



Retail 101



2026_07 Retail 101



Greetings and Introductions

Attendance

Questions

Presentation materials

Recording for internal purposes



PROTOCOL DISCLAIMER

This presentation provides a general overview of the Texas Nodal Market and is not intended to be a substitute for the ERCOT Protocols, as amended from time to time. If any conflict exists between this presentation and the ERCOT Protocols, the ERCOT Protocols shall control in all respects.

For more information, please visit:

<http://www.ercot.com/mktrules/nprotocols/>

Topics in this course include:

1

Retail Market Responsibilities

2

Market Rules

3

Retail Operations

4

Metering

5

Wholesale Settlement of Retail Load

6

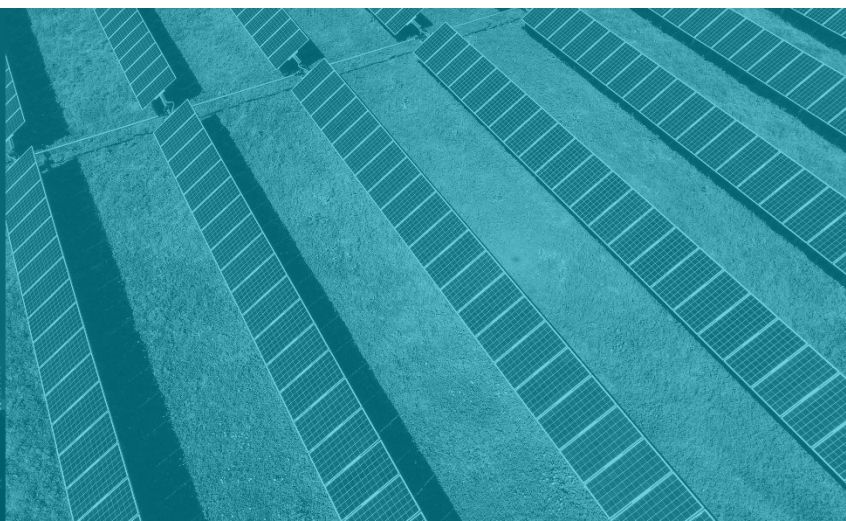
Data Transparency and Availability

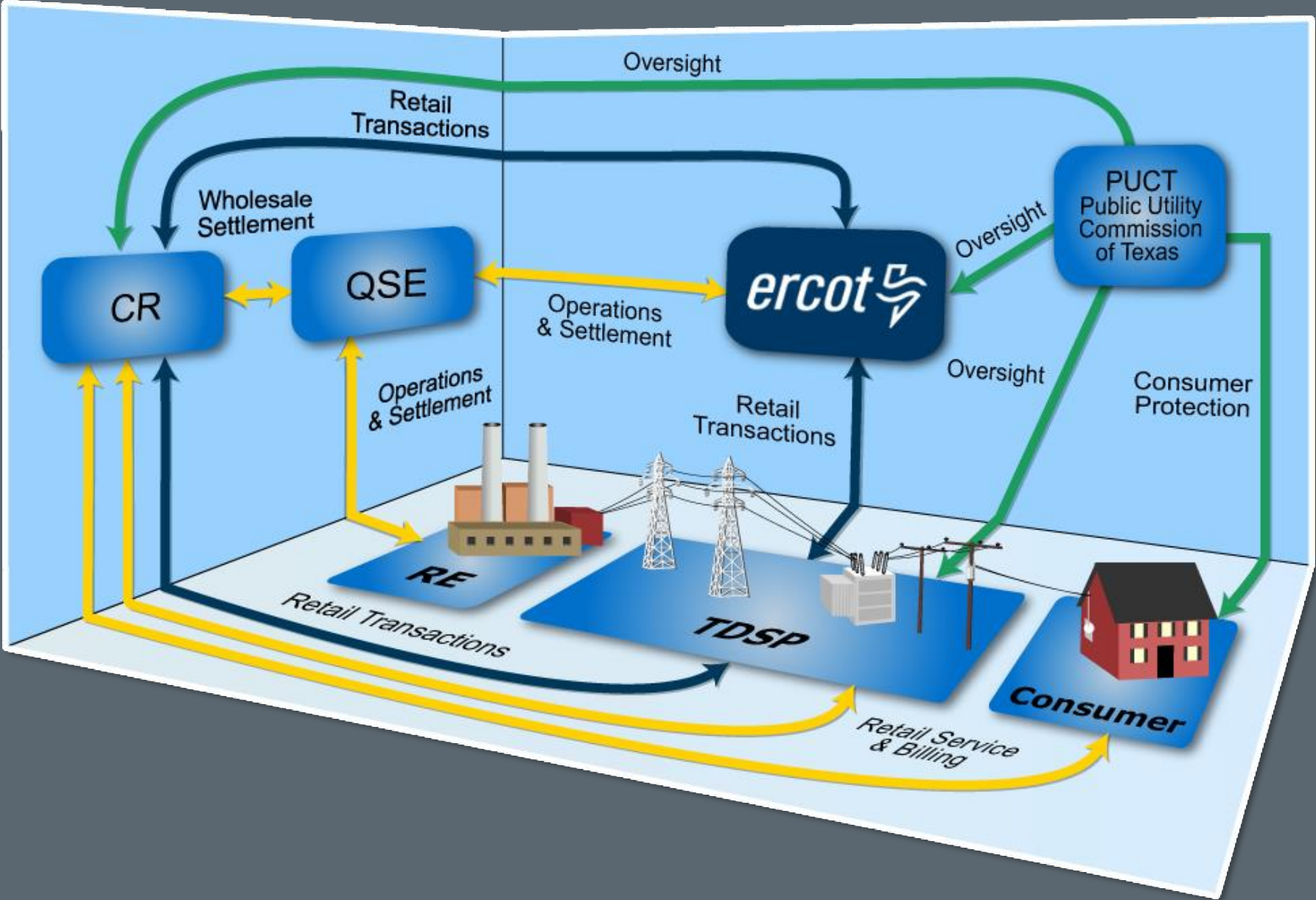
7

Issue Resolution

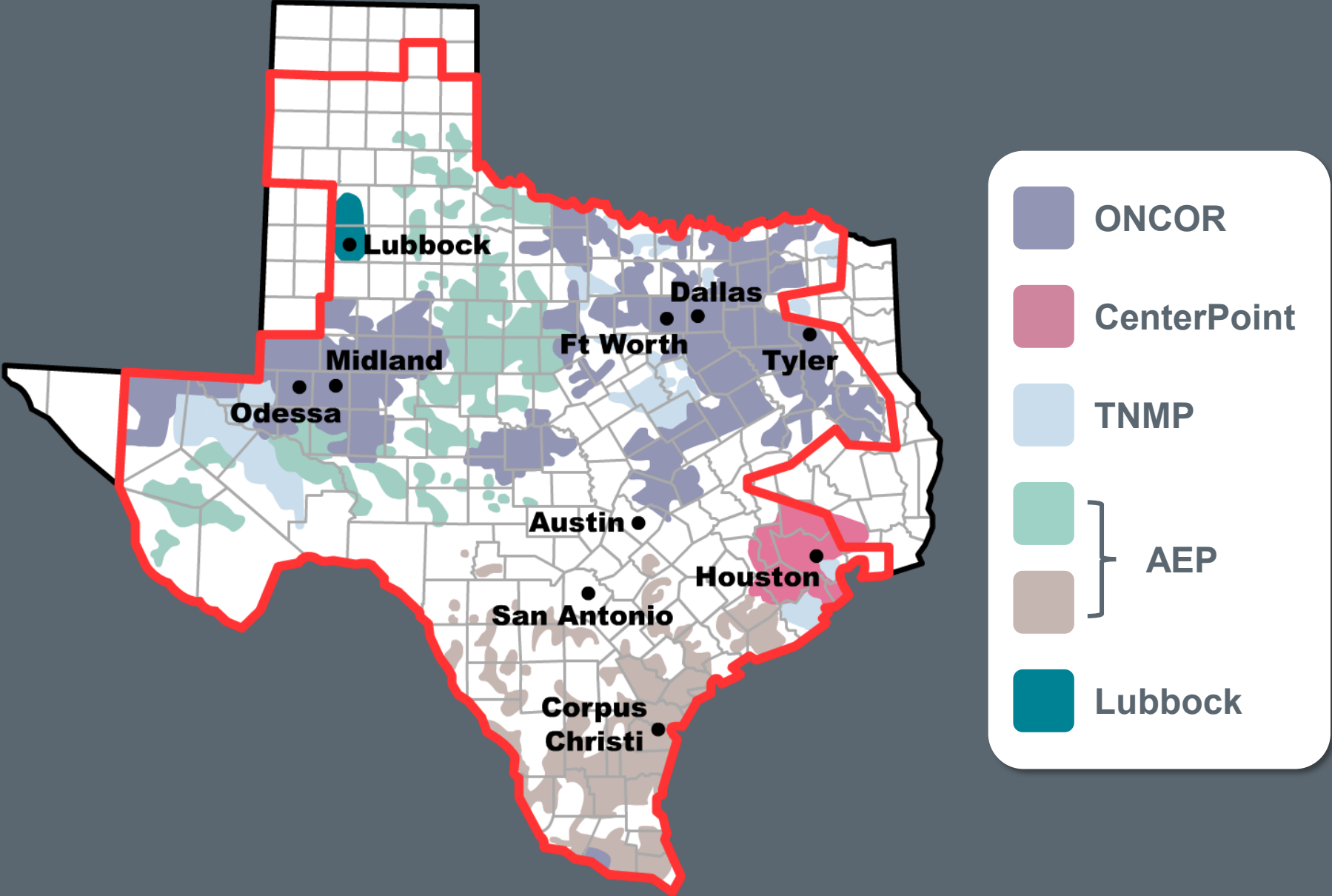


Retail Market Responsibilities











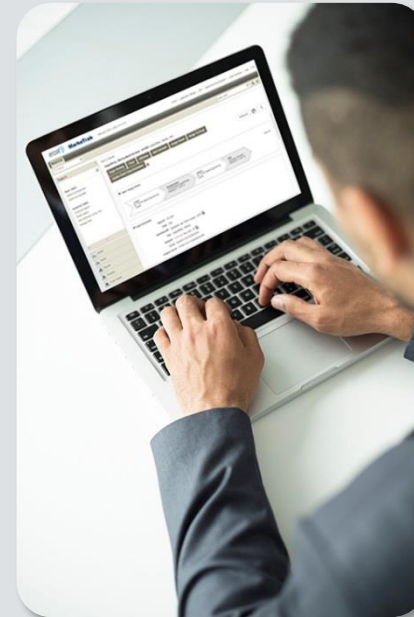
Retail Electric Provider or Opt-In Entity



