**TDTMS Meeting Notes, September 19, 2018**

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| 1. Antitrust Admonition | 9:30am |
| 2. Introductions

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| **Attendees F-T-F** |   |
| **September 19, 2018** |   |
| Diana Rehfeldt TNMP | Monica Jones NRG |
| Becky Taylor CNP | Tomas Fernandez NRG |
| Phil Bracy ERCOT | Kathy Scott CNP |
| Jim Lee AEP | Carolyn Reed CNP |
| Kyle Patrick NRG | Eric Blakey Just Energy |
|  Sam Pak ONCOR | Lindsay Butterfield ERCOT |
| **Attendees Webex** |   |
| **September 19, 2018** |   |
| Brittney Albracht ERCOT | Deb Belin MarketWise |
| Kathryn Thurman ERCOT | Dave Pagliai ERCOT |
| Teresa Rodriquez Stream Energy | Dave Michelsen ERCOT |
| Kelly Tidwell Direct Energy | Barbara Goubeaud ECInfoSystems |
| Sheri Wiegand TXUE | Kim Wall Hansen Technologies |

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| 3. Last Month Meeting Notes – updates if any (Approved) |  |
| 4. ERCOT System Instances & MarkeTrak Monthly Performance Review* Dave Pagliai highlighted Retail incidences & Planned Maintenances in August
* MarkeTrak Performance met all SLA targets for August 2018

* **Action Item**: Dave Pagliai to present the 2019 SLA target metrics at October meeting for review and approval
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| 5. MT Subtype Analysis* Review MT subtype for the data requests listed
	+ Jan-June 2018
	+ Rank by volumes of subtype activities
	+ Provide stats on some of the highest ranked activities
	+ Potential further insights into Customer Rescissions- Should we shorten the timeline for rescission issues?
* **Action Item**:
	+ Review MT subtypes: IAG( Loses, Gains, Rescissions),Missing/Dispute Usage and Billing, Switch Hold Removal, Missing Enrollments Txns( prioritize request)
	+ Request data pull for the following data elements:
		- Customer Rescission:
		- Analysis of elapsed time between completion of enrollment and submit date of MarkeTrak issue
		- Switch Hold Removal:
		- 2018 Issues Transitioned ‘Switch Hold Not Removed’
		- Totals by TDSP
		- Totals by CR
		- 2018 Issues Transitioned ‘Unexecutable’
		- Totals by Unexecutable Reason
		- TDSP breakout by highest volume Unexecutable Reason
		- CR breakout by Unexecutable Reason
		- Usage & Billing Missing:
		- Update totals for 2016
		- Total Issues and Average Completion Times by TDSP
		- Totals by Tran Type
		- CR Totals by Tran Type
	+ What format would we like to receive the data returned?
	+ Request to always ask for the raw data set
* Per Ercot- future requests may require an SCR be submitted if data pull is requested on a standardized timeline
* Monica and Sam to review the data elements and post rough draft of MT Subtype analysis request to the TDTMS meeting page for any changes/comments to be discussed at the October TDTMS meeting.
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| 6. RMS 2Q 2018 Performance Measures Comparison* Questions on 97% performance received for 867\_03 sent

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| * 10. Adjourn – next meeting October ~~24~~23, 2018
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