



Item 4: Q2 2016 Key Performance Indicator (KPI) Review

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ERCOT Public

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Q2-2016 Key Performance Indicator (KPI) Summary

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

	YTD - 2016			Q2 - 2016			Q1 - 2016		
	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below
RELIABLE GRID									
Grid Security Management / Real-Time System Control / Scheduling & Dispatch									
Outage Coordination / Planning									
Forecasting	50%	50%		50%	50%				
Compliance Monitoring & Reporting	67%	33%					67%	33%	
IT Application Services	67%	33%		67%	33%		67%	33%	
EFFICIENT ELECTRICITY MARKETS									
Bidding, Scheduling and Pricing									
Settlement & Billing	50%	50%		50%	50%				
Market Credit									
Market Information									
IT Application Services									
OPEN ACCESS & RETAIL CHOICE									
Customer Switching / Registry									
Market Information									
IT Application Services									
OTHER SUPPORT & MANAGEMENT FUNCTIONS									
Finance									
Security									
Total number of KPIs tracked:	30			30			30		
% meeting Stretch:	67%			67%			70%		
% meeting Target:	30%			33%			27%		
% below Target:	3%			0%			3%		

KPI	Executive	Capability	KPI Description	Target	Stretch	2016_YTD	2016_Q2	2016_Q1
RG 7	Day, Betty	Compliance Monitoring & Reporting	Achieve compliance with ERCOT Protocols	No significant violations of ERCOT Protocols	N/A	ERCOT has filed two significant protocol violations with the PUCT.	No significant violations of ERCOT protocols.	Filed two Protocol violations with PUCT.



Appendix

Q2-2016 KPI Detail – Reliable Grid

KPI ID	KPI Description	2016 Target Performance	2016 Stretch Performance	2016 YTD	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	CPS1 Score of 176.09% (end of June 2016)	CPS1 Score of 176.09% (end of June 2016)	CPS1 Score of 175.53% (end of March 2016)
RG 2	Interconnection Reliability Operating Limit (IROL) exceedance limitations.	None longer than 20 minutes	None longer than 10 minutes	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%	99.7%	99.7%	99.7%
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 MAPE was 3.86% (May)	Highest MAPE was 3.86% (May)	Highest MAPE was 3.22% (January)
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%	Less than equal to 6.90%	April-5.96 %, May-6.88 % and June 5.23 %	Jan-6.03%, Feb-5.67% and Mar-6.90%
Compliance Monitoring & Reporting						
RG 6	Achieve compliance with NERC/FERC Standards	No significant violations found in a NERC Compliance Audit	N/A	No significant violations found in a NERC Compliance Audit.	No significant violations found in a NERC Compliance Audit.	No significant violations found in a NERC Compliance Audit.
RG 7	Achieve compliance with ERCOT Protocols	No significant violations of ERCOT Protocols	N/A	ERCOT has filed two significant protocol violations with the PUCT.	No significant violations of ERCOT protocols.	Filed two Protocol violations with PUCT.
RG 8	Achieve compliance with SSAE16 controls	No exceptions found in an SSAE16 audit	N/A	No exceptions found in an SSAE16 audit	No exceptions found in an SSAE16 audit	No exceptions found in an SSAE16 audit
IT Application Services						
RG 9	Energy Management System Tier 1 Aggregate Availability	All Tier 1 systems meet or exceed defined SLAs	N/A	100%	100%	100%
RG 10	Energy Management System Tier 2 Aggregate Availability	Achieve 99% availability for 10 of 11 Tier 2 systems	Achieve 99% availability for all Tier 2 systems	100%	100%	100%
RG 11	Security Constrained Economic Dispatch (SCED) Availability	99.9%	99.95%	100%	100%	100%
RG 12	Security Constrained Economic Dispatch (SCED): number of unplanned outages greater than 30 consecutive minutes (per quarter)	Zero	N/A	Zero	Zero	Zero
RG 13	Outage Scheduler Availability	99%	99.5%	100%	100%	100%
RG 14	Network Model Management System (NMMS) Availability.	99%	99.5%	100%	100%	100%

Q2-2016 KPI Detail – Efficient Electricity Markets

KPI ID	KPI Description	2016 Target Performance	2016 Stretch Performance	2016 YTD	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	0.002%	0.004%	0.00%
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%	0.013%	0.00%	0.03%
Settlement & Billing						
EM 3	Achieve timely settlements, per Protocol defined timelines.	99%	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%	99.77%	99.55%	100%
Market Credit						
EM 5	Credit reports are correct and posted in a timely manner.	98%	100%	99.97%	99.95%	99.99%
Market Information						
EM 6	Wholesale extracts available per Protocol timelines	98%	99%	99.93%	99.89%	99.97%
IT Application Services						
EM 7	Congestion Revenue Rights (CRR) Availability	99%	99.5%	100%	100%	100%
EM 8	Market Management System Aggregate Availability	99%	99.5%	100%	100%	100%

Q2-2016 KPI Detail – Open Access & Retail Choice

KPI ID	KPI Description	2016 Target Performance	2016 Stretch Performance	2016 YTD	Q2	Q1
Customer Switching / Registry						
OARC 1	Conduct retail transaction processing per Protocol timelines	98%	99%	99.98%	99.99%	99.96%
OARC 2	End use customer switch notifications processed per PUCT rules	99%	100%	100%	100%	100%
Market Information						
OARC 3	Retail extracts available per Protocol timelines	98%	99%	99.79%	99.57%	100%
IT Application Services						
OARC 4	Retail Processing Availability - Bus. Hours	99.5%	99.7%	100%	100%	100%
OARC 5	Market Information System (MIS) Availability	99%	99.5%	99.90%	99.88%	99.91%

Q2-2016 KPI Detail – Other Support & Management Functions

KPI ID	KPI Description	2016 Target Performance	2016 Stretch Performance	2016 YTD	Q2	Q1
Finance						
OSM 1	Manage spending to be equal to or less than the board-approved expenditure budget for 2016.	Between 0 -- 5% favorable variance	N/A	14.0% Favorable	8.5% Favorable	18.9% Favorable
Security						
OSM 2	Maintain ERCOT ISO's security posture against cyber security threats as defined in the Security Incident Response Plan	Zero externally reportable cyber security incidents	N/A	Zero reportable cyber security incidents.	Zero reportable cyber security incidents.	Zero reportable cyber security incidents.
OSM 3	Maintain ERCOT ISO's security posture against physical security threats as defined in the Security Incident Response Plan	Zero externally reportable physical security incidents	N/A	Zero reportable physical security incidents.	Zero reportable physical security incidents.	Zero reportable physical security incidents.