**Service Retail
Customers**



**Negotiate
Competitive
Contracts**



**Submit
Electronic
Transactions**

Meet Financial Responsibilities



Buy electricity at wholesale



Pay TDSPs for delivery costs



Pay and/or dispute invoices



Invoice retail Customers for their usage

Investigate Customer Switching Issues

CRs work with TDSPs and other CRs to resolve



A Competitive Retailer must:



Register with the PUCT



Register with ERCOT



Complete Flight Testing through FlighTrak



Be represented by a Qualified Scheduled Entity

Every CR must be represented by a QSE

Choose one



OR

Become one





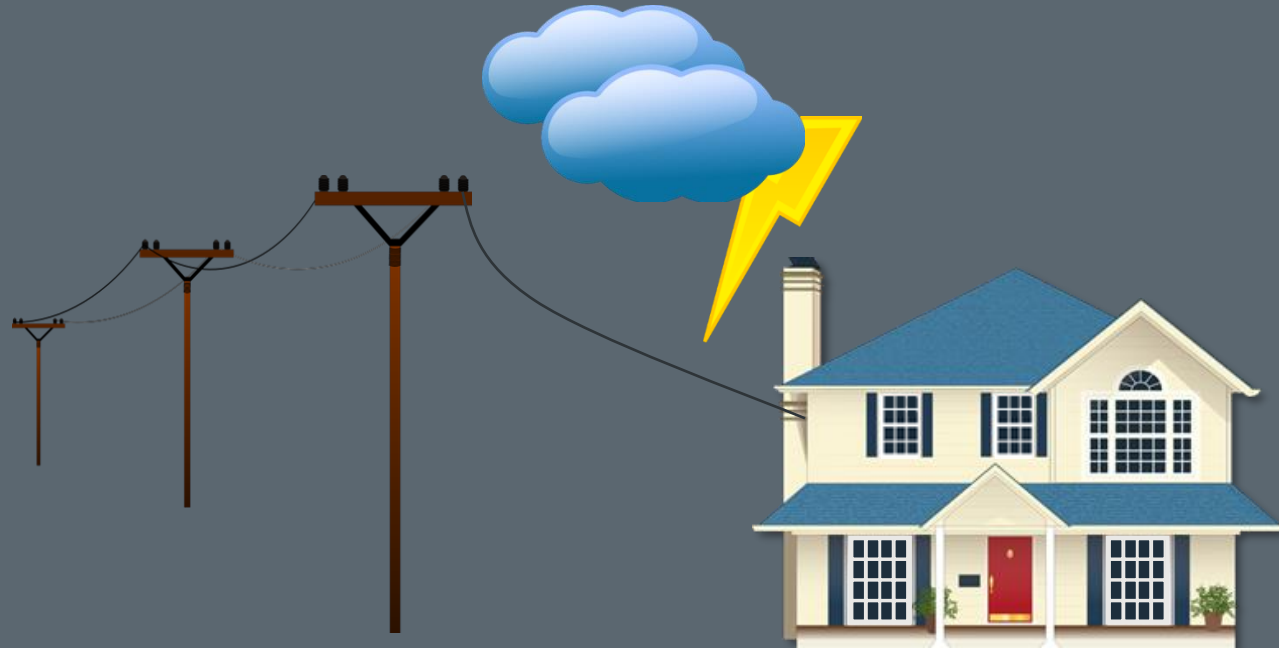
**Physical System
Operations**



**Retail System
Operations**

Physical System Operations

- Maintain Transmission and Distribution System
- Connect Customer Premise
- Resolve Outages



Retail System Operation

- Create and Maintain ESI IDs
- Facilitate CR Service Order Requests
- Provide Usage Data for Settlements
- Investigate Customer Issues



The Anatomy of an ESI ID

10 xxxxx zzz...zzz

Where	
10	Electric industry prefix
xxxxx	Five-digit DOE code for TDSP
zzz...zzz	Up to 29 alphanumeric characters assigned by TDSP

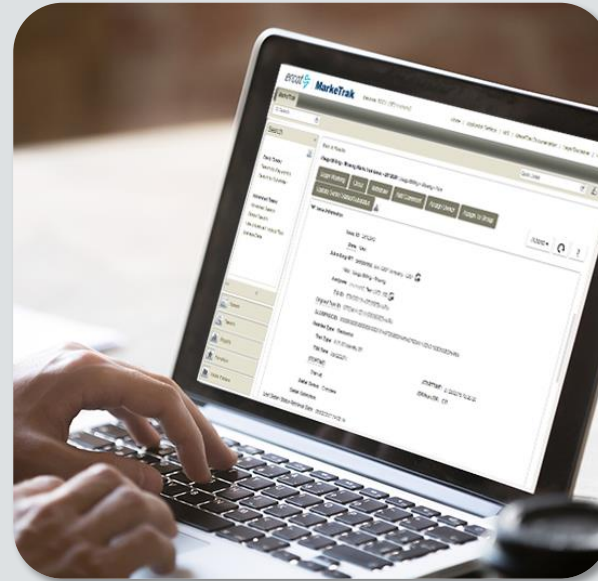
The Anatomy of an ESI ID

10 **XXXXXX** *ZZZ...ZZZ*

DOE Number	TDSP Name
20404	AEP TX North
03278	AEP TX Central
08901	CenterPoint
13830	Nueces Electric Coop
44372	Oncor Electric Delivery
40051	Texas New Mexico Power (TNMP)
17699	Oncor/SESCO
11292	Lubbock Power & Light



**Physical System
Operations**



**Retail System
Operations**

ERCOT Duties



Process retail transactions



Collect and distribute meter data



Establish profiles for all ESI IDs



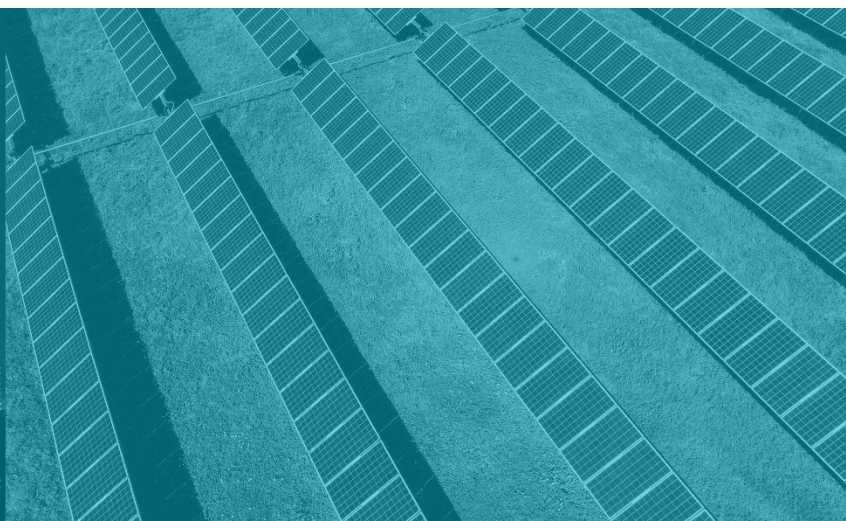
Act as registration agent



Provide account management



Market Rules





Public Utility Regulatory Act
(PURA)



PUCT Substantive Rules

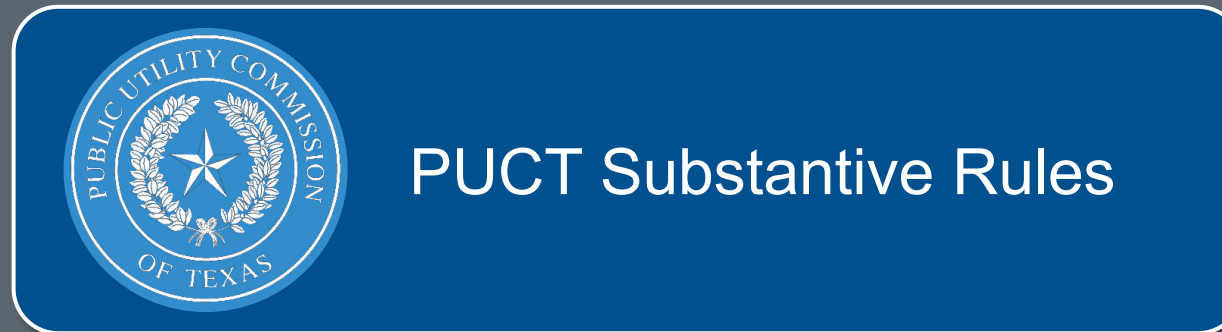
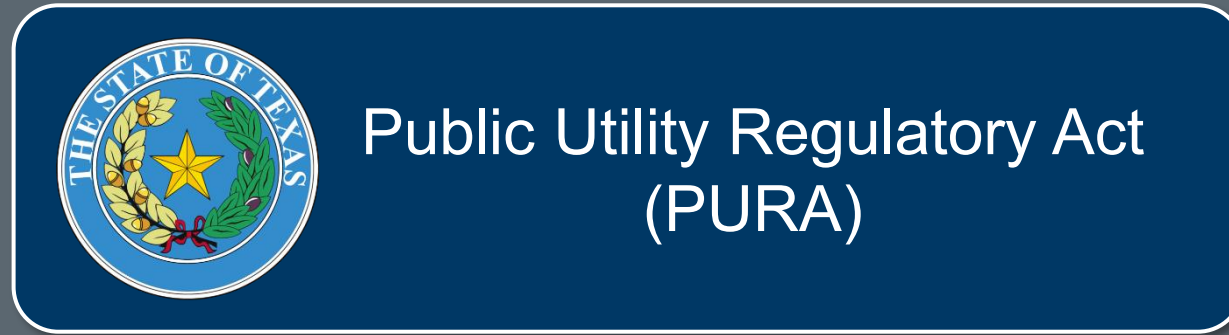


