**TDTMS**

**2020 Goals**

* Support Texas data transport improvement initiatives and continue joint efforts with other retail market working groups.
* Establish data/reporting requirements for ERCOT to assist TDTMS in ongoing MarkeTrak sub-type analysis. (Possible SCR)
* Support initiatives related to MarkeTrak system:
  + Identify process improvements based on MarkeTrak sub-type analysis
  + Prioritize enhancements utilizing supporting data from MarkeTrak sub-type analysis
  + Development of SCR for future upgrade
  + Update documentation
* IAG/IAL
  + Continue review of IAG/IAL market statistics
  + Review Retail Market Guide 7.3
* Perform annual review of the Retail Market Services Service Level Agreement (SLA) and work with ERCOT to evaluate and implement any potential changes, as needed.
* Review the quarterly ERCOT Retail Market Performance Measures.
* Support ERCOT resolution efforts in addressing each outage and/or degradation of service
* Review of Market Data Transparency Service Level Agreement (SLA)

**2019 Accomplishments**

* Performed MarkeTrak Sub type Analysis:
  + - Established a biannual review of overall MarkeTrak SubTypes
    - Detailed monthly market analysis:
      * IAG/IAL
      * Rescission
      * Usage and Billing Missing
      * Usage and Billing Disputes
      * Switch Holds
      * Missing Enrollment Transactions
      * AMS LSE Dispute
* Based on MarkeTrak sub-type analysis collaborated with RMTTF:
  + Recommended IAS/IAL Training
  + Identified areas of improvement for training possibilities/gaps
* Created a MarkeTrak system enhancement matrix
* Supported ERCOT projects:
  + SSL Update
  + NAESB 1.2 Upgrade
  + EDI Gateway Upgrade
* Completed the annual review of the 2020 Retail Market Services SLA for endorsement to RMS
* Reviewed quarterly Performance Measures for 2019
* Reviewed and monitored monthly IT retail incident and service availability
* Reviewed all MarkeTrak supporting documentation on MarkeTrak Information landing page on ERCOT.com:
  + Began versioning documents
  + Recommended removal of old outdated materials