error, which was corrected
TSO 10	Manning	Achieve full compliance with NERC/FERC planning and operating standards, OPS, Protocols.	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.	No exceptions reported to date.	No exceptions reported to date.	No exceptions reported to date. Still waiting for the CIP Final 2011 Audit Report, and Spot Check Report for 2008 Event.
TSO 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 2012. 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 2012. SAS70 - Unqualified opinion and no noted exceptions.	No exceptions reported to date.	No exceptions reported to date.	No alleged violations reported to date. Still waiting for the CIP Final Audit Report for 2011. Still waiting for the CIP Final 2011 Audit Report, and Spot Check Report for 2008 Event.
TSO 12	Manning	Achieve compliance with ERCOT Protocols and Operating Guides by achieving acceptable operating related exceptions from ERCOT Protocols and Operating Guides as found in Protocol Compliance Audit.	No more than 3	Zero	No exceptions reported to date.	No exceptions reported to date.	No exceptions reported to date.
TSO 13	Manning	Ensure ERCOT ISO compliance with protocol Section 8 and operating guide Section 9 requirements (include in aggregate above); excluding Self Reports.	95%	100%	No exceptions reported to date.	No exceptions reported to date.	No audits or exceptions reported.



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Retail Operation
2nd Quarter Reporting Period

			TARGET	STRETCH	2012 QUARTER PERFORMANCE	2012 YTD PERFORMANCE	2011 QUARTERLY PERFORMANCE
CUSTOMER SWITCHING/REGISTRY							
RO 1	Doggett	Conduct retail transaction processing per Protocol timelines	98%	99%	99.83%	99.86%	99.92%
RO 2	Doggett	End use customer switch notifications processed per PUCT rules	99%	99.9%	100%	100%	100%
MARKET INFORMATION							
RO 3	Day	Retail extracts available per Protocol timelines	90%	95%	99.77%	99.89%	99.40%
DISPUTE MANAGEMENT							
RO 4	Doggett	Manage retail transaction issues and disputes within defined timelines	96%	98%	99.20%	99.22%	96%



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Wholesale Spot / Cash Market Operation
2nd Quarter Reporting Period

		TARGET	STRETCH	2012 QUARTER PERFORMANCE	2012 YTD PERFORMANCE	2011 QUARTERLY PERFORMANCE
BIDDING, SCHEDULING AND PRICING						
WO 1	Doggett	Percent of days with successful DAM execution solution completed and posted successfully.	97-99 % of time	> 99 % of time	100%	100%
WO 2	Doggett	DAM executions completed in acceptable timeframe: percent of days with posting solution before 1600.	97-99 % of time	> 99 % of time	98.9%	98.9%
WO 3	Doggett	DAM quality of solution as measured with price corrections: percent of hourly prices requiring DAM price correction.	1-3 % of time	< 1 % of time	0%	0.0017%
WO 4	Doggett	Number of solved DRUC results posted by after 18:00 per month.	between 2 to 5	< 2	0	0
WO 5	Doggett	DRUC solution is solved and posted: percent of hours forecasted demand and ancillary service requirements are satisfied.	97 - 99 %	> 99 %	100%	100%
WO 6	Doggett	HRUC executed every hour(5.5.3): percent of completed HRUCs per month, including ones missed due to database loads and site failover.	95 - 97 %	> 97 %	100%	100%
WO 7	Doggett	HRUC solution is solved and posted: percent of hours the forecasted demand and ancillary services requirements are satisfied.	97 - 99 %	> 99 %	99.935%	99.965%
WO 8	Doggett	SCED solution is solved and posted: percent of 15-minute Settlement Interval prices where price corrections are performed.	1 - 3 %	< 1 %	0.2091%	0.1855%
WHOLESALE METERING, DATA COLLECTION AND DATA AGGREGATION						
WO 9	Doggett	AMS interval data is loaded into ERCOT systems by final settlement from the MRE in accordance with Protocols for data loading.	99%	99.75%	99.96%	99.95%
WO 10	Doggett	IDR meter data is loaded into ERCOT systems by true-up settlement from the MRE in accordance with Protocols for settlement.	99%	99.75%	99.92%	99.91%
WO 11	Doggett	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%	99.98%	99.99%
SETTLEMENT & BILLING						
WO 12	Doggett	Timely settlements per Protocol timelines.	99%	99.90%	100%	100%
WO 13	Doggett	Accurate settlements as measured by number of resettlements due to manual data errors	2%	1%	0.0%	0.0%
MARKET INFORMATION						
WO 14	Day	Wholesale extracts available per Protocol timelines	90%	95%	99.98%	99.86%
CRR/FTR MANAGEMENT						
WO 15	Doggett	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	All monthly auctions completed in less than 5 days and published on time.	Each auction took less than one day; all auctions posted on time as per the published schedule.
WO 16	Doggett	Monthly de-ratings of CRRs are within acceptable tolerances	80%	95%	93.4% (for Jan/Feb/Mar) 96.1% (for Apr/May) *see footnote*	94.55%
DISPUTE MANAGEMENT						
WO 17	Doggett	Process disputes within protocol timelines	95%	98%	100%	100%