ERCOT Protocols
and Market Guides



Public Utility Regulatory Act (PURA)

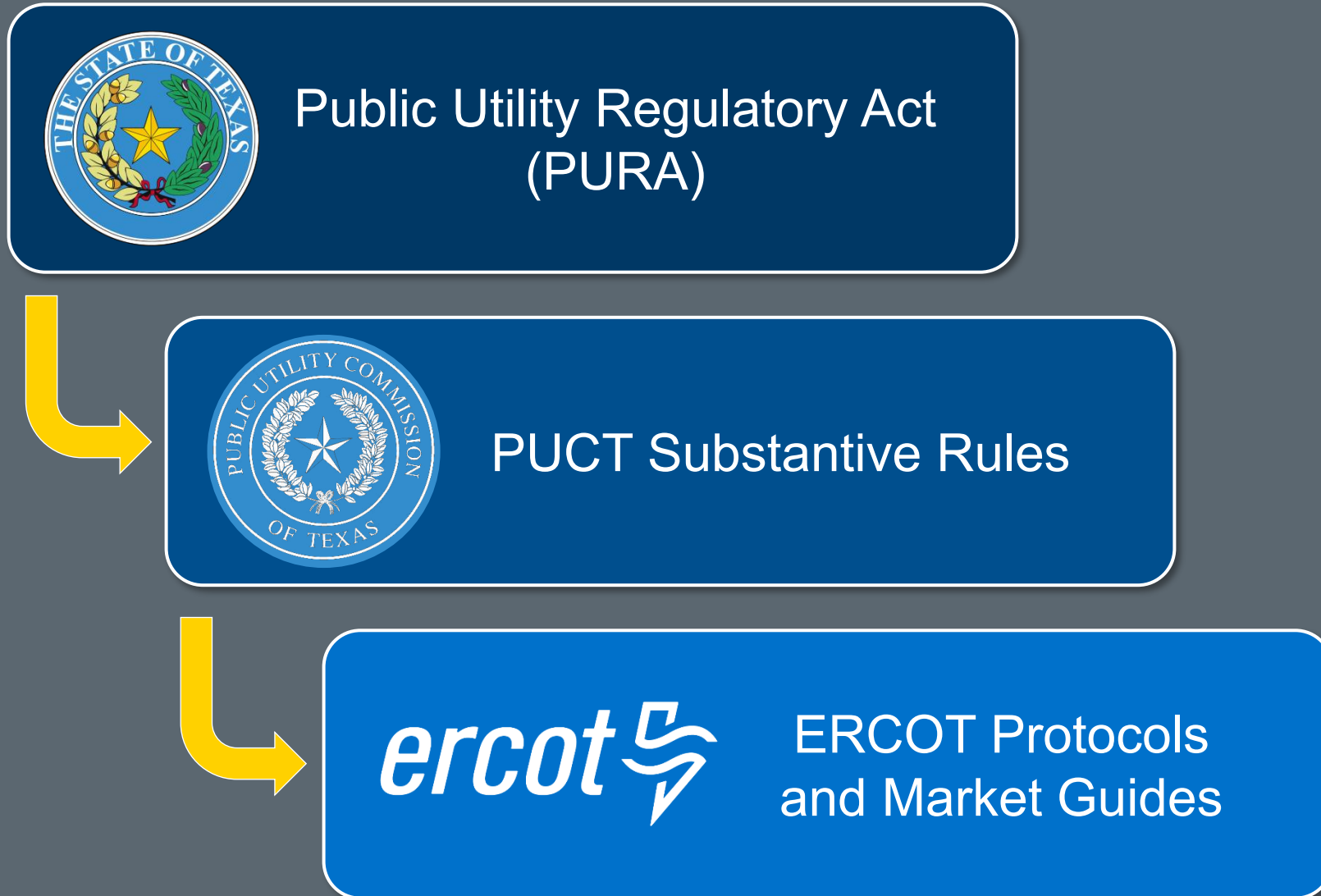
- Defines the Public Utility Commission of Texas (PUCT)
- Amended by Senate Bill 7 in 1999
- PUCT and ERCOT responsible for determining specifics
- Continues to evolve





PUCT Substantive Rules

- Implement PURA requirements:
 - Customer protection rules
 - Standard terms and conditions (Tariffs) for utilities
- Electric Substantive Rules are contained in [Chapter 25](#)
- Refer to [PUCT Website](#) for complete rules





ERCOT is responsible for ...

Protocols

Outline the procedures and processes used by ERCOT and Market Participants.



Market Guides

- Based upon the ERCOT Protocols
- Detailed reference documents

Protocols - Nodal

PowerPoint - All Documents

ercot.com/mktrules/nprotocols

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About ERCOT | Services | Committees and Groups | **Market Rules** | Market Information | Grid Information | Market Participants

Home > Market Rules > Protocols - Nodal

Protocols - Nodal

The Protocols outline the procedures and processes used by ERCOT to develop, maintain, and update the Protocols as well as requests for changes and clarification of the Protocols.

IN THIS SECTION

Current Protocols - Nodal

The Nodal Protocols become effective upon Texas Nodal market implementation.

Protocol Library - Nodal

Find the monthly versions of the complete Nodal Protocol set, including the current set.

Nodal Protocol Revision Requests

Locate current and past Nodal Protocol revision requests, including those that are pending.

NPRR Submission Process

Find the directions and forms to submit a Nodal Protocol revision request.

Protocol Interpretation Request Submission Process

Read about the process for submitting a PIR, and find the form.

Protocols - Nodal

Current Protocols - Nodal

Protocol Library - Nodal

Nodal Protocol Revision Requests

NPRR Submission Process

Protocol Interpretation Request Submission Process

Archives - Zonal

PUCT Directives

Southern Cross Transmission

Real-Time Co-Optimization

Market Guides

Commercial Operations Market Guide

Data Transport Guides

Load Profiling Guide

Nodal Operating Guide

Operating Procedures

Planning Guide

Resource Registration

Glossary

Retail Market Guide

Settlement Metering Operating Guide

Texas Standard Electronic Transaction Guides

Verifiable Cost Manual

Inactive Market Guides

Pilot Projects

30-Minute Emergency Response Service - Completed

Fast Responding Regulation Service - Completed

Weather-Sensitive Emergency Response Service - Completed

System Changes

System Change Requests

Compliance in ERCOT

Business Practice Manual

Other Binding Documents

Other Binding Documents List

Other Binding Documents Revision Requests

Key Priorities

Battery Energy Storage

Related Content

On this site

Protocol Revision Requests

Protocol Revision Subcommittee

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Committees & Groups

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Ethics Point

Operations Messages

Project Status

Service Level Agreements

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https://www.ercot.com/mktrules

Sections	Description
1-2	Overview & Definitions
3-8	System Operations & Wholesale Markets
9-11	Settlement and Billing, Metering & Data Aggregation
12	Market Information System
13	Transmission and Distribution Losses
14	Renewable Energy Credit Trading Program
15	Customer Registration
16	Registration and Qualification of Market Participants
17	Market Monitoring and Data Collection
18-19	Load Profiling & Texas SET
20	Alternative Dispute Resolution Process
21	Revision Request Process

Protocols - Nodal

PowerPoint - All Documents

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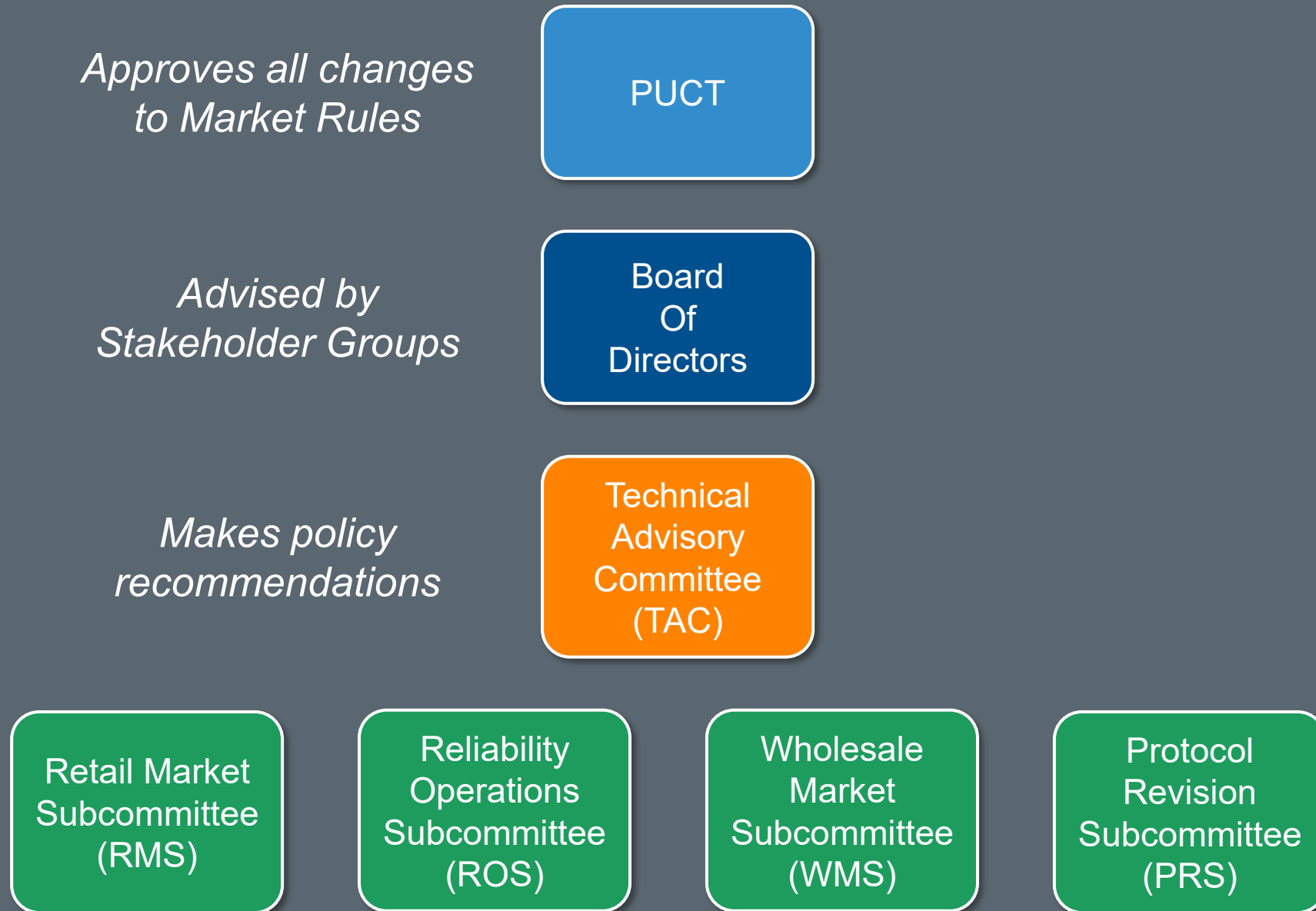
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Sections	Description
1	Purpose
2	Definitions and Acronyms
3	Retail Market Guide Revision Process
4	Public Utility Commission of Texas
5	Electric Reliability Council of Texas
6	Retail Market Subcommittee Working Groups
7	Market Processes
8	Municipally Owned Utilities and Electric Cooperatives
9	Appendices
10	Competitive Metering
11	Solution to Stacking
12	Market Participant Communication Process



