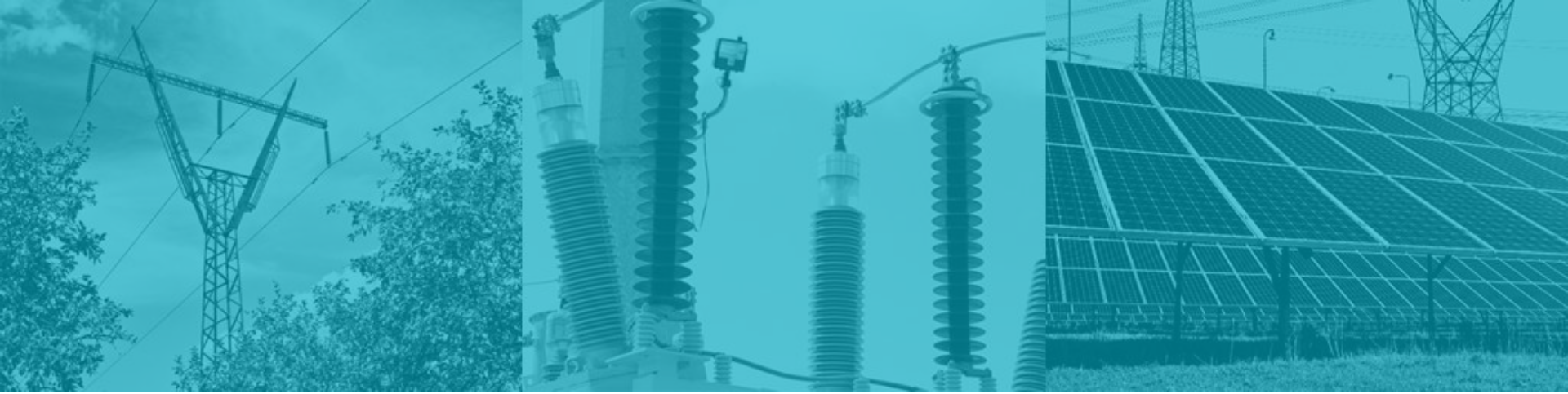


ERCOT Retail 101

Class begins at 8:30

2024_05 Retail 101

Greetings and Introductions

Housekeeping

- WebEx Training Tips
  - Windows
  - Buttons
- Attendance
- Questions / Chat

Please enable video & audio capabilities

PROTOCOL DISCLAIMER

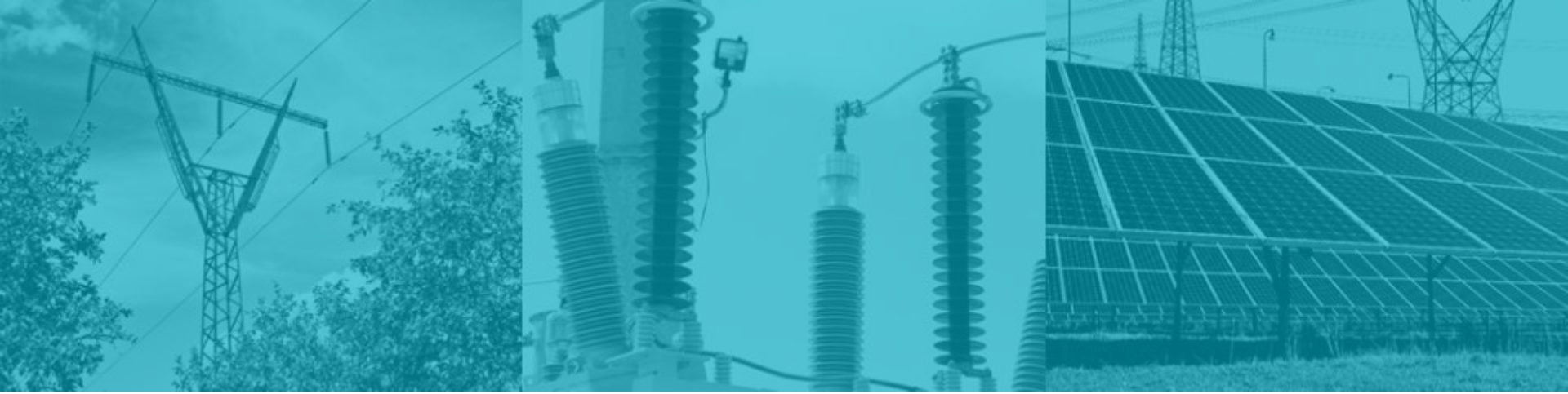
This presentation provides a general overview of the Texas Nodal Market and is not intended to be a substitute for the ERCOT Protocols, as amended from time to time. If any conflict exists between this presentation and the ERCOT Protocols, the ERCOT Protocols shall control in all respects.

