

# **PUBLIC UTILITY COMMISSION OF TEXAS**



Project No. 36141

Performance Measures for the Retail Electric Market

## **FILING REQUIREMENTS FOR PERFORMANCE MEASURE REPORTING PURSUANT TO P.U.C. SUBST. R. 25.88**

APPLIES TO THE ELECTRIC RELIABILITY COUNCIL OF TEXAS, RETAIL ELECTRIC PROVIDERS, AND TRANSMISSION AND DISTRIBUTION UTILITIES PARTICIPATING IN THE COMPETITIVE RETAIL ELECTRIC MARKET

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## DEFINITION OF TERMS AND ACRONYMS

DOE	Department of Energy
EIA	Energy Information Administration
ERCOT	Electric Reliability Council of Texas
ESIID	Electric Service Identifier
PUC/PUCT/Commission	Public Utility Commission of Texas
PURA	Public Utility Regulatory Act
REP	Retail Electric Provider
TDU	Transmission and Distribution Utility

## GENERAL INSTRUCTIONS

1. **Application.** This filing package contains the information and schedules to be used to fulfill the reporting requirements of P.U.C. SUBST. R. 25.88 to allow the Commission to obtain information to be used for evaluation of the performance of the retail electric market in Texas, mandatory with reporting for the quarter starting July 1, 2008. Until July 1, 2008, the prior filing package may be used. This filing package applies to:
  - a. Electric Reliability Council of Texas (ERCOT) as defined in PURA § 31.002 (5) and P.U.C. SUBST. R. 25.5;
  - b. Retail electric providers (REPs) as defined in PURA §31.002(17) and §25.5 of this title (relating to Definitions); and
  - c. Transmission and distribution utilities (TDUs) operating in a qualifying power region in the State of Texas as defined in PURA § 31.002(19) and P.U.C. SUBST. R. 25.5, except those transmission service providers that provide only wholesale transmission.
2. **Filing requirements.** Each entity shall file with the filing clerk of Central Records at the Commission offices in Austin, Texas, four copies of the printed report and any attachments in accordance with P.U.C. PROC. R. 22.71. Entities shall also file the required electronic filings consistent with the Commission's electronic filing standards set out in P.U.C. PROC. R. 22.72(h). Microsoft Excel spreadsheets for Schedules B and C have been provided with these instructions in the event any REP or TDU contests the data provided by ERCOT. REPs that did not serve customers during the period covered by the report may file a letter stating such in lieu of filing the report.
3. **Filing dates.** Report shall be filed each quarter by the 45<sup>th</sup> day following the end of the preceding quarterly reporting period. Data shall be presented showing monthly information and then combined for a quarterly total. Quarterly periods shall begin on January 1, April 1, July 1, and October 1. In the event any reporting entity contests data relating to its performance contained in the ERCOT report and did not previously have an opportunity to obtain its data from ERCOT, the contesting entity shall have an additional 15 business days following the date of the ERCOT report to provide a contesting report. Any special or additional reports requested by the Commission shall be provided within the response time specified by the Commission, that is reasonable in consideration of the information requested.
4. **Analysis.** Each report shall include a short description or explanation of the reporting entity's data and performance for the quarterly period in accordance with the requirement of P.U.C. SUBST. R. 25.88(e)(1). Explanation or analysis of any measure that does not meet the expected performance level shall be included. This analysis must be included in the report regardless of whether the reporting entity or ERCOT reports the actual data. Where appropriate, the report shall also indicate the change in performance over the past reporting quarter and provide a narrative explanation of circumstances that may have affected performance.

