



# **Lessons Learned – ERCOT outage on 12/3/12**

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RMS 12/12/12

- **Lessons learned**

- Would like to start gathering today – focusing on Retail impacts
- Additional session for other market processes (12/17/12 – 1-3pm, see market notice sent on 12/10)
- During the session, we will focus on the following three questions for each topic: what went well; what did not go well; and areas for improvement?
- If you have confidential details to share, please contact Karen Farley ([kfarley@ercot.com](mailto:kfarley@ercot.com) 512-248-3171) or Kristi Hobbs ([khobbs@ercot.com](mailto:khobbs@ercot.com) 512-248-6730).

- **Gather lessons learned from market**
  - Organize into categories
  - Have received some feedback from market (ad-hoc calls, TDTWG, questions to Account Managers)
- **Capture suggestions for solutions**
  - Document and allow market to take ideas back to their shop and get additional feedback for process improvements
- **Future sessions will 1) discuss and identify process improvements and 2) document agreed business practices**



- **Impacts to Business Processes**
  - Transaction processing
    - Switches
    - Move Ins
    - Move Outs
  - Backdated transactions will reject at TDSP?
    - Yes without manual intervention
  - *ERCOT Protocols reference - 15 **Customer Registration** (7)*
    - *For transactions to flow through ERCOT, back-dated transactions for a market-approved corrective action must meet the date reasonableness test. Market Participants must work with ERCOT for any manual changes to transactions that fall outside these dates for market-approved corrective action. However, a TDSP will reject a back-dated transaction that is not part of a market-approved transaction.*
  - Find ESI ID / Find Transaction
  - Data Transparency

- **Communication**

- Timeliness of market notices from ERCOT
  - Initial
  - Follow ups
  - Did they go to the correct distribution?
  - Due to outage, unable to post to ercot.com
- Amount of detail in market notices
- Market notices from TDSPs
  - ~ 2pm – one TDSP sent notice on accepting safety nets
  - ~ 3pm – another TDSP sent notice
  - Did all TDSPs send notice?
  - 12/4 – notice that a TDSP was having system issue on safety net processing
- Ad-hoc market call

- **Manual processes / work-around**

- **When is the decision made to begin using Safety-Nets vs. transactions? And how is it communicated?**
  - Market Guide references –
    - 7.4.1.1. Appropriate Use of the Safety-Net Process
    - (2) The REP may submit a safety-net spreadsheet for:
      - (a) Standard move ins: Move ins submitted at least two Business Days prior to the requested date, if the 814\_05, 814\_17, or 814\_28 transaction has not been received by the day prior to the requested date; or
      - (b) Priority move ins: The Customer has requested same or next day service and is willing to pay applicable fees.
  - *7.4.1.2 Standard Move In Safety-Net Spreadsheet Format and Timing*
  - *7.4.1.3 Priority Move In Safety-Net Spreadsheet Format and Timing*
- **When is the decision made to begin using email vs. MarkeTrak issues?**
  - Undocumented; MPs are encouraged to use manual means anytime MarkeTrak is unavailable
- **Managing switch hold removal – used process from 4.0 migration weekend, where is this documented?**
  - Market notice and <http://www.ercot.com/committees/board/tac/rms/marketraktf/>

- **ERCOT will document feedback from today and other sessions**
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- **ERCOT will work with RMS chair/vice chair to get on agenda for**
  - 1) discuss and identify process improvements and
  - 2) document agreed business practices

# Questions?