For more information, please visit:

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

Topics in this course include:

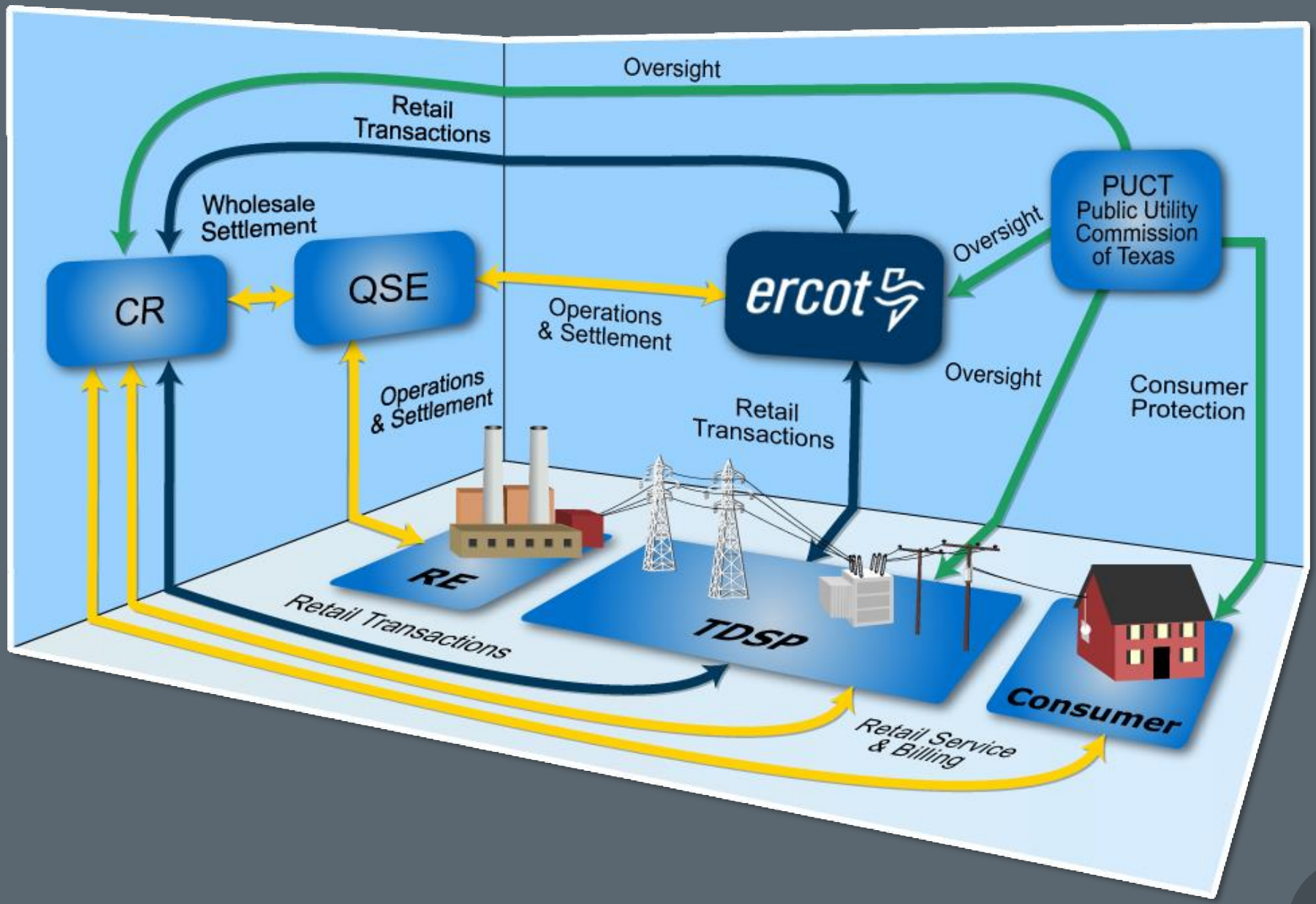
1. Retail Market Responsibilities
2. Market Rules
3. Retail Operations
4. Metering
5. Wholesale Settlement of Retail Load
6. Data Transparency and Availability
7. Issue Resolution



