



Item 9: Q4 and YTD 2014 Key Performance Indicator (KPI) Review

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VP, Governance, Risk and Compliance (GRC)

Human Resources and Governance Committee

ERCOT Public

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2014 Key Performance Indicators – 4th Q and YTD Report



We serve the public by ensuring a reliable grid, efficient electricity markets, open access and retail choice.

	YTD			2014 4th Quarter & Year End Reporting Period			
	Stretch	Target	Below	4th Quarter Performance	3rd Quarter Performance	2nd Quarter Performance	1st Quarter Performance
RELIABLE GRID							
GRID SECURITY MANAGEMENT / REAL-TIME SYSTEM CONTROL / SCHEDULING & DISPATCH	50%	50%					
OUTAGE COORDINATION/PLANNING	100%						
FORECASTING	50%	50%					
COMPLIANCE MONITORING & REPORTING	100%						
IT APPLICATION SERVICES	70%	15%	15%	RG10			
EFFICIENT ELECTRICITY MARKETS							
BIDDING, SCHEDULING AND PRICING	100%						
SETTLEMENT & BILLING	100%						
MARKET CREDIT	100%						
CRR MANAGEMENT	100%						
MARKET INFORMATION	100%						
IT APPLICATION SERVICES	100%						
OPEN ACCESS & RETAIL CHOICE							
DETERMINE REC OBLIGATIONS AND VERIFY COMPLIANCE	100%						
CUSTOMER SWITCHING/REGISTRY	100%						
MARKET INFORMATION	100%						
IT APPLICATION SERVICES	50%	50%					OARCS
OTHER SUPPORT & MANAGEMENT FUNCTIONS							
FINANCE	100%			OSM1			
FACILITIES/SECURITY	100%						

KPI	Executive	Capability	KPI Description	Target	Stretch	YTD	Q4 Current
RG 10	Dreyer, Jerry	IT Application Services	Security Constrained Economic Dispatch (SCED): number of unplanned outages greater than 30 consecutive minutes (per quarter)	zero	n/a	1	1
OSM 1	Petterson, Mike	Finance	Manage spending to be equal to or less than the board-approved expenditure budget for 2014.	Between 0 -- 5% favorable variance	> 5% favorable variance	0.4% favorable variance	2.3% unfavorable variance

