



Item 9: Q4 2018 Key Performance Indicator (KPI) Review

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Human Resources and Governance Committee Meeting

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Q4 2018 Key Performance Indicator (KPI) Summary

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

	YTD - 2018			Q4 - 2018			Q3 - 2018			Q2 - 2018			Q1 - 2018		
	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below	Stretch	Target	Below
Reliable Grid															
Grid Security Management															
Outage Coordination / Planning															
Forecasting	50%	50%											50%	50%	
Compliance Monitoring & Reporting	50%	50%								50%	50%				
IT Application Services	50%	50%		50%	50%		67%	33%		67%	33%		67%	33%	
Efficient Electricity Markets															
Bidding, Scheduling and Pricing							50%	50%							
Settlement & Billing	50%	50%		50%	50%		50%	50%							
Market Credit															
Market Information															
IT Application Services															
Open Access & Retail Choice															
Customer Switching / Registry										50%	50%				
Market Information															
IT Application Services	50%	50%								50%	50%		50%	50%	
Other Support and Management Functions															
Finance															
Security															
Total number of KPIs tracked:	29			29			29			29			29		
% meeting Stretch:	62%			69%			69%			69%			66%		
% meeting Target:	28%			28%			28%			21%			31%		
% below Target:	10%			3%			3%			10%			3%		



Appendix

Q4 2018 KPI Detail – Reliable Grid

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q4	Q3	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	Oct:176.03%, Nov:173.73%, Dec:175.64%; 12 Months rolling CPS1 average of 175.67% at the end of Dec 2018	Jul:176.4%, Aug:174.8%, Sep:174.4%; 12 Months rolling CPS1 average of 176.0% at the end of September 2018	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	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%	99.78%	99.59%	99.78%	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%	3.81%	2.91%	2.41%	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%	Oct-3.60%, Nov-4.55% and Dec-4.95%	Jul-4.5%, Aug-5.4% and Sep-3.8%	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	No significant violations found in a NERC Compliance Engagement	No significant violations found in a NERC Compliance Engagement	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	No exceptions found in an SOC audit	No exceptions found in an SOC audit

RG7 is intentionally left blank.

Q4 2018 KPI Detail – Reliable Grid

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q4	Q3	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%	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	99.99%	100%	100%	99.99%	100%
RG 11	Security Constrained Economic Dispatch (SCED) Availability	99.95%	100%	99.99%	99.99%	100%	100%	100%
RG 12	Number of unplanned SCED outages greater than 30 consecutive minutes (per quarter)	Zero	N/A	Zero	Zero	Zero	Zero	Zero
RG 13	Outage Scheduler Availability	99%	99.5%	100%	100%	100%	100%	100%
RG 14	Network Model Management System (NMMS) Availability	99%	99.5%	100%	100%	100%	100%	100%

Q4 2018 KPI Detail – Efficient Electricity Markets

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q4	Q3	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	0.16%	0.38%	0.27%	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%	0.03%	0%	0.10%	0%	0%
Settlement & Billing								
EM 3	Achieve timely settlements per Protocol defined timelines	99%	100%	100%	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%	99.72%	99.78%	99.11%	100%	100%
Market Credit								
EM 5	Credit reports are correct and posted in a timely manner	98%	100%	100%	100%	100%	100%	99.89%
Market Information								
EM 6	Wholesale extracts available per Protocol timelines	98%	99%	99.93%	99.98%	99.97%	99.94%	99.81%
IT Application Services								
EM 7	Congestion Revenue Rights (CRR) Availability	99%	99.5%	100%	100%	100%	100%	100%
EM 8	Market Management System Aggregate Availability	99%	99.5%	100%	100%	100%	100%	100%

Q4 2018 KPI Detail – Open Access & Retail Choice

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q4	Q3	Q2	Q1
Customer Switching / Registry								
OARC 1	Conduct retail transaction processing per Protocol timelines	98%	99%	99.40%	99.98%	99.92%	98.37%	99.31%
OARC 2	End use customer switch notifications processed per PUCT rules	99%	100%	100%	100%	100%	100%	100%
Market Information								
OARC 3	Retail extracts available per Protocol timelines	98%	99%	100%	100%	100%	100%	100%
IT Application Services								
OARC 4	Retail Processing Availability - Business Hours	99.90%	99.95%	99.64%	100%	100%	98.97%	99.58%
OARC 5	Market Information System (MIS) Availability	99%	99.5%	99.92%	99.79%	99.90%	99.94%	99.99%

Q4 2018 KPI Detail – Other Support & Management Functions

KPI ID	KPI Description	2018 Target Performance	2018 Stretch Performance	2018 YTD	Q4	Q3	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	-2.02%	-5.12%	-4.1%	-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	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	Zero externally reportable physical security incidents	Zero externally reportable physical security incidents