1. What is CNP requesting us to accept on the MTs?  We understood we were not to accept MTs until the 867\_04s or 867\_03Fs have been received.  What is the time frame for those to be sent?

* CenterPoint is requesting that the REP of Record agree to the Siebel change and reassign the MarkeTrak to CenterPoint.
* Accepting the Siebel CHG/MarkeTraks will update transaction Siebel status from Cancelled to Complete.
* REPs can Accept and provide their Approval either before receiving the 867\_04 Initial transaction or they can wait for the 867\_04 Initial transaction for confirmation.
* CNP will send these outstanding 867\_04’s over the course of the next few weeks as we work through the backlog.
* **NOTE**: CNP’s question to the REP community, would REPs prefer to see the Siebel Change transaction’s “**Service Start Date” or “Service End Date”**, if applicable, included into a REP of Record specific spreadsheet or should that information be included into the Siebel Change MarkeTrak?

1. Will incomplete transactions be backdated once completed?
   * YES, corrected 867 and 810 transactions will be backdated to the applicable Service Start Date or Service End Date based upon REP’s initiating transaction.
2. Will REPs receive corrected billing for the backdated periods?
   * YES, corrected 867 and 810 transactions will be backdated to the applicable Service Start Date or Service End Date based upon REP’s initiating transaction.
3. Does CNP plan to perform cancel/rebills on finals already submitted?
   * YES, CNP plans to perform cancel and rebills on Finals already submitted, however, if there is a dispute concerning the 867\_03(F) or final 810\_02 Invoice the REP of Record should follow the Market approved dispute process.
4. Has the issue been root caused as to why MTs continue to be unexecuted for invalid STOPTIMEs?

(STARTTIME Timestamp) – The validation of this data field has always been the functionality and design of ERCOT’s MarkeTrak System, therefore root cause identification would be unwarranted by CNP.

To avoid future unexecutable MarkeTraks for this same reason type:

* Market Participants will need to check their preferences by logging into MarkeTrak Tool to have their MarkeTrak Users.
  1. Select their name at that top,
  2. Select the Date/Time tab,
  3. Change the Time Zone drop-down to (GMT-6:00) America/Chicago, and
  4. Select Save Profile.

NOTE: The STARTTIME Timestamp MUST Be 00:00:00 (CPT)

**NOTE:** The Texas Data Transport and MarkeTrak System (TDTMS) Working Group is currently meeting to develop enhancements to ERCOT’s MarkeTrak System, all Market Participants are encouraged to participant in identifying and to assist in developing a list of future MarkeTrak System enhancements.   <http://www.ercot.com/committee/tdtms>

1. REPs have escalations that have been on the list for multiple weeks.  Are they being worked?  Are they stuck and require something outside of the box to fix?  We need these answers for those customer issues that are just in a standstill.
   * YES, escalations are being resolved and communicated to the REPs of Record as quickly as possible, however, some issues are more complex than others requiring additional time and/or the expertise of additional resources. CNP Account Managers will provide periodic status reports to the REP of Record in response to escalated list or ESI ID(s) requiring recent updates.
2. What are the metrics we can use to monitor progress toward stabilization?  You mentioned you would bring these to the next RMS.
   * The primary metric that CNP is tracking is the number of overdue or “missing” transactions related to enrollments and finals. We track these in two aging categories: 7 – 30 days overdue and >30 days overdue. This is the measure that we will be reporting at RMS, with a comparison between the September 1 counts and the October 5 counts. We will also show the projected glide path for the completion of the missing transaction backlog.