FOOTNOTE to WO 16:

1st Quarter: 1st quarter performance has been provided at this time because when the 1st Quarter report was published only data for January and February, 2012 was available.

2nd Quarter: the process to calculate the performance for this metric in June is dependent on Settlement data that is not available prior to submission of materials for this reporting period. The values provided reflect performance for April and May, 2012 only.



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Renewable Energy Credits & Customer Care
2nd Quarter Reporting Period

			TARGET	STRETCH	2012 QUARTER PERFORMANCE	2012 YTD PERFORMANCE	2011 QUARTERLY PERFORMANCE
DETERMINE REC OBLIGATIONS AND VERIFY COMPLIANCE							
R&CC 1	Doggett	Fulfill the protocol obligations for RPS mandate calculations and reporting on time and accurately	99%	99.9%	100%	100%	100%
ACCOUNT MANAGEMENT							
R&CC 2	Doggett	Establish and Maintain Targeted Account Plans and execute per guidelines and schedule.	90%	95%	100%	93%	99.50%
R&CC 3	Doggett	Create, distribute and post Market Notices per the COPs Communication Guide, Section 5, Appendix A.	95%	98%	100%	100%	99.17%
R&CC 4	Doggett	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%	99.8%	99.9%	99.50%



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Information Technology
2nd Quarter Reporting Period

IT APPLICATION SERVICES			TARGET	STRETCH	2012 QUARTER PERFORMANCE	2012 YTD PERFORMANCE	2011 QUARTERLY PERFORMANCE
IT 1	Dreyer	Retail Processing Availability - Bus. Hours	99.5%	99.7%	99.76%	99.88%	99.85%
IT 2	Dreyer	Retail Processing Availability - Non bus. Hours	99%	99.5%	99.59%	99.79%	99.88%
IT 3	Dreyer	Retail API Availability	99%	99.5%	100.00%	100.00%	99.92%
IT 4	Dreyer	MarkeTrak Availability	98%	99.5%	100.00%	100.00%	99.62%
IT 5	Dreyer	Congestion Revenue Rights (CRR) Availability	98%	99%	100.00%	100.00%	99.89%
IT 6	Dreyer	Market Information System (MIS) Availability	99%	99.5%	99.79%	99.82%	99.89%
IT 7	Dreyer	Market Management System Aggregate Availability	99%	99.5%	99.99%	99.95%	99.9%
IT 8	Dreyer	Energy Management System Aggregate Availability	99%	99.5%	99.99%	99.99%	99.99%
IT 9	Dreyer	Security Constrained Economic Dispatch (SCED) Availability - Target raised in April 2012 to 99.9% to align with Gartner's "outstanding" availability level (year 2 after go-live), Stretch goal for 2012 raised to 99.95% "best in class"	99.90%	99.95%	99.98%	99.95%	99.90%
IT 10	Dreyer	Security Constrained Economic Dispatch (SCED): no outages greater than 30 consecutive minutes	zero outages	n/a	0	1	2
IT 11	Dreyer	Load Frequency Control (LFC) Availability	99.90%	99.95%	100.00%	99.99%	99.997%
IT 12	Dreyer	Load Frequency Control (LFC): no outages greater than 30 consecutive minutes	zero outages	n/a	0	0	0
IT 13	Dreyer	Outage Scheduler Availability	99%	99.5%	99.99%	99.99%	100%
IT 14	Dreyer	Network Model Management System (NMMS) Availability.	97%	99%	99.99%	99.99%	99.994%



