



Information Technology Service Availability Metrics

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Agenda and Commentary

▪ **Retail and Wholesale Systems Performance**

- **Retail Transaction Processing** – December performance was 99.76%
- **TML** – December performance was 98.8%
- **MarkeTrak** – December performance was 100%
- **TML Report Explorer** – December performance was 99.29%
- **Retail API** – December performance was 99.29%
- **Wholesale Total** – December performance was 100%

▪ **Market and Grid Control Systems Performance**

- **Real Time Balancing Market (RTBM)** – December performance was 99.96%
- **Frequency Control (FC)** – December performance was 100%

Agenda and Commentary (continued)

▪ **Nodal Systems Performance**

- **Aggregate EMS** – December performance was 99.11%
- **Outage Scheduler** – December performance was 100%
- **NMMS** – December performance was 99.99%
- **CRR** – December performance was 100%

Agenda and Commentary (continued)

SLA Impacting issues

▪ **Retail Transaction Processing**

- 12/7 (104 Minutes) - During the maintenance outage on December 6, 2009 an infrastructure configuration issue was created. On Monday December 7, 2009 ERCOT attempted to correct the issue and caused the EDI system to become unresponsive. Correction was implemented to the configuration item and EDI services were restarted.

▪ **Texas Market Link (TML)**

- 12/9 (311 Minutes) – Find ESIID and Find Transactions components of TML failed due to server overload caused by screen scraping processes created by an MP. ERCOT contacted the MP and temporarily blocked MP traffic until the MP adjusted the request rate to resolve the issue.
- 12/18 (209 Minutes) – Hyper links were not displayed properly to users of TML web page due to unknown reasons. Hyper link properties were refreshed in the database to restore the functionality.

Agenda and Commentary (continued)

Other issues

▪ **Real Time Balancing Market**

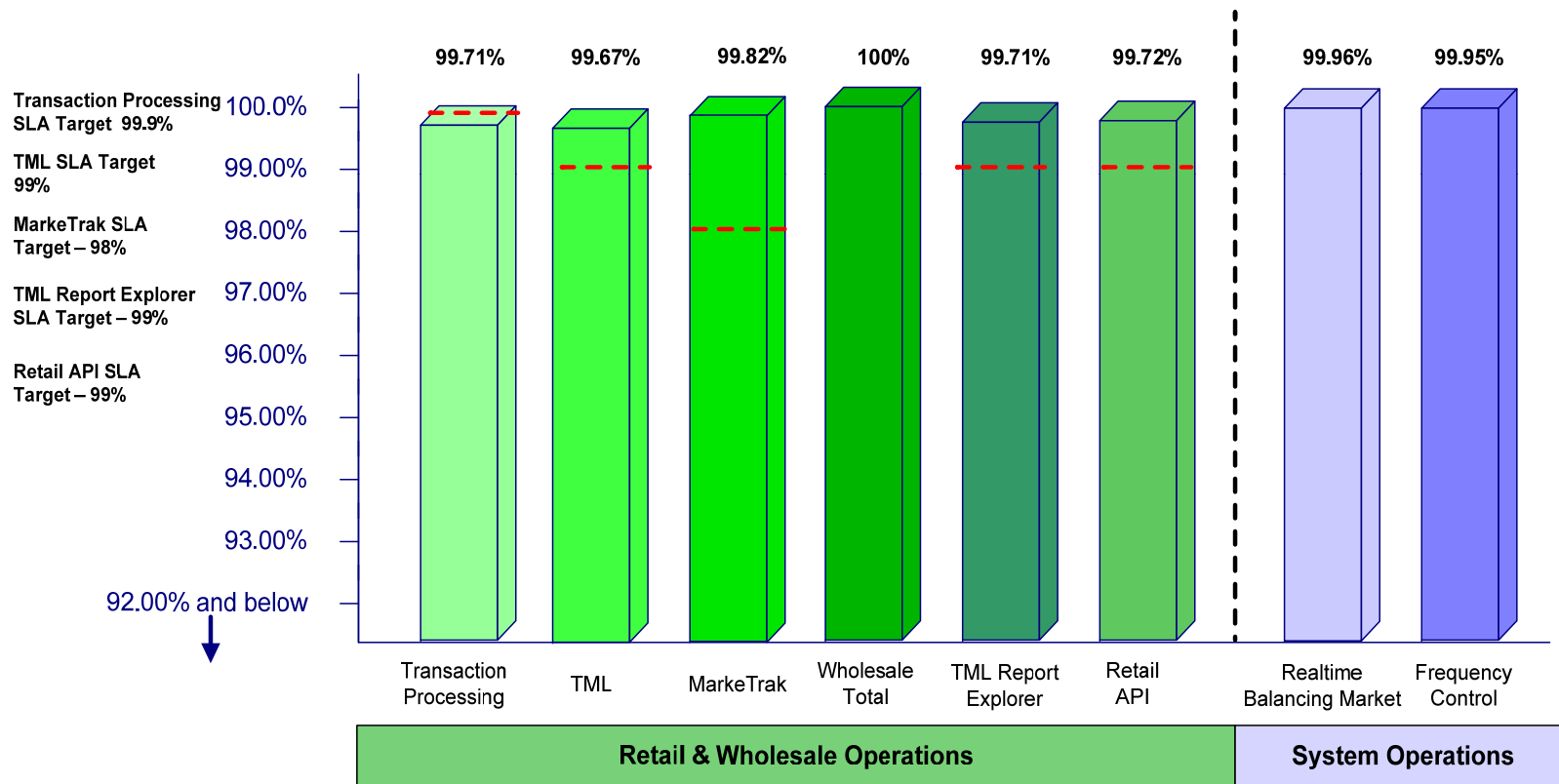
- 12/31 (15 Minutes) - One of the process steps to facilitate transition to 2010 congestion management zones did not work correctly for unknown reasons and caused a delay in the operator approval of RTB market for one interval. The delayed RTB was not used. The transition process completed successfully in further attempt.

