2014
ERCOT KEY PERFORMANCE INDICATOR MATRIX

Quarter Reporting Period

We serve the public by ensuring a reliable grid, efficient electricity markets, open access and retail choice.

	YTD		4th Quarter Performance		3rd Quarter Performance		2nd Quarter Performance		1st Quarter Performance	
	G	R	Green	Red	Green	Red	Green	Red	Green	Red
RELIABLE GRID										
GRID SECURITY MANAGEMENT / REAL-TIME SYSTEM CONTROL / SCHEDULING & DISPATCH										
OUTAGE COORDINATION/PLANNING										
FORECASTING										
COMPLIANCE MONITORING & REPORTING										
IT APPLICATION SERVICES										
EFFICIENT ELECTRICITY MARKETS										
BIDDING, SCHEDULING AND PRICING										
SETTLEMENT & BILLING										
MARKET CREDIT										
CRR MANAGEMENT										
MARKET INFORMATION										
IT APPLICATION SERVICES										
OPEN ACCESS & RETAIL CHOICE										
DETERMINE REC OBLIGATIONS AND VERIFY COMPLIANCE										
CUSTOMER SWITCHING/REGISTRY										
MARKET INFORMATION										
IT APPLICATION SERVICES										
OTHER SUPPORT & MANAGEMENT FUNCTIONS										
FINANCE										
FACILITIES/SECURITY										

RELIABLE GRID

KPI	Executive	Capability	KPI Description	Target	Stretch
RG 1	McIntyre, Kenneth	Grid Security Management / Real Time System Control / Scheduling & Dispatch	Control Performance Standard 1 (CPS1) frequency control performance (rolling 12 month CPS1 score).	> 140	> 150
RG 2	McIntyre, Kenneth	Grid Security Management / Real Time System Control / Scheduling & Dispatch	Interconnection Reliability Operating Limit (IROL) exceedance limitations.	None longer than 20 minutes	None longer than 10 minutes
RG 3	McIntyre, Kenneth	Outage Coordination / Planning	Outage Coordination performance: requests approved or denied within timeline and with mitigation plans developed if required.	97%	99%
RG 4	McIntyre, Kenneth	Forecasting	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%
RG 5	McIntyre, Kenneth	Forecasting	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%
RG 6	Manning, Chuck	Compliance Monitoring & Reporting	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.
RG 7	Manning, Chuck	Compliance Monitoring & Reporting	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.
RG 8	Dreyer, Jerry	IT Application Services	Energy Management System Aggregate Availability	99%	99.5%
RG 9	Dreyer, Jerry	IT Application Services	Security Constrained Economic Dispatch (SCED) Availablity	99.9%	99.95%
RG 10	Dreyer, Jerry	IT Application Services	Security Constrained Economic Dispatch (SCED): number of unplanned outages greater than 30 consecutive minutes (per quarter)	zero	n/a
RG 11	Dreyer, Jerry	IT Application Services	Load Frequency Control (LFC) Availability	99.9%	99.95%
RG 12	Dreyer, Jerry	IT Application Services	Load Frequency Control (LFC): number of unplanned outages greater than 30 consecutive minutes (per quarter)	zero	n/a
RG 13	Dreyer, Jerry	IT Application Services	Outage Scheduler Availability	99%	99.5%

EFFICIENT ELECTRICITY MARKETS

KPI	Executive	Capability	KPI Description	Target	Stretch
EM 1	Jones, Brad	Bidding, Scheduling & Pricing	DAM quality of solution as measured with price corrections: percent of hourly prices requiring DAM price correction.	1-3 % of time	< 1 % of time
EM 2	Jones, Brad	Bidding, Scheduling & Pricing	SCED solution is solved and posted: percent of 15-minute Settlement Interval prices where price corrections are performed.	1 - 3 %	< 1 %
EM 3	Jones, Brad	Settlement & Billing	Timely settlements per Protocol timelines.	99%	99.9%
EM 4	Jones, Brad	Settlement & Billing	Accurate settlements as measured by number of resettlements due to manual data errors	2%	1%
EM 5	Jones, Brad	Market Credit	Credit reports are correct and posted in a timely manner.	97%	100%
EM 6	Jones, Brad	CRR Management	Monthly de-ratings of CRRs are within acceptable tolerances	80%	95%
EM 7	Jones, Brad	Market Information	Wholesale extracts available per Protocol timelines	98%	99%
EM 8	Dreyer, Jerry	IT Application Services	Congestion Revenue Rights (CRR) Availability	98%	99%
EM 9	Dreyer, Jerry	IT Application Services	Market Management System Aggregate Availability	99%	99.5%

OPEN ACCESS & RETAIL CHOICE

KPI	Executive	Capability	KPI Description	Target	Stretch
OARC 1	Jones, Brad	Determine REC Obligations & Verify Compliance	Fulfill the protocol obligations for RPS mandate calculations and reporting on time and accurately	99%	99.9%
OARC 2	Jones, Brad	Customer Switching / Registry	Conduct retail transaction processing per Protocol timelines	98%	99%
OARC 3	Jones, Brad	Customer Switching & Registry	End use customer switch notifications processed per PUCT rules	99%	99.9%
OARC 4	Jones, Brad	Market Information	Retail extracts available per Protocol timelines	98%	99%
OARC 5	Dreyer, Jerry	IT Application Services	Retail Processing Availability - Bus. Hours	99.5%	99.7%
OARC 6	Dreyer, Jerry	IT Application Services	Market Information System (MIS) Availability	99%	99.5%

OTHER SUPPORT_MANAGEMENT

KPI	Executive	Capability	KPI Description	Target	Stretch
OSM 1	All	Finance	Manage spending to be equal to or less than the board-approved expenditure budget for 2013.	Between 0 -- 5% favorable variance	> 5% favorable variance
OSM 2	Manning, Chuck	Facilities / Security	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 incidents.	Zero Stage 2 or Stage 3 cyber or physical security incidents.