Item 9: Q4 2015 Key Performance Indicator Review

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ERCOT Public
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Q4-2015 Key Performance Indicator (KPI) Summary

We serve the public by ensuring a reliable grid, efficient electricity markets, open access and retail choice.

	YTD - 2015			Q4 - 2015			Q3 - 2015			Q2 - 2015			Q1 - 2015		
	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below
RELIABLE GRID															
Grid Security Management / Real-Time System Control / Scheduling & Disptach															
Outage Coordination / Planning															
Forecasting	50%	50%								50%	50%		50%	50%	
Compliance Monitoring & Reporting															
IT Application Services	70%	30%		70%	30%		70%	30%		70%	30%		70%	30%	
EFFICIENT ELECTRICITY MARKETS															
Bidding, Scheduling and Pricing	50%	50%								50%	50%				
Settlement & Billing	50%	50%		50%	50%								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				50%	50%					50%	50%				
OTHER SUPPORT & MANAGEMENT FUNCTIONS															
Finance															
Security															

	YTD - 2015	Q4 - 2015	Q3 - 2015	Q2 - 2015	Q1 - 2015
Total number of KPIs tracked:	30	30	30	30	30
% meeting Stretch:	80%	83%	90%	80%	83%
% meeting Target:	17%	14%	7%	17%	17%
% below Target:	3%	3%	3%	3%	0%

KPI Indentifer	Executive	Capability	KPI Description	Target	Stretch	2015_YTD	2015_Q4	2015_Q3	2015_Q2	2015_Q1
OSM 1	Petterson, Michael	Finance	Manage spending to be equal to or less than the board approved expenditure budget for 2015	Between 0-5% favorable variance	n/a	-3.30%	-13.30%	-0.50%	-0.40%	0.49%

Appendix

Q4-2015 KPI Detail – Reliable Grid

KPI ID	KPI Description	2015 Target Performance	2015 Stretch Performance	2015 YTD	Q4	Q3	Q2	Q1
Grid Security Management / Real-Time System Control / Scheduling & Dispatch								
RG 1	Control Performance Standard 1 (CPS1) frequency control performance (rolling 12 month CPS1 score).	> 140	> 150	173.34%	173.34	171.75	169.15	166.06
RG 2	Interconnection Reliability Operating Limit (IROL) exceadance limitations.	None longer than 20 minutes	None longer than 10 minutes	No exceedances	No exceedances	No exceedances	No exceedances	No exceedances
Outage Coordination / Planning								
RG 3	Outage Coordination performance: requests approved or denied within timeline and with mitigation plans developed if required.	97%	99%	99.5%	99.8%	99.8%	99.3%	99.22%
Forecasting								
RG 4	Operations Load Forecast performance - Mean Average Percent Error (MAPE): monthly average day ahead load forecasts used for DRUC MAPE	All less than 4.0%	All less than 3.5%	Highest Monthly MAPE occurred in March at 3.8%	Highest Monthly MAPE occurred in November at 3.32%	Highest Monthly MAPE occurred in August at 2.91%	Highest monthly average MAPE was 3.5% in May	Highest monthly average MAPE was 3.81% in March
RG 5	Wind forecast performance - MAPE based on installed wind capacity: monthly average day ahead wind forecasts used for DRUC MAPE	All less than 15%	All less than 10%	all below 10%	5.03% - October 6.68% - November 7.19% - December	4.72%- July 4.45-% - Aug 5.01%- Sept	7.27% - April 7.63-% - May 5.64% - June	5.8%- Jan 8.5% - Feb 7.1% - March
Compliance Monitoring & Reporting								
RG 6	Achieve full compliance with NERC/FERC planning and operating standards, OPS, Protocols	No more than 1 high severity and no more than 3 total exceptions from NERC Standards as found in a NERC Compliance Audit excluding current registration mitigation plan regarding TOP.	No exceptions from NERC Standards as found in a NERC Compliance Audit.	No exceptions	No exceedances	No exceptions	No exceptions	No exceptions
RG 7	Assure property, personnel, and cyber assets are protected (cyber and physical) in accordance with NERC CIP Standards and SSAE16 Controls	No more than 1 high severity and no more than 3 total alleged violations from NERC Standards as found in a NERC or TRE initiated CIP CMEP in 2015. SSAE16 - No more than 1 exception in logical or physical security controls and an unqualified opinion in logical or physical security controls.	No alleged violations from NERC Standards as found in a NERC or TRE initiated CIP CMEP in 2015.	No alleged violations	No alleged violations	No alleged violations	No alleged violations	No alleged violations
IT Application Services								
RG 8	Energy Management System Aggregate Availability	99%	99.5%	100.00%	100.00%	100.00%	100.00%	100%
RG 9	Security Constrained Economic Dispatch (SCED) Availablity	99.9%	99.95%	100.00%	100.00%	100.00%	100.00%	99.98%
RG 10	Security Constrained Economic Dispatch (SCED): number of unplanned outages greater than 30 consecutive minutes (per quarter)	zero	n/a	0	0	0	0	0
RG 11	Load Frequency Control (LFC) Availability	99.9%	99.95%	100.00%	100.00%	100.00%	100.00%	100%
RG 12	Load Frequency Control (LFC): number of unplanned outages greater than 30 consecutive minutes (per quarter)	zero	n/a	0	0	0	0	0
RG 13	Outage Scheduler Availability	99%	99.5%	100.00%	100.00%	100.00%	100.00%	99.98%
RG 14	Network Model Management System (NMMS) Availability	99%	99.5%	99.99%	100.00%	99.99%	100.00%	99.97%

