Item 13: 2022 ERCOT Key Performance Indicators (KPIs)

Betty Day
Vice President, Security and Compliance

Board of Directors Meeting

ERCOT Public
December 9-10, 2021

2022 Proposed ERCOT KPIs

1. Maintain current set of key performance indicators and corresponding metrics with minor edits to drive performance of the organization.
    (Reference Attachment A - 29 Board reported and 21 internal tracked)

2. Minor edits include revision of security metrics to align with North American Electric Reliability Corporation (NERC) Critical Infrastructure Protection (CIP) requirement to report attempts to compromise.

3. Request Board Member(s) be appointed to work with ERCOT staff to review KPIs.

2021 KPI Recommended Revisions – Other Support & Management Functions

KPI Identifier	Executive	Capability	KPI Description	Target	Stretch
OSM 2	Day	Security	Maintain ERCOT ISO's security posture against cyber security threats as defined in the Security Incident Response Plan	Zero externally reportable cyber security ~~incidents~~ compromises	N/A
OSM 3	Day	Security	Maintain ERCOT ISO's security posture against physical security threats as defined in the Security Incident Response Plan	Zero externally reportable physical security ~~incidents~~ compromises	N/A

![ercot logo]

Proposed Board Motion

The ERCOT Board of Directors approves the ERCOT staff recommendation to approve the 2022 ERCOT Key Performance Indicators as included in ***Attachment A***.

Date: December 2, 2021
To: Board of Directors
From: Betty Day, Vice President, Security and Compliance
Subject: 2022 ERCOT Key Performance Indicators (KPIs)

Issue for the ERCOT Board of Directors

ERCOT Board of Directors Meeting Date: December 9-10, 2021
Item No.: 13

Issue: Whether the Board of Directors (Board) of Electric Reliability Council of Texas, Inc. (ERCOT) should approve the 2022 ERCOT KPIs as recommended by ERCOT staff.
Background/History: The ERCOT leadership team annually develops specific key performance indicators and corresponding target metrics to drive performance of the organization. The indicators, along with their specific measurements are outlined in the 2022 KPIs. The KPIs are reviewed on a quarterly basis and are used to measure the successful performance of the organization. It is important that the leadership team and the Board are aligned on the specific goals and focus of ERCOT for 2022.   A copy of the proposed 2022 KPI recommendation is attached hereto as ***Attachment A***.
Key Factors Influencing Issue: The 2022 KPIs correlate to ERCOT's strategic direction of the Board and provide performance measures to the Board and ERCOT leadership and staff.
Conclusion/Recommendation: The ERCOT leadership team respectfully recommends that the Board approve the 2022 KPIs as presented.

ELECTRIC RELIABILITY COUNCIL OF TEXAS, INC.
BOARD OF DIRECTORS RESOLUTION

WHEREAS, after due consideration of the alternatives, the Board of Directors (Board) of Electric Reliability Council of Texas, Inc. (ERCOT) deems it desirable and in the best interest of ERCOT to accept the recommendation of ERCOT staff to approve the 2022 ERCOT Key Performance Indicators (KPIs) attached hereto as **_Attachment A_**.

THEREFORE, BE IT RESOLVED, that the 2022 ERCOT KPIs, attached hereto as Attachment A, are hereby authorized and approved.

CORPORATE SECRETARY'S CERTIFICATE

I, Jonathan M. Levine, Assistant Corporate Secretary of ERCOT, do hereby certify that, at its December 9-10, 2021 meeting, the Board passed a motion approving the above Resolution by _____.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of December, 2021.

_____
Jonathan Levine
Assistant Corporate Secretary

Attachment A: 2022 Key Performance Indicator (KPI) Recommendation

KPI Identifier	Executive	KPI Description	Target	Stretch
RG 1	Rickerson	Control Performance Standard 1 (CPS1) frequency control performance (rolling 12 month CPS1 score).	> 140	> 150
RG 2	Rickerson	Interconnection Reliability Operating Limit (IROL) exceedance limitations.	None longer than 20 minutes	None longer than 10 minutes
RG 3	Rickerson	Outage Coordination performance: requests approved or denied within timeline and with mitigation plans developed if required.	97%	99%
RG 4	Rickerson	Operations Load Forecast performance - Mean Average Percent Error (MAPE): monthly average day ahead load forecasts used for DRUC MAPE.	All less than 4.0%	All less than 3.5%
RG 5	Rickerson	Wind forecast performance - MAPE based on installed wind capacity: monthly average day ahead wind forecasts used for DRUC MAPE.	All less than 10%	All less than 8%
RG 6	Rickerson	Solar forecast performance - MAPE based on installed solar capacity: monthly average day ahead solar forecasts used for DRUC MAPE.	All less than 15%	All less than 10%
RG 7 - Removed	N/A	RG 7 intentionally left blank.	N/A	N/A
RG 8	Day	Achieve compliance with SOC controls	No exceptions found in an SOC audit	N/A
RG 9	Parakkuth	Energy Management System Tier 1 Aggregate Availability	All Tier 1 systems meet or exceed defined SLAs (99.90%)	N/A
RG 10	Parakkuth	Energy Management System Tier 2 Aggregate Availability	Achieve 99.9% availability for 10 of 11 Tier 2 systems	Achieve 99.9% availability for all Tier 2 systems

