**TDTMS**

**January 17th, 2024**

**WebEx only**

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| --- | --- | --- | --- | --- | --- | --- |
| Attendee | Company | Attendee | Company | | Attendee | Company |
| Diana Rehfeldt | TNMP | Dave Michelson | | ERCOT | Kyle Patrick | NRG |
| Jordan Troublefield | ERCOT | Dee Lowerre | | NRG | Monica Jones | CNP |
| Tammy Stewart | ERCOT | Sam Pak | | Oncor | Eric Lotter | GridMonitor |
| Sheri Wiegand | Vistra | Bill Snyder | | AEP | Kathy Scott | CNP |
| Mick Hanna | ERCOT | Stephen Wilson | | Vistra | Amy Sue Stirland | LP&L |
| Cindy Juarez | AEP | Sam Luna | | BKV Energy | Dheena Chinnasamy | LP&L |
| Melinda Earnest | AEP | Catherine Meiners | | ERCOT | Gary Walcott | TNMP |
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Jordan Troublefield opened the meeting with the Antitrust Admonition.

Elections for 2024 leadership were held.

Chair – Sheri Wiegand, Vistra

Vice Co-Chair – Monica Jones, CenterPoint Energy

Vice Co-Chair – Dee Lowerre, NRG

Minutes from the November 16th meeting were reviewed and approved.

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

* Mick presented **December performance reports** and noted all SLA targets for December were met along with the annual SLAs. MarkeTrak response times are continuing to perform well – leveling off and trending downward.
  + **Listserv activity** – no incidents; ERCOT indicated they have a high performance license. With weather events, the TXANS listserv grew from 20,000 to 26,000 subscribers. TXANS is utilized for conservation requests and media.
  + **MIS API project update –** Retail API was launched during the 12/9 – 12/10 release and is reportedly functioning fine. Only a couple of issues reported, one being the missing *key date* for initiating transactions if viewer is not the submitter. Correction is in testing environment and scheduled for 2/25 -2/26 release. Sheri voiced that this is a concern for REPs when researching issues. Questions regarding the API can be directed to Dave Michelson.
  + **Digital Certificates –** ERCOT announced digital certificates will move to an MFA platform (multi-factor authentication). Early plans are to review alternatives in 2024 with a transition in 2025. Current systems are being maintained and all renewals and new users will be managed in the same manner for now.

**SCR 817 MarkeTrak Validations –**

Tammy reported testing is going well. The WG reviewed the User’s Guide drafts for the two new subtypes (AMS vs LSE and Meter Cycle Change requests) and offered a suggested edits during the meeting. Tammy will revise and post to the main TDTMS meeting page for stakeholder review. Market participants are encouraged to review the guide drafts for any final revisions.

Tammy is also working on the revisions for the Inadvertent Gain section for review at next month’s meeting. The WG will leave SCR817 MarkeTrak Validations as a standing agenda item for the balance of the year.

For implementation of SCR817, the changes highlighting the IAG workflows was presented with the TXSET 5.0 orientation on January 16th. The next discussion with the broad audience is expected to occur late April/early May which will review the transition plan for any MarkeTraks in progress at the time of transition. Detailed training on all aspects of SCR817 won’t occur until just prior to go live in the September/October timeframe.



**RMGRR177 – Switch Hold Removal Clarification**  WG reviewed comments submitted by CNP and drafted new comments to support CNP’s proposed revision to clarify the responsibilities of the submitting gaining CR to ensure all documentation submitted by the proposed occupant is reviewed and meets the requirements as outlined in the Retail Market Guide before a switch hold removal MarkeTrak is submitted. See snippet below that is documented for both tampering and deferred payment plan switch holds.

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A close-up of a document

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Sheri is to draft cover for comments page and distribute to listserv for stakeholder review.

**Data/Talking Points for Client Services on MT Analysis**

Sheri presented a draft document to be used as a resource for Client Services on outreach to REPs for awareness on the data/research TDTMS has performed to used as guidance for operational practices. The document covered a brief explanation of the data available:

* ERCOT IAG monthly reports posted on RMS meeting pages
* IAG analyses posted on TDTMS main page
* Other MarkeTrak subtype analysis

Sam acknowledged the thoroughness of the document but had suggested a more targeted message initially just starting with the monthly ERCOT IAG report and breaking that down. Follow up can be made with supplemental analyses.

Sheri will set up a meeting with Ted Hailu, Client Services leadership, to review approach and seek support.

**Goals and Accomplishments**

Sheri presented a summary of the 2024 goals, essentially ‘boilerplate’, and the 2023 accomplishments. These will be presented at the February RMS meeting.

**2023 Accomplishments**

1. Supported review of SCR817 - MarkeTrak Enhancements Aligning w/ TXSET 5.0 business requirements offering guidance on development.
2. Performed the bi-annual reviews of the MarkeTrak Subtype Analysis volumes communicating observations to RMS.
   1. Completed deeper dive of more common subtype analysis: volumes by REP, unexecutable reasons, timing for completion.
3. Reviewed monthly ERCOT IAG report noting observations and presenting findings to RMS.
4. Discussed at length the April NAESB outages impacting all market participants and the importance of timely market notices.
5. Supported ERCOT MIS API project.
6. Discussed AMS Settlement extract timing as it related to LP&L availability of interval data to REPs.
7. Revised TDTMS EDM Implementation Guide – administrative updates and realignment with references to OBDs as opposed to duplicating information.
8. Discussion on ERCOT’s Digital Certificate initiative.
9. Various MarkeTrak scenario discussions for clarification:
   1. Switch Hold Removal & documentation required thus resulting in a draft RMGRR
   2. MVI vs SWI scenario – consequences of sending inappropriate transactions and use of IAG process as a resolution
   3. Use of IAG process for identity theft
10. MarkeTrak Inadvertent Gain/Inadvertent Loss Analysis for 2022 MTs – deep dive on REP performance for each phase of the IAG process.

**2024 Goals**

1. Support Texas data transport improvement initiatives and continue joint efforts with other retail market working groups
   1. Collaborate with the Retail Market Training Task Force for any operational education opportunities
   2. Continued support of TXSET 5.0 IAG development requirements and implementation
   3. Quarterly review of monthly ERCOT IAG report
2. Support/Monitor ERCOT’s development efforts and implementation of SCR 817 MarkeTrak Enhancements associated with TXSET v5.0
3. Perform biannual review of overall MarkeTrak subtype volumes for trends and the need for further performance analysis of various subtypes
4. Perform IAG & MT data analysis using established framework to identify metrics/trends for market participants and market performance using ERCOT provided data
5. Perform monthly review of the Retail Market Services and Market Data Transparency Service Level Agreements (SLAs), including Listserv performance, and work with ERCOT to evaluate and implement any potential changes, as needed
6. Review the quarterly ERCOT Retail Market Performance Measures, as needed
7. Support ERCOT resolution efforts in addressing each outage and/or degradation of service

**NEXT MEETING** scheduled for February 14th @ 9:30 AM

**DRAFT AGENDA**

* ERCOT Reports
  + System Instances & MT Performance
  + Listserv
  + MIS API review – update on key dates populating
* RMGRR177 Switch Hold Removal Clarification, if necessary
* SCR817 Business Requirements discussion
  + Review of User’s Guide drafts
    - 867 vs LSE
    - Meter Cycle Change Request
    - Inadvertent Gain
* MT Subtypes Volume Analysis - 2023
* Data/Talking Points for Client Services on MT Analysis – update