Retail Market
Subcommittee
(RMS)

Working Groups

Profiling (PWG)

Texas Data Transport &
MarkeTrak Systems (TDTMS)

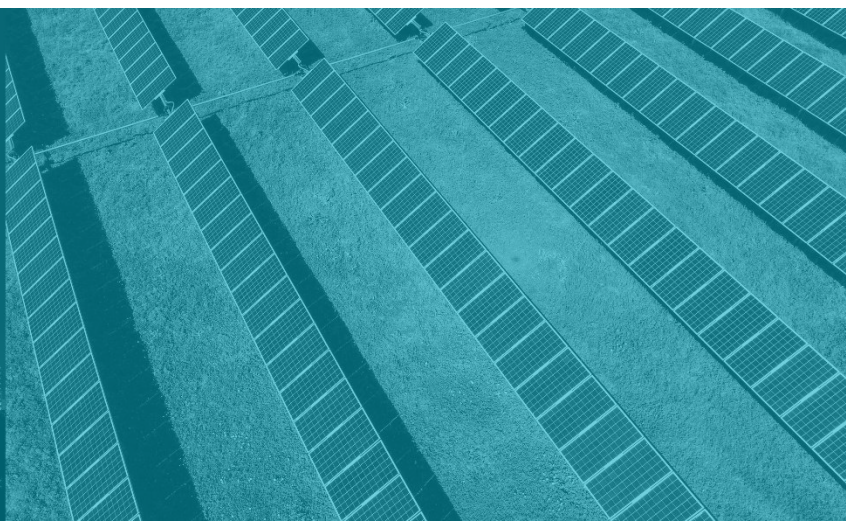
Texas SET

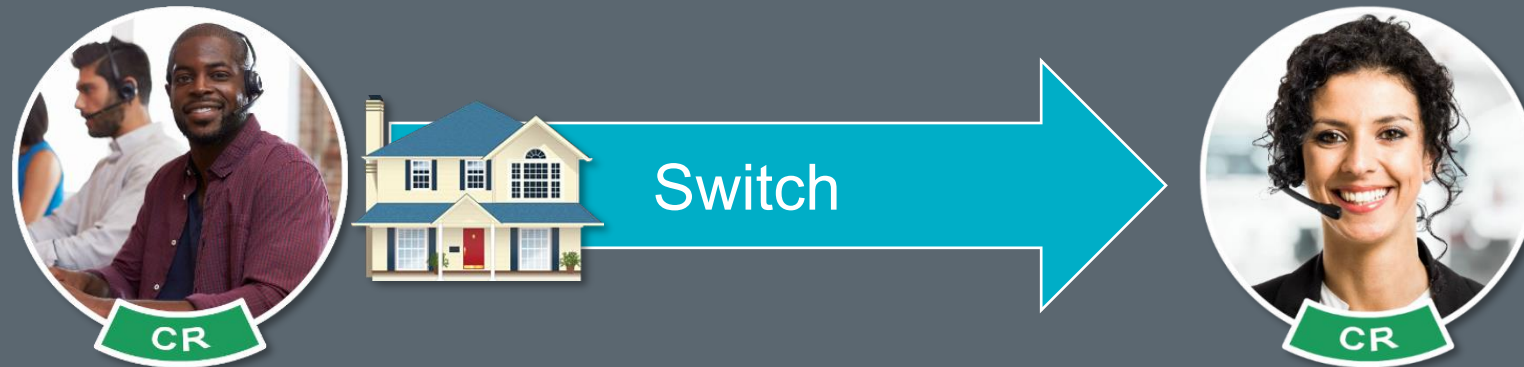
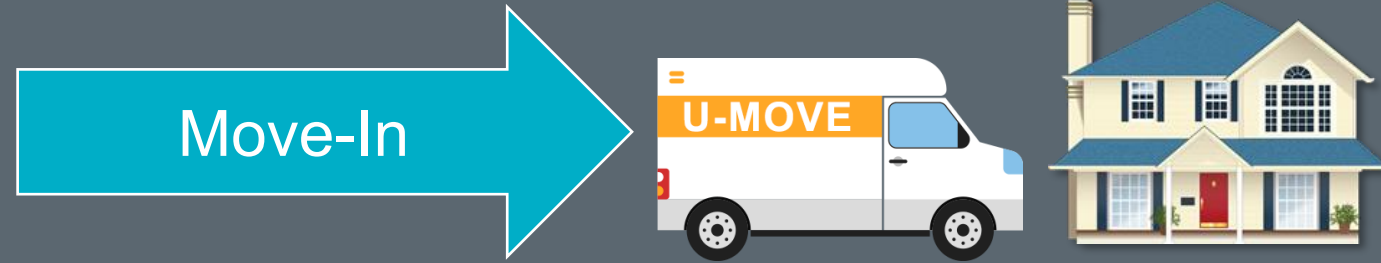
Task Forces

Retail Market Training (RMTTF)



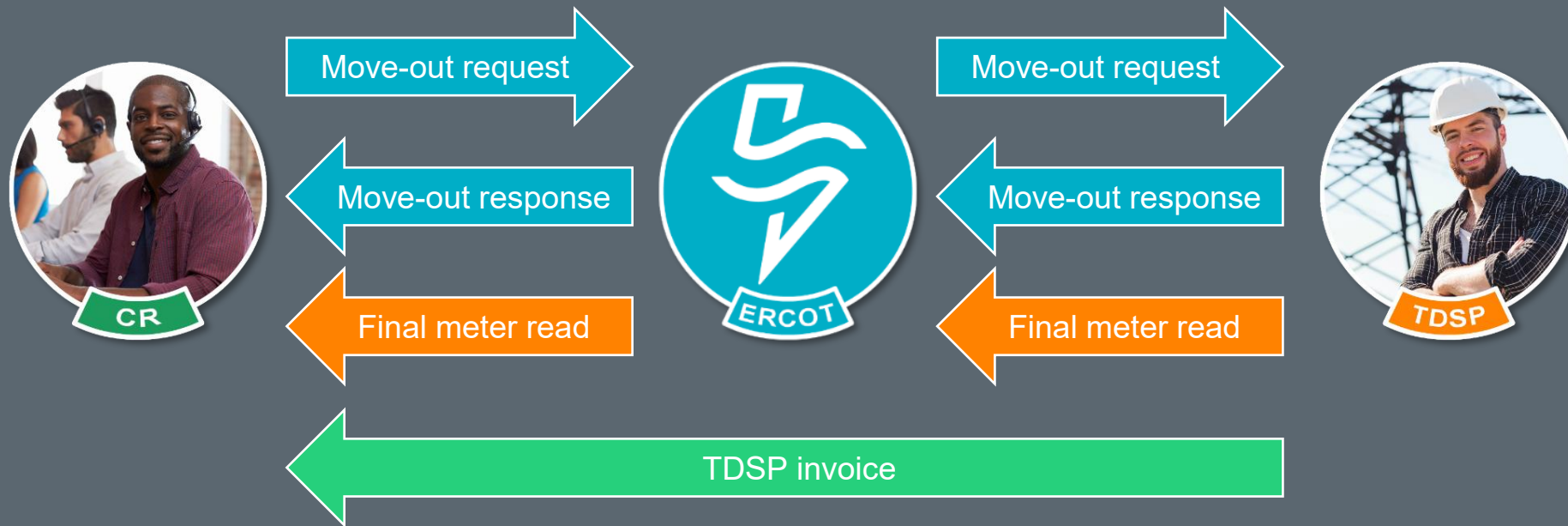
Retail Operations





Market Process

A series of retail transactions
that must occur in sequence



Retail Transaction:

