***Past:***

* ***Retail Market 101 Training***
* <http://www.ercot.com/services/training/>
* ***Texas SET Release(s) and Market Coordination***
* ***PUCT Staff Training (2014)***
* ***OPUC Training (2014)***
* ***MarkeTrak Enhancements (SCR 749, SCR 756)***
* ***MarkeTrak 101***
* ***Inadvertent Gain Training***
* ***New Rulemakings affecting Retail Processes and timelines (Switch Holds- Payment and Tampering, Disconnect/Reconnect for non-payment, Tariff changes, etc.)***
* ***Smart Meter Texas 3rd Party Access and System Enhancements***

***Future:***

* ***Retail Market 101 Training (New and Improved Edition)***
* ***Texas SET Release(s)***
* ***Market Coordination Events***
* ***MarkeTrak 101 Training and/or System Enhancements***
* ***Inadvertent Gain Training***
* ***New Rulemakings affecting Retail Market Processes and Timelines***
* ***NAESB version upgrade(s)***
* ***Coordination of Training with Market Test Flights (new Market Participants’ entrance or new employee(s) to company or department)***
* ***Refresher Courses, Creation of Training Libraries, ensuring and/or updating training tools, documentation and on-line web services.***
* ***Smart Meter Texas (SMT) Processes and System Enhancements***
* ***Allows Market Participants’ to have an avenue to request one-on-one (online or Web) classes, Instructor led and/or company specific training sessions.***