**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	+ Recommended removal of old outdated materials