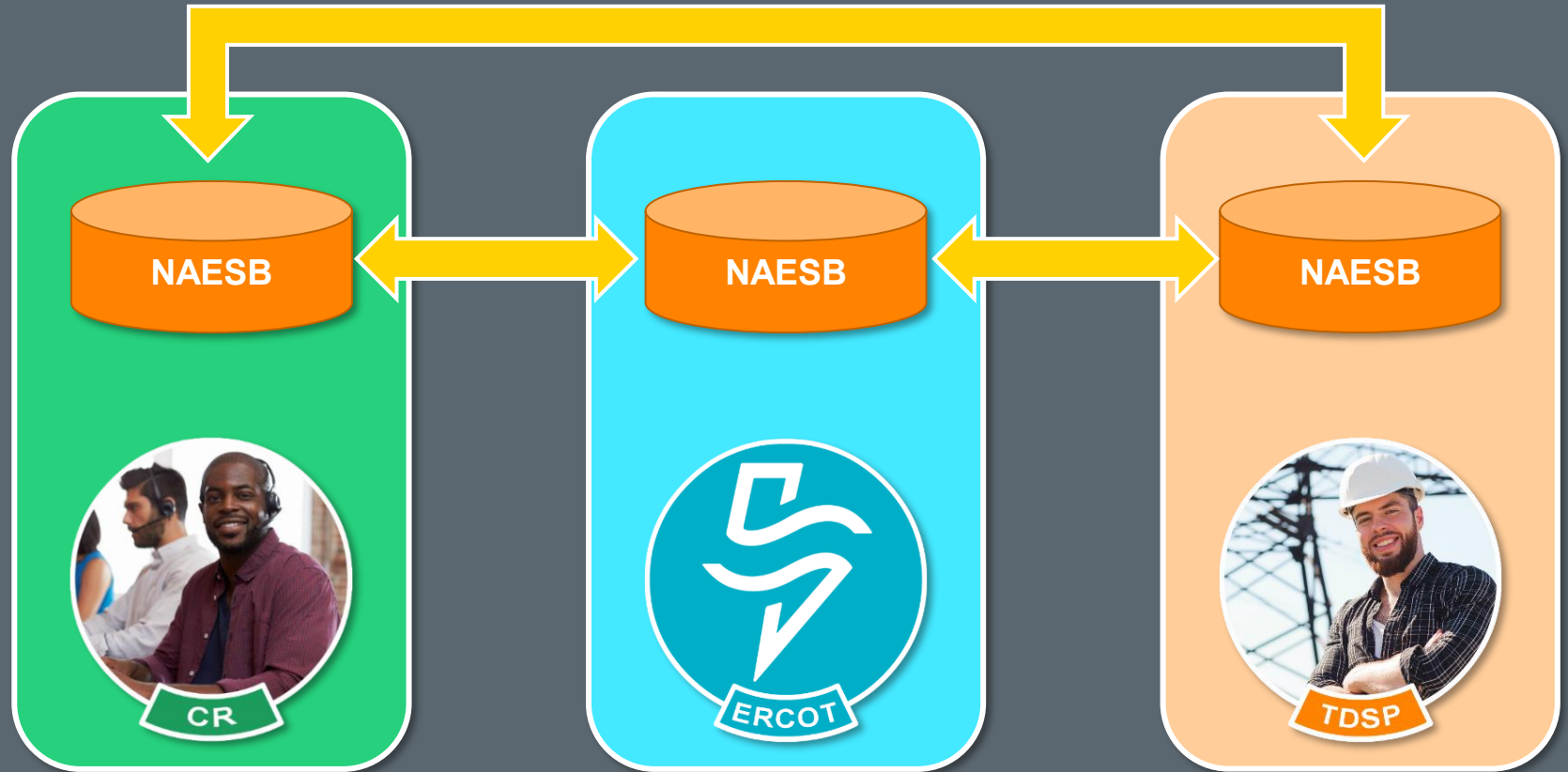
Communication that facilitates retail business processes in the deregulated Texas Electrical Market

- Involves CRs, TDSPs & ERCOT
- Electronic Data Interchange (EDI) format, based on ANSI ASC X12 standards



Transactions defined by the TX SET Guides

- ERCOT Protocol Section 19
- TX SET Working Group maintains



North American Energy Standards Board (NAESB)
common communications protocol

From ERCOT Protocol Section 19:

810_XX: Invoices

814_XX: Requests & Responses for Switches, Enrollments & Consumption

867_XX: Historical Usage, Monthly/Final Usage, & Initial Meter Reads

824_XX: Reject Notifications for 810 & 867 transactions

650_XX: Requests & Responses for Service Orders
Notifications & Responses for Outages

ercot.com/mktrules/guides/txset

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Texas Standard Electronic Transaction Guides

Information on each Texas Standard Electronic Transaction (Texas SET) used by the competitive retail electric market is available in this section. Implementation guides, retail market processes for transactions and Texas SET proposed and adopted changes can be found below.

IN THIS SECTION

[Texas SET Swimlanes](#)
Find the current swimlanes, which outline the business process lifecycle for retail transactions.

[Texas Standard Electronic Transaction Issues](#)
Locate current and past Texas SET issues, including those new, under review or closed.

[Texas SET Change Controls](#)
New and Pending (Under Review) Change Controls, those that have been Approved for future Texas SET versions, as well as all Withdrawn and already Implemented Change Controls.

[Current Texas SET Implementation Guides](#)
Find the latest Texas SET guides, which provide information on the electronic transactions in the Texas retail electric market.

Key Documents

Change Control Log This contains a log of all change controls submitted	Oct 5, 2021 - xlsx - 176.8 KB
TXSET Change Control Dispute Form	Jul 23, 2015 - doc - 38.5 KB
Texas SET Change Control Form Form to be completed only by Texas SET Working Group	Feb 11, 2011 - doc - 36.5 KB
Texas SET Issue Form Form to submit a request regarding an issue to ERCOT	Sep 30, 2010 - doc - 43.5 KB
Transaction Names Inventory V5.0 Texas SET Transactions - Version 5.0	Oct 21, 2021 - xls - 57 KB

Related Content

On this site

[Texas SET Working Group](#)
[Market Coordination Team for Texas SET Version Release 4.0](#)

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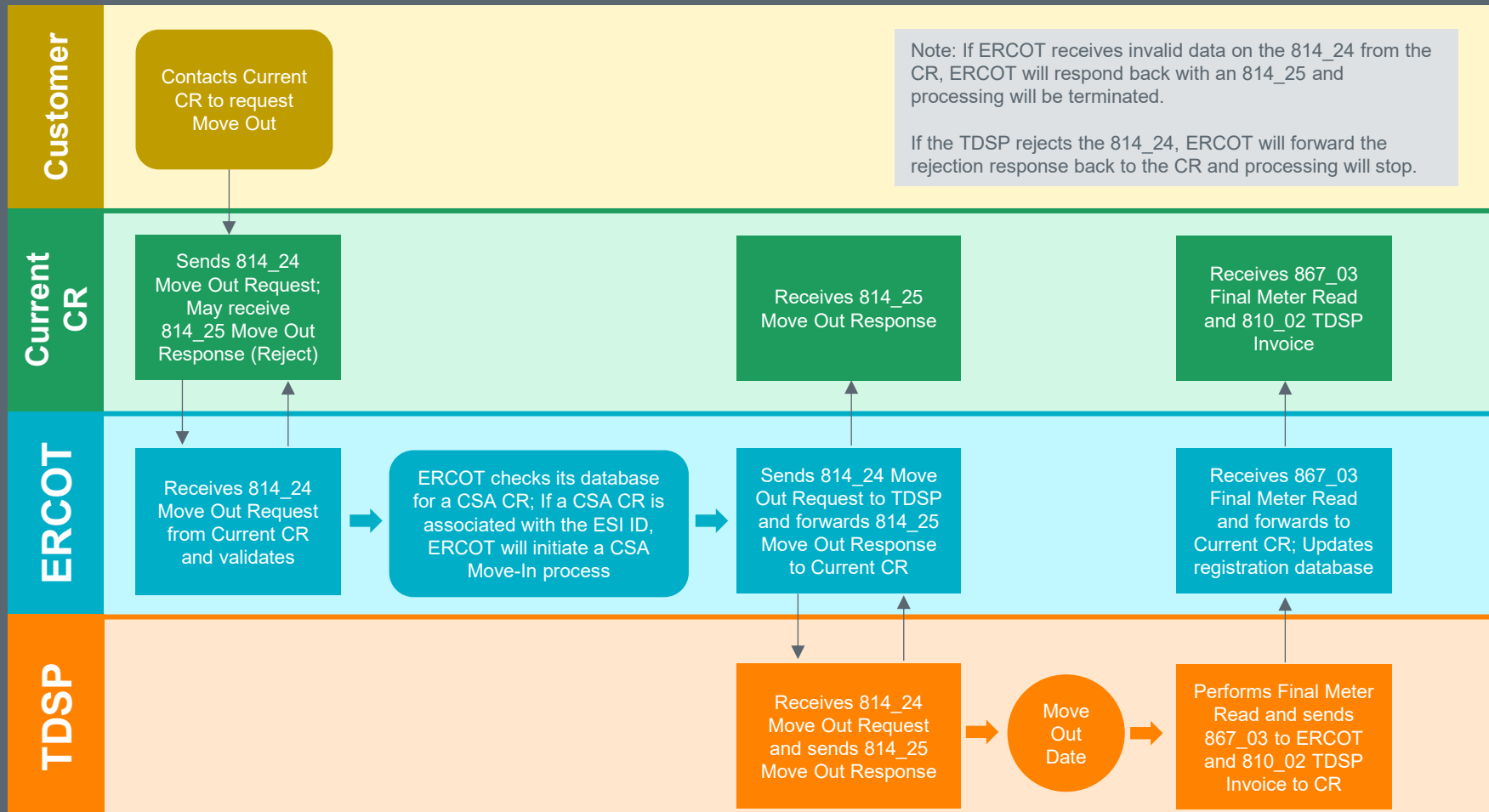
42



Move Out

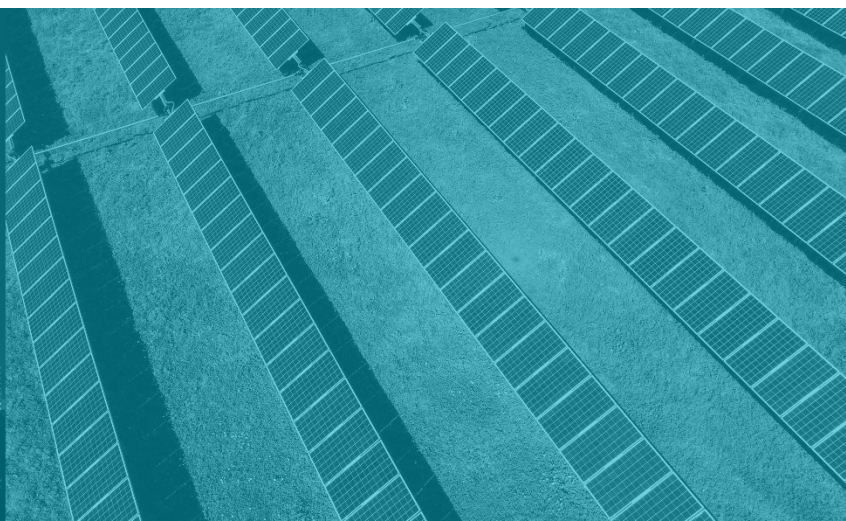
Scenario: Customer Initiated Move Out No CSA Associated with ESI ID

Transactions: 814_24, 814_25, 867_03, 810_02





Metering



What are we measuring?

