Electric Reliability Council of Texas

ListServ IT Services

Service Level Agreement

Summary:

Availability targets and related service information for the IT services provided by ERCOT that facilitate retail customer choice in the ERCOT market.

EFFECTIVE: 1/1/2026

Document Revisions

Date	Version	Description	Author(s)
October 2025	1.0	Initial draft after ListServ SLAs moved into in a separate document than the Retail Market SLA document.	Mick Hanna

1. Introduction

This document describes the service availability targets, operating hours and reporting mechanisms for several IT services provided by ERCOT to the Texas competitive retail electric market.

Where applicable, these service targets build upon the requirements outlined in ERCOT Protocols Section 15 and the Retail Market Guide to provide additional guidance to Competitive Retailers and Transmission/Distribution Service Providers (TDSPs).

In the event of a conflict between this document and the ERCOT Protocols, Retail Market Guide or PUCT Substantive Rules, the Protocols or PUCT Substantive Rules take precedence over this document.

2. ListServ IT Services
2.1 Service Scope

ListServ (https://lists.ercot.com) is a web and email based application used to communicate by ERCOT and Market Participants (MPs). This tool is the supported method for Market Notices, outage communication and other collaboration efforts.

The scope of the ListServ services include the web interfaces allowing users to manage their list subscriptions, post to lists and review list archives. Email communication (receiving and distributing posts) are also in scope.

2.2 Service Availability

ERCOT targets the ListServ user interfaces and email functionality to be available **99.5%** of the time 24 hours a day outside of planned maintenance activities.

Outages of any duration that occur within the operating window specified above will be counted against the ListServ service availability metrics. Market Notices will only be sent for outages lasting more than 30 minutes.
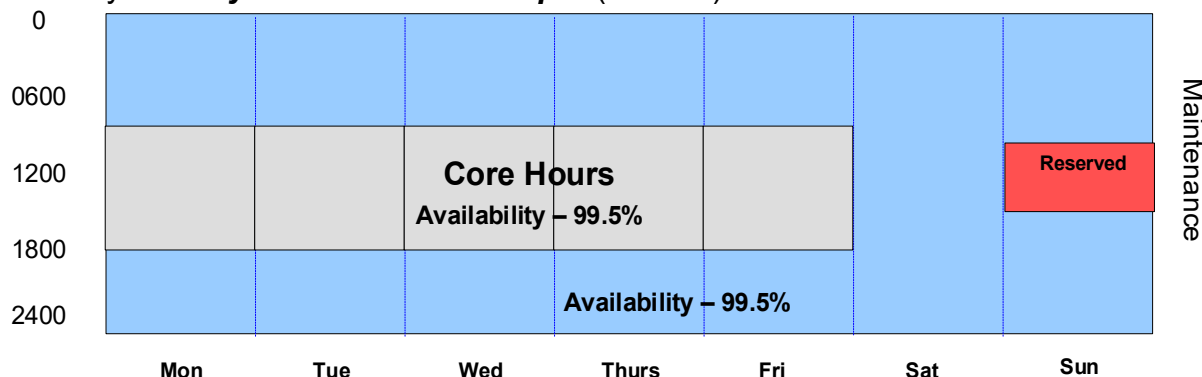
Unplanned outages greater than 3 hours during core hours (7am to 7pm Monday-Friday), will be defined as an Extended Unplanned Outage.
- ERCOT Client Services will initiate the Break Glass procedures to initiate a work around to handle outbound ListServ email via their desk procedures to maintain lines of communication.

Maintenance and Release Window:
ERCOT reserves the following times as maintenance outage windows:

- Every *Sunday—8:00am until 1:00pm* (5 hours)

Availability Monitoring:
Availability for ListServ is monitored through system process metrics which execute scripts against the IT applications and system metrics. Each are gathered in 5 minute intervals and show application and hardware uptime. Upon returning a valid response, the IT application will be considered available.

2.3 Market Notification and Reporting

ERCOT will measure and report monthly ListServ availability, list posts and emails sent. These results will be reported monthly through the ERCOT governance process that includes the Texas Data Transport and MarkeTrak Systems Working Group, the Retail Market Subcommittee.

ERCOT will maintain a log containing incidents that will be updated monthly and made available on the ERCOT Market Notice Archives (http://www.ercot.com/services/comm/mkt_notices/archives). This log will include service availability and performance metrics and detailed information regarding each incident related to ListServ.