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Other Support and Management Functions
2nd Quarter Reporting Period

			TARGET	STRETCH	2012 QUARTER PERFORMANCE	2012 YTD PERFORMANCE	2011 QUARTERLY PERFORMANCE
STRATEGY & BUSINESS PLANNING							
OSM 1	Ruane	Enterprise risk assessment updated quarterly.	Quarterly update completed	n/a	Completed	Completed	n/a
OSM 2	Ruane	Credit reports are correct and posted in a timely manner.	97%	100%	99.89%	99.31%	n/a
INTERNAL AUDIT							
OSM 3	Wullenjohn	Execute the 2012 Internal Audit Plan as approved by the Finance and Audit Committee, and complete the plan by December 31, 2012.	100% by year end	106% by year end	38.1% completed (8 out of 21) in 2nd Q.	57.1% completed (12 out of 21) through 2nd Q.	60.6% completed (20 out of 33) through 2nd Q.
FINANCE							
OSM 4	Petterson	Manage spending to be equal to or less than the board-approved expenditure budget for 2012.	Between 0 - 5% favorable variance	> 5% favorable variance	Fiscal year 2012 expenditures (including portfolio projects) exceeds budget with an unfavorable variance of \$.3 M or .3%	Fiscal year 2012 expenditures (including portfolio projects) exceeds budget with an unfavorable variance of \$.3 M or .3%	Target Achieved: Operational Expenditures (including portfolio projects) are favorable \$3.9M or 4.6% through the second quarter.
HUMAN RESOURCES							
OSM 5	Manning	Retain top talent (Lose no more than 3% of top talent population annually).	3%	0%	0%	0.16%	0.16%
OSM 6	Manning	Percent of targeted managers to complete management certificate program annually.	90%	100%	95.8% Finished Leadership I class from 1st Q.	95.8% 23 of 24 completed course	On Target 28 managers will complete Leadership Training Program 1 August. 25 managers will start Leadership training Program 2 in August.
OSM 7	Manning	Number of E-learning courses utilized (assuming average staff level of 600)	1200	1800	1083 Users 280 Applications accessed 180 Completed Courses 1430 Training Hours Logged	1161 Users 623 Applications Accessed 446 Completed Courses 2171 Training Hours Logged	YTD 226 employees have used the tool. 772 learning applications have been accessed. YTD 508 courses have been completed. 985 training hours have been logged in the tool.
OSM 8	Manning	Percent of critical positions with named successors.	90%	100%	On Target	On Target	90%
OSM 9	Manning	Manage training program to enhance career development and skill improvement through the development of Individual Development Plans (IDPs) for the population.	90%	95%	On Target	On Target	On Target
FACILITIES/SECURITY							
OSM 10	Manning	Operate data centers providing availability consistent with data center designed objectives.	99.98%	100%	100%	100%	100%
OSM 11	Manning	Maintain ERCOT ISO's security posture against cyber and physical security threats as defined in the Incident Security Response Plan.	No more than one Stage 2 or Stage 3 cyber or physical security incident.	Zero cyber or physical security incidents.	On Target	On Target	On target year-to-date.
EXTERNAL AFFAIRS							
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%	95%	97.5%	95%
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%	100%	100%	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%	100%	97.5%	n/a
OSM 15	Gage	Ensure information of interest to officials and stakeholders is available through social media outlets on a timely basis.	95%	100%	100%	100%	n/a
PROJECT/PROGRAM MANAGEMENT							
OSM 16	Day	Project Portfolio managed within approved Execution schedule.	10%	5%	5%	5%	100% on schedule
OSM 17	Day	Project Portfolio managed within approved Execution budget.	10%	5%	0%	0%	0% budget variance



2012
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Other Support and Management Functions
2nd Quarter Reporting Period

			TARGET	STRETCH	2012 QUARTER PERFORMANCE	2012 YTD PERFORMANCE	2011 QUARTERLY PERFORMANCE
OSM 18	Day	Project scope, requirements and objectives are delivered as defined (subject to change control).	n/a	100%	100%	100%	100% within scope