RG 11	Parakkuth	Security Constrained Economic Dispatch (SCED) Availability	99.95%	100%
RG 12	Parakkuth	Security Constrained Economic Dispatch (SCED): number of unplanned outages greater than 30 consecutive minutes (per quarter)	Zero	N/A
RG 13	Parakkuth	Outage Scheduler Availability	99%	99.5%
RG 14	Parakkuth	Network Model Management System (NMMS) Availability.	99%	99.5%
RG_i 15	Parakkuth	HRUC executed every hour: percent of complete HRUC's per month, including ones missed due to database loads and site failover.	99%	99.5%
RG_i 16	Parakkuth	No loss of VSAT/TSAT application functionality for 30 continuous minutes or longer, excluding invalid solutions due to State Estimator dependencies and planned site failovers.	3 per Quarter	1 per Quarter
RG_i 17	Rickerson	Regional Planning project Review Studies completed on time without substantive error.	95% complete on time or no more than 1 late if less than 20 projects.	99% complete on time.
RG_i 18	Rickerson	Generation Interconnection Request (GIR) screening studies completed on time without errors.	95% completed on time or no more than 1 late if less than 20 GIRs	100% completed on time
RG_i 19 – Removed	N/A	RG_i 19 intentionally left blank.	N/A	N/A
RG_i 20	Rickerson	Achieve "Very Satisfied" or "Satisfied" ratings on ERCOT Operator training	90% satisfied or highly satisfied	95% satisfied or highly satisfied
EM 1	Ögelman	DAM quality of solution as measured with price corrections: percent of hourly prices requiring DAM price correction.	1-3 % of time	< 1 % of time

EM 2	Ögelman	SCED solution is solved and posted: percent of 15-minute Settlement Interval prices where price corrections are performed. This measure includes corrections from routine work (e.g., database loads and site failover).	0.25% - 1%	<0.25%
EM 3	Ögelman	Achieve timely settlements, per Protocol defined timelines.	99%	100%
EM 4	Ögelman	Perform accurate settlements as measured by the percent of statements/invoices that do not require a correction as a result of an error in the settlement and billing systems or processes.	98%	99.9%
EM 5	Ögelman	Credit reports are correct and posted in a timely manner.	98%	100%
EM 6	Schein	Wholesale extracts available per Protocol timelines	98%	99%
EM 7	Parakkuth	Congestion Revenue Rights (CRR) Availability	99%	99.5%
EM 8	Parakkuth	Market Management System Aggregate Availability	99%	99.5%
EM_i 9	Ögelman	Percent of days with successful DAM execution solution completed and posted successfully.	100%	n/a
EM_i 10	Ögelman	DAM executions completed in acceptable timeframe: percent of days with posting solution before 1600.	98%	100%
EM_i 11-Removed	N/A	EM_i 11 intentionally left blank.	N/A	N/A
EM_i 12	Ögelman	AMS interval data is loaded into ERCOT systems by final settlement from the MRE in accordance with Protocols for data loading.	99%	99.75%

EM_i 13	Ögelman	IDR meter data is loaded into ERCOT systems by true-up settlement from the MRE in accordance with Protocols for settlement.	99%	99.75%
EM_i 14	Ögelman	EPS meter data is accurate and complete as measured by the percent of data that doesn't change after an initial settlement	99%	99.9%
EM_i 15	Ögelman	CRR auctions are performed according to Nodal Protocols Requirements (7.5.1). CRR auctions results are validated and posted as required by the CRR Activity Calendar	All Monthly Auctions and LTASs are posted on time per the CRR Activity Calendar	N/A
EM_i 16	Schein	Process disputes in time for resolution by the next available settlement statement per Protocol timelines or Client Services resolution targets	98%	100%
EM_i 17	Schein	Complete Market Participant outreach (site visits, web-ex, telephone or e-mail) according to Client Services annual outreach plan	98%	100%
EM_i 18	Schein	Achieve "Very Satisfied" or "Satisfied" ratings on annual survey of Account Management services	90% satisfied or highly satisfied	95% satisfied or highly satisfied
OARC 1	Ögelman	Conduct retail transaction processing per Protocol timelines	98%	99%
OARC 2	Ögelman	End use customer switch notifications processed per PUCT rules	99%	100%
OARC 3	Schein	Retail extracts available per Protocol timelines	98%	99%
OARC 4	Parakkuth	Retail Processing Availability - Bus. Hours	99.9%	99.95%
OARC 5	Parakkuth	Market Information System (MIS) Availability	99%	99.5%
OARC_i 6	Parakkuth	Retail Processing Availability - Non bus. Hours	99%	99.5%
OARC_i 7	Parakkuth	Retail API Availability	99%	99.5%

OARC_i 8	Parakkuth	MarkeTrak Availability	99%	99.5%
OARC_i 9	Ögelman	Manage retail transaction issues and disputes within defined timelines	96%	98%
OSM 1	Taylor	Manage spending to be equal to or less than the board-approved expenditure budget	Zero or favorable variance	N/A
OSM 2	Day	Maintain ERCOT ISO's security posture against cyber security threats as defined in the Security Incident Response Plan	Zero externally reportable cyber security ~~incidents~~compromises	N/A
OSM 3	Day	Maintain ERCOT ISO's security posture against physical security threats as defined in the Security Incident Response Plan	Zero externally reportable physical security ~~incidents~~compromises	N/A
OSM_i 4	Parakkuth	Operate data centers providing availability consistent with data center designed objectives.	99.98%	100%
OSM_i 5	Jones	Execute the Internal Audit Plan as approved by the Finance and Audit Committee, having all audit projects either completed or in process by end of year.	100% in process by year end	N/A
OSM_i 6	Schein	ERCOT Energy Emergency Alert Communications -- Corporate Communications provides follow-up communications and media/public notifications per Crisis Communications Procedure.	100%	N/A