



Item 6: Q1 2014 Key Performance Indicator (KPI) Review

Betty Day

Vice President, Business Planning & Integration

Human Resources and Governance Committee Meeting

ERCOT Public

June 9, 2014

2014 Key Performance Indicators – 1st Quarter Report

	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	50%	50%								OARC5
OTHER SUPPORT & MANAGEMENT FUNCTIONS										
FINANCE										
FACILITIES/SECURITY										

KPI Identifier	Executive	Capability	KPI Description	Target	Stretch	2014_YTD	2014_Q1 Current
OARC 5	Dreyer, Jerry	IT Application Services	Retail Processing Availability - Bus. Hours	99.5%	99.7%	98.04%	98.04%

