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

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| 1. Antitrust Admonition | 9:30am |
| 2. Introductions   |  |  | | --- | --- | | **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 | |  |
| 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 |  |
| 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. |  |
| 6. RMS 2Q 2018 Performance Measures Comparison   * Questions on 97% performance received for 867\_03 sent |  |
| * 10. Adjourn – next meeting October ~~24~~23, 2018 |  |