- Watts = Current x Voltage

Example: 100Watt light bulb

- Energy = Watt-Hours

Example: 10 x 100Watt light bulbs for 1 Hour
= 1000Watt Hours or 1kWH



Characteristics

- Wholesale settlement ready
- Remotely read



AMSR (≤ 200 amp)

Remote connect /
disconnect

AMSM

Manual connect /
disconnect

Transaction Type	AMS Remote (AMSR)	AMS Manual (AMSM)	Non-AMS
Move-In 814_16	Same Day	2 Business Days	2 Business Days
Standard Switch 814_01	Same Day	Same Day	Within Next 4 Business Days
Move-Out 814_24	Same Day	2 Business Days	2 Business Days

Financial and Logistical:

- Initial Settlements use ~85% actual data
- Faster Retail Market process execution
- Competitive loads use interval data
- Actual usage available to REPs & Customers
- Accurate settlement between CRs & QSEs



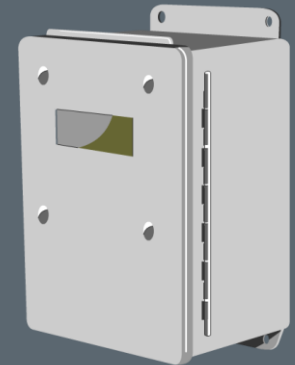
Non-IDR/Scalar Meter

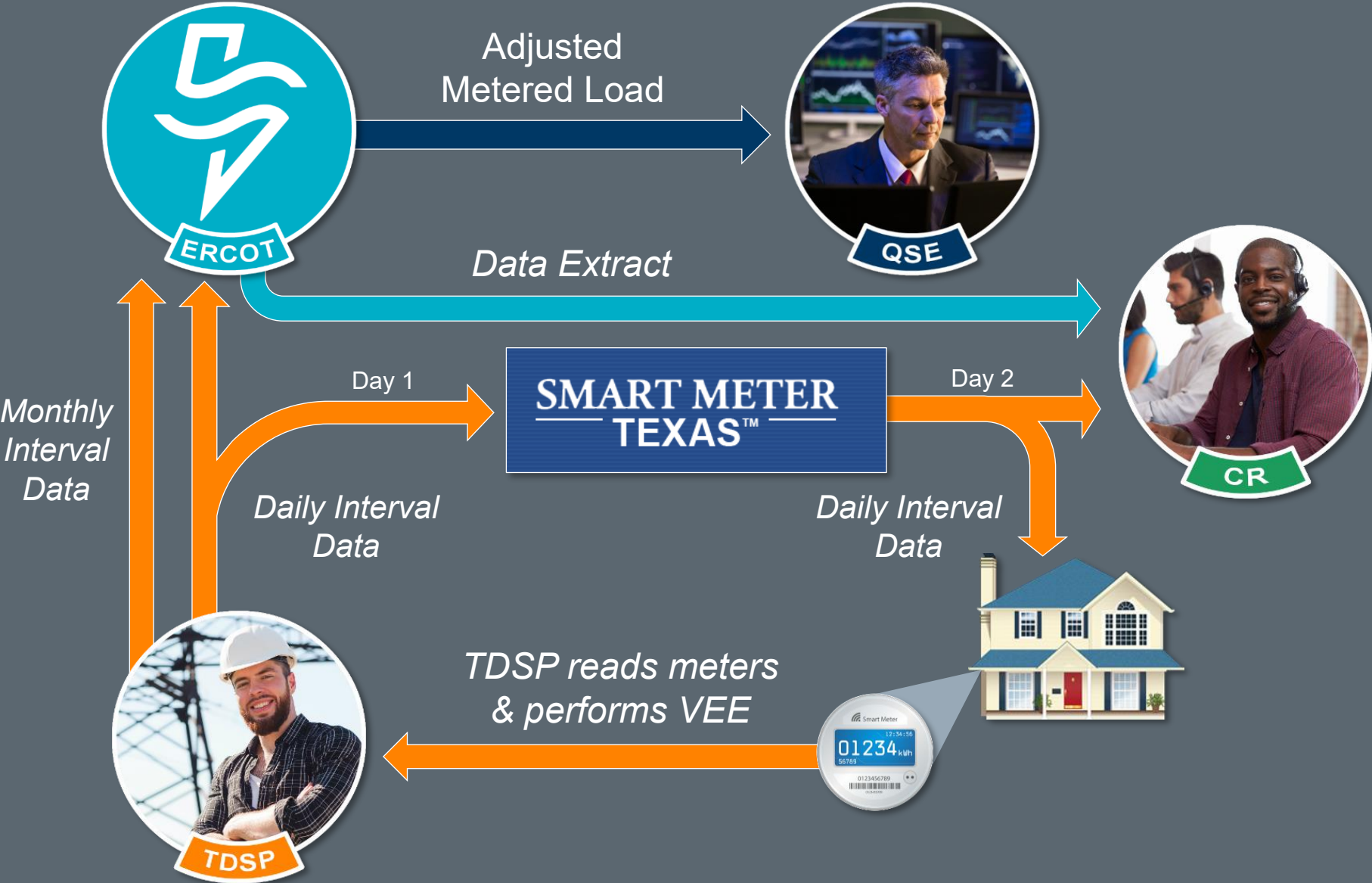
- “Analog” Meter
- Scalar measurement for an entire month

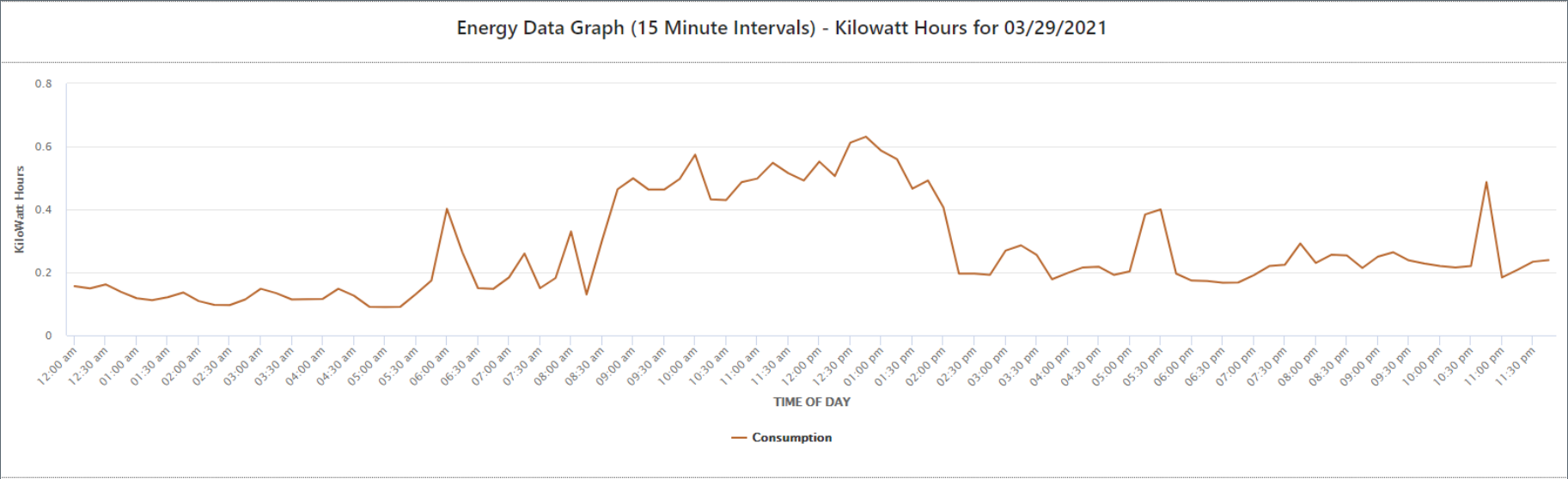


Interval Data Recorder (IDR) Meter Characteristics

- Wholesale Settlement ready
- Reported Monthly
- Large Customers > 700kW/kVA demand







Energy Data Table (15 Minute Intervals) - Kilowatt Hours for 03/29/2021

Consumption = Consumption in excess of Generation ; Surplus Generation = Generation in excess of Consumption

[View in Excel](#)

Start Time	End Time	Consumption(Kwh)	Act./Est.	Surplus Generation(KwH)	Act./Est.
01:00 am	01:15 am	0.118	Actual	0	NA
01:15 am	01:30 am	0.112	Actual	0	NA
01:30 am	01:45 am	0.121	Actual	0	NA
01:45 am	02:00 am	0.136	Actual	0	NA
02:00 am	02:15 am	0.109	Actual	0	NA
02:15 am	02:30 am	0.097	Actual	0	NA
02:30 am	02:45 am	0.096	Actual	0	NA
02:45 am	03:00 am	0.114	Actual	0	NA
03:00 am	03:15 am	0.148	Actual	0	NA
03:15 am	03:30 am	0.134	Actual	0	NA
03:30 am	03:45 am	0.114	Actual	0	NA
03:45 am	04:00 am	0.115	Actual	0	NA