5. **Report attestation.** All reports submitted to the Commission shall be attested to by an owner, partner, officer, or manager of the reporting entity under whose direction the report is prepared in accordance with the requirement of P.U.C. SUBST. R. 25.88(e)(2). The attestation shall also verify that an internal review was conducted to confirm the accuracy of the information contained in the performance measures report.
6. **Complete answers.** In preparing the report, all instructions should be followed and each question should be answered fully and accurately. The expression "none" or "not applicable" will be given as the answer to any particular inquiry only where the expression truly and completely states the fact. Where a numeric response is required, insert the numeric value "0" as appropriate. All data provided in response to questions or schedules should be rounded to the whole unit.
7. **Reference to prior reports.** References to reports of previous periods or to other reports will not be accepted in lieu of information requested in this report. This report does not replace any other report unless the Commission specifically allows the substitution.
8. **Revisions.** If it is necessary to revise any schedule after the initial filing of the performance measures report, a new electronic version and four (4) printed copies of the report shall be provided. The electronic version and all printed copies shall be labeled "revised" and include the date of revision.
9. **Supporting documents available for inspection.** All supporting documents, including records, books, and memoranda shall be made available at the reporting entity's main office for inspection by the Commission or its designee upon request in accordance with the requirement of P.U.C. SUBST. R. 25.88(e)(3). Supporting documents shall be maintained for a period of 24 months after the report date. Supporting documents may be kept outside the State of Texas if those records are returned to the State for any requested inspection by the Commission or its designee, upon request.
10. **Confidentiality.** The reporting entity may allege that some information requested within the requirements is proprietary and confidential. A reporting entity must file as confidential any information relating specifically to any other entity, unless the Commission has determined that such information is not competitively sensitive or the disclosing entity has given the reporting entity express written permission to release such information publicly. For such schedules, a statement to that effect shall be included in the location of each schedule within the filing package. Information designated as confidential shall be processed in accordance with Commission policy set forth in P.U.C. PROC. R. 22.71 and P.U.C. SUBST. R. 25.362.
11. **Waiver of certain information.** If the Commission waives the reporting of any information pursuant to P.U.C. SUBST. R. 25.88(e)(4), a written explanation of the omission and a copy of the waiver must be included in the report.

12. **Public information.** The Commission may produce a summary report on the performance measures using the information collected through these reporting requirements. The report will aggregate the information or make REP-specific information anonymous, so as to not release REP confidential data. The report shall be public information. The Commission may provide the reports to any interested entity and post the reports on the Commission's Internet website.
  
13. **Commission review.** The Commission may evaluate the reporting requirements as necessary to determine if modifications to the performance measures are necessary due to changing market conditions. Such evaluation process shall include notice and opportunity for public comment.

## KEY PERFORMANCE INDICATORS

*These key performance indicators are developed to assist the Commission in its mission “to protect customers, foster competition, and promote high-quality utility infrastructure.”*

1. **Competitive market indicators.** The level and strength of retail competition may be assessed by the number of retail electric providers and products available in the restructured retail electric market. These measures will allow the Commission to assess the activity in the competitive market by reporting the number of customers served by each REP, including amount of load, in each customer class and in each TDU service territory.
2. **Technical market mechanics.** Monitoring and enforcing performance standards permits the Commission to ensure that customer enrollment requests are carried out in a timely fashion and customers receive accurate and timely bills for electric service. These measures will allow the Commission to assess whether the technical systems of ERCOT, REPs, and TDUs are functioning properly to perform necessary market transactions to allow a customer to choose a retail electric provider and to receive timely electric service with accurate and timely bills for that service. ERCOT shall participate and take an active role in reporting market mechanics data as prescribed in the filing package.
3. **Field Performance Standards.** Retail electric customers should receive other services they need on a timely basis. These measures will allow the Commission to assess whether REPs and TDUs are fulfilling their obligations under the standard Retail Delivery Tariff and the Substantive Rules relating to customer protection. ERCOT, TDUs, and REPs all have responsibility to report on performance in field operations.

## SPECIFIC PERFORMANCE MEASURES

### A. COMPETITIVE MARKET INDICATORS

#### Measure A-1: Customers Served by REPs

**Short Definition:** This measure indicates the number of customers and corresponding load served by REPs by customer class in each TDU service territory.

