RMTTF

8/20/19

ERCOT Met Center

ATTENDEES:

Tomas Fernandez, NRG

Kathy Scott, CNP

Jim Lee, AEP

Jordan Troublefield, ERCOT

Debbie McKeever, Oncor

Sheri Wiegand, TXUE

On the phone:

Diana Rehfeldt, TNMP

Art Deller, ERCOT

Debbie McKeever opened the meeting and read the Anit-trust Admonition.

Minutes from the 8/8/19 meeting were approved.

**MARKETRAK/IAG TRAINING DECK Review**

INTRO

Slides 7 & 8 – Sheri to update graph and table to reflect next 6 months of market data and calculate differences on the table

Add a tombstone for On Line Modules – “Modules typically can be completed in 30 minutes or less”

Modified email notifications slide and tombstone

NOTE: request TDTMS to review Missing Enrollment transactions and Usage & Billing- Missing – 5 days for dispute?

SWITCH HOLD

Add slide between 80 & 81

Alternate Resolutions to Switch Hold Removal Requests

1. Ensure submitter is not current ROR
2. Provided documentation is valid and complete prior to submitting
3. Confirm switch hold exists

Alternate Paths tombstone

“Ultimately, the TDSP determines if the Switch Hold will be removed”

IAG

slide 181 – Tomas to clean up Valid Reject Reasons

slide 139 – Tomas and Sheri to review definitions of Gaining CR and Losing CR

slide 204 – Sheri to add timeline slide with expected level of performance

Reporting Slides – Sheri to update with latest IAG #s include adding YOY %

ACTION ITEM: All revisions are to be completed by next meeting for review 9/11

**TRAINING LOGISTICS**

* Task Force agreed to conduct training Wednesday, October 30th
* ERCOT will brand and “skin” training decks and print books
* Art will add class to LMS schedule ASAP
* Art to include in ERCOT quarterly training schedule and email
* Sheri will forward to RMS, TXSET, RMTTF, PWG, and TDTMS listserves
* Sheri will include training in updates to RMS
* Registration to close October 24th
* Class conducted 9an – 4 pm
* Lunch will be 11:20 to 12:30 – TBD if TDSPs will provide lunch
* Limit registration initially to 50, may open more spots if class fills w/ waiting list
* Kathy will need a list of attendees by 10/21 with a final list on Friday, October 24th

AGENDA for next meeting:

1. Review changes to MarkeTrak/IAG Training Deck
2. Review Reporting section of MT/IAG deck
3. Quick review of TXSET training deck – particularly agenda and flow
4. Review Art’s revisions to Retail 101 deck

NEXT MEETING – Wednesday, September 11th