Q4-2015 KPI Detail – Efficient Electricity Markets

KPI ID	KPI Description	2015 Target Performance	2015 Stretch Performance	2015 YTD	Q4	Q3	Q2	Q1
Bidding, Scheduling and Pricing								
EM 1	DAM quality of solution as measured with price corrections: percent of hourly prices requiring DAM price correction.	1-3 % of time	< 1 % of time	0.00027%	0%	0.001%	0%	0%
EM 2	SCED solution is solved and posted: percent of 15-minute Settlement Interval prices where price corrections are performed.	0.5% -- 1%	< 0.5%	0.91%	0%	0.02%	3.614%	0.02%
Settlement & Billing								
EM 3	Achieve timely settlements, per Protocol defined timelines.	99%	100%	100%	100%	100%	100%	100%
EM 4	Perform accurate settlements as measured by the percent of Operating Day and operating month settlement that does not require a correction as a result of an error in the settlement and billing systems or processes.	98%	99.9%	99.67%	99.78%	100%	99.95%	99.34%
Market Credit								
EM 5	Credit reports are correct and posted in a timely manner.	98%	100%	100%	100%	100%	100%	100%
Market Information								
EM 6	Wholesale extracts available per Protocol timelines	98%	99%	99.79%	99.93%	99.73%	99.87%	99.77%
IT Application Services								
EM 7	Congestion Revenue Rights (CRR) Availability	99%	99.5%	100%	100%	100%	100%	100%
EM 8	Market Management System Aggregate Availability	99%	99.5%	100%	100%	100%	100%	99.98%

Q4-2015 KPI Detail – Open Access & Retail Choice

KPI ID	KPI Description	2015 Target Performance	2015 Stretch Performance	2015 YTD	Q4	Q3	Q2	Q1
Determine REC Obligations & Verify Compliance								
OARC 1	Fulfill the protocol obligations for RPS mandate calculations and reporting on time and accurately	99%	100%	100 %	100%	100%	100%	100%
Customer Switching / Registry								
OARC 2	Conduct retail transaction processing per Protocol timelines	98%	99%	99.91%	99.71%	99.98%	99.99%	99.97%
OARC 3	End use customer switch notifications processed per PUCT rules	99%	100%	100%	100%	100%	100%	100%
Market Information								
OARC 4	Retail extracts available per Protocol timelines	98%	99%	100%	100%	100%	100%	100%
IT Application Services								
OARC 5	Retail Processing Availability - Bus. Hours	99.5%	99.7%	99.89%	99.55%	100%	100%	100%
OARC 6	Retail Processing Availability - Non bus. Hours	99%	99.5%	99.71%	99.85%	99.77%	99.43%	99.80%

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Q4-2015 KPI Detail - Other Support & Management Functions

KPI ID	KPI Description	2015 Target Performance	2015 Stretch Performance	2015 YTD	Q4	Q3	Q2	Q1
Finance								
OSM 1	Manage spending to be equal to or less than the board-approved expenditure budget for 2015.	Between 0 -- 5% favorable variance	n/a	-3.3%	-13.3%	-0.5%	-.4%	0.49%
Security								
OSM 2	Maintain ERCOT ISO's security posture against cyber and physical security threats as defined in the Cyber Security Incident Response Plan.	No more than one Stage 2 or Stage 3 cyber or physical security incidents.	Zero Stage 2 or Stage 3 cyber or physical security incidents.	Zero	Zero	Zero	Zero	Zero