RMTTF

September 3rd , 2020

WebEx only

9:30 am

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Attendees:

Tomas Fernandez, NRG Eric Blakey, Just Energy

Kathy Scott, Centerpoint Debbie McKeever, Oncor

Diana Rehfeldt, TNMP Jordan Troublefield, ERCOT

Sheri Wiegand, TXUE Matt Tschetter, ERCOT

Tomas opened the meeting reading the Antitrust Admonition.

Minutes from 8/7/2020 will be discussed at the next meeting due to late posting.

**LMS Stats**

|  |  |  |  |
| --- | --- | --- | --- |
| **LMS Stats** | In Progress | Complete | Total |
| MT YTD | 29 | 59 | 88 |
| MT All Time | 330 | 778 | 1108 |
| Retail 101 YTD | 133 | 84 | 217 |
| Retail 101 All Time | 714 | 329 | 1043 |

**Follow up on ACTION items from last meeting**

Matt confirmed there will be no recording of future WebEx trainings

Matt will provide the breakdown by segment on attendees at 8/6 Retail 101

**Feeback from MT/IAG Training 8/12**

* 31 total attendees (felt that was a good turnout)
* Panelists thought the training went better than expected especially with the transitions to speakers
* Good engaging discussion – questions included process questions (business decisions), switch hold, and current occupant
* Questions were all throughout the day – jeopardy was well-received also
* 12 respondents on surveys – all positive

**Retail 101/MT/IAG Training a requirement?**

Follow up discussion from the suggestion of 3rd party service providers to require Retail 101 and MarkeTrak training as part of certification process.

ACTION: Debbie will speak with Ted about the suggestion.

**Annual TAC Subcommittee Structural Review**

Briefly discussed any revisions to last year’s subcommittee structural review exercise. Only revision was to modify the meeting times due to COVID and WebEx meetings only. Revisions already submitted to RMS Chair (Eric Blakey).

**Mass Transition Module Review**

TF reviewed the on-line module with the following suggested revisions:

Slide 5- grey out background when pop up is activated

Slide 7- correcting the timing

Slide 8- change the pop up to show bullets

Slide 9- two pop ups instead of one on the Mass Transition drill

Slide 11- PUCE an 814\_11 in ()

Slide 15- adding animation with highlights as scripted; pop up on RMG, Section 9, Appendix F2; break pop up into two (per PUC) and (no…effectuate0

Transactions flow slide – revising #s to reflect 867\_03 and 867\_04 as (a) and (b) since they are really sent at the same time; 867\_02 will be noted ‘as available’ in the script

ACTION: Sheri will provide answer to the last two check point questions for review next meeting.

**RMTTF Meetings 2020**

October meeting will remain scheduled to finalize Mass Transition module. It was proposed to cancel the November meeting. December meeting we will discuss the training plan for 2021. The TF discussed modifying TXSET to Web-based however many preferred to hold off for in-person instruction due to the high interactivity with participants. This will be reviewed again at the December meeting.

**NEXT MEETING – October 8th**

Proposed Agenda for 10/8

1. Review LMS Stats
2. Finalize Mass Transition module
3. Begin discussion of 2021 training plan