▪ **Retail Transaction Processing degradation**

- 12/8 to 12/22 - During scheduled maintenance on December 6, 2009, an incorrect configuration file was applied during the repair effort after a hardware malfunction. As a result, a legacy process was re-enabled, causing transaction processing issues for 14 Market Participants. ERCOT notified the impacted MPs with the transaction level details and reprocessed the missing EDI files manually. Also, ERCOT restored the original configuration file as a final resolution.

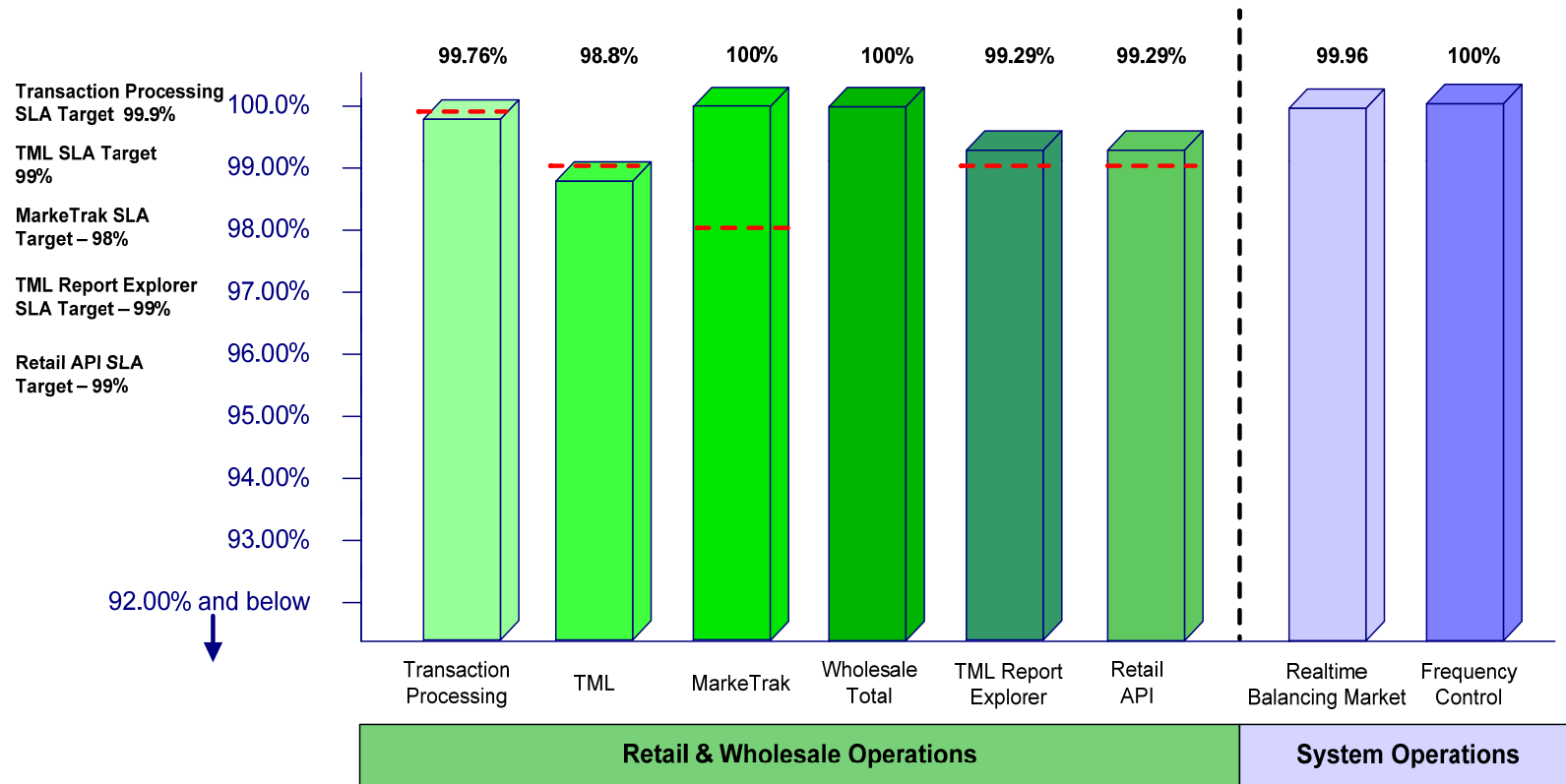
2009 Net Service Availability

