



2013 Attachment A
ERCOT KEY PERFORMANCE INDICATOR MATRIX
 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										
INFORMATION TECHNOLOGY										
IT APPLICATION SERVICES										
OTHER SUPPORT & MANAGEMENT FUNCTIONS										
STRATEGY & BUSINESS PLANNING										
INTERNAL AUDIT										
FINANCE										
HUMAN RESOURCES										
FACILITIES/SECURITY										
EXTERNAL AFFAIRS										
PROJECT/PROGRAM MANAGEMENT										



2013
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Transmission System Operation
Quarter Reporting Period

		TARGET	STRETCH	2013 YTD PERFORMANCE	2013 QUARTER PERFORMANCE	2012 QUARTERLY PERFORMANCE
SYSTEM PLANNING						
TSO 1	Saathoff	Regional Planning project Review Studies completed on time without substantive errors.	95% completed on time or no more than 1 late if less than 20 projects	99% completed on time		
TSO 2	Saathoff	Transmission planning projects initiated or significantly improved by ERCOT staff.	10 projects	15 projects		
TRANSMISSION CONNECTION MANAGEMENT						
TSO 3	Saathoff	Generation Interconnection Request (GIR) screening studies completed on time without errors.	95% completed on time or no more than 1 late if less than 20 GIRs	99% completed on time		
GRID SECURITY MANAGEMENT / REAL-TIME SYSTEM CONTROL / SCHEDULING & DISPATCH						
TSO 4	Saathoff	Control Performance Standard 1 (CPS1) frequency control performance (rolling 12 month CPS1 score).	> 140	> 150		
TSO 5	Saathoff	Interconnection Reliability Operating Limit (IROL) exceedance limitations.	None longer than 20 minutes	None longer than 10 minutes		
OUTAGE COORDINATION/PLANNING						
TSO 6	Saathoff	Outage Coordination performance: requests approved or denied within timeline and with mitigation plans developed if required.	97%	99%		
TSO 7	Saathoff	Network model update accuracy	No more than 3 emergency database loads due to staff error	No emergency database loads due to staff error		
FORECASTING						
TSO 8	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%		
TSO 9	Saathoff	Wind forecast performance - MAPE based on installed wind capacity: monthly average day ahead wind forecasts used for DRUC MAPE:	All less than 15%	All less than 10%		
COMPLIANCE MONITORING & REPORTING						
TSO 10	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.		
TSO 11	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.		
TSO 12	Manning	Assure property, personnel, and cyber assets are protected (cyber and physical) in accordance with NERC CIP Standards and SSAE16 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. SSAE16 - 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. SSAE16 - Unqualified opinion and no noted exceptions.		
TSO 13	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		
TSO 14	Manning	Ensure ERCOT ISO compliance with protocol Section 8 and operating guide Section 9 requirements (include in aggregate above); excluding Self Reports.	95%	100%		



2013
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Retail Operation
Quarter Reporting Period

			TARGET	STRETCH	2013 YTD PERFORMANCE	2013 QUARTER PERFORMANCE	2012 QUARTERLY PERFORMANCE
CUSTOMER SWITCHING/REGISTRY							
RO 1	Doggett	Conduct retail transaction processing per Protocol timelines	98%	99%			
RO 2	Doggett	End use customer switch notifications processed per PUCT rules	99%	99.9%			
MARKET INFORMATION							
RO 3	Day	Retail extracts available per Protocol timelines	98%	99%			
DISPUTE MANAGEMENT							
RO 4	Doggett	Manage retail transaction issues and disputes within defined timelines	96%	98%			



2013
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Wholesale Spot / Cash Market Operation
Quarter Reporting Period

			TARGET	STRETCH	2013 YTD PERFORMANCE	2013 QUARTER PERFORMANCE	2012 QUARTERLY PERFORMANCE
BIDDING, SCHEDULING AND PRICING							
WO 1	Doggett	Percent of days with successful DAM execution solution completed and posted successfully.	100%	100%			
WO 2	Doggett	DAM executions completed in acceptable timeframe: percent of days with posting solution before 1600.	97%	99%			
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			
WO 4	Doggett	Number of minimum Ancillary Services Requirements posted after the 20th of each month.	< 2	0			
WO 5	Doggett	SCED solution is solved and posted: percent of 15-minute Settlement Interval prices where price corrections are performed.	1 - 3 %	< 1 %			
WHOLESALE METERING, DATA COLLECTION AND DATA AGGREGATION							
WO 6	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%			
WO 7	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%			
WO 8	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%			
SETTLEMENT & BILLING							
WO 9	Doggett	Timely settlements per Protocol timelines.	99%	99.90%			
WO 10	Doggett	Accurate settlements as measured by number of resettlements due to manual data errors	2%	1%			
MARKET INFORMATION							
WO 11	Day	Wholesale extracts available per Protocol timelines	98%	99%			
CRR/FTR MANAGEMENT							
WO 12	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			
WO 13	Doggett	Monthly de-ratings of CRRs are within acceptable tolerances	80%	95%			
DISPUTE MANAGEMENT							
WO 14	Doggett	Process disputes within protocol timelines	95%	98%			