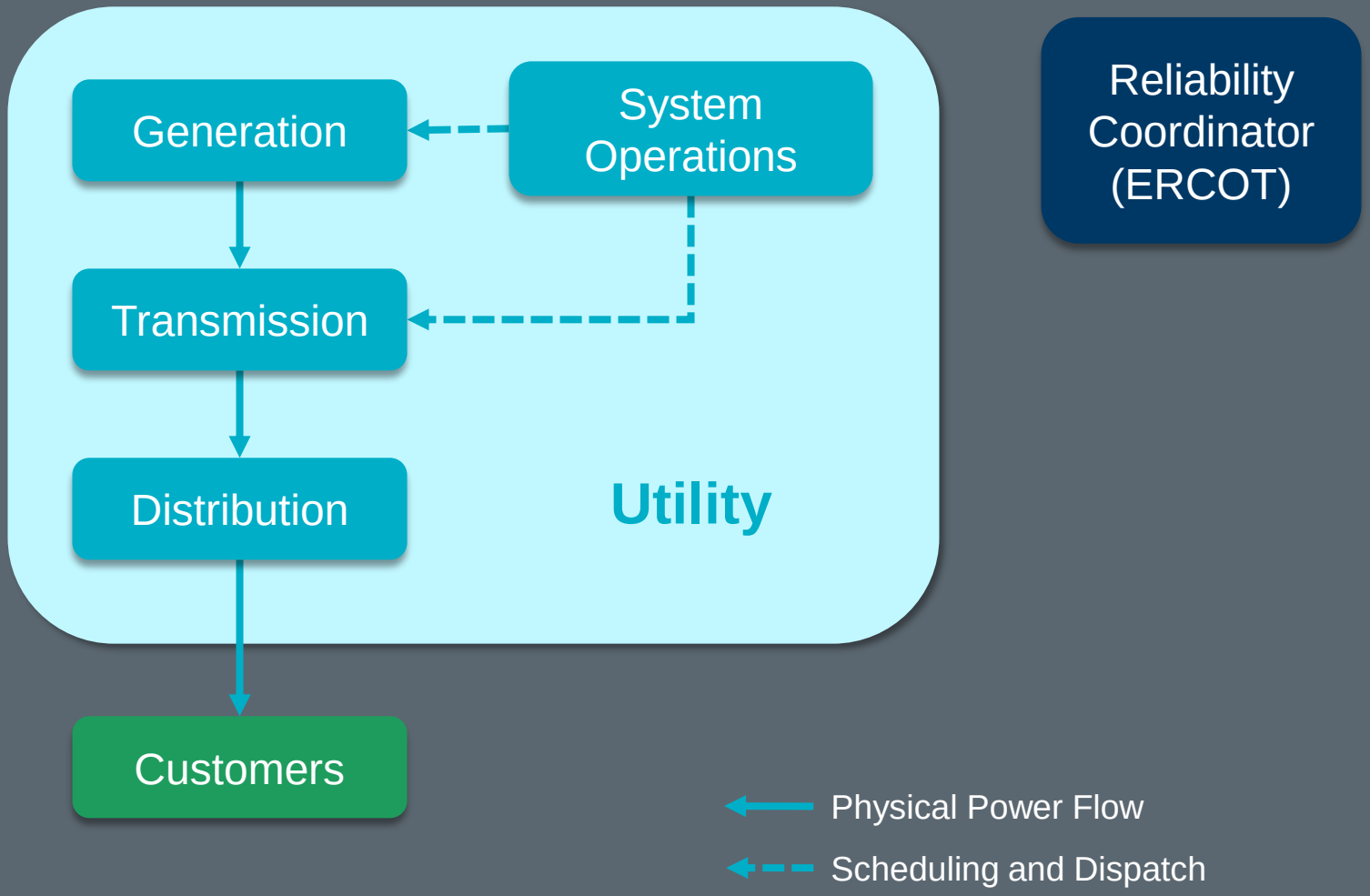
Module 1

Retail Market Responsibilities

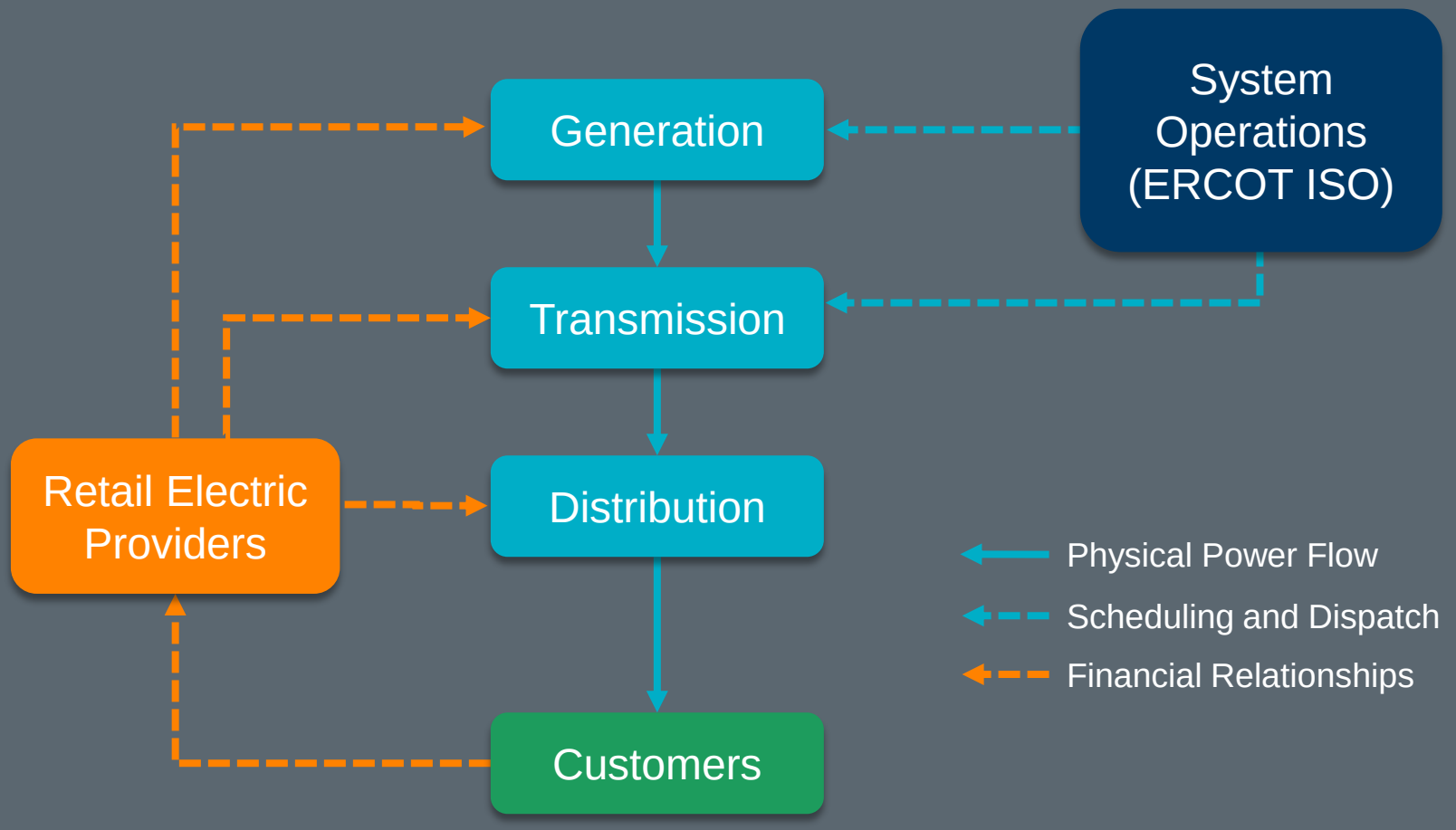
Relationships - Review



Vertically Integrated Utilities



Retail and Wholesale Competition



Participants

Public Utility Commission of Texas

Electric Reliability Council of Texas

Qualified Scheduling Entity

Load Serving Entity

Transmission Distribution Provider

Load Serving Entities (LSEs)

An Electrical Cooperative or Municipally Owned Utility who has chosen **NOT** to opt in to retail competition.

Opt-In

An Electrical Cooperative or Municipally Owned Utility who has chosen to opt in to retail competition.

