RMTTF MEETING NOTES

Friday, July 16, 2021

9:30 AM – WEBEX ONLY

TOMAS OPENED THE MEETING, WELCOMED EVERYONE AND PROCEEDED BY READING THE ANTITRUST STATEMENT.

TOMAS SAID THAT A FEW FOLKS WERE ON ANOTHER CALL AND WOULD JOIN LATE SO WE COULD WAIT FOR THEM BECAUSE THEY WOULD BE JOINING VERY SOON.

**ATTENDING**

TOMAS FERNANDEZ NRG

JORDAN TROUBLEFIELD ERCOT

CAROLYN REED CENTERPOINT

DEBBIE MCKEEVER ONCOR

ART DELLER ERCOT

JIM LEE AEP

KATHY SCOTT CENTERPOINT

SHERI WIEGAND TXU

**REVIEW OF AGENDA**

TOMAS ASKED IF THERE WERE ANY CHANGES. NO CHANGES WERE MADE.

TOMAS WENT THROUGH THE UPCOMING TRAINING DATES SCHEDULED FOR THE REMAINDER OF THE YEAR WHICH INCLUDE:

* Thursday, September 30 Retail 101 – full day starting at 8:30 AM
* Wednesday, October 6 Marketrak –half day starting at 8:30 AM
* Thursday, October 7 Inadvertent Gain (IAG) – half day starting at 8:30 AM
* Monday, November 8 TX SET, half day starting at 1:00 PM, ending at 4:00 PM
* Tuesday, November 9 TX SET half day class starting at 8:30 AM, ending at Noon

KATHY ASKED IF IT WAS REALISTIC, REASONABLE FOR US TO BE ABLE TO FINISH TX SET TRAINING IN TIME FOR NOVEMBER CLASSES. DEBBIE SAID IT REALLY ISN’T GIVEN THE AMOUNT OF WORK BEING DONE TO SUPPORT OTHER RETAIL INITIATIVES.

KATHY, JIM AGREED EVERYONE HAS A LOT ON THEIR PLATE AND WE WANT TO BE IN A GOOD PLACE AND HAVE A GOOD PRODUCT WHEN WE DIVIDE UP THE SET TRAINING.

RMS WILL BE UPDATED TO NOT EXPECT TX SET TRAINING UNTIL 2022.

**MEETING NOTES FROM JUNE MEETING**

NEITHER DEBBIE, SHERI NOR TOMAS RECEIVED ANY REQUESTS FOR CHANGES SO THE NOTES ARE CONSIDERED FINAL.

**ERCOT LEARNING MANAGEMENT SYSTEM – STAT UPDATE FOR JULY MEETING.**

Art provided the LMS and said that there had been some change but not a lot.

**LMS Stats (7/16/2021)**

|  |  |  |  |
| --- | --- | --- | --- |
| **LMS WBT Stats** | In Progress | Complete | Total |
| MT YTD | 44 | 49 | 93 |
| MT All Time | 410 | 869 | 1279 |
| Retail 101 YTD | 146 | 72 | 218 |
| Retail 101 All Time | 908 | 435 | 1343 |
| Mass Tran YTD | 22 | 30 | 52 |
| Mass Tran All Time | 22 | 30 | 52 |

SHERI ASKED ART IF HE WAS AWARE OF THE TIME ERCOT WILL SEND THE NOTICE FOR THE FALL TRAINING GO OUT.

ART SAID THAT THE CLASSES HAVE BEEN SCHEDULED FOR THE END OF THE YEAR BUT ARE NOT LISTED ON THE LMS AT THIS TIME. DEBBIE VERIFIED, THEY ARE NOT LISTED.

ART WILL SEND THE NOTICE FOR THE FALL INSTRUCTOR LED “WEBEX” TRAINING OUT BEFORE AUGUST. THERE ARE CLASSES SCHEDULED THROUGH JULY.

ART SAID THESE WILL BE WEBEX. ART WENT ON TO SAY THAT ERCOT IS STILL IDENTIFYING HOW AND WHO WILL WORK IN THE OFFICE AND WHO WILL WORK FROM HOME. RIGHT NOW IF ERCOT FOLKS WANT TO WORK FROM HOME THEY CAN SO WE WILL PROBABLY BE HAVING TRAINING WEB EX THOROUGH THE END OF THE YEAR.

ART PROVIDED THE NUMBERS FOR THE LAST RETAIL 101.

ATTENDANCE FOR THE RETAIL 101 WAS VERY HIGH. ART SAID THAT WHEN THE ATTENDANCE IS THAT HIGH THERE ARE MORE TECHNICAL COMPLICATIONS. MOSTLY DUE TO THE PARTICIPANTS HAVING TROUBLE MUTING OR WITH CHAT FUNCTIONS.

RETAIL 101

* 18 NO SHOWS
* 9 CANCELS
* 53 ATTENDEES

ART PROVIDED THE SURVEY RESULTS

* MARKETRAK
* 20 ATTENDEES
* ALMOST 50% RESPONSE RATIO

**POTENTIAL CHANGES TO RETAIL 101**

ART SAID THAT ERCOT IS CONSIDERING BREAKING DOWN RETAIL 101, WHOLESALE 101 AND THE LOWER LEVEL CLASSES INTO MODULES AND NOT HAVING THESE AS INSTRUCTOR LED BUT AS “SINGLE TOPICS”. THERE COULD BE A HIGHER LEVEL PORTION COVERING THE MAIN ITEMS. HE SAID THIS IS STILL IN DISCUSSION.