Retail Plans and Reliability



Allows for pre-pay programs



Allows for demand response



Allows for Time-of-Use rate offerings



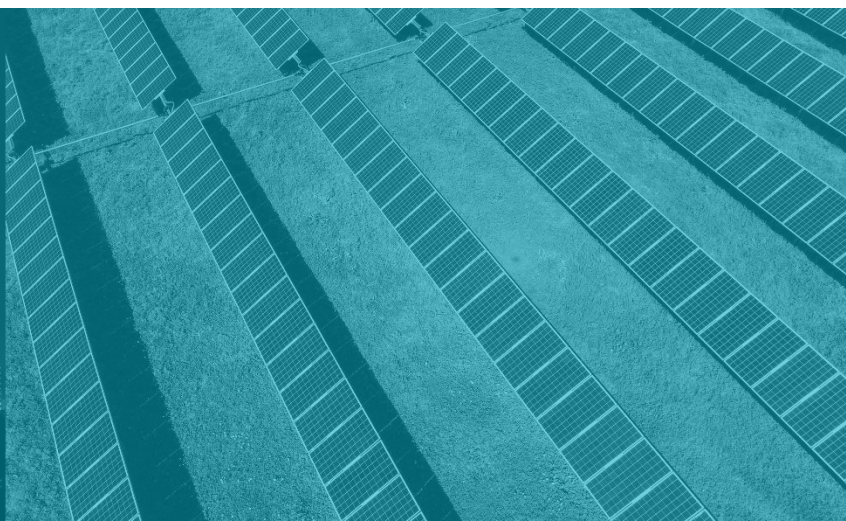
Improved service reliability

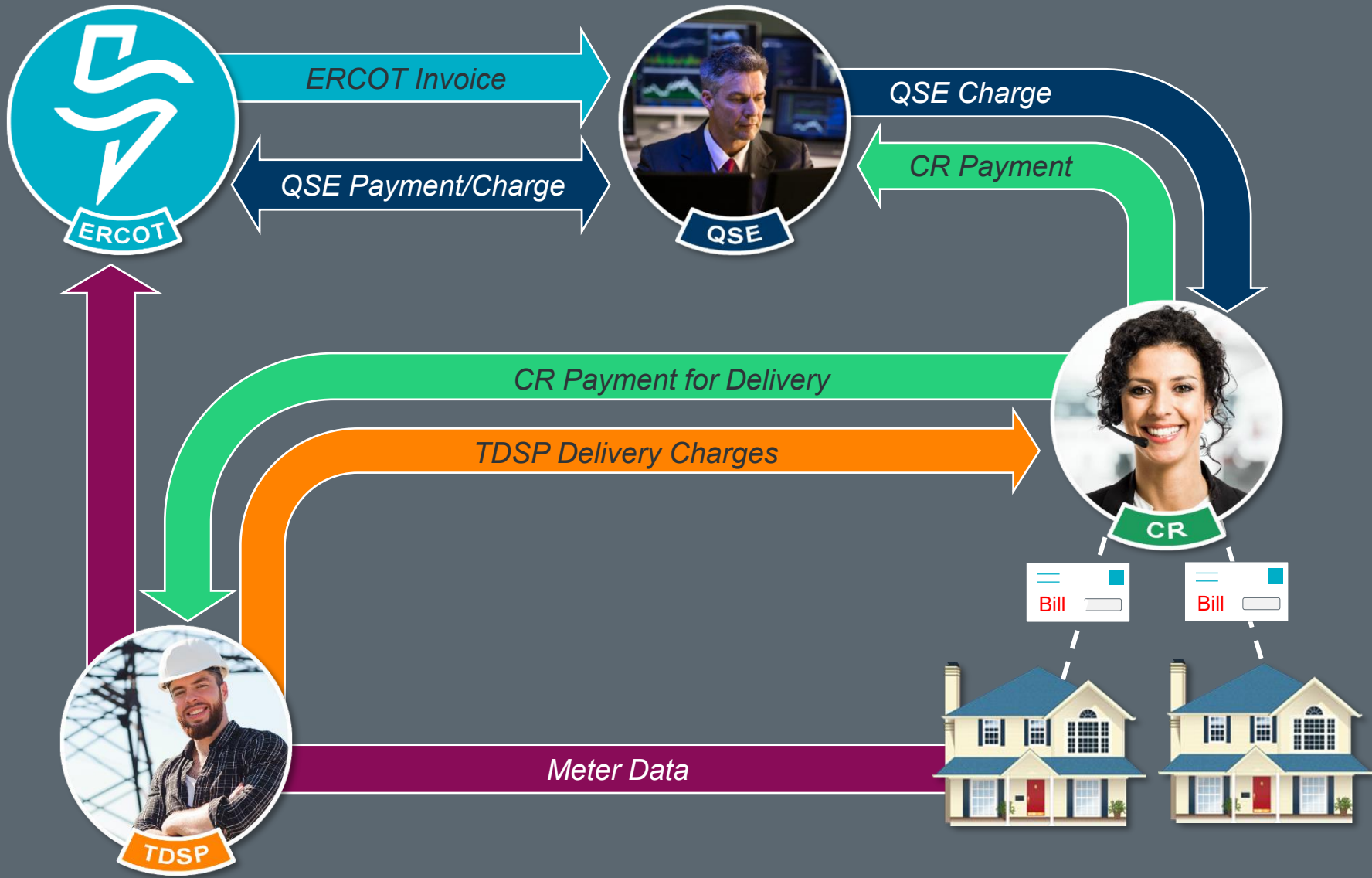


Early detection of faulty meters or tampering



Settlement of Retail Load





ERCOT settles with QSEs based on Adjusted Meter Load



Adjusted Meter Load

Unaccounted for Energy

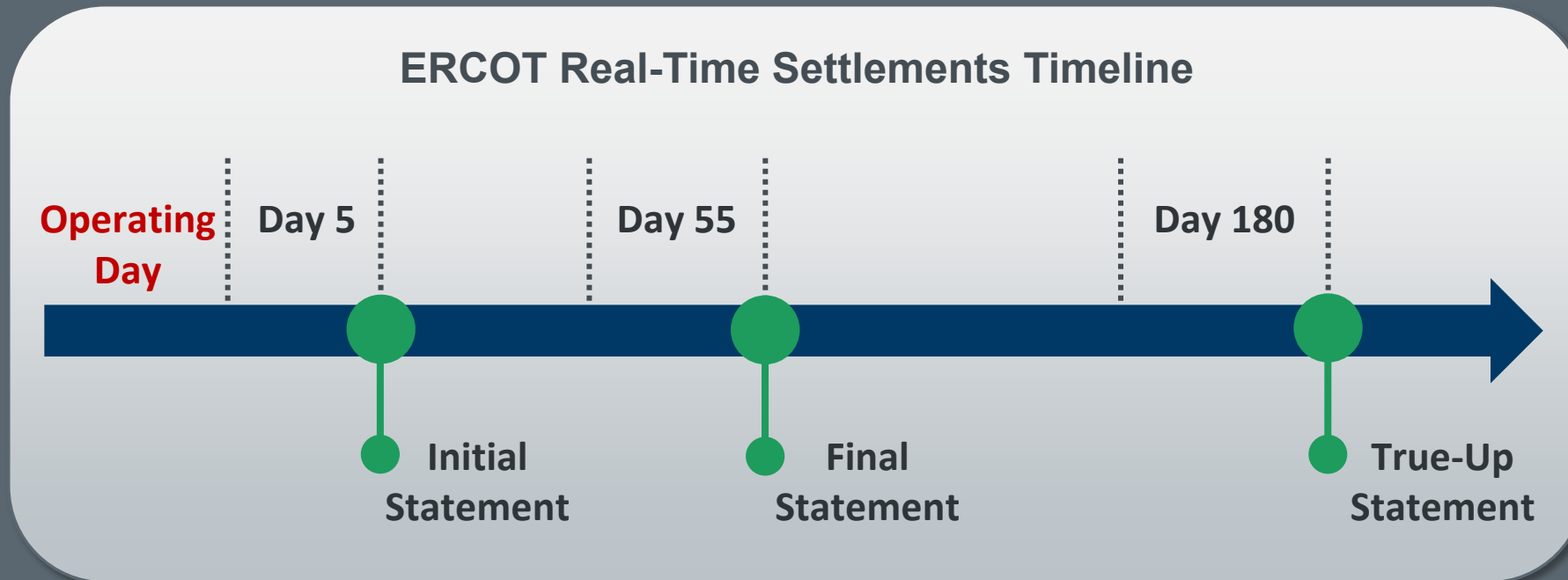
Transmission Loss Factors

Distribution Loss Factors

Aggregation by QSE and LSE

Real-Time Settlement

- Each Operating Day is settled at least three times
- Most settlement happens with Initial Settlements

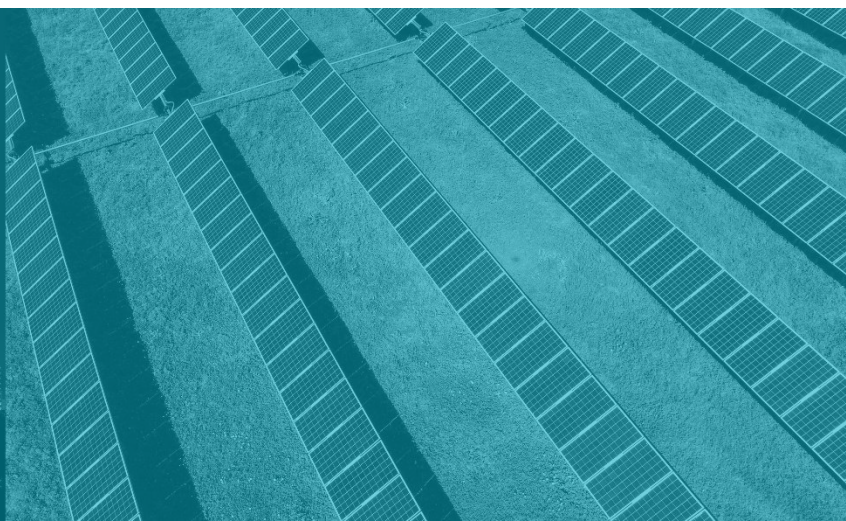




Important Questions



Data Transparency and Availability





- Load Profiles
- Market Prices
- TLF & DLF
- TDSP ESIID Extract
- Load Forecasts



- Transmission Outages
- Monthly Demand & Energy Reports
- Monthly TDSP Load Reports



- Data Extracts
- Market Data Transparency
- Potential Load Loss Report
- MarkeTrak Reports

Subscribe

Market Information System

Data Products

Applications

Notices

Application Library

These are the applications available based on your Digital Certificate's permissions.

