IAG and MarkeTrak Presentation

Section & Slide Numbers Per Presenters

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| **Topic Name** | **Slide Numbers** | **Presenters**  |  **Timing** | **Comments**  |
| HOST WELCOME | Slides 1 Thru 9  | Host Company | 10min | 9:00 |
| Intro to MarkeTrak, What Is MarkeTrak  | Slides 10 Thru 20  | Debbie  | 6min | 9:10 |
| MarkeTrak Navigation  | Slides 21 Thru 22  | Debbie  | 10min | 9:20 |
| Admin Functionality  | Slides 23 Thru 25  | Debbie  | 5min | 9:25 |
| Email Notification  | Slides 26 Thru 28  | Debbie  | 2min | 9:30 |
| ERCOT Listserv | Slides 29 Thru 30  | Debbie  | 4min | 9:35 |
| Missing Enrollment | Slides 31 Thru 62  | Tomas | 25min | 10:00 |
| Usage and Billing | Slides 31 Thru 62  | Tomas | 30min | 10:30 |
| **BREAK (15min) 10:30-10:45am** |
| Switch Hold | Slides 63 Thru 87  | Jim | 1h 15min | 10:45-12:00 |
| **LUNCH (45min + 10min Restroom) 12:00-12:55pm** |
| Inadvertent Gains | Slides 88 Thru 95  | Tomas | 17min | 12:55 |
| Rescission Walk Thru  | Slides 96 Thru 117  | Jim | 20min | 1:10 |
| IAS Walk Thru | Slides 118 Thru 139  | Tomas | 30min | 1:30 |
| **BREAK (10min) – 2:00pm – 2:10pm** |
| Best Practices  | Slides 140 Thru 149  | Tomas  | 15 | 2:10 |
| IAG Reporting  | Slides 150 Thru 167  | Tomas | 15 | 2:25 – 2:40 |
| **BREAK (10min) 2:40-2:50** |
| Siebel Change  | Slides 168 Thru 170  | Kathy | 5 | 2:50 – 2:55Change slide location in deck  |
| DEVs | Slides 171 Thru 174  | Kathy | 10 | 2:55 – 3:05Change slide location in deck |
| Bulk Insert  | Slides 175 Thru 195  | Tomas & Kathy | 15 | 3:05 – 3:20Change slide location in deck |
| Additional Day to Day Subtypes  | Slides 196 Thru 199  | Kathy | 10 | 3:20 – 3:30Change slide location in deck |
| Other Issues  | Slides 200 Thru 201  | Kathy | 5 | 3:30 – 3:35Change slide location in deck |
| Background Reports | Slides 202 Thru 206  | Tomas | 5 | 3:35 – 3:45 |
| Survey | Slide 207 |  | 5 | 3:45 – 3:50 |
| Jeopardy | Slide 208 |  | 30 | 3:50 - ? |