RMTTF MEETING

Thursday, February 10, 2022

9:30 AM

WEBEX ONLY

SHERI WIEGAND OPENED THE MEETING AND WELCOMED EVERYONE TO THE FIRST RMTTF MEETING THIS YEAR.

SHERI PROCEEDED WITH READING THE ANTI-TRUST STATEMENT

ATTENDEES WERE ACKNOWLEDGED. THOSE INCLUDED:

* SHERI WIEGAND VISTRA/TXU
* JORDAN TROUBLEFIELD ERCOT
* DEBBIE MCKEEVER ONCOR
* ART DELLER ERCOT
* ERIC LOTTER GRID MONITOR
* KATHY SCOTT CENTERPOINT
* MELINDA EARNEST AEP
* DIANA REHFELDT TNMP
* ERIC BROACH NOT LISTED
* TOMAS FERNANDEZ NRG

REVIEW OF AGENDA

SHERI READ THROUGH THE AGENDA ITEMS AND EXPLAINED ABOUT A BIT ABOUT THE STATUS OF SOME OF THE AGENDA ITEMS. DEBBIE EXPLAINED ABOUT THE MARKETRAK TRAINING ACTIVITIES.

NO OTHER COMMENTS WERE MADE.

MEETING NOTES FROM DECEMBER MEETING

NO CHANGES WERE MADE. NOTES ARE CONSIDERED FINAL.

ART DELLER PROVIDED THE FOLLOWING LEARNING MANAGEMENT SYSTEM STATISTICS TO DATE.

**LMS Stats (2/10/2022)**

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| **LMS WBT Stats** | In Progress | Complete | Total |
| MT YTD | 4 | 15 | 19 |
| MT All Time | 452 | 927 | 1379 |
| Retail 101 YTD | 22 | 12 | 34 |
| Retail 101 All Time | 1042 | 514 | 1556 |
| Mass Tran YTD | 1 | 6 | 7 |
| Mass Tran All Time | 31 | 50 | 81 |

COMMENTS:

SHERI NOTED THAT THE INCREASE IN NUMBERS IS A GOOD SIGN. EVERYONE AGREED WE ARE STILL SEEING THAT THE MODULES ARE BEING USED.

RETAIL 101 SURVEY RESULTS

TOMAS SAID THAT RETAIL 101 TRAINING WAS ON JANUARY 27 AND WOULD WE LIKE TO SEE THE FEEDBACK FROM THE SURVEY. ART BROUGHT UP THE SURVEY RESULTS. 45 ATTENDEES CONFIRMED.

20 SUBMITTED SURVEYS. COMMENTS INCLUDE:

TX SET IN PERSON CLASSES – 3RD QUARTER TENTATIVE AND INCLUDE A COMMENT OR MAYBE A SLIDE ABOUT THE UPCOMING TX SET 5.0 AND ENCOURAGE PEOPLE TO GET INVOLVED WITH MCT OR WG.

PRESENTERS FOR MARCH 2, 3 MARKETRAK TRAINING:

SHERI WILL NOT BE ABLE TO ATTEND MARCH 3RD SO SOMEONE WILL NEED TO TAKE HER SLIDES.

JIM WILL NOT BE ATTENDING SO HIS SLIDES SHOULD BE REASSIGNED.

ALL PRESENTERS ARE STAYING THE SAME EXCEPT FOR “CLOSING REMARKS” AND TOMAS WILL TAKE THAT

MELINDA WILL TAKE SWITCH HOLDS ON DAY 2

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| Here are the bullets for slide 14…   * Bill for natural gas/propane, water/sewer, electric, or cable/internet in Customer’s name dated within last two months from a different Premise (cell phone invoices are not accepted); * Copy of current signed lease by all parties; * Notarized affidavit of landlord; * Closing documents (Closing Statement signed by buyer and seller; Deed filed by county clerk noting street name and house number); or * Certificate of occupancy indicating new occupant.   Slide 15…  (but we may need to skinny it down) – can you send me a screen shot of slide 15?  The name(s) on the New Occupant Statement shall appear at least one time on any of the following document(s), and may be rejected if the name(s) cannot be reconciled:   1. One of the following bills, in the new occupant’s name, dated within the last two months from a different Premise address (cell phone invoices are not accepted):    1. Natural Gas/Propane;    2. Water/Sewer;    3. Electricity; or    4. Cable/Internet.   (B)         Copy of a current lease signed by all parties subsequent to the date the switch hold was applied to the Premise for the new occupant requesting move in (any expired lease agreements, or any lease agreement not signed by all parties shall be rejected);  (C)         Notarized affidavit of landlord (see Section 9, Appendices, Appendix J6, Sample – Affidavit of Landlord);  (D)         Closing documents indicating transfer of ownership occurred subsequent to the date the switch hold applied to Premise:  (1)         Closing Statement with buyer/seller signatures; or  (2)         Deed that has been filed with the county clerk, indicating street name and house number;  (E)         Certificate of occupancy indicating new occupant being subsequent to the date of the switch hold applied to the Premise;  (F)          Other comparable documentation in the name of the new retail applicant for electric service. |

Slides were modified in the meeting.

Next meeting:

TX SET online module – review progress with Art

Discuss options for training and see if in person is a possibility or if hybrid could be supported. Could we go to in person for tX SET training and Marketrak remain remote training.

Marketrak training for new screens – Sheri to give an update from TDTMS and their ideas for training. ERCOT can host the training and instruct the training or can be a joint effort with RMTTF or RMTTF can do the training.

List items for RMTTF action items for modifications to existing Marketrak training.

Firm up schedule for upcoming training.

Determine date for resuming in person RMTTF meetings.