2009 Net Service Availability Through December 31st, 2009



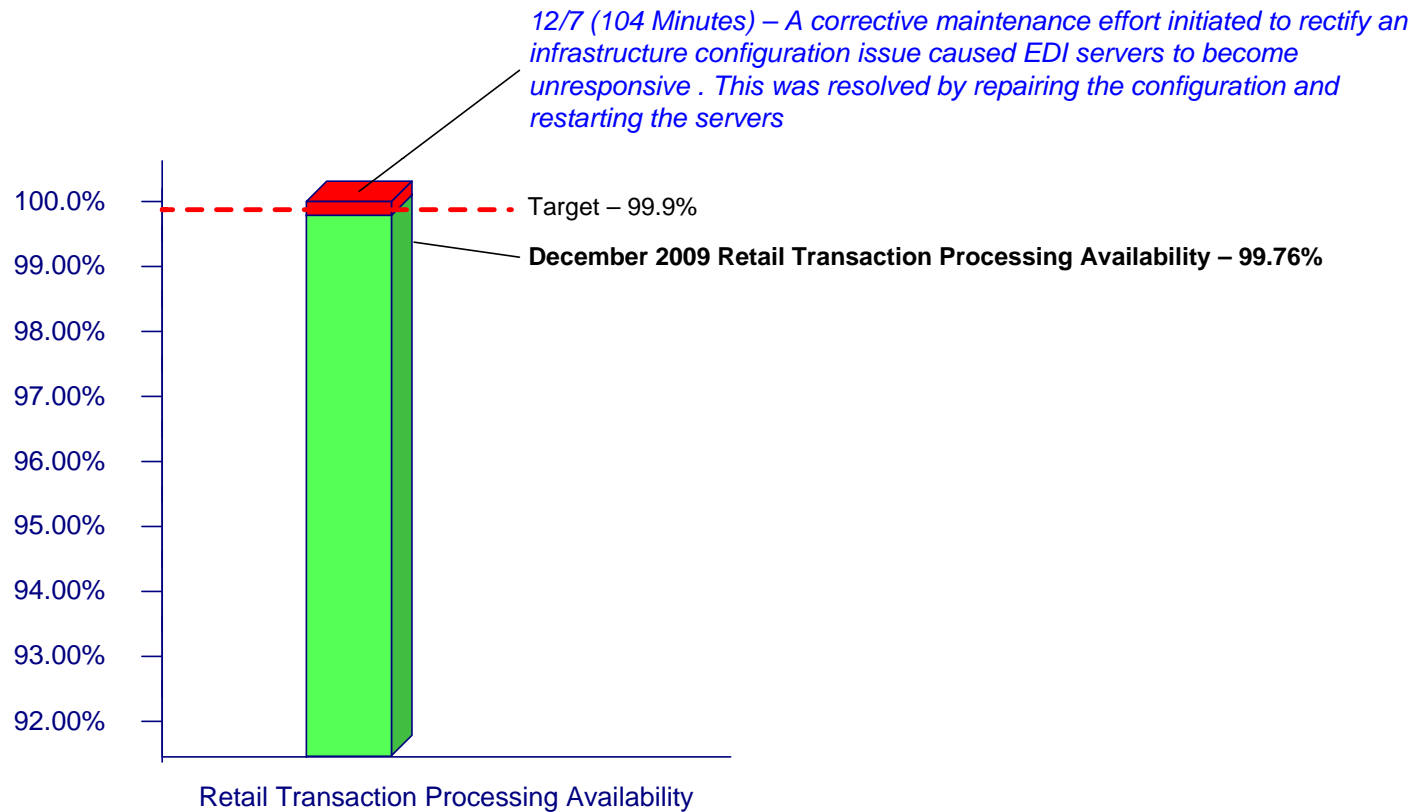
December 2009 Net Service Availability

December 2009 Net Service Availability



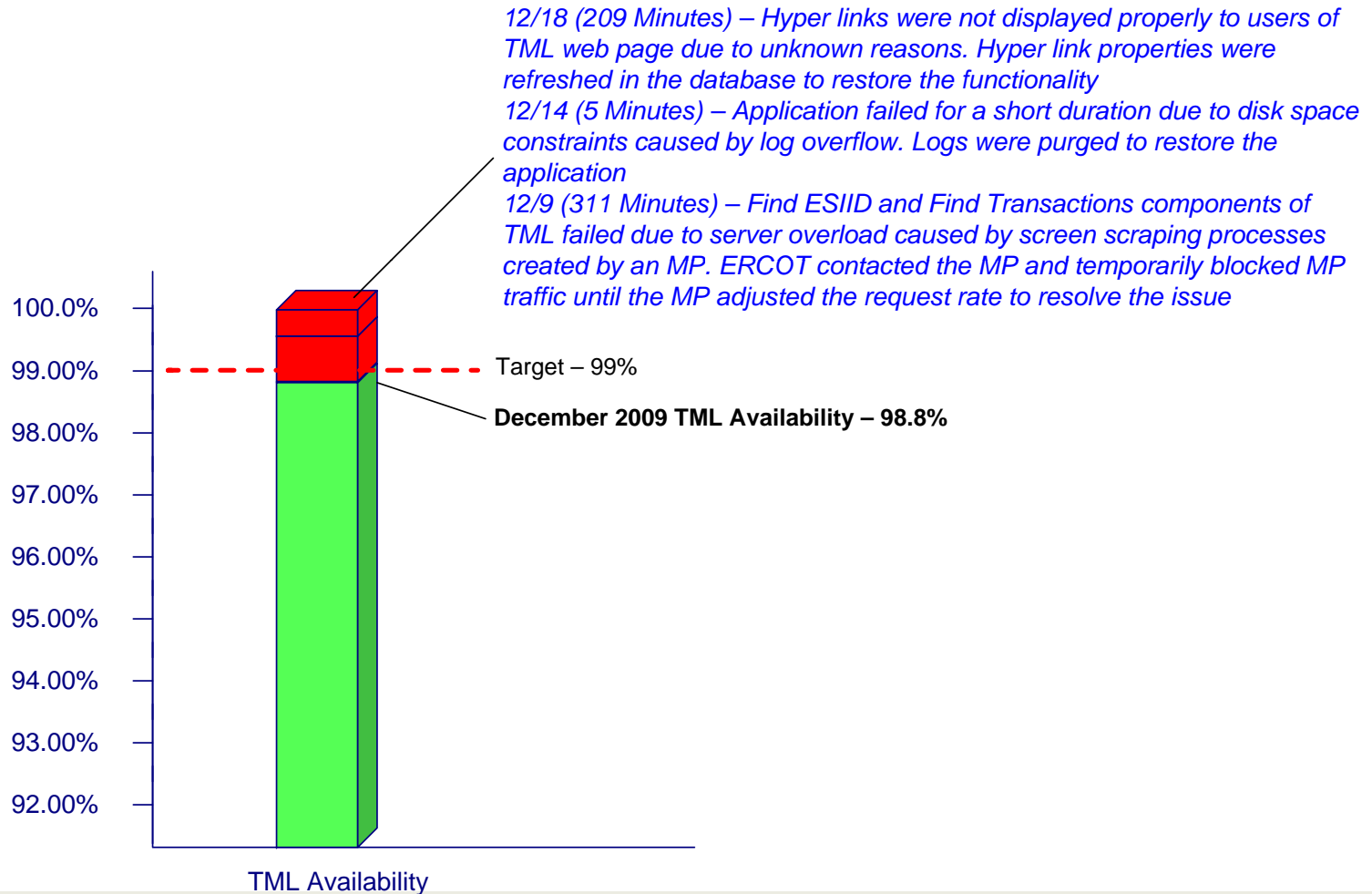
Retail Transaction Processing Availability Summary

