|  |  |  |  |
| --- | --- | --- | --- |
| RMGRR Number | [184](https://www.ercot.com/mktrules/issues/RMGRR184) | RMGRR Title | Related to NPRR1306, Removal of Digital Certificate References for Market Participants with ERCOT MIS Access |
| Date Posted | | October 28, 2025 | |
|  | |  | |
| Requested Resolution | | Normal | |
| Retail Market Guide Sections Requiring Revision | | 7.2, Market Synchronization | |
| Related Documents Requiring Revision/Related Revision Requests | | Commercial Operations Market Guide Revision Request (COPMGRR) 052, Related to NPRR1306, Removal of Digital Certificate References for Market Participants with ERCOT MIS Access  Nodal Protocol Revision Request (NPRR) 1306, Removal of Digital Certificate References for Market Participants with ERCOT MIS Access  Verifiable Cost Manual Revision Request (VCMRR) 045, Related to NPRR1306, Removal of Digital Certificate References for Market Participants with ERCOT MIS Access | |
| Revision Description | | This Retail Market Guide Revision Request (RMGRR) replaces the concept of “Digital Certificates” throughout the Retail Market Guide with a new concept where individuals affiliated with a Market Participant can be granted certain restricted access by each individual Market Participant’s User Security Administrator (USA). | |
| Reason for Revision | | [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 1 – Be an industry leader for grid reliability and resilience  [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 2 - Enhance the ERCOT region’s economic competitiveness with respect to trends in wholesale power rates and retail electricity prices to consumers  [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 3 - Advance ERCOT, Inc. as an independent leading industry expert and an employer of choice by fostering innovation, investing in our people, and emphasizing the importance of our mission  General system and/or process improvement(s)  Regulatory requirements  ERCOT Board/PUCT Directive  *(please select ONLY ONE – if more than one apply, please select the ONE that is most relevant)* | |
| Justification of Reason for Revision and Market Impacts | | This RMGRR accompanies NPRR1306, which proposes changes to the binding language in the Protocols that limit ERCOT to using Digital Certificates for Market Participant’s access to the Market Information System (MIS) Secure Area and the MIS Certified Area.  These changes will allow ERCOT to implement modern technology and systems for access for Market Participants in a more secure way using “multi-factor authentication” (MFA). These modifications also future-proof the Protocols which will allow ERCOT, and the industry, to continue to provide efficient and secure access as technology changes.  NPRR1306 also enables ERCOT to improve user experience through future projects to improve ERCOT’s security posture. Currently, one user is required to have separate Digital Certificates for each Market Participant and each instance of registration the Market Participant they represent has in ERCOT systems. For an individual who is affiliated with multiple Market Participants, each of which may have multiple registered instances, that one person will have multiple Digital Certificates to keep track of, which is unwieldy when navigating which Digital Certificate is being used for which Market Participant. NPRR1306 will allow future projects to remove Digital Certificates as a mandatory use case for each Market Participant represented and, instead, access will be allowed through a single identity. | |

|  |  |
| --- | --- |
| Sponsor | |
| Name | Nicholas Jessett / Katherine Gross |
| E-mail Address | [nicholas.jessett@ercot.com](mailto:nicholas.jessett@ercot.com) / [katherine.gross@ercot.com](mailto:katherine.gross@ercot.com) |
| Company | ERCOT |
| Phone Number | 512-248-6746 / 512-225-7184 |
| Cell Number |  |
| Market Segment | Not Applicable |

|  |  |
| --- | --- |
| **Market Rules Staff Contact** | |
| **Name** | Jordan Troublefield |
| **E-Mail Address** | [jordan.troublefield@ercot.com](mailto:jordan.troublefield@ercot.com) |
| **Phone Number** | 512-248-6521 |

|  |
| --- |
| Market Rules Notes |

None

|  |
| --- |
| Proposed Guide Language Revision |

7.2 Market Synchronization

(1) Market synchronization issues may arise as Market Participants submit and process transactions.

(2) In order to maintain synchronization with the Transmission and/or Distribution Service Providers (TDSPs) and Competitive Retailers (CRs), ERCOT provides the following reports on the Market Information System (MIS) Certified Area:

(a) Mapping Status Reject Report – A daily report identifying inbound transactions that ERCOT rejected due to mapping status errors.

(i) Notifies TDSPs and CRs that one or more transactions submitted the previous day were rejected due to failing the Texas Standard Electronic Transaction (TX SET) validation process.

(b) Potential Load Loss Report – A daily report notifying CRs of potential Customer loss based on ERCOT’s receipt of the TDSP’s accepted response to a Switch or Move-In Request.

(i) Notifies CRs that are the current Retail Electric Provider (REP) of record for an Electric Service Identifier (ESI ID) that the ESI ID has a pending Switch or Move-In Request and the scheduling transaction for the pending order has been received outside the two Business Day window; and

(ii) Assists CRs with daily Load forecasting by providing advance notice of the potential loss of a Customer and the associated Load.

(3) ERCOT has developed MarkeTrak, an issue management tool, to help ensure that the various databases are synchronized with each other. The ERCOT MarkeTrak system is a web-based workflow application made available to all active Market Participants with MIS access. MarkeTrak is the primary tool used by CRs, TDSPs and ERCOT to resolve retail market transaction issues, request manual service order cancellations, request ERCOT assistance with inadvertent ESI ID transfers, and file Data Extract Variance (DEV) issues.

(4) All retail market transaction issues and DEV issues must be logged in the MarkeTrak system before they can be worked by ERCOT.

(5) Market Participants should refer to the MarkeTrak Users Guide located on the ERCOT website for guidelines on issue submission, timing, and issue resolution.