3. IT Services Reporting

Service availability and impacting events related to the IT services described in this document will be reported monthly to the Texas Data Transport and the Retail Market Subcommittee. The availability metrics and detailed market notice log will be updated monthly and posted to the Retail Market Subcommittee website on www.ercot.com.

Elements included in the detailed report are:

- Date of Market Notice
- Outage Date
- Market Notice Subject
- Market Notice ID
- Notice Status (Initial/Follow Up)
- Type (Planned/Unplanned)
- Incident Status (Complete/Upcoming/Ongoing)
- Business Service (Retail/Non-Retail)
- Notable Impacts

Market Participants may provide data and information regarding the notable impacts of an incident to ERCOT to be included in the monthly report detailed above. Information provided to ERCOT for the purposes of inclusion in the incident log will be treated as confidential and may be submitted to their client representative.

4. Service Availability Renegotiations and Change Control Process

Renegotiations of ERCOT ListServ IT services can be initiated by either Market Participants or ERCOT management by making a request to the Retail Market Subcommittee.

Version control in the form of document version numbering will be maintained in this document as a means of providing a change control process.

5. Annual Review Process

ERCOT is committed to providing IT services to the competitive electric market in Texas. ERCOT intends that the IT services described in this document align with market participant requirements to the extent that is operationally feasible. To maintain alignment between the requirements of the market participants and the retail market IT services delivered by ERCOT, the service availability targets defined in this document will be reviewed at least annually.

6. Approvals

ListServ IT Services SLA
ERCOT – 2026

Area of Responsibility	Role for Approver	Reviewed / Approved	Date
ERCOT IT Operations	ERCOT IT Operations Manager	Approved	
ERCOT Retail Business Operations	ERCOT Retail Business Operations Manager	Approved	
Retail Market Subcommittee	RMS Chair	Approved	

Appendix A: Definitions

This section contains definitions of the systems referred to in this document and of the commonly used acronyms.

- **Availability:** The ability of a component or IT service to perform its required function over a stated period of time
- **Core Hours:** 7am to 7pm Monday through Friday excluding ERCOT holidays
- **Degradation:** An event that causes the availability of ERCOT IT systems to be impacted while still allowing for processing of or access to these systems
- **Extended Unplanned Outage:** Outage greater than 1 hour during core hours (7am to 7pm Monday-Friday) and Saturday 7am to 7pm
- **Electronic Data Interchange (EDI):** the transfer of data electronically
- **Gross minutes** - total minutes in a month
- **Incident**: Any event that causes the agreed levels of service of ERCOT IT systems to be impacted
- **Integration:** The creation of links between previously separate computer systems, applications, services or processes
- **NAESB:** The North American Energy Standards Board (NAESB) serves as an industry forum for the development and promotion of standards which will lead to a seamless marketplace for wholesale and retail natural gas and electricity. The Texas electric market has implemented NAESB EDM v1.6 as the required data transport mechanism.
- **Net minutes:** gross minutes minus planned outage minutes
- **Outage :** a temporary period where ERCOT IT systems are unavailable
  - **Planned Outage:** a planned change in ERCOT IT systems that leads to them being unavailable
  - **Unplanned Outage:** any incident resulting in the unexpected failure of a computer or network hardware system or software application causing ERCOT IT systems to be unavailable. In determining if an incident is classified as an unplanned outage or a degradation, ERCOT may use the following benchmark:
    - **Retail Processing**: an unplanned outage would be declared if an incident leads to over 15% of transactions being out of protocol during the period the incident occurred
- **Planned outage minutes**: minutes used by ERCOT during the maintenance and release windows
- **Proxy Server:** a server which services the requests of its clients by forwarding requests to other servers
- **Registration Application:** ERCOT's customer relationship management system (excluding eService application for Wholesale Settlement disputes)
- **Retail Transactions:**

- o 814 – Enrollment transaction used for registration in the retail market
- o 867 – Usage transaction used for reporting consumption or generation of electricity
- o 824 – Application advice transaction used for responding to errors on 867 usage transactions
- o 997 – Acknowledgement transaction
- ▪ **Service availability percent**: the percent of time that retail transaction processing services were available, not including planned outage minutes
- ▪ **Unplanned Outage minutes:** minutes retail transaction processing services were not available that are outside of the planned use of the maintenance and release windows