



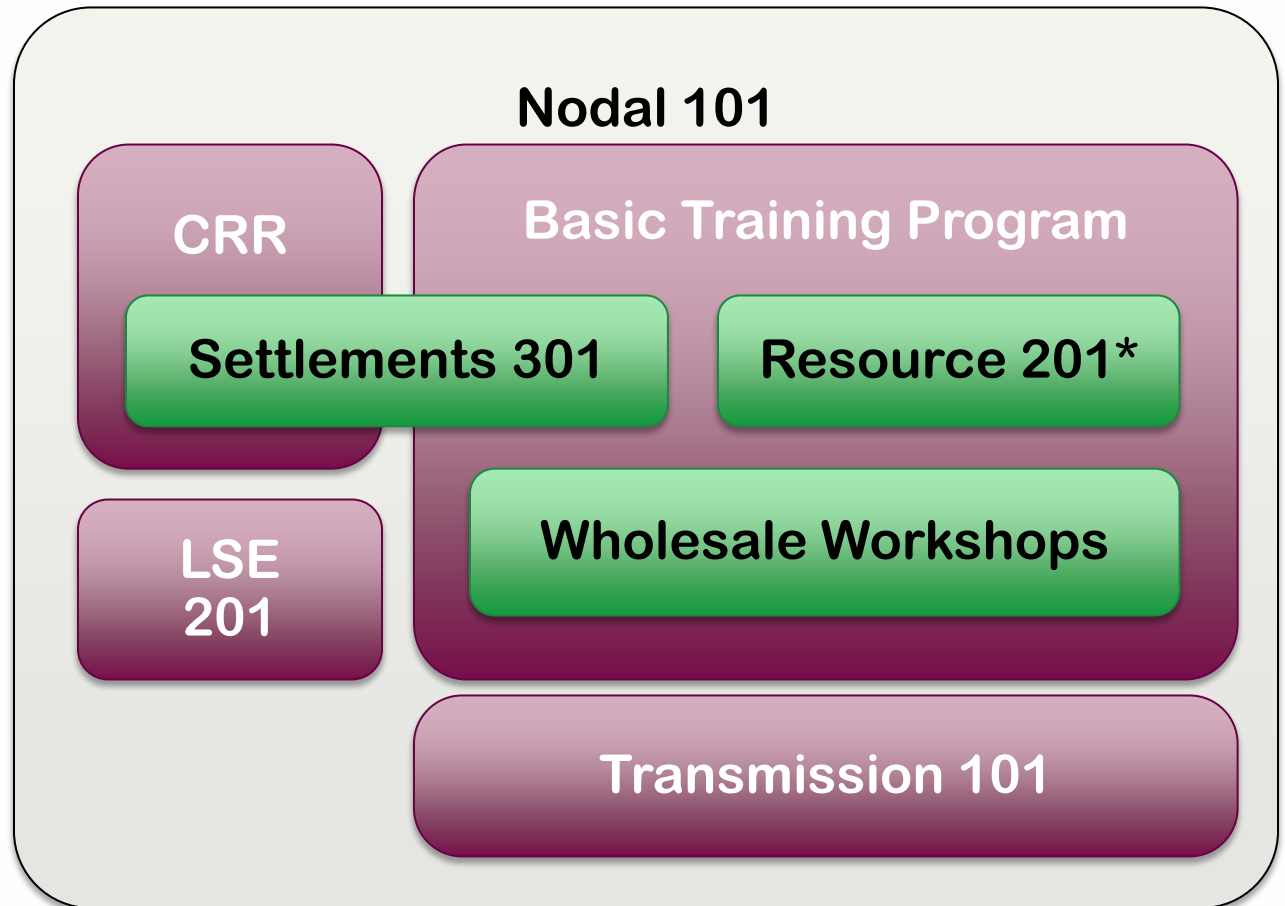
Item 4: ERCOT Market Training Plan 2015 – 2016