**Definition and Procedure:** This measure indicates the number of customers served by REPs, by customer class in each TDU service territory. This measure includes the corresponding amount of load associated with those customers. Customer classes are residential, small non-residential, and large non-residential. This data is collected from ERCOT, REPs, and TDUs.

ERCOT shall report the number of customers served by each REP by customer class in each TDU service territory. ERCOT shall report the “REP of Record” in the ERCOT database for each ESIID on the last business day of each month in the reporting period. ERCOT shall also report the amount of load associated with those customers.

A REP shall file an electronic and paper copy of the monthly EIA Form 826, or a facsimile containing the information required by EIA Form 826, with the Commission on a quarterly basis. A REP does not need to provide any additional information for this measure.

Each TDU shall file a report indicating the number of customers by REP, by TDU rate class, with corresponding MWh sales. TDUs shall file monthly information with the Commission on a quarterly basis.

**Data Limitations:** There may be some discrepancy between the data reported by ERCOT, REPs, and TDUs because the data is provided by REPs “as is” on the EIA Form 826, which may have a monthly average for the number of customers as opposed to the ERCOT number on the last day of the month. The customer class designations may not be consistent because each TDU assigns the customer class to each ESIID and criteria for these assignments may not be uniform among the TDUs.



**Measure A-2: Number of Active REPs**

**Short Definition:** This measure counts the number of REPs in each TDU service territory serving customers in the Texas market.

**Definition and Procedure:** This measure will list the REPs actively serving customers by TDU service territory and customer class. This information is obtained from ERCOT, REPs, and TDUs from the data collected in accordance with the procedures set forth in Measure A-1.

**Data Limitations:** As with Measure A-1, there may be some discrepancy between the data reported by ERCOT, REPs, and TDUs. The customer class designations as listed in the ERCOT database may not be consistent because each TDU assigns the customer class to each ESIID and criteria for these assignments may not be uniform among the TDUs. In addition, the number of active REPs may not be consistent with the number of certified REPs maintained by the Commission because the Commission's list contains all certified REPs even though some REPs may not be actively seeking or serving customers.

## B. TECHNICAL MARKET MECHANICS

### *Measure B-1: Customer Enrollment Success Rate*

**Short Definition:** This measure examines all technical transactions necessary for customer enrollment (switch and move-in) within the timeframes specified in the ERCOT Protocols.

**Definition and Procedure:** This measure examines the lifecycle of customer enrollment transactions (switch and move-in) and the completion of these transactions within the timeframes specified by Protocols or TDU tariffs. This information shall rely on full volume reporting from the ERCOT systems.

**Data Limitations:** It may be necessary to use statistical samples rather than the full universe of transactions for periods in which ERCOT transaction tracking systems are not at full capability. Information tracked through individual reporting is subject to the system limitations of the reporting entity.

### *Measure B-2: Meter Read Transaction Success Rate*

**Short Definition:** This measure examines the historical usage, monthly usage, invoicing, and initial meter read transaction flow within ERCOT Protocols.

**Definition and Procedure:** This measure examines the turnaround of the historical usage, monthly usage, ESIID creation and maintenance, invoices, and initial meter read transactions between TDUs, ERCOT, and REPs within the timeframes specified by Protocols or TDU tariffs. Cancelled monthly usage transactions are also tracked within this measure, separate from the original monthly usage transactions.

**Data Limitations:** It may be necessary to use statistical samples rather than the full volume of transactions for a period of time until transaction tracking systems reach full capability. Information tracked through individual reporting is subject to the limitations of the systems of the reporting entity.

### **Measure B-3: Service Reliability**

**Short Definition:** This measure tracks the reliability of the ERCOT systems that process transactions and provide information to market participants.

**Definition and Procedure:** This measure tracks the number of days ERCOT systems are affected by service reliability issues in a month, as well as the percentage of operational time those systems are unavailable.

**Data Limitations:** Information tracked through this measure is subject to the system limitations of the reporting entity.