December 2009 Retail Transaction Processing Availability Summary



TML Availability Summary

December 2009 TML Availability Summary



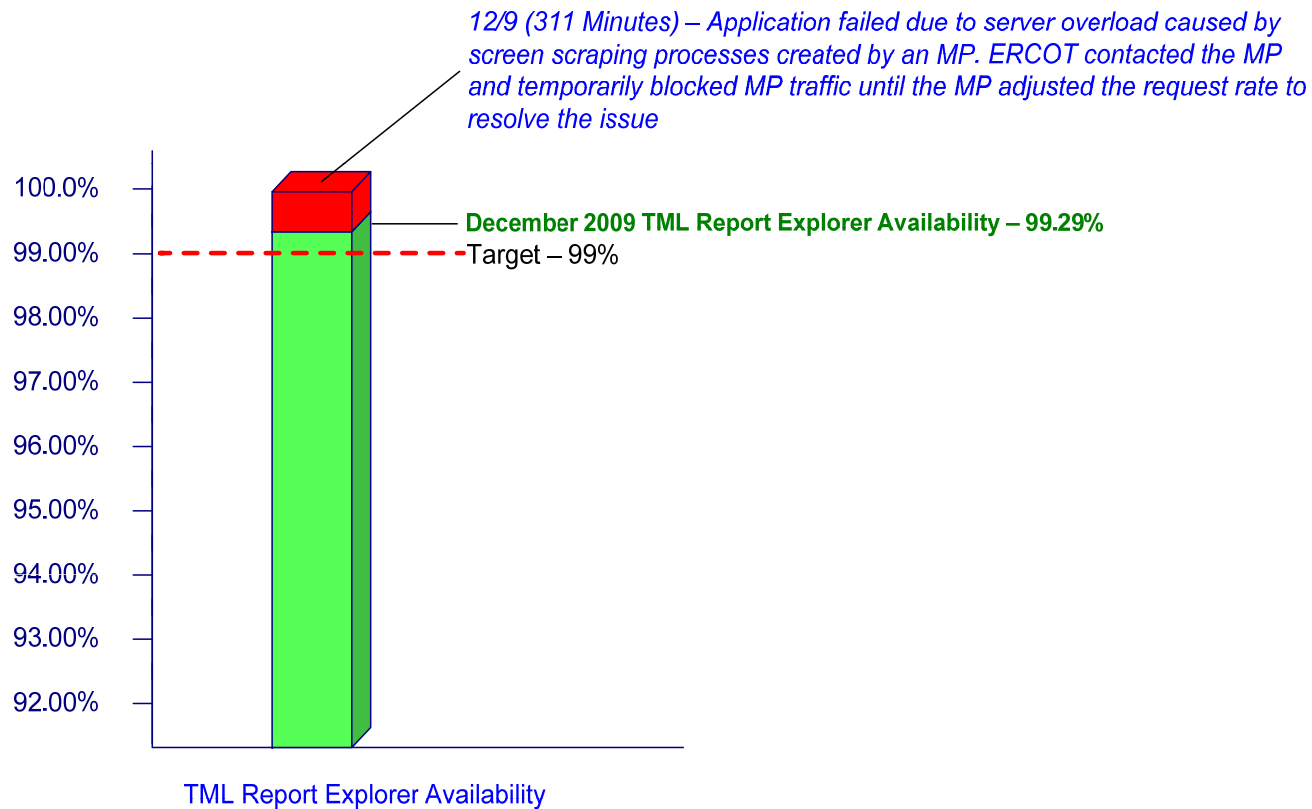