RMTTF ATTENDEES WANTED TO KNOW HOW THIS WOULD WORK. ART SAID ALL THE DETAILS HAVE NOT BEEN IRONED OUT BUT THER IS SOME SUCCESS SEEN WITH THIS TYPE TRAINING. SHERI AND DEBBIE WOULD LIKE UPDATES FOR THE DECISIONS AND PROCESS THIS WOULD BE DONE. ART SAID HE WILL KEEP RMTTF INFORMED.

**MARKETRAK – IAG TRAINING**

EVERYONE IN ATTENDANCE LIKES THE SPLIT; HAVING MARKETRAK ONE HALF OF A DAY AND THE IAG THE NEXT HALF OF A DAY.

SHERI SUGGESTED THAT INSTEAD OF MARKETRAK AND IAG, LIST THESE AS PART 1 AND PART 2. THAT WAY WE COULD MOVE TOPICS AROUND TO ACCOMMODATE KEEPING THE TRAINING TO HALF A DAY AND NOT LAP PAST LUNCH. EVERYONE IN ATTENDANCE AGREED THAT’S THE WAY TO GO.

SLIDE TIMINGS FOR MARKETRAK – IAG

SHERI AND DEBBIE DOCUMENTED THE TIME FOR EACH MODULE PER PRESENTER. TIMES FOR THE SLIDES WERE DISCUSSED BRIEFLY AND HOW BEST TO PUT THE BREAKS IN THE MATERIAL.

MARKETRAK PART 1 –

MARKETRAK PART 2

* SWITCH HOLD
* IAG – 5 SECTIONS
* OVERVIEW
* RECISION
* WALK THRU
* BEST PRACTICES
* REPORTING

LAST TIME WE WENT FROM 1:45 TO 4:40

ART WOULD LIKE TO KNOW WHAT WILL BE COVERED EACH HALF DAY FOR MARKETRAK PART 1 AND MARKETRAK PART 2.

SHERI VOLUNTEERED TO PROVIDE ART WITH DESCRIPTION FOR WHAT WILL BE COVERED IN EACH HALF DAY. SAID IT’S PRETTY STRAIGHT FORWARD.

**MASS TRANSITION MODULE**

SHERI REMINDED EVERYONE THAT THIS IS A COLLABORATIVE EFFORT WITH THE RECTF.

AT THE LAST MEETING WE HAD STARTED LISTING WHAT WE WANT TO DO.

WE SHOULD HAVE THE SCRIPT THAT ART SENT AND WE CAN GO THROUGH SECTIONS AND ADD THESE 4 ITEMS DISCUSSED AT THE LAST MEETING AND INSERT. INTO THE CORRECT PLACES.

AT THE LAST MEETING WE NOTED THE FOLLOWING – THIS SECTION IS TAKEN DIRECTLY FROM THE NOTES AT THE LAST RMTTF MEETING.

|  |
| --- |
| We have an action item from the RECTF that is included in the Emergency Conditions List. We need to modify the current Mass Transition module to be more robust including being descriptive of what needs to be done and be more specific on processes and times.  The first question is…”What do we want to modify”?  Suggestion:  Add clarity that all official notices through each Mass Transition are ONLY sent to the TAR, TAB and TAT. We need to include this as part of notification responsibilities of ERCOT.  Add to TDSP responsibilities that Switch Holds should be removed BY THE TDSP prior to the event. This is in the Market guide but not in the module.  ERCOT initiated Marketrak to impacted POLR CRs. Need to include they should be aware they will receive and they must be worked.  ESI id list – “noticed action” – per Sheri  Additional Ideas for revisions   * MT-ERCOT Initiated – list of inflight transactions * On ESI id list received, a list of noticed actions required – DTP, MVI, MVO * Include that parties involved in the Mass Transition MUST stay engaged till the final notice is sent from ERCOT noting the MT is complete. |

SHERI AND DEBBIE TO TAKE THE SCRIPT AND DETERMINE WHERE TO INCLUDE THE 4 ITEMS ABOVE INTO THE MASS TRANSITION TRAINING.

**IN PERSON TRAINING:**

DEBBIE SAID THAT ONCOR IS CURRENTLY NOT SUPPORTING IN PERSON MEETINGS IN THE BUILDING WITH EXTERNAL ATTENDEES. THIS WILL CHANGE BUT NOT SURE WHEN.

KATHY SAID THAT CENTERPOINT IS THE SAME.

NEXT RMTTF MEETING;

ACTION ITEMS;

SHERI PROVIDE ART/ERCOT LIST OF WHAT SECTIONS OF MARKETRAK ARE COVERED IN PART 1 AND PART 2.

DEB AND SHERI TO LOOK AT THE MODULE AND SEE IFW E CAN BEEF UP THE SLIDES.

ART WILL SEND OUT A MARKET NOTICE AND SHERI WILL PIGGY BACK ON THAT AND SEND OUT A NOTICE AND EMPHASIZE THE TWO CLASSES.

**OTHER BUSINESS**

EVERYONE WILL BE GLAD TO SEE FACES WHEN WE MEET IN PERSON IN SEPTEMBER.

**MEETING ADJOURNED**