### **Measure B-4: Unauthorized Change of REP**

**Short Definition:** This measure tracks the number of unauthorized changes worked by each REP.

**Definition and Procedure:** This measure tracks the number of unauthorized changes of REP for which each REP gained or lost customers during the reporting period, as well as the number of switches completed during the reporting period. This measure tracks information regarding a unauthorized changes of REP as logged in ERCOT's MarkeTrak tool as an inadvertent gains.

**Data Limitations:** Information tracked through individual reporting is subject to the limitations of the systems of the reporting entity. Reported unauthorized changes may refer to switches which occurred outside of the reporting period. Differences in the rate of unauthorized changes for various REPs may occur due to differences between customer types enrolled, promptness in unauthorized changes being logged in MarkeTrak, errors, or intentional action, among other factors.

## **C. FIELD PERFORMANCE STATISTICS**

**Short Definition:** These measure track timeliness of completion of field performance tasks with specified time requirements in the Tariff for Retail Electric Delivery.

**Definition and Procedure:** This measure tracks the performance of the TDU in completing specified activities, including standard and priority Move-Ins, Move-Outs, Disconnects for nonpayment, standard and same-day Reconnects, rereading meters, out-of-cycle meter reads to complete switches, and estimated meter reads.

**Data Limitations:** Information tracked through individual reporting is subject to the limitations of the systems of the reporting entity.

## SCHEDULE A: REPORTING REQUIREMENTS FOR ERCOT

This schedule summarizes the report required by ERCOT. ERCOT shall make a reporting entity's performance measure data available to that reporting entity as soon as possible, in any event no later than 45 days after the end of the quarter.

**Measure A-1: Customers Served by REPs.** ERCOT shall file a report indicating the number of customers, by customer class, served by each REP in each TDU service territory. ERCOT shall also report the amount of load in kilowatts and energy in kilowatt-hours associated with these customers.

**Measure A-2: Number of Active REPs.** Obtained from the information provided for Measure A-1.

**Measure B-1: Customer Enrollment Success Rate.** ERCOT shall provide this information as a market-wide summary, and by REP and by TDU service territory if the market-wide summary fails to meet expected performance as defined below. For Move-Ins, codes with different time requirements between Standard and Priority action shall be provided as separate line items.

**Measure B-2: Meter Reading Transaction Success Rate.** ERCOT shall provide this information as a market-wide summary, and by REP and by TDU service territory if the market-wide summary fails to meet expected performance as defined below.

For Measures B-1 and B-2, ERCOT shall provide, at a minimum, the information required in the table below by REP and separately by TDU service territory, except that ERCOT may provide this information as a market-wide summary for any measure that meets both Protocol compliance and the minimum Expected Performance shown below at least 98% of the time and no TDU fails to meet both Protocol compliance and the minimum Expected Performance shown below at least 90% of the time. ERCOT shall include reporting on Protocol compliance for each transaction. ERCOT shall also provide to a REP or TDU which so requests, information specific to that REP or TDU.

Business Process	Key Performance Measures	Expected Performance	Number Completed (by Month and Quarter)	Number Completed Within Protocol (by Month and Quarter)
B1-a) Switching customers to preferred REP	814_01 frequency of failure	<b>REP</b> to submit switch requests to ERCOT.		
	814_02 turn-around	<b>ERCOT</b> to provide notification of an error condition back to the REP within 1 business day.		
	814_03 turn-around	<b>ERCOT</b> to send to TDU within 1 business day.		
	814_04 turn-around	<b>TDU</b> to send to ERCOT within 2 business days.		
	814_05 turn-around	<b>ERCOT</b> to send to new REP		