MarkeTrak Availability Summary

December 2009 MarkeTrak Availability Summary



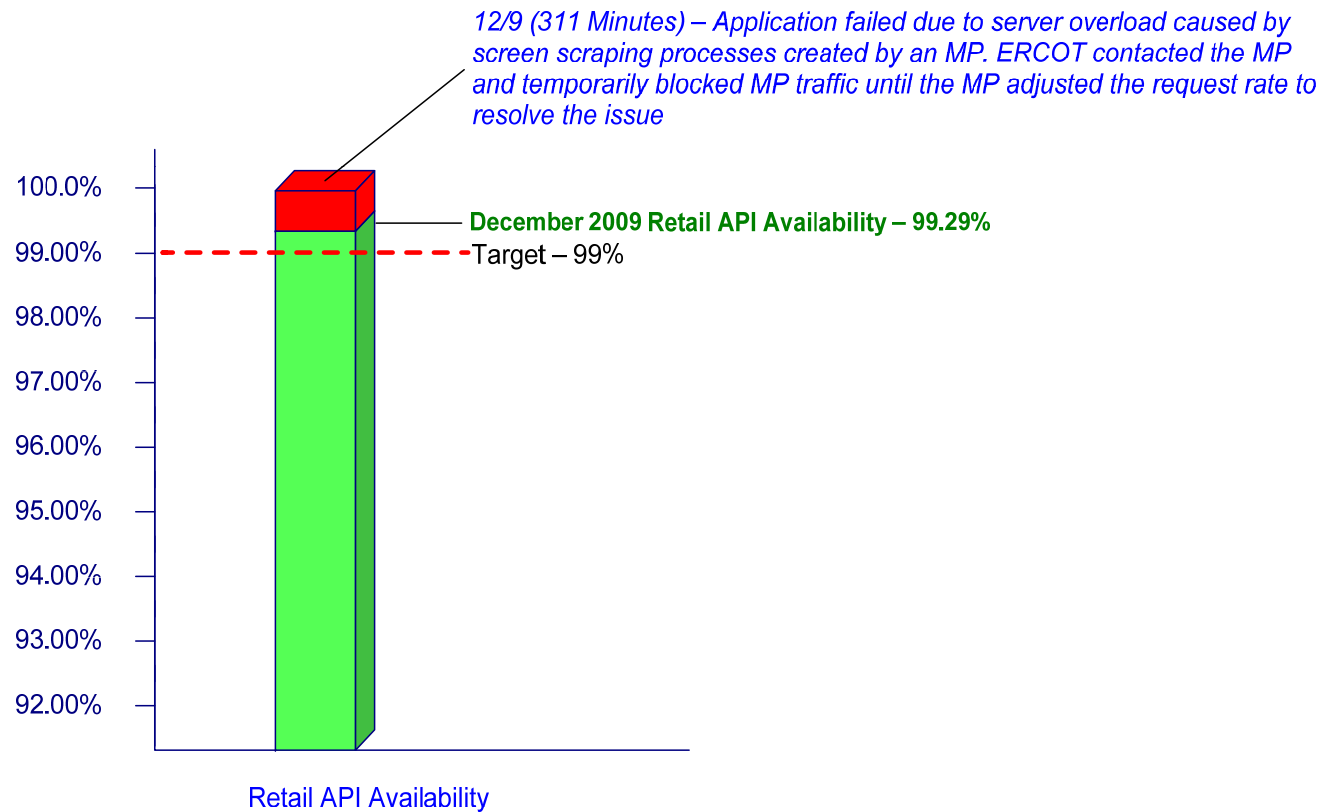
TML Report Explorer Availability Summary

