Item 5: Review of Q1 2017 Key Performance Indicators (KPIs)
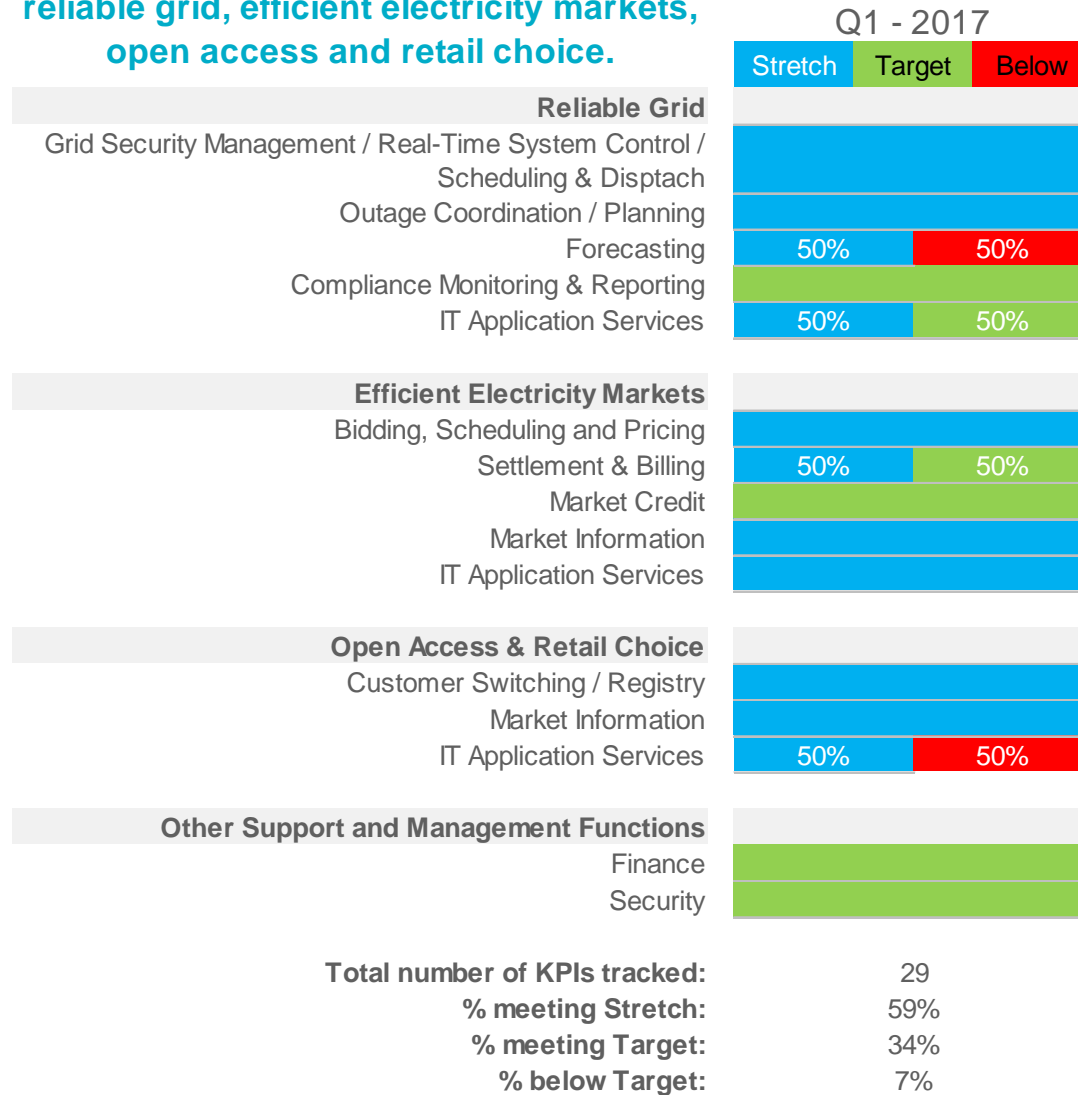
Betty Day
VP, Governance Risk & Compliance