<b>Business Process</b>	<b>Key Performance Measures</b>	<b>Expected Performance</b>	<b>Number Completed (by Month and Quarter)</b>	<b>Number Completed Within Protocol (by Month and Quarter)</b>
		within 1 business day.		
	814_06 turn-around	<b>ERCOT</b> to send to current REP within 1 business day.		
	814_06 Pending turn-around	<b>ERCOT</b> to send by 6:00 AM five days before switch.		
	814_07 turn-around	<b>Current REP</b> to send to ERCOT within 2 business days.		
	867_03 & 867_04 turn-round	<b>ERCOT</b> to send to REP within 12 hours.		
B1-b) Moving customers into premises - Standard	814_16 frequency of failure	<b>REP</b> to submit move-in requests to ERCOT.		
	814_16 turn-around	<b>ERCOT</b> to process move-in requests within 2 retail business hours.		
	814_17 turn-around	<b>ERCOT</b> will respond to the REP within 1 hour.		
	814_03 turn-around	<b>ERCOT</b> will submit registration notification request to TDU within 1 hour.		
	814_04 turn-around or 814_28 turn-around	<b>TDU</b> to send to ERCOT within 2 business days.		
	814_05 turn-around	<b>ERCOT</b> to send to REP within 1 hour.		
	814_05 turn-around	<b>ERCOT</b> to send to current REP, same day request is received.		
	814_06 turn-around	Monitoring Only		
	814_06 Pending turn-around	<b>ERCOT</b> to provide two days before move-in.		
	867_04 turn-around	<b>ERCOT</b> to send to new REP within 12 hours.		
B1-c) Moving customers into premises - Priority	814_16 frequency of failure	<b>REPS</b> to submit move-in requests to ERCOT		
	814_16 turn-around	<b>ERCOT</b> to process move-ins within 1 retail business hour. (2 retail business hours until system functionality is implemented. ERCOT shall state in its narrative which		

<b>Business Process</b>	<b>Key Performance Measures</b>	<b>Expected Performance</b>	<b>Number Completed (by Month and Quarter)</b>	<b>Number Completed Within Protocol (by Month and Quarter)</b>
		standard is being applied.)		
	814_17 turn-around	<b>ERCOT</b> will respond to the REP within 1 hour.		
	814_03 turn-around	<b>ERCOT</b> will submit registration notification request to TDU within 1 hour.		
	814_04 or 814_28 turn-around	<b>TDU</b> to send to ERCOT within 2 business days.		
	814_05 turn-around	<b>ERCOT</b> to send to REP within 1 hour.		
	814_05 turn-around	<b>ERCOT</b> to send to current REP, same day request is received.		
	814_06 turn-around	Monitoring Only		
	867_02 turn-around	<b>TDU</b> to provide 12 months usage information within 2 business days of receiving the 814_03 from ERCOT.		
	867_04 turn-around	<b>ERCOT</b> to send to new REP within 12 hours.		
B1-d) Move-Out	814_25 Reject turn-around	<b>ERCOT</b> will respond to REP within one hour of processing 814_24.		
	814_24 sent turn-around	<b>ERCOT</b> will forward to TDU within 2 business hours.		
	814_25 turn-around	<b>TDU</b> will send to ERCOT within 2 business days.		
	814_25 turn-around	<b>ERCOT</b> will send to REP within 2 hours of receipt from TDSP (One business day until System functionality is implemented. ERCOT shall note in its narrative which standard is being applied.		
	867_03 turn-around	<b>ERCOT</b> will send to CR within 4 hours. (12 hours until System functionality is implemented. ERCOT shall note in its narrative which standard is being applied.)		