December 2009 TML Report Explorer Availability Summary



Retail API Availability Summary

December 2009 Retail API Availability Summary



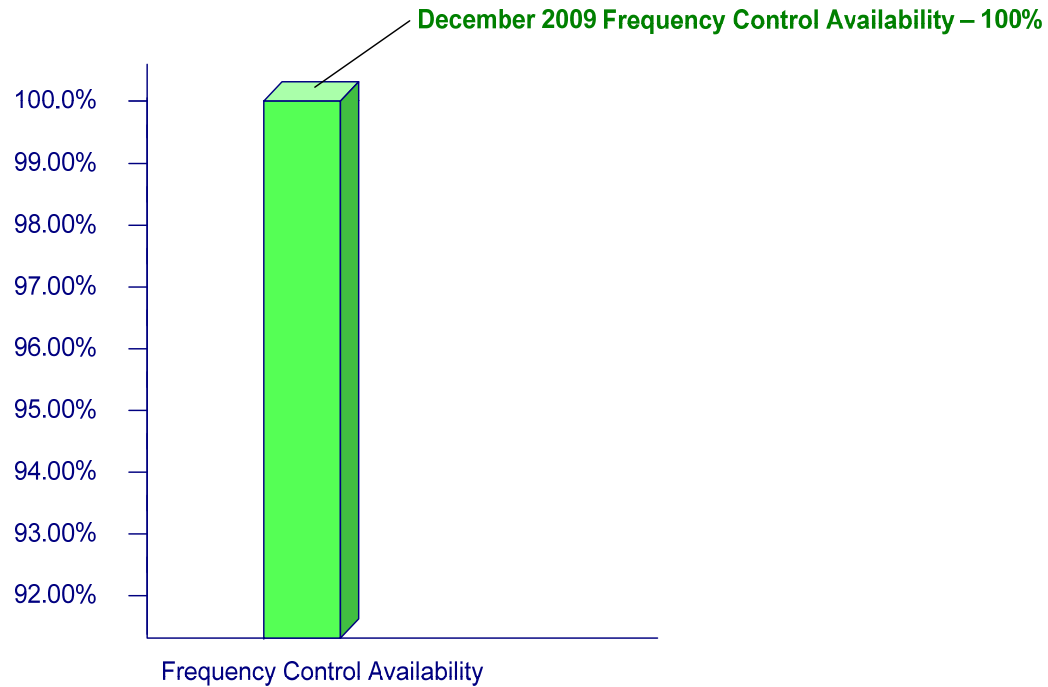
Real Time Balancing Market Availability Summary

December 2009 Real Time Balancing Market Availability Summary



Frequency Control Availability Summary

December 2009 Frequency Control Availability Summary



Metrics Guide – Nodal Production

- **Aggregate Energy Management System (EMS)**
 - Measure of the availability of the software that provides real time grid control capability. Calculated as average of deployed & monitored components availability
- **Outage Scheduler**
 - Measure of the availability of the software to manage the submission, modification, deletion of schedules for various types of transmission and generation systems outages
- **Network Model Management System (NMMS)**
 - Measure of the availability of the software to manage the ERCOT network model. Calculated as availability of model management core engine (IMM)
- **Congestion Revenue Rights (CRR)**
 - Measure of the availability of the software to manage the financial instruments that help Market Participants hedge against losses due to transmission constraints

Nodal Production – December 2009 Net Availability

December 2009 Net Availability for Nodal Production systems