Human Resources and Governance Committee Meeting

ERCOT Public
June 12, 2017

Q1 2017 Key Performance Indicator (KPI) Summary

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

Q1 - 2017

	Stretch	Target	Below

Reliable Grid

KPI	Stretch	Target	Below
Grid Security Management / Real-Time System Control / Scheduling & Disptach	Stretch		
Outage Coordination / Planning	Stretch		
Forecasting	50%		50%
Compliance Monitoring & Reporting		Target	
IT Application Services	50%	50%	

Efficient Electricity Markets

KPI	Stretch	Target	Below
Bidding, Scheduling and Pricing	Stretch		
Settlement & Billing	50%	50%	
Market Credit		Target	
Market Information	Stretch		
IT Application Services	Stretch		

Open Access & Retail Choice

KPI	Stretch	Target	Below
Customer Switching / Registry	Stretch		
Market Information	Stretch		
IT Application Services	50%		50%

Other Support and Management Functions

KPI	Stretch	Target	Below
Finance		Target	
Security		Target	

Total number of KPIs tracked:	29
% meeting Stretch:	59%
% meeting Target:	34%
% below Target:	7%

ercot

Appendix

Q1 2017 KPI Detail – Reliable Grid

KPI ID	KPI Description	2017 Target Performance	2017 Stretch Performance	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	Q1 Rolling 12 month CPS1 score = 176.3; 176.1; 175.7
RG 2	Interconnection Reliability Operating Limit (IROL) exceedance limitations	None longer than 20 minutes	None longer than 10 minutes	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%	99.89%
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%	4.07%
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%	Q1 Monthly Avg DA MAPE = 6.5%; 6.9%; 6.0%
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
RG 8	Achieve compliance with SSAE16 controls	No exceptions found in an SSAE16 audit	N/A	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 (99.90%)	N/A	100%
RG 10	Energy Management System Tier 2 Aggregate Availability	Achieve 99.9% availability for 10 of 11 Tier 2 systems	Achieve 99.9% availability for all Tier 2 systems	100%
RG 11	Security Constrained Economic Dispatch (SCED) Availablity	99.95%	100%	99.99%
RG 12	Number of unplanned SCED outages greater than 30 consecutive minutes (per quarter)	Zero	N/A	Zero
RG 13	Outage Scheduler Availability	99%	99.5%	100%
RG 14	Network Model Management System (NMMS) Availability	99%	99.5%	100%

RG7 is intentionally left blank.

Q1 2017 KPI Detail – Efficient Electricity Markets

KPI ID	KPI Description	2017 Target Performance	2017 Stretch Performance	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%
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%
Settlement & Billing				
EM 3	Achieve timely settlements per Protocol defined timelines	99%	100%	99.99%
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%	100%
Market Credit				
EM 5	Credit reports are correct and posted in a timely manner	98%	100%	99.64%
Market Information				
EM 6	Wholesale extracts available per Protocol timelines	98%	99%	99.95%
IT Application Services				
EM 7	Congestion Revenue Rights (CRR) Availability	99%	99.5%	100%
EM 8	Market Management System Aggregate Availability	99%	99.5%	100%

Q1 2017 KPI Detail – Open Access & Retail Choice

KPI ID	KPI Description	2017 Target Performance	2017 Stretch Performance	Q1
Customer Switching / Registry				
OARC 1	Conduct retail transaction processing per Protocol timelines	98%	99%	99.97%
OARC 2	End use customer switch notifications processed per PUCT rules	99%	100%	100%
Market Information				
OARC 3	Retail extracts available per Protocol timelines	98%	99%	100%
IT Application Services				
OARC 4	Retail Processing Availability - Business Hours	99.90%	99.95%	99.52%
OARC 5	Market Information System (MIS) Availability	99%	99.5%	99.95%

Q1 2017 KPI Detail – Other Support & Management Functions

KPI ID	KPI Description	2017 Target Performance	2017 Stretch Performance	Q1
Finance				
OSM 1	Manage spending to be equal to or less than the board-approved expenditure budget for 2017.	Between 0 - 5% favorable variance	N/A	12.45%
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 externally 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 externally reportable physical security incidents