Item 7: Q1 2015 Key Performance Indicator (KPI) Review

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Human Resources and Governance Committee
ERCOT Public
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2015 Key Performance Indicators – 1st Quarter

We serve the public by ensuring a reliable grid, efficient electricity markets, open access and retail choice.	2015 1st Quarter		
	Stretch	Target	Below
RELIABLE GRID			
Grid Security Management / Real-Time System Control / Scheduling & Disptach			
Outage Coordination / Planning			
Forecasting	50%	50%	
Compliance Monitoring & Reporting			
IT Application Services	70%	30%	
EFFICIENT ELECTRICITY MARKETS			
Bidding, Scheduling and Pricing			
Settlement & Billing	50%	50%	
Market Credit			
Market Information			
IT Application Services			
OPEN ACCESS & RETAIL CHOICE			
Determine REC Obligations and Verify Compliance			
Customer Switching / Registry			
Market Information			
IT Application Services			
OTHER SUPPORT & MANAGEMENT FUNCTIONS			
Finance			
Security			

Total number of KPIs tracked:	30
% meeting Stretch:	83%
% meeting Target:	17%
% below Target:	0%

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