Ted Hailu
Director, Client Services

HR & Governance Committee Meeting
June 8, 2015

Current Offerings: Instructor-Led Training

*Supplemented
by Various Web-
Based Trainings*



** Currently under revision*

Current Offerings: Web-Based Training

User Interface Training

Market Manager

Outage Scheduler *

CRR System

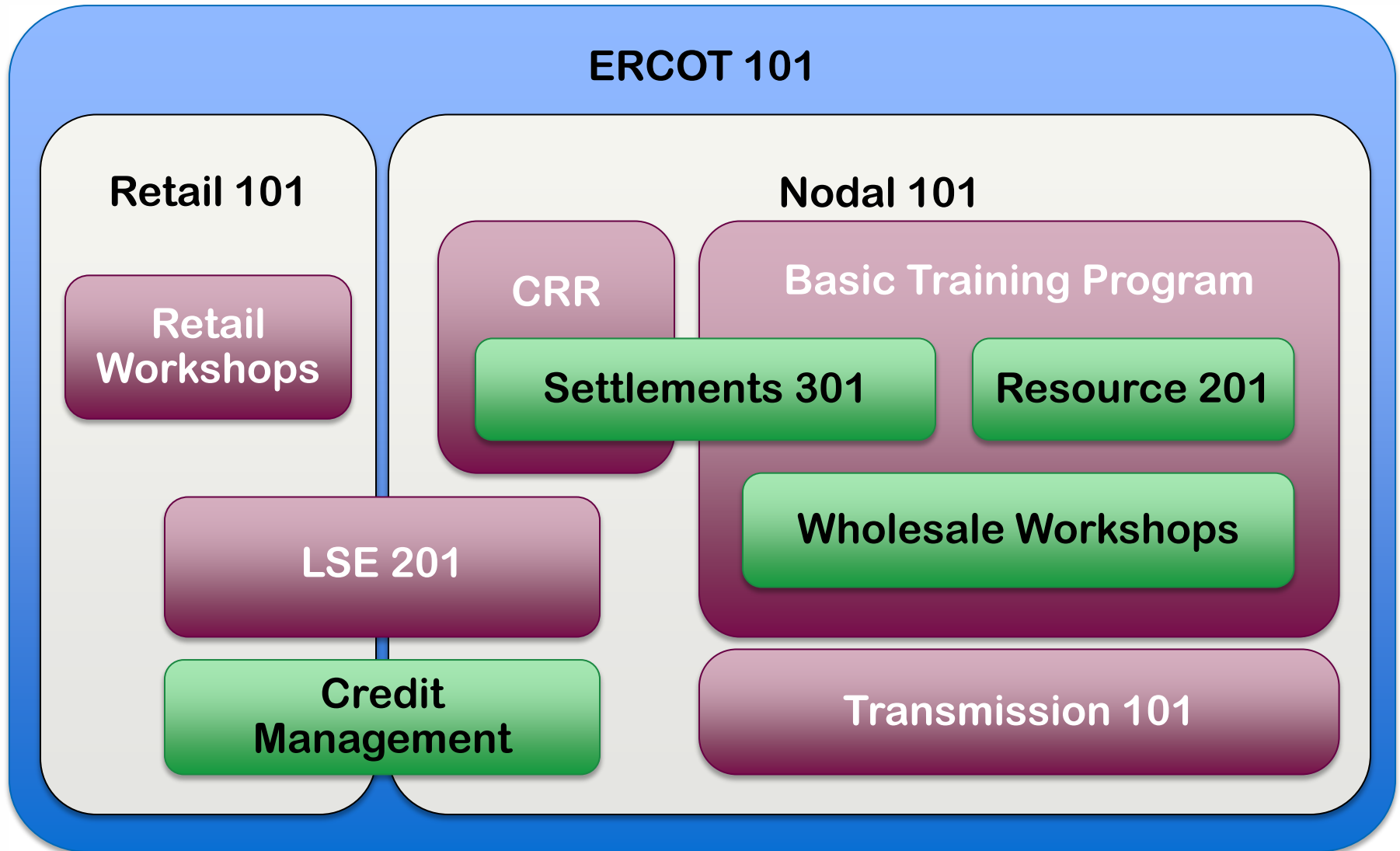
Market Information System

Nodal 101*

Introduction to Data Extracts

ORDC *

Resource Start-Up and Shutdown



Electricity Markets in ERCOT

ERCOT Intro
and Overview

Nodal 101

Retail 101

WBT versions
of other ILT
content

User Interface Training

Market
Manager

Outage
Scheduler

CRR System

User Guide Training

Data Extracts
Curriculum

MarkeTrak
Curriculum

NMMS Upgrade

Price Formation

LMPs and SPPs

DAM LMPs
and MCPCs

Real-Time LMPs

ORDC

Development Priorities

Instructor-Led Training (ILT)

- Resource 201
- ERCOT 101
- Retail 101
- Credit Management

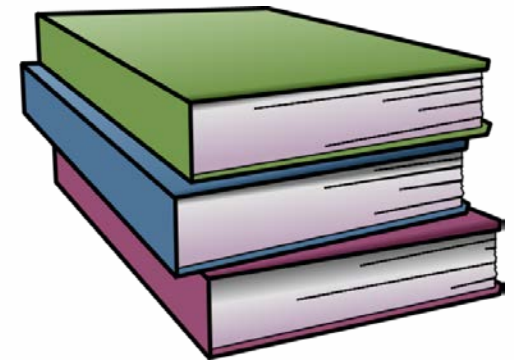
Web-Based Training (WBT)

- Retail 101
- MarkeTrak
- WBT versions of ILT courses
- Next Data Extract Installment(s)



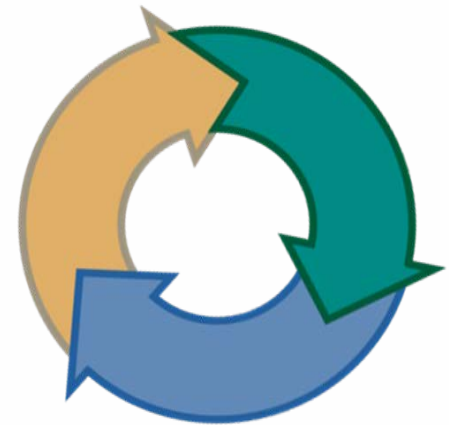
Curriculum Drivers

- Stakeholder Engagement
 - ERCOT Business
 - Client Services
 - Market Participants
- Market Rules



Measuring Effectiveness

- Feedback
 - Attendee Surveys
 - LMS Ratings
 - Stakeholder process
- Instructors
- Frequently Asked Questions
- Settlement Disputes



The Market Training Team



Bill Kettlewell
Manager



Brian Beardsley
*Instructional Systems
Developer*



Samantha Garza
Market Instructor



Matt Tschetter
*Instructional Systems
Developer*



Kim Parish
*Instructional Systems
Administrator*

*Collaboration with other
ERCOT business area
resources*