**TDTMS**

**May 19th, 2022**

**MetCenter (in person) & WebEx**

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| --- | --- | --- | --- | --- | --- |
| Attendee | Company | Attendee | Company | Attendee | Company |
| Diana Rehfeldt | TNMP | Dave Michelson | ERCOT | Kyle Patrick | NRG |
| Sam Pak | Oncor | Jesse Macias | AEP | Monica Jones | CNP |
| Stephen Wilson | Vistra | Mick Hanna | ERCOT | Eric Lotter | GridMonitor |
| Sheri Wiegand\* | Vistra | Kris Jones | Oncor | Kathy Scott | CNP |
| Juan Alegria | Champion | Angela Ghormley | Calpine | Carolyn Reed | CNP |
| Raquel Mejia | Champion | Bill Snyder | AEP | Steven Pliler | Vistra |

**Antitrust/Minutes**

* Antitrust Admonition was read by Sheri Wiegand
  + Minutes from 4/21/22 were reviewed and approved

**ERCOT System Instances & MarkeTrak Monthly Performance Review**

* Mick presented April performance reports - ERCOT did not meet 99.9% target with only reaching 99.0%
* Outage on 4/3 lasted longer than expected and overall SLA is not meeting plan
* Annual overall SLA is at risk with only “30 minutes” left – if all systems perform, by Q3 should be back on track to meet goal
* Outage 4/21, one MP was having an issue submitting MTs, thus MT was restarted
* Outage 4/27 experienced processing issues where sequencing logic audit procedure was unable “to insert row” thus causing issues – remediation is 1. Data management whereby deleting data 4 years and older 2. Improving logic on sequencing 3. A synchronous logging
* Listserv activity – no issues – challenges providing timely market notices – with more security patching activity, ERCOT is looking to improve the quality of the market notice listing impacted systems/functionality
* RETAIL RELEASE for June 4th-6th -- GREAT NEWS! ERCOT believes they are able to isolate the MarkeTrak platform/functionality where the outage requested will not impact retail processing of transactions until hopefully 7PM . Dave and Mick are investigating if outage for systems can be taken @ 7PM vs 2PM to avoid work-arounds being established. **ACTION ITEM:** Dave will send out market notice tomorrow (5/20) updating retail release timeframes impacted. Market participants thanked Dave and Mick for their efforts in isolating MT. MarkeTrak will still be off line on Saturday earlier in the day 2PM.

**ERCOT Help Desk Service Ticket Update**

* Mick has held meetings with HD folks regarding the routing of Help Desk tickets
* MPs are still at risk of general agents not dedicated to ERCOT handling inquiries who determine path forward based on knowledge articles
* With internal self-service tickets, more information is typically stated and issue is routed accurately
* In April, there were 1991 email tickets created, 194 phone calls, and 392 self-service internal tickets created
* HD Coordinator is looking to create an external portal in August 2022 which will handle normal, general public, media inquiries/requests
* In early 2023, the portal will allow the creation of Help Desk tickets where a notification email will be sent
* **ACTION ITEM**: Mick will follow up to see if retail transaction processing issues can be severed from the “normal” processing of help desk inquiries and moved to internal ERCOT handling only.
* Dave commented on Help Desk tickets indicating his team receives a lot of ‘invalid’ tickets questioning simple issues such as “my MVI is not on MIS” when these are likely internal MP system issues. Dave did indicate if there are ever any retail processing issues requiring a Help Desk ticket, his team can always be copied to ensure the ticket is routed appropriately. [retailoperations@ercot.com](mailto:retailoperations@ercot.com)

**MarkeTrak Upgrade and Demo**

* Reminder MT upgrade is available in RMTE. DCs for RMTE should be handled by MP’s USA with a request to Client Services
* In the RMTE, 3 million ESIs have been refreshed for use. If MP would like to test specific information, they will need to coordinate with other MPs
* MarkeTrak User’s Guide will be posted next week
* On-line modules should also be available at go live
* The first of two training sessions was held in the morning with 157 participants (at peak). Tammy Stewart did an excellent job presenting the changes and offering a quick navigational tutorial
* The second training session is to be held on Tuesday, May 24th @ 1:00 PM

**IAG Subtype Analysis**

The team completed the deep dive IAG analysis focusing on the remaining IAL data points. **ACTION ITEM**: Sheri will summarize the data and present at the next RMS meeting.



**NEXT MEETING scheduled – June 16th @ 9:30AM WebEx only**

The team expressed the flexibility on meeting times to accommodate the TXSET Market Coordination Team’s needs. As of now, TDTMS will meet as planned.

DRAFT AGENDA for next meeting, yet may consider cancelling

1. ERCOT Updates
   1. Help Desk Ticket Process Update
2. MarkeTrak Upgrade Stabilization