<b>Business Process</b>	<b>Key Performance Measures</b>	<b>Expected Performance</b>	<b>Number Completed (by Month and Quarter)</b>	<b>Number Completed Within Protocol (by Month and Quarter)</b>
B2-a) Providing usage history for ad-hoc request	814_26 turn-around	Refer to ERCOT Protocols.		
	867_02 turn-around	<b>TDU</b> to provide 12 months usage information within 2 business days of receiving the 814_03 from ERCOT. <b>ERCOT</b> to process the 867_02 within 4 business hours.		
B2-b) Meter reads from all premises to initiate service or change provider.	867_03 turn-around	<b>ERCOT</b> to send to REP within 12 hours of receipt from TDU.		
B2-c) ESIID Create	814_21 turn around	<b>ERCOT</b> to respond to 814_20 from TDSP within 1 business hour. (One business day, until system functionality is implemented. ERCOT shall note which standard is being applied in its narrative.)		
B2-d) ESIID Maintenance	814_21 turn-around	<b>ERCOT</b> to respond to 814_20 from TDSP within 4 business hours. (One business day, until system functionality is implemented. ERCOT shall note which standard is being applied in its narrative.)		

### **Measure B-3: Service Reliability of Retail Systems**

ERCOT shall report on service reliability using the following parameters:

A system shall be considered ‘unavailable’ if:

- ERCOT is unable to send transactions in that system to any or all market participants, for a significant duration, due to an issue within any ERCOT system(s).



- ERCOT cannot receive transactions in that system from any or all market participants, due to an issue within any ERCOT system(s).
- Delays exist in processing transactions, such that ERCOT may be unable to meet Protocols due to system issues.

A system may be 'unavailable' due to an issue within that ERCOT system, another ERCOT system, or due to a problem in the system of an ERCOT service provider. In each case, the narrative should describe any issue that results in the loss of two or more hours of system availability.

ERCOT shall report the number of days per month that any system necessary to the processing of transactions was unavailable at any time during the operational day, as well as the number of days any system normally available to market participants was unavailable at any time during the Retail Business Day. ERCOT shall also report the total time per month and the percentage of operational time during which any system necessary to the processing of transactions was unavailable during the Retail Business Day.

An outage shall be considered significant for purposes of this reporting if it involves any outage of the NAESB system, NAESB proxy servers, or any successor system that serves the functions of or new functions similar to the NAESB system, or if it is of greater than 15 minutes duration for the Electronic Data Interchange (EDI), Enterprise Application Integration (EAI), Customer Registration Database, and any infrastructure maintained by ERCOT supporting retail transmission processing other than NAESB, NAESB proxy servers, and their successors.

#### **Measure B-5: Unauthorized Changes**

For each month, ERCOT shall report the number of inadvertent gains for each REP, the number of losses due to inadvertent gains for each REP, and the ratio of inadvertent gains to completed enrollments for the gaining REP. Inadvertent gains and losses shall only be counted after the issue has been completed or resolved, and has not been rejected. Instances where the gaining REP indicates a valid enrollment and does not agree that the gain was inadvertent shall be excluded from this reporting.

This measure will have no defined standard of performance, but may be used by the commission to monitor unauthorized changes of REP.

## **SCHEDULE B: REPORTING REQUIREMENTS FOR REPS**

This schedule summarizes the report required by REPs. REPs must participate and comply with ERCOT reporting requirements in a timely and accurate fashion.

**Measure A-1: Customers Served by REPs.** REPs shall file an electronic and paper copy of each monthly DOE EIA Form 826 report, or a facsimile containing the information required by that form, for each month of the reporting period.

**Measure A-2: Number of Active REPs.** Obtained from the information provided for Measure A-1.

**Measure B-1: Customer Enrollment Success Rate (Optional).** If a REP does not agree with the data reported by ERCOT, the REP may report individual data to support its position. If a REP contests data in the ERCOT report relating to its performance and did not have an opportunity previously to obtain its data from ERCOT, the REP shall have an additional 20 business days following the date of the ERCOT report to provide a contesting report. At a minimum, the REP report shall contain the following information for each TDU service territory: the number of 814\_01s or 814\_16s sent, the number of 814\_02s or 814\_17s received, and the number of 814\_05s expected and received. Do not include transactions cancelled with an 814\_08. A REP may include information regarding Protocol compliance of any transaction within the switch or move-in lifecycle.

