**MarkeTrak Task Force Meeting Notes**

December 9, 2014

ERCOT Met Center – Rm 211

**Attendees**:

Monica Jones Reliant-NRG Monica.jones@nrgenergy.com

Debbie McKeever Oncor Deborah.mckeever@oncor.com

Jim Lee Direct Energy jim.lee@directenergy.com

Carolyn Reed CenterPoint Energy Carolyn.reed@centerpointenergy.com

Sheri Wiegand TXUE via WebEx

Cheryl Franklin AEP via WebEx

John Schatz TXUE via WebEx

Diana Rehfeldt TNMP via WebEx

Tammy Stewart ERCOT via WebEx

Sandra Tindall ERCOT via WebEx

Stephen Wilson Sharyland Utilities via WebEx

Tomas Fernandez Reliant/NRG via WebEx

Dahlia Contreras TriEagle Energy via WebEx

Susan Young Direct Energy via WebEx

Jenny Evanson Sharyland Utilities via WebEx

Mary Sithihao Stream Energy via WebEx

Tracy Johnson TXUE via WebEx

Lauryn Heller TXUE via WebEx

Kenneth Tolbert TXUE via WebEx

Gricelda Calzada AEP via WebEx

**User Guide Updates**

Tammy Stewart presented the outstanding updates for the user guide:

* Instructions on populating esi id #s in escalation emails – added to Section 1 – General 1.9.2.3 displaying 3 methods for sending emails
* Notification process when ERCOT registration automation is “OFF” – modifying Section 1.10 including the two hour time threshold at which point market notices are to be issued (ACTION ITEM)
* 10 day rule for reinstatement date - corrected

Tammy Stewart also reviewed the list of tips/tricks items captured at MT 101 Training on 10/24/14 that will be added to the current list housed on the MTTF home page. ACTION ITEM: Tammy will update the tip on Rolodex to include all subtypes.

**Review of 2014 Accomplishments**

The task force reviewed the 2014 accomplishments that will be presented at the January RMS meeting. See attached.



**RMGRR – Revision to Customer Rescission Completion Timeline**

Jim Lee with Direct Energy reviewed the proposed language for the RMGRR regarding the customer rescission process. The proposed language essentially shortens the timeline for customer rescission MarkeTraks down to four business days for a losing REP to accept a customer rescission and send the required BDMVI to finalize the issue. Process flows will not change. Per the rescission rule language, a losing REP must accept the rescission. The objective is to propose efficiencies in the current process: the customer is provided a better customer experience, TDSPs cancel/rebill period is reduced, and REPs are offered language to which to point when gaining REPs delay a response to a rescission MT.

The qualitative benefits were reviewed and quantitative benefits were added to the RMGRR. Several market participants engaged in a robust discussion regarding the proposal. Some of the following issues/concerns were discussed:

* Concern not all markeTraks would be seen as equal and a priority would be given to rescissions
* Possibly viewed as a ‘piecemeal’ approach to solution IAGs in the market
* Would REPs utilize the rescission MT to correct an error? Would ample time be allowed to ensure the rescission involves the same customer at the premise?
* Some of the larger REPs track data around IGLs/Rescissions and can identify ‘repeat offenders’ and reach out to those REPs pointing to potential violations.
* The monthly IAG numbers presented by ERCOT as well as Client Services may be leveraged for visibility into incorrect submission of subtype
* It was proposed to consider shortening the timeline in Section 7.3.5(2) which allows for a 25 day submission of the rescission MT. Concerns are the reference of protocols Section 15.1.1 Submission of a Switch Request which also reference Subst.Rules. FOLLOW UP: Subsequent to the meeting, some market participants suggested proceeding with the proposed language without changing this reference for a more timely revision. It was agreed the original proposed language would be presented to RMS in the governance process.

Jim will coordinate with Sandra Tindall to submit a draft RMGRR with an assigned number to be reviewed by RMS in January.

**MTTF Final Recommendations to RMS**

MTTF created their final recommendations to RMS upon the ‘sunsetting’ of the task force. Attached please find those recommendations.



**NEXT MEETINGS** – priot to ‘sunsetting’ task force

**January 27, 2014** – **CNP Tower** Houston Texas (CNP Tower Room 631) @9:30

* <https://centerpointenergy.webex.com/centerpointenergy/j.php?J=626359947>
* Main Number: 1-713-2073004/Toll Free Number: 1-888-7133004
* Cisco Unified MeetingPlace meeting ID: 626 359 947

**February 24, 2014** – **ONCOR** Dallas Texas (ONCOR office)

**March 24, 2014** - **CNP Tower** Houston Texas (CNP Tower Room 631) @9:30

* <https://centerpointenergy.webex.com/centerpointenergy/j.php?J=623943515>
* Main Number: 1-713-2073004/Toll Free Number: 1-888-7133004
* Cisco Unified MeetingPlace meeting ID: 623 943 515

**April 28, 2014** – **ERCOT** Office Austin Texas (Room 168) @**10**