RMS Inadvertent Training Survey (28 respondents)

1. What would you most like to learn about at the RMS Inadvertent Training?

- An overall refresher
- an over all refresher course
- Need an over all refresher.
- I would like to get a clearer understanding of the actual RMG, particularly Section 7 because it pertains to MarkeTraks. I feel as though, the rules can be interpreted differently by each individual and used as a tool to their liking. For example, 7.3.2. Valid Reject/Unexecutable Reasons 1 (c) Losing CR has confirmed Customer's intent to change REPs.
- How to navigate Marketrak and building reports
- Everything over all
- communication
- I don't know if there is any thing in particular that I want to learn in this training. I have been doing this job for about 1 year and I just want to make sure that what I am doing is correct or if I need to change what I am currently doing.
- Valid/Invalid reason to unexecute an IAL or IAS MarkeTrak
- Where can my analyst access this training
- How should fraud accounts be handled? How to create reports? or make it easier to create them.
- MarkeTrak rules
- Escalation procedures within the tool. What are the response expectations? How can I escalate issues without contacting ERCOT.
- I would like to see the most common issues and errors that come from the IAG.
- I would like to get a better understanding of the different pieces the REPS look at when opening a Inadvertent issue.
- Any changes to the process.
- How to protect a REP from inadvertents and what continual efforts are being made with rules, Protocols, and good business practices are being done to illiminate inadvertents for the entire market.
- how to correctly transition MarkeTraks
- The process and the time line for request to be completed.
- IAG issue to regain ESID released from switch hold. Standard verbage is written in User Guide; however never see any MP using it.
- What the importance of all the CRs is to keep up with updating the marketraks on a daily basis so our IAS can be resolved at a quicker pace.
- Why some issues auto close before they are completed and then other issues that are marked as Unexecutable never seem to auto close.
- The end-to-end process of resolving an inadvertent situation
- Enforcing the CR's to log MVIN's in the 2 day window required on the IAS rescission window on the new requirement.
- RMS List Serve

2. What specific scenarios or questions would you like included in the RMS Inadvertent Training?

- To learn what kind of different reports we can use
- Develop better escalation path for unresolved IAG MarkeTrak issues
- Create consistent processes among Market Participants
- The RMG states in section 7.3.2.3 (1)If the gaining CR determines that the gain was unauthorized or in error, the CR shall promptly submit an Inadvertent Gaining issue in MarkeTrak. - followed up with (2) The gaining CR shall not submit a Move-Out Request... Yet, several CRs would rather state in their responses, __Losing CR__ agrees to regain on a going forward basis as of or you may issue a move out, leaving the Gaining CR open to issues in the future if they are to issue the MVO as the Losing CR instructed.
- How to utilize DEV: LSE
- Forward gains due to no agreement
- Why do the issues sit for so long without someone responding when it is in their que? There are a few individuals that I send emails to a lot asking them to update the MT or issued the BDMVI order.
- Samples of Valid and Invalid reasons to unexecute an IAL or IAS MarkeTrak
- What should REP's do when we get a IAG on top of another IAG? We do not want leave anyone in the dark
- How to create reports? Should fraud accounts be handled different? Should REPs be specifying why a MT is regained on a prospective basis? Is there a certain protocol for billing disputes?
- Different scenarios and reasons to accept/deny IAG MT's
- How can I escalate issues without contacting ERCOT.
- Documentation - Why is some documentation acceptable and others not? Closing the issue instead of working through it. Once closed w/o a resolution another MT has to be opened and started all over again (resets the clock.)
- why would a REP open a IAG rather than sending a cancel with approval in cases where the order causing the IAG is still pending at ERCOT
- How can inadvertents be regulated more? How can inadvertents be eliminated? How can inadvertents be worked more efficiently?
- 1. teach REP's that its not necessary to assign the marketrak back to the TDSp after submitting a BDMVI. 2. Oncor will accept weekend/holiday date for a BDMVI.
- what type of MarkeTrak do i submit if i have a MVO in my systm but the MVO is not displaying in ERCOT? How do i submit the request? What do i put for the start and stop time and date?
- Never issue IAG MT until the switch transaction has completed. MP are still on small percentage submitting IAG days before acutal IAG.
- How to determine a 3rd party transaction, the importance of touching the marketraks on a daily basis, how to cancel moveout and moveins before the date has passed.
- The "leap-frog" scenario, where a 3rd MP transaction breaks the IGL process
- Why bulk updates should not be allowed for IAS, as if this is done one time a week, it delays the IAS process for the entire market.
- Discussion around Gaining CR Start date when the IAG MVI is still pending in ERCOT's system.

3. Which RMS Inadvertent Training are you planning on attending?

Location	Number of attendees
Austin – ERCOT Met Center	5
Houston - Centerpoint	13
Dallas - Oncor	8

4. **Do you have any other comments, questions, or concerns regarding Inadvertent Training or other MarkeTrak Issues?**

   o No but I have analyst that do
   o Implementation on being specific on the comments for any MT. Provide timeframes of response for each MarkeTrak Issue.
   o Will these trainings be broadcasted via WebEx? With the turnover at all companies, will MT Training be something that is ongoing in the market?
   o Not at this time
   o Bring actual scenarios to the training.
   o BulkInserts are a problem (certaing companies keep doing them even though we are not supposed to), keeping up with updating the marketraks in a timely manner, needing quick replies to emails when sent to the other CR, who to contact whenever another CR is not updating the marketrak
   o The training needs to emphasize that an inadvertent situation is a bad customer experience, and that all market participants should work together to develop processes/solutions that minimize the customer impact.
   o IAS should be to date of loss plus one for the losing CR mvin. Otherwise it causes issues all around.
   o Let the REPs know that the Proposed Regain Date can be worked on Saturdays, Sundays, Holidays, etc. If the Date of Loss is a Friday, they do not have to wait until Monday to regain the premise.

5. **Name any additional training you think would be helpful to you or your co-workers in expanding your Retail Market knowledge**

   o A baisc MT training for new employees
   o I think it would be very helpful if upon the release of new RMG versions CRs would receive a notification.
   o Customer Rules- a general sort of high level thing might be interesting.
   o I cannot think of anything right now.
   o More details in bulk insert and DEV issues.
   o Not at this time.
   o Something like the old ERCOT 101 - On ramp of the ERCOT Retail Market   In addition, as the rules and applications evolve providing training. In general I would like to see more trainings than just when something changes. MT Reports - An in depth how to create, use and display reports to get the most from MT.
   o If we send the MT back to the submitter and then find a way to resolve the issue afterwards. How do we get the MT back so it can be closed?
   o How to create reports
   o How to avoid IAGs to begin with within MP sales force!
   o Ercot/ Transactions
   o Training on bulk insert and running MarkeTrak reports.
   o A training course that explains transaction types and transaction flows
   o Go through the IAS process completely end to end.
   o Switch Hold process