**Measure B-2: Meter Read Transaction Success Rate (Optional).** If a REP does not agree with the data reported by ERCOT, the REP may report individual data to support its position. If a REP contests data in the ERCOT report related to its performance and did not have an opportunity previously to obtain its data from ERCOT, the REP shall have an additional 20 business days following the date of the ERCOT report to provide a contesting report. At a minimum, the REP report shall contain the following information for each TDU service territory: the number of switches or move-ins containing a request for historical usage and the number of 867\_02s (historical usage) received for each, the number of 814\_26 (ad hoc historical usage request) transactions sent and the number of 867\_02s received, and the number of 867\_04s (initial meter reads) and 867\_03s (monthly meter reads) expected and the number received. REPs shall also report the number of 867\_03 cancellations as a fraction of the total number of 867\_03s received. A REP may also include information regarding Protocol compliance of any meter read transaction. The REP shall also report the number of 810\_02s (TDU invoice) expected, the number received, and the number received outside the timeframes specified by the TDU tariffs.

**Measure B-4: Unauthorized Changes (Optional).** The REP may report on unauthorized changes, using the following standard:

For each month, the REP shall report the number of inadvertent gains for that REP, the number of losses due to inadvertent gains for that REP, and the ratio of inadvertent gains to completed enrollments by that REP. Inadvertent gains should only be counted after the issue has been completed or resolved, and has not been rejected. Instances where the gaining REP indicates a valid enrollment and does not agree that the gain was unauthorized shall be excluded from this reporting. Anomalies should be explained in the narrative.

**Measure C: Technical Field Performance.** REPs shall report the number of disconnect notices sent, disconnections requested, reconnections requested, and move-outs ordered after a Disconnection for Non-Pay, for residential customers and for critical care customers. The information shall be reported for each TDU.

REPs shall report the number of times a Reconnect after Disconnect for Non-Pay was not submitted after customer's satisfactory correction of the reasons for disconnections within the time requirements of P.U.C. SUBST. R. 25.483(m). The information shall be reported by TDU.

REPs providing pre-paid service shall report the number of times a prepaid meter was disconnected for failure to maintain a positive balance, the number of reconnects after disconnect for failure to maintain a positive balance, and the number of reconnects after disconnect completed within two hours as required by P.U.C. SUBST. R. 25.498(h)(5). Data on reconnection shall be divided into the categories of disconnections by the TDU and interruptions by the REP.

## SCHEDULE C: REPORTING REQUIREMENTS FOR TDUS

This schedule summarizes the reports required by the TDUs. TDUs must participate and comply with ERCOT reporting requirements in a timely and accurate fashion.

**Measure A-1: Customers Served by REPs.** TDUs shall file a report indicating the number of customers by REP, by TDU rate class, with corresponding megawatt-hour sales.

**Measure A-2: Number of Active REPs.** Obtained from the information provided for Measure A-1.

**Measure B-1: Customer Enrollment Success Rate.** If a TDU does not agree with the data reported by ERCOT, the TDU may report individual data to support its position. If a TDU contests data relating to its performance contained in the ERCOT report and did not have an opportunity to previously obtain its data from ERCOT, the TDU shall have an additional 20 business days following the date of the ERCOT report to provide a contesting report. A TDU may also include information regarding Protocol compliance of any transaction within the switch or move-in lifecycle.

**Measure B-2: Meter Read Transaction Success Rate.** The TDU shall report the following information for each REP for the lifecycle of the transactions: the number of switches and move-ins received containing a request for historical usage and the number of 867\_02s (historical usage) sent for each, the number of 814\_26 (ad hoc historical usage request) transactions received and the number of 867\_02s sent, and the number of 867\_04s (initial meter reads) and 867\_03s (monthly meter reads) expected and the number sent, and 867\_03s (final) with percentage sent within three business days of meter read. At the TDU's option, the TDUs may also report the number of 867\_03 cancellations as a fraction of the total number of 867\_03s sent. A TDU may also include information regarding Protocol compliance of any meter read transaction. In addition, if a TDU does not agree with the data reported by ERCOT, the TDU may report individual data to support its position. If a TDU contests data relating to its performance contained in the ERCOT report and did not have an opportunity to previously obtain its data from ERCOT, the TDU shall have an additional 20 business days following the date of the ERCOT report to provide a contesting report. The TDU shall report by month the total number of 810\_02s expected, the number sent, and the number sent within the timeframes specified by the TDU tariff. The TDU shall report information on a TDU-wide basis and make available REP-specific information to requesting REPs on a quarterly basis.

