



**Item 5: Review of Q2 2018
Key Performance Indicators (KPIs)**

Betty Day

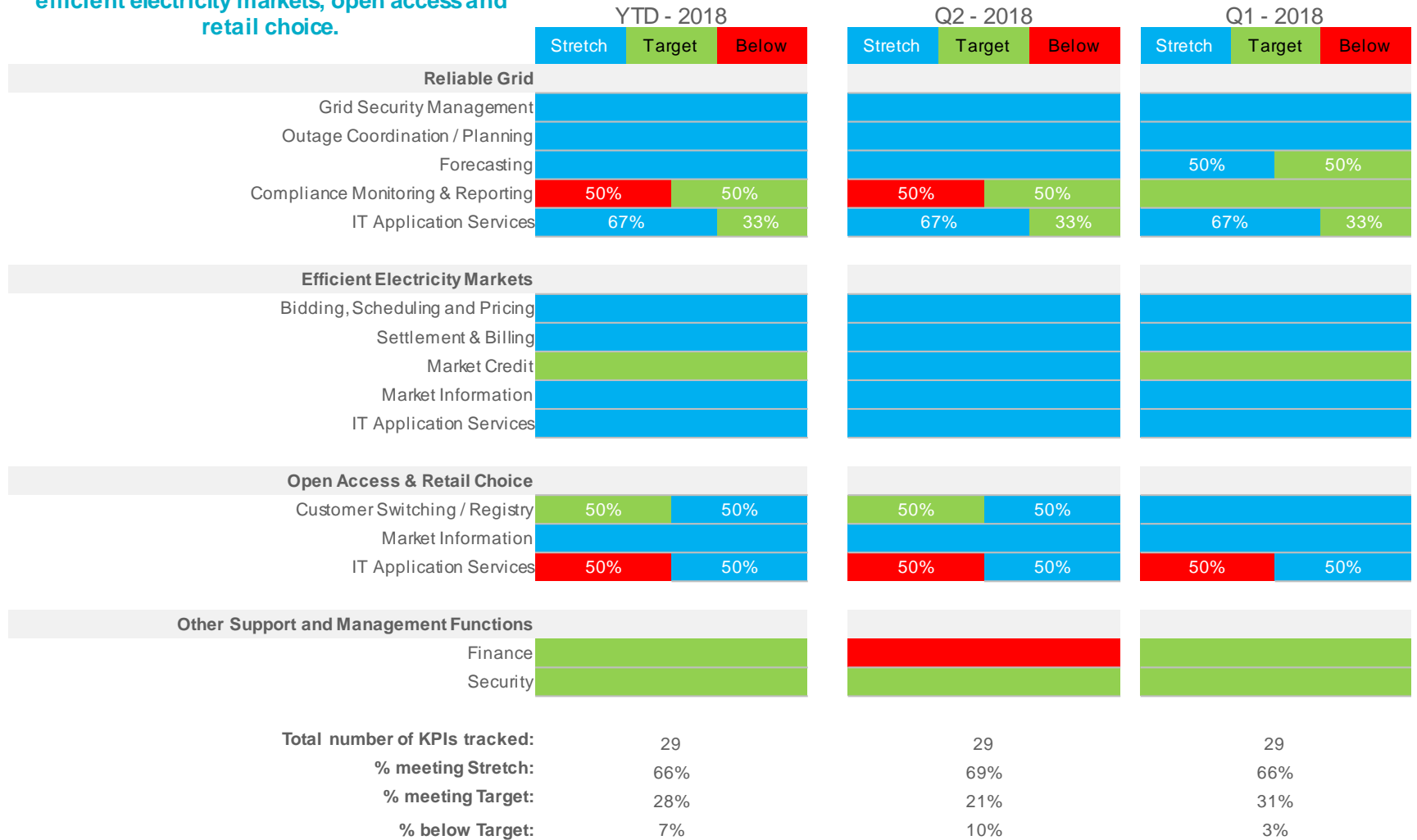
VP, Governance Risk & Compliance

Human Resources and Governance Committee
Meeting

ERCOT Public
August 6, 2018

Q2 2018 Key Performance Indicator (KPI) Summary

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



Appendix

Q2 2018 KPI Detail – Reliable Grid

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q2	Q1
Grid Security Management						
RG 1	Control Performance Standard 1 (CPS1) frequency control performance (rolling 12 month CPS1 score)	> 140	> 150	All scores greater than 150	Apr:175.9%, May:174.1%, Jun:173.7%; 12 Months rolling CPS1 average of 176.7% at the end of June 2018	Jan-178.78%, Feb-176.49% March 177.93%; 12 Months rolling CPS1 average of 176.59% at the end of March 2018
RG 2	Interconnection Reliability Operating Limit (IROL) exceedance limitations	None longer than 20 minutes	None longer than 10 minutes	No IROL exceedances	No IROL exceedances	No IROL exceedances
Outage Coordination / Planning						
RG 3	Outage Coordination performance: requests approved or denied within timeline and with mitigation plans developed if required	97%	99%	99.87%	99.93%	99.81%
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%	2.98%	2.14%	3.81%
RG 5	Wind forecast performance - MAPE based on installed wind capacity: monthly average day ahead wind forecasts used for DRUC MAPE	All less than 10%	All less than 8%	All less than 8%	Apr-5.1%, May-4.9% and Jun-5.8%	Jan-5.50%, Feb-7.60% and March-5.40%
Compliance Monitoring & Reporting						
RG 6	Achieve compliance with NERC/FERC Standards	No significant violations found in a NERC Compliance Engagement	N/A	Two NERC violations settled from self-reports in 2016/2017 with TRE/NERC/FERC	Two NERC violations settled from self-reports in 2016/2017 with TRE/NERC/FERC	No significant violations found in a NERC Compliance Engagement
RG 8	Achieve compliance with SOC controls	No exceptions found in an SOC audit	N/A	No exceptions found in an SOC audit	No exceptions found in an SOC audit	No exceptions found in an SOC audit

RG7 is intentionally left blank.

Q2 2018 KPI Detail – Reliable Grid

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q2	Q1
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%	100%	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	99.9%	99.9%	100%
RG 11	Security Constrained Economic Dispatch (SCED) Availability	99.95%	100%	100%	100%	100%
RG 12	Number of unplanned SCED 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 2018 KPI Detail – Efficient Electricity Markets

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 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%	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%	0%	0%
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%	100%	100%	100%
Market Credit						
EM 5	Credit reports are correct and posted in a timely manner	98%	100%	99.95%	100%	99.89%
Market Information						
EM 6	Wholesale extracts available per Protocol timelines	98%	99%	99.88%	99.94%	99.81%
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 2018 KPI Detail – Open Access & Retail Choice

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q2	Q1
Customer Switching / Registry						
OARC 1	Conduct retail transaction processing per Protocol timelines	98%	99%	98.84%	98.37%	99.31%
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%	100%	100%	100%
IT Application Services						
OARC 4	Retail Processing Availability - Business Hours	99.90%	99.95%	99.28%	98.97%	99.58%
OARC 5	Market Information System (MIS) Availability	99%	99.5%	99.96%	99.94%	99.99%

Q2 2018 KPI Detail – Other Support & Management Functions

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q2	Q1
Finance						
OSM 1	Manage spending to be equal to or less than the board-approved expenditure budget	Between 0 - 5% favorable variance	N/A	0.5%	-0.8%	1.8%
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	Zero externally reportable cyber security incidents	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	Zero externally reportable physical security incidents	Zero externally reportable physical security incidents