Task Force ERCOT.com Logistics --- Client Services to establish listserv, homepage

* Post charter, scope, purpose
* PPT presentation to key documents
* Add meeting dates
* Set up WebEx meetings (with Host Key)

May 18th Meeting Agenda

1. Review of restructured Emergency Conditions Issue List
2. **Communications**

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| 8 | RMS | Have RMS preparation discussions twice a year to cover summer and winter | Near-Term Stakeholder Items | RMS | Communications and Governance | **RECTF & RMS leadership** |
| 14 | RMS | The ERCOT listserv was down for much of the event, how can there be a backup for that, and what can ERCOT and stakeholders identify for communication if the listserv is unavailable. | Near-Term Stakeholder Items | RMS | Project No. 51889, Review of Communications for the Electric Market | **(Changed assignment from ERCOT to RMS -- Grouping #14 & #24)  TDTMS -- evaluate if current listserv set up and ERCOT SLO w/ Vendor is adequate. ERCOT to determine if Listserv functionality can be brought in-house.** |
| 24 | RMS | Review of SLA language for after-hour issues | Near-Term Stakeholder Items | RMS |  | **TDTMS -- Grouping #14 & #24** |

1. **Meter Data Expectations**

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| 18 | RMS | Evaluate the establishment of standardized expectations regarding meter data and the use of estimates during customer outages | Long-Term Stakeholder Items | RMS | Retail Market | **RECTF --Grouping #18 & #20 (Meter Data+VEE)** |
| 20 | RMS | Should there be modifications for Validation, Editing and Estimation of meter data? What is the extend of billing error caused by this? | Long-Term Stakeholder Items | RMS | Retail Market | **RECTF --Grouping #18 & #20 (Meter Data+VEE)** |
| 19 | RMS | Subset of C&I customers using medium and large profiles, high initial estimates cause large impacts to large C&I.  C&I to receive similar treatment as the mass market residential segment | Long-Term Stakeholder Items | RMS | Retail Market | **RECTF -- Specific to LC&I customers**  **PWG efforts with IDR Daily Settlement** |

**Example TXSET TDSP AMS Data Practices Documentation:**

[**http://www.ercot.com/content/committees/board/tac/rms/txset/keydocs/2013/07c.(2)\_20130509\_TDSP\_AMS\_Data\_Practices\_Summary\_FINAL.ppt**](http://www.ercot.com/content/committees/board/tac/rms/txset/keydocs/2013/07c.(2)_20130509_TDSP_AMS_Data_Practices_Summary_FINAL.ppt)

[**http://www.ercot.com/content/committees/board/tac/rms/txset/keydocs/2013/07c.(3)\_20130509\_TDSP\_AMS\_Data\_Practices\_Matrix\_FINAL.doc**](http://www.ercot.com/content/committees/board/tac/rms/txset/keydocs/2013/07c.(3)_20130509_TDSP_AMS_Data_Practices_Matrix_FINAL.doc)

**Example Questionnaire:**

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| --- |
| **Prolonged outages-AMS Data impacts** |
| **If an intermittent outage occurs and communication is lost to a meter, how are the missing intervals handled?** |
| **If a widespread prolonged outage was to occur and communication is lost to a meter, how are the missing intervals handled?** |
| **What will be visible to customers via SMT Portal?** |
| **Will 867s and 810s be generated?** |
| **Does the AMS meter store data?** |
| **What is defined as a widespread prolonged outage?** |
| **Please explain the estimation process --method(s)** |

1. **Mass Transition/Acquisition Transfer**

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| 21 | RMS | Not enough transparency in ERCOT default and acquisition processes – more transparency into default and acquisitions to pass on to customers (when happening and how impacts customers) | Long-Term Stakeholder Items | RMS | Retail Market | **RECTF -- Grouping #21, 22, 23 (Mass Transition/Acquisition)**  **\*\*will hand over to RMTTF to modify Mass Transition module** |
| 22 | RMS | Mass Transition expectations and scenarios for customers | Long-Term Stakeholder Items | RMS | Project No. 51889, Review of Communications for the Electric Market | **RECTF -- Grouping #21, 22, 23 (Mass Transition/Acquisition)**  **\*\*will hand over to RMTTF to develop modules** |
| 23 | RMS | Acquisition transfer process and expectations for customers | Long-Term Stakeholder Items | RMS | Project No. 51889, Review of Communications for the Electric Market | **RECTF -- Grouping #21, 22, 23 (Mass Transition/Acquisition)**  **\*\*will hand over to RMTTF to develop modules** |

1. **Summer/Winter Weather Preparedness**

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| 16 | RMS | Should ERCOT Summer Preparedness communications begin to include Winter preparedness | Near-Term Stakeholder Items | ROS/WMS/RMS | Project No. 51889, Review of Communications for the Electric Market | RECTF (RMS) |

<http://www.ercot.com/content/wcm/key_documents_lists/175565/Summer_Preparedness_FAQ_TDSPedits_20190314.xlsx>

<http://www.ercot.com/content/wcm/key_documents_lists/175565/Summer_Preparedness_Questions_from_REPs.docx>

1. **Awaiting PUCT Project:**

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| 10 | RMS | Review limitations on the ability of a REP/LSE to communicate to customers regardless of communications coming from ERCOT | Awaiting Commission Direction | | RMS | Project No. 51889, Review of Communications for the Electric Market | | **RECTF (RMS)** | |
| 11 | RMS | Consistency in delivery and content of messaging in communications from the TDUs | Awaiting Commission Direction | ROS/WMS/RMS | | | Project No. 51889, Review of Communications for the Electric Market | | **Awaiting PUCT project, assist as needed** |
| 12 | RMS | Concerns with the high ***uplift*** and impacts to a residential customer, how to communicate what uplift is, how it works, including refunds to customers | Awaiting Commission Direction | RMS | | | Project No. 51889, Review of Communications for the Electric Market | | **RECTF to develop market materials to simplify uplift explanation to end-use customers** |

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| 32 | ROS | ERCOT Communications: Review ERCOT communications to the public and market participants before, during, and after the event and identify potential process improvements and recommendations for ERCOT and market participant communications plans for future ERCOT emergency events, including extreme load shed scenarios. | Near-Term Stakeholder Items | ROS/WMS/RMS | Project No . 51888, Review of Critical Load Standards and Processes  Project No. 51889, Review of Communications for the Electric Market | **Awaiting PUCT project, assist as needed** |

1. Identify and prioritize issues list
   1. Easy/Medium/Hard
   2. Near-Term/Mid-Term/Long-Term
   3. Collaboration w/ other WGs & TFs
2. Next Steps/Action Items
3. Strawman 6/29/21 Meeting Agenda
4. Other Business
5. Adjourn