**Measure C: Field Performance.** The TDU shall report the following information on a TDU-wide basis, and make available REP-specific information for all measures below to requesting REPs on a quarterly basis. The TDU report shall contain information by REP where noted:

<b>Field Requirement</b>	<b>Expected Performance</b>  (Current TDSP tariff or below, whichever is more stringent)	<b>Level of Performance Required</b>	<b>Number Completed</b>	<b>Number and Percentage Completed Within Tariff Requirements</b>
C-1)Standard Move-In	Requested date or no later than two business days after the date of receipt,* whichever is later.	98%		
C-2)Priority Move-In	Requested date if received by 5:00 PM, next business day otherwise.	98%		
C-3)Move-Outs	Requested date or no later than two business days after the date of receipt,* whichever is later.	96%		
C-4a)Disconnect for Non-Pay	Within three business days after requested date, or five business days after request is received*, whichever is later – with exceptions noted in tariff. Not prior to requested date.	96%		
C-4b) Disconnect orders cancelled as unexecutable, organized by the following reasons: cancelled by reconnect; cancelled due to weather; or cancelled due to other. .	Not defined.			
C-5a)Standard Reconnect after Disconnect for Non-Pay	Day of receipt* if received by 2:00 PM. Complete by end of next field operational day if received after 2:00 PM. In all cases within 48 hours of	98%		

	receipt.			
C-5b) Same Day Reconnect after Disconnect for Non-Pay	Day of receipt* if received by 5:00 PM, next field operational day if received after 5:00 PM.	98%		
C-5c) All Reconnect after Disconnect for Non-Pay	Within 48 hours of receipt. Reconnect orders received after 5:00 PM on Fridays that are not connected before Monday are considered to be outside of the 48 hour requirement, and shall be considered outside tariff requirements for purposes of this report.	100%		
C-5d) Number of Disconnections for non-payment for residential customers	Monitoring			
C-5e) Number of Reconnect after Disconnect after Non-Pay for residential customers, and number completed within tariff requirements	By the end of the field operational day following receipt of request for reconnection	100%		
C-6) Meter Re-Read	Within 5 business days of receipt.*	96%		
C-7) Out of Cycle Meter Read for the Purpose of a Switch	Requested date or within 2 business days after date of receipt,* whichever is later.	98%		
C-8a) Number of meter reads estimated due to Denial of Access by the Customer organized	No more than 3 consecutive months prior to selection of option, plus 60 days for remedy.	98% of first month estimates to be followed by an actual read, remedied, or		

by number of monthly estimated reads due to denial of access since the last actual meter read.		having selected option within 3 months plus an additional 2 months for remedy.		
C-8b) Number of meter reads estimated for more than two consecutive months for reasons other than denial of access, organized by number of estimated reads for these reasons since the last actual read. An estimate for the purpose of a mass transition of Retail Customers shall not be considered a month in a series of consecutive estimates. An estimate due to tampering shall not be considered a month in a series of consecutive estimates when estimates are used to replace completed reads of the tampered meter.	No more than 3 consecutive months.			
C-9a) Number of meters with estimated reads, for which a modification in the existing meter has been selected by the REP, customer, or TDU under Section 4.7.2 of the Retail Delivery Tariff.	Meters where denial of access has occurred for more than three months.			
C-10a) Number of Meters estimated as zero usage.	Monitoring only.			

\*For each measure above, requests received after 5:00 PM shall be considered received the following business day.

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