**[DRAFT]**

**TDTMS 2018 Goals/Achievements**

1. Support Texas data transport improvement initiatives and other Retail market projects as needed or directed by RMS.
* Memorialized Retail Market Testing Environment Users Guide and posted to <https://etod.ercot.com/> for reference
* Facilitated the ERCOT IT to Market Participant IT Forum on February 23, 2018
1. Monitor IAG/IAL Statistics and provide suggestions for improvements to Market Participants.
* Reviewed and analyzed IAG/IAL statistics along with Cancel With Approvals (CWA) decreased volumes (NPRR 778 impact); correlations were inconclusive
* <Suggested to include a chart showing the NPRR 778 impact of CWA decreased volumes>
1. Support initiatives related to MarkeTrak system and process enhancements and update documentation as needed.
* Finalized steps to NPRR 778, Modifications to Date Change and Cancellation Evaluation Window, with Market Notice to remind MPs that TDSPs will cease support of daily use of MarkeTrak Cancel w/ Approval on March 1, 2018
* Updated MarkeTrak User’s Guide (section 3: Cancel) to align with NPRR 778
1. Evaluate proposed MarkeTrak system enhancements that may be considered for a future upgrade.
* Continued efforts to find efficiencies in MarkeTrak as documented in SCR 756.
1. TDTMS to monitor MarkeTrak sub-type volume on a semi-annual basis.
* Performed MarkeTrak Subtypes Analysis for: CWAs, Rescission, Switch Hold Removal, Usage/Billing Missing, & Missing Enrollment.
1. Continue joint efforts with other Retail market working groups to provide ERCOT with subject matter expertise for implementation of RMS initiatives, as needed.
* In concert with TX SET, reviewed and endorsed:
	+ RMGRR 152, Additional Alignment with NPRR778, Modifications to Date Change and Cancellation Evaluation Window
	+ RMGRR 156, Market Notice Communication Process Clean Up
	+ RMGRR 158, Revisions to Retail Market Guide Section 7.10
	+ RMGRR 159, Related to NPRR908, Revisions to Mass Transition Processes
1. Perform annual review of the Retail Market Services Service Level Agreement (SLA) and work with ERCOT to evaluate and implement any potential changes, as needed.
* Completed the annual review of the 2019 Retail Market Services SLA for endorsement to RMS
* Agreed to lower the Service Level Objective (SLO) targets of GUI response from 15 seconds to 10 seconds
1. Monitor the quarterly ERCOT Retail Market Performance Measures reported by ERCOT to the PUCT and serve as a forum for Market Participants to raise questions and/or issues related to the metrics reported.
* Reviewed quarterly Performance Measures for 2018 – will continue to serve as a forum for Market Participants to raise issues or questions related to the ERCOT Retail Market Performance Measures.
1. Work with ERCOT and Market Participants to address and resolve technical connectivity issues and ensure market impacts due to outages are minimized.
* Reviewed and monitored monthly IT retail incident and service availability reports and addressed issues, as needed.
1. Support initiatives related to ERCOT 2018 System Changes roadmap.
* Agreed to make the ERCOT System Change Roadmap a standing issue for Working Group to monitor
1. Support ERCOT resolution efforts in addressing each outage and/or degradation of service experienced and provided findings to RMS.
* Complete – continue to support ERCOT resolution efforts in addressing each outage and/or degradation of service and provide findings to RMS.

**TDTMS 2019 Goals [Proposed]**

1. Support Texas data transport improvement initiatives and other Retail market projects as needed or directed by RMS.
2. Support initiatives related to MarkeTrak system and process enhancements, update documentation, and recommend future upgrades, as needed.
3. TDTMS to monitor MarkeTrak sub-type volume on a semi-annual basis.
4. Continue joint efforts with other Retail market working groups to provide ERCOT with subject matter expertise for implementation of RMS initiatives, as needed.
5. Perform annual review of the Retail Market Services Service Level Agreement (SLA) and work with ERCOT to evaluate and implement any potential changes, as needed.
6. Monitor the quarterly ERCOT Retail Market Performance Measures reported by ERCOT to the PUCT and serve as a forum for Market Participants to raise questions and/or issues related to the metrics reported.
7. Work with ERCOT and Market Participants to address and resolve technical connectivity issues and ensure market impacts due to outages are minimized.
8. Support initiatives related to ERCOT System Changes roadmap.
9. Support ERCOT resolution efforts in addressing each outage and/or degradation of service experienced and provided findings to RMS.