Settlement Disputes

Certified

Create or find Settlement Disputes.

Service Requests

Certified

Create or find Service Requests.

Renewable Energy CreditsLink to Texas Renewable Energy Credits (REC) website.

Outage Scheduler

Certified

Outage Scheduler (OS) is used to view, submit, and modify Out...

NDCRC

Certified

Net Dependable Capability and Reactive Capability (NDCRC) app...

Market Manager (MMSUI)

Certified

Market Manager (MMSUI) is used to create and review market su...

Market Data Transparency Web Services

Certified

Self-service data request access for a subset of AMS, Service...

Find ESIID

Secure

Find Electric Service Identifier (ESI ID) information.

Extract Subscriber

Certified

Subscribe/unsubscribe to/from specific certified retail and s...

MarkeTrak

Certified

MarkeTrak tracks, manages, and stores data for retail issue management

Find Transactions

Secure

Find business process transactions by Electric Service Identifier (ESI ID)

Download and import data

Extract Subscriber

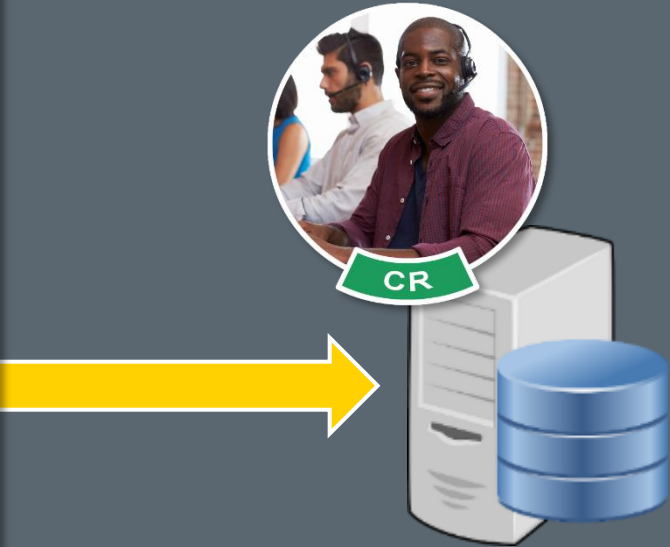
?

Welcome

Current as of: 01/07/2020

Company: ENERGY SERVICES LLC (LSE) - 999999999

Extract Name	Subscribe	Unsubscribe	Output Type
Default Profile ESI ID Report			
DAILY	☐		CSV
ESI ID Service History and Usage Extract			
DAILY	Subscribed	☐	CSV
Load Estimation Counts Report - Certified			
DAILY	Subscribed	☐	CSV
Mapping Status Reject Report			
DAILY	Subscribed	☐	CSV
Potential Load Loss Report			
DAILY	Subscribed	☐	CSV
Real Time Market Consolidated Operating Day Extract			
DAILY	Subscribed	☐	CSV



Retrieve Retail Data

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Find Transactions

Secure

Find business process transactions by Electric Service Identifier (ESI ID)

Provides Similar Information on Ad Hoc Basis



Data Request Services

Status

-

Request Information

Provide ESIID account records

?

Provide ESIIDs I own for a trade date

?

Provide Non-IDR transaction data for ESIIDs I own

?

Provide ESIIDs where AMS interval data not loaded for a trade date

?

Provide IDR usage data for ESIIDs I own (IDR required)

?

Provide all extract records for ESIID Service History and Usage extract

?

Provide AMS interval data for a trade date

?

+

Transaction Information



Search Data Products

This search contains all ERCOT market products required to be supplied by Protocols or other binding documents (OBDs) and details about each product, including the Report Type ID, target audience, MIS posting location, and required access roles. You can filter the products using the buttons below. You can also enter keywords in the search bar. Items that can be searched using keywords are the Product Name, Product Description, EMIL ID, Report Type ID, or applicable Rules.

AvailabilityAudienceChannelPosting TypeStatusLoad

To search for an exact keyword string, enclose search terms in quotation marks. Example: "State Estimator Load Report"

Applied Filters Audience: LSE Posting Type: Extract or Report Keyword: Load Clear All Filters

16 Products Export These Products

View all

Monthly TDSP Load Report

Secure

Monthly report including TSP and/or DSP 15 minute interval Load data for each Operating Day adjusted to exclude Block Load Transfers (BLTs) or Direct Current Tie (DC Tie) exports

Search for Related Topic(s): DC Tie Operating Day(OD) Load

Load Estimation Counts

Certified

Counts of ESIIIDs and percentages of counts by MRE settled with actual meter data, estimated using historical meter data, and estimated using default load profile data

Search for Related Topic(s): Load Profiles Metering Retail Market

Long-Term Daily Load Forecast

Secure

ERCOT shall update and post monthly on the MIS Secure Area a 36-Month Load Forecast that provides a daily minimum and maximum forecast for the next 36-months for each of the Weather Zones and for each of the Forecast Zones

Search for Related Topic(s): Load Forecasts

Potential Load Loss Report

Certified

Daily extract of potential customer loss notifications based on ERCOT's receipt of the TDSP's accepted response. Will provide CRs advanced notice that they are potentially losing a customer so they are better able to determine if a contract for retail electric service is inadvertently switched

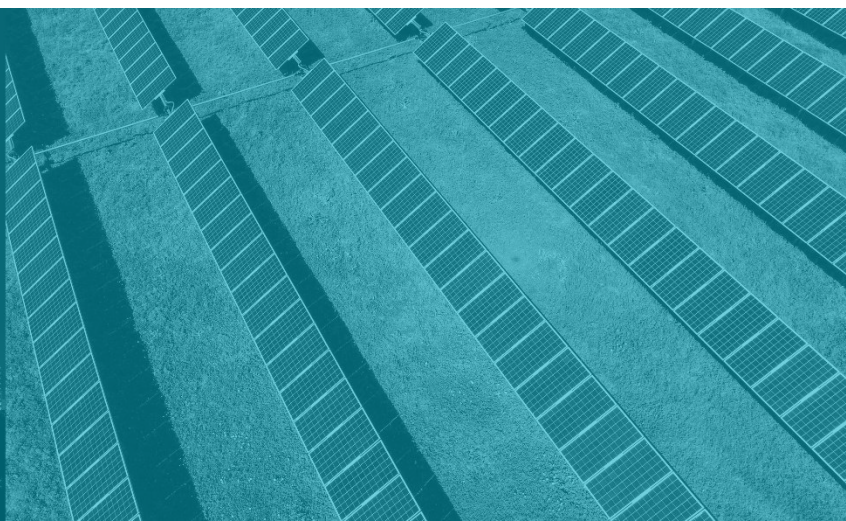
Search for Related Topic(s): Retail Market Competitive Retailer(CR)



What does a CR do with all this data?



Issue Resolution





**Missing
Transactions**

**Usage &
Billing Issues**



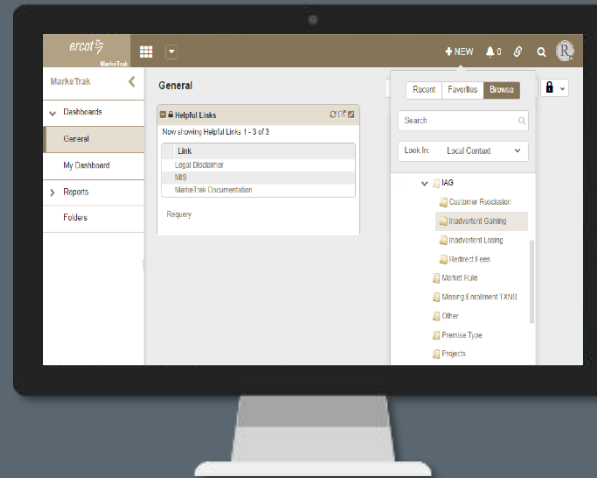
**Inadvertent
Gains &
Losses**

Switch Hold

Market Participants turn to ...

MarkeTrak

The Market Issue Resolution Tool



Goals of MarkeTrak

- Facilitate issue resolution between Market Participants
 - Discovery & Visibility
 - Tracking & Status
- Enable historical issue reporting



Multiple Tools

Market Information System

[Data Products](#)[Applications](#)[Notices](#)

Application Library

These are the applications available based on your Digital Certificate's permissions.

Settlement Disputes

Certified

Create or find Settlement Disputes.

Service Requests

Certified

Create or find Service Requests.

Renewable Energy CreditsLink to Texas Renewable Energy Credits (REC) website.

Outage Scheduler

Certified

Outage Scheduler (OS) is used to view, submit, and modify Out...

NDCRC

Certified

Net Dependable Capability and Reactive Capability (NDCRC) app...

Market Manager (MMSUI)

Certified

Market Manager (MMSUI) is used to create and review market su...

Market Data Transparency Web Services

Certified

Self-service data request access for a subset of AMS, Service...

Find ESIID

Secure

Find Electric Service Identifier (ESI ID) information.

Extract Subscriber

Certified

Subscribe/unsubscribe to/from specific certified retail and s...

MarkeTrak

Certified

MarkeTrak tracks, manages, and stores data for retail issue management

Find Transactions

Secure

Find business process transactions by Electric Service Identifier (ESI ID)

Topics in this course included:

1

Retail Market Responsibilities

2

Market Rules

3

Retail Operations

4

Metering

5

Wholesale Settlement of Retail Load

6

Data Transparency and Availability

7

Issue Resolution

ERCOT Training Information

<http://www.ercot.com/services/training/>

Course Recommendations

<https://www.ercot.com/services/training/recommendations>

Market Education Contact

Training@ercot.com

ERCOT Client Services Contact

Clientservices@ercot.com

ERCOT Mailing Lists

<http://lists.ercot.com/>

Scan this QR code to take the course survey!

<https://www.surveymonkey.com/r/ERCOTILT>

