**MarkeTrak Task Force Meeting Notes**

August 24th , 2015

WebEx only

**Attendees**:

Carolyn Reed CenterPoint Energy Carolyn.reed@centerpointenergy.com

Sheri Wiegand TXUE sheri.wiegand@txu.com

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Al Esquivel Direct Energy

Dave Michelson ERCOT

Thao Mauricio Direct Energy

Kathy Scott CNP

Susan Young Direct Energy

Cory Phillips ERCOT

**RMGRR 129 – Customer Rescission Timeline**

Lindsay Butterfield reported RMGRR129, once approved by TAC, will be ‘grey-boxed’ in the Retail Market Guide on 9/1/15, with removal of the ‘grey-boxing’ on 10/1/15 for the actual effective date.

**NRG’s DRAFT RMGRR XXX – Clarification of Inadvertent Gain Valid Reject Reasons**

This item was not taken up as sponsors were not in attendance at the meeting. Will be on the agenda for next month’s meeting.

**Present new MarkeTrak API SLO metrics**

Dave Michelson presented the metrics on the API performance using the current methodology. Dave indicated recently, they had “lost some of the previous gains in performance improvement” and are currently not meeting the SLO metrics. When asked when new SLOs will be proposed and implemented, Dave responded, when the API Users are comfortable with the stability of the API and metric. Both API Users feel the performance from a business side is stable. The goal is to see stability in the ‘query list’ performance before an SLO is determined. It is anticipated Q1 of 2016 the SLOs will be confirmed.

Dave also commented on the progress of solutioning the premature transitioning issue experienced earlier in the year. Considerable effort has been given to determining the root cause to the issue, however, the vendor has not been able to duplicate and provide a full response. ERCOT, on the other hand, has taken preventative measures to ensure the issue would not recur. Timings were reviewed and values were made consistent. Previously, various metrics were used: hours, days, minutes, etc. All timings and value table have been moved to one metric – minutes to minimize a risk of premature transitioning.

**Impacts or improvements in IAG resolution post IAG Training**

Sheri Wiegand, TXUE, has asked market participants, particularly REPs, if they had noticed any improvements to the IAG resolution process. Sheri indicated she has seen additional inquiries on the clarification of the process. Debbie McKeever commented the training provided market participants a better understanding of the process.

IAG reporting features were discussed. Dave Michelson stated he had received a request to provide background information on the new reporting presented. Dave will present to RMS once the format is finalized. TXUE had requested the reporting format move away from a “top 10” list and offer visibility for all CRs performance. Current format focuses on top 10 REPs by volume and less focus on percentage of IAG transactions to total enrollments. It was discussed to possibly ‘bucketize’ REPs by percentage and clarify ‘high/medium/low’ number of enrollments. ACTION : TXUE will present suggestion to Dave for review at the next RMS meeting. Format will be discussed and finalized at the next MTTF meeting.

**Combining MTTF and TDTWG**

The proposed new name for combining the groups is ‘Texas Data Transport and MarkeTrak Systems Working Group (TDTMS). Kathy Scott elaborated it was less labor intensive to simply modify the TDTWG name than to develop a whole new name for the working group.

TDTWG is working on updating the scope documents for the working group to include MarkeTrak activities.

Discussions were held on location of archived files and MT information on ercot.com. MTTF did not want to lose any of the project files such as business requirements, scripts, follow-up, etc. and it was determined to create a project file and possibly create a new zip file under ‘MarkeTrak Information’ that would be moved to TDTWG’s main page. The TF wanted to make bulk insert templates readily available along with the Sub-Type Quick Reference Guide.

ACTION: MTTF leadership will coordinate with TDTWG leadership on the transfer of information.

**RMTTF Feedback on MT on-line modules**

Three of the new MT on-line training modules were distributed via the MTTF and RMTTF list serves with feedback to be discussed. There were no revisions to the content of the material, rather the following suggestions were made:

* Silence on the title slide – confusion if a technical issue was occurring
* Comments sections – re-iterate comments are ALWAYS helpful in resolving a MT issue and should be stressed whenever possible
* Test questions – confusion on how to navigate the question and answer

The goal is to deliver the training modules by August 31st with a market notice.

**Next meeting will be following RMTTF on September 15th from 2:30 pm – 4:30 pm.**