2013
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Renewable Energy Credits & Customer Care
Quarter Reporting Period

			TARGET	STRETCH	2013 YTD PERFORMANCE	2013 QUARTER PERFORMANCE	2012 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%			
ACCOUNT MANAGEMENT							
R&CC 2	Doggett	Establish and Maintain Targeted Account Plans and execute per guidelines and schedule.	95%	98%			
R&CC 3	Doggett	Create, distribute and post Market Notices per the COPs Communication Guide, Section 5, Appendix A.	95%	98%			
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%			



2013
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Information Technology
Quarter Reporting Period

			TARGET	STRETCH	2013 YTD PERFORMANCE	2013 QUARTER PERFORMANCE	2012 QUARTERLY PERFORMANCE
IT APPLICATION SERVICES							
IT 1	Dreyer	Retail Processing Availability - Bus. Hours	99.5%	99.7%			
IT 2	Dreyer	Retail Processing Availability - Non bus. Hours	99%	99.5%			
IT 3	Dreyer	Retail API Availability	99%	99.5%			
IT 4	Dreyer	MarkeTrak Availability	98%	99.5%			
IT 5	Dreyer	Congestion Revenue Rights (CRR) Availability	98%	99%			
IT 6	Dreyer	Market Information System (MIS) Availability	99%	99.5%			
IT 7	Dreyer	Market Management System Aggregate Availability	99%	99.5%			
IT 8	Dreyer	Energy Management System Aggregate Availability	99%	99.5%			
IT 9	Dreyer	Security Constrained Economic Dispatch (SCED) Availability	99.90%	99.95%			
IT 10	Dreyer	Security Constrained Economic Dispatch (SCED): number of outages greater than 30 consecutive minutes (per quarter)	zero	n/a			
IT 11	Dreyer	Load Frequency Control (LFC) Availability	99.90%	99.95%			
IT 12	Dreyer	Load Frequency Control (LFC): number of outages greater than 30 consecutive minutes (per quarter)	zero	n/a			
IT 13	Dreyer	Outage Scheduler Availability	99%	99.5%			
IT 14	Dreyer	Network Model Management System (NMMS) Availability.	97%	99%			
IT 15	Dreyer	HRUC executed every hour: percent of complete HRUC's per month, including ones missed due to database loads and site failover.	95%	97%			



2013
ERCOT KEY PERFORMANCE INDICATOR MATRIX
Other Support and Management Functions
Quarter Reporting Period

		TARGET	STRETCH	2013 YTD PERFORMANCE	2013 QUARTER PERFORMANCE	2012 QUARTERLY PERFORMANCE
STRATEGY & BUSINESS PLANNING						
OSM 1	Ruane	Enterprise risk assessment updated quarterly.	Quarterly update completed	n/a		
OSM 2	Ruane	Credit reports are correct and posted in a timely manner.	97%	100%		
OSM 3	Magness	Successful SSAE16 audit performance	Unqualified opinion	Unqualified opinion with no noted exceptions		
INTERNAL AUDIT						
OSM 3	Wullenjohn	Execute the 2013 Internal Audit Plan as approved by the Finance and Audit Committee, and complete the plan by December 31, 2013.	100% by year end	106% by year end		
FINANCE						
OSM 4	Petterson	Manage spending to be equal to or less than the board-approved expenditure budget for 2013.	Between 0 - 5% favorable variance	> 5% favorable variance		
HUMAN RESOURCES						
OSM 5	Manning	Retain top talent (Lose no more than 3% of top talent population annually).	3%	0%		
OSM 6	Manning	Percent of critical positions with named successors.	90%	100%		
OSM 7	Manning	Manage the ERCOT Training and Professional Development Program according to the approved annual education plan.	90% of planned activities	98% of planned activities		
FACILITIES/SECURITY						
OSM 8	Manning	Operate data centers providing availability consistent with data center designed objectives.	99.98%	100%		
OSM 9	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.		
EXTERNAL AFFAIRS						
OSM 10	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 11	Gage	Annually, ensure postings of current information, reports and presentations on the ERCOT website and maintain accurate information about ERCOT organization.	95%	100%		
OSM 12	Gage	Develop and maintain a comprehensive repository of informational and educational resource documents related to ERCOT Inc. and the ERCOT Market.	95%	100%		
OSM 13	Gage	Ensure information of interest to officials and stakeholders is available through social media outlets on a timely basis.	95%	100%		
PROJECT/PROGRAM MANAGEMENT						
OSM 14	Day	Project Portfolio managed within approved Execution schedule.	10%	5%		
OSM 15	Day	Project Portfolio managed within approved Execution budget.	10%	5%		