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## **Item 2: Q2 2014 Key Performance Indicator (KPI) Review**

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Human Resources and Governance Committee

ERCOT Public

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# 2014 Key Performance Indicators – 2<sup>nd</sup> 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										