RMTTF MEETING NOTES

Friday, January 15, 2021

9:30 AM

WEBEX ONLY

MEETING BEGAN AT 9:30.

TOMAS OPENED THE MEETING AND READ THE ANTITRUST STATEMENT.

INTRODUCTIONS OF THOSE ATTENDING:

* TOMAS FERNANDEZ NRG
* SHERI WIEGAND TXU
* DIANA REHFELDT TNMP
* ART DELLER ERCOT
* JORDAN TROUBLEFIELD ERCOT
* JIM LEE AEP
* KATHY SCOTT CENTERPOINT
* DEBBIE MCKEEVER ONCOR

LEARNING MANAGEMENT SYSTEM STATISTICS

LMS STATS WERE PROVIDED BY ART WHICH INCLUDED:

|  |  |  |  |
| --- | --- | --- | --- |
| LMS WBT STATS | IN PROGRESS | COMPLETE | TOTAL |
| MARKETRAK - YEAR TO DATE  |  6 |  13 |  19 |
| MARKETRAK – ALL TIME | 373 | 831 | 1204 |
| RETAIL 101 YEAR TO DATE |  4 |  3 |  7 |
| RETAIL 101 ALL TIME | 769 | 366 | 1135 |

MASS TRANSITION TRAINING NUMBERS IN LMS – MODULE RELEASED NOVEMBER 2020

4 INPROGRESS

4 COMPLETE

8 TOTAL

ART NOTED THAT THE MODULE WILL BE USED MORE ONCE WE GET CLOSE TO THE MASS TRANSITION DRILL OR HAVE A MASS TRANSITION.

UPCOMING RETAIL MARKET TRAINING CLASSES REGISTERED ATTENDEES

ALL VIA WEB-EX

RETAIL 101 CLASS 33 REGISTERED FOR JANUARY 19

MARKETRAK-INADVERTENT GAIN 17 REGISTERED FOR JANUARY 26

RETAIL 101 24 REGISTERED FOR MARCH 30

MARKETRAK-INADVERTENT GAIN 9 REGISTERED FOR MARCH 31

MARKETRAK IAG ONLINE MODULE

TOMAS NOTED THAT THE MARKETRAK IAG MODULE IS NOT POSTED TO THE MEETING PAGE BECAUSE THE FILE WAS TOO LARGE FOR ERCOT TO ACCEPT. WE WILL GO THROUGH THE MODULE TODAY.

GOALS AND ACCOMPLISHMENTS

SLIDES WERE REVISED FROM ORIGINAL DRAFT FROM SHERI AND FINALIZED.

SEE SLIDES FOR EXACT DETAIL

MARKETRAK IAG PPT

MOST SLIDE CHANGES MADE DURING THE MEETING.

NOTE! SLIDE 174 REPRESENTS ALL THE DATA BROKEN DOWN INTO A SUMMARY

SHERI WILL MAKE A FEW CHANGES TO 174 TO CLARIFY NUMBERED STEPS FOR THE PROCESS.

ADD HEADER TO 175 TO BETTER EXPLAIN WHAT THE DATA MEANS

AGENDA ITEMS FOR NEXT MEETING

REVIEW SURVEYS FROM RETAIL 101 AND IAG TRAINING CLASSES

REVIEW SPECIFIC FEEDBACK AND DETERMINE IF CHANGES ARE NEEDED

REVIEW COMMENTS FOR THE FOLLOWING MARKETRAK MODULES:

DAY TO DAY

SIEBEL

ADMINISTRATION

ACTION ITEMS

* TOMAS TO UPDATE THE IAG TRAINING WITH SHERI’S CHANGES
* SHERI WILL UPDATE THE IAG TRAINING FOR THE BEGINNING SLIDES
* ART WILL POST

OTHER BUSINESS:

RMTTF ATTENDEES WILL SERVE AS SMEs FOR THE RETAIL 101 TRAINING

RMTTF ATTENDEES DO NOT NEED TO REGISTER. ART WILL SEND A LINK.

MEETING ADJOURNED