**MarkeTrak Task Force Meeting Notes**

June 15th , 2015

WebEx Meeting

**Attendees**:

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**RMGRR 129 – Customer Rescission Timeline**

RMGRR 129 was remanded back to RMS/MTTF at the May TAC Meeting due to a couple of Competitive Retailers in the market expressing concerns over not being prepared from a resource perspective for the implementation of the condensed timelines. Eric Blakey (Just Energy) had voiced concerned on the effective date of the revision considering the summer months typically see a higher volume of IGL/Rescission activity. A couple of other CRs such as Champion Energy and Entrust had the same concerns. They all were not opposed to the revision, only the effective date. It was suggested the effective date be moved to a September timeframe. With the governance process and the remand, once final approval is received, the effective date would likely be in October 2015. Two action items from the discussion are as follows:

1. Kathy Scott will work with Lindsay Butterfield on comments for the RMGRR and send a market notice/communication to the market informing of an effective date of October 1st 2015
2. It was also suggested this item be taken up 3 months from the effective date at a TDTWG meeting to discuss the effectiveness of the condensed timeline and report that to RMS.

**Inadvertent Training**

The survey results will be reviewed at the July MTTF meeting along with the number of participants at each training session. Action item: Sheri Wiegand will provide updated numbers.

**MarkeTrak Serena Upgrade**

ERCOT was unable to provide a report since the meeting with the vendor was scheduled for the upcoming week of June 15th. ERCOT will provide a report of the following at the July meeting:

1. Update on meeting with the vendor
2. Is the system at risk if MT is not updated to latest version?
3. What would be the potential impact?
4. What would an upgrade of the functionality entail?
5. How would it be accomplished ?

Next Meeting is July 13th from 11 am – 3 pm.