Item 6: Q3 2014 Key Performance Indicator (KPI) Review

Betty Day
Vice President, Business Planning and Integration

Human Resources and Governance Committee Meeting
ERCOT Public
December 8, 2014

	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	66%	33%								OARC5
OTHER SUPPORT & MANAGEMENT FUNCTIONS										
FINANCE										
FACILITIES/SECURITY										