REP

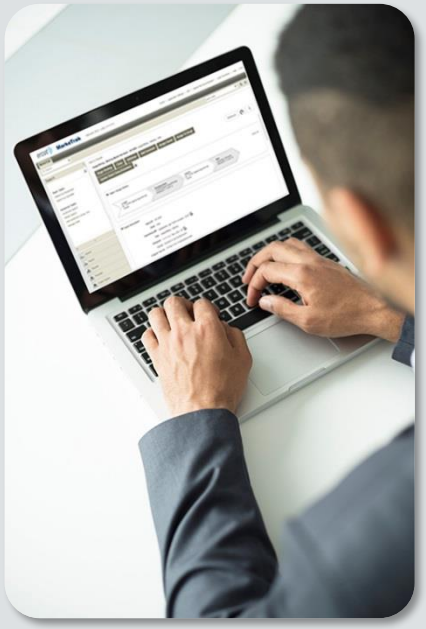
Entities that sell electric energy to retail Customers in the areas of Texas where the sale of electricity is open to retail competition.

Competitive Retailer (CR) 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 inadvertent gains and losses.

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

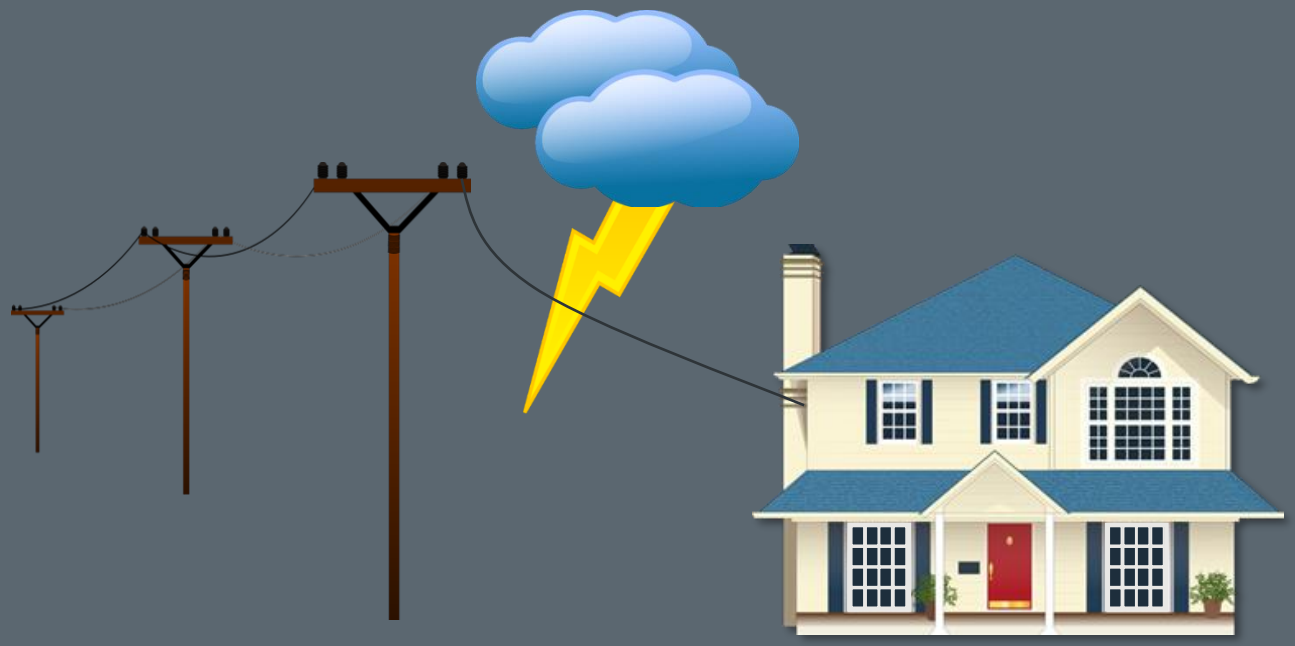
TDSP Responsibilities

Physical System Operations

Retail System Operations

Physical System Operations

- Maintain reliable transmission and distribution system
- Connect Customer Premise to ERCOT grid
- Resolve power outages



Retail System Operations

- Create, Manage and Maintain ESI IDs
- Facilitate Service Order Requests from CRs
- Provide usage data for Settlement billing
- Investigate customer issues

The Anatomy of an ESI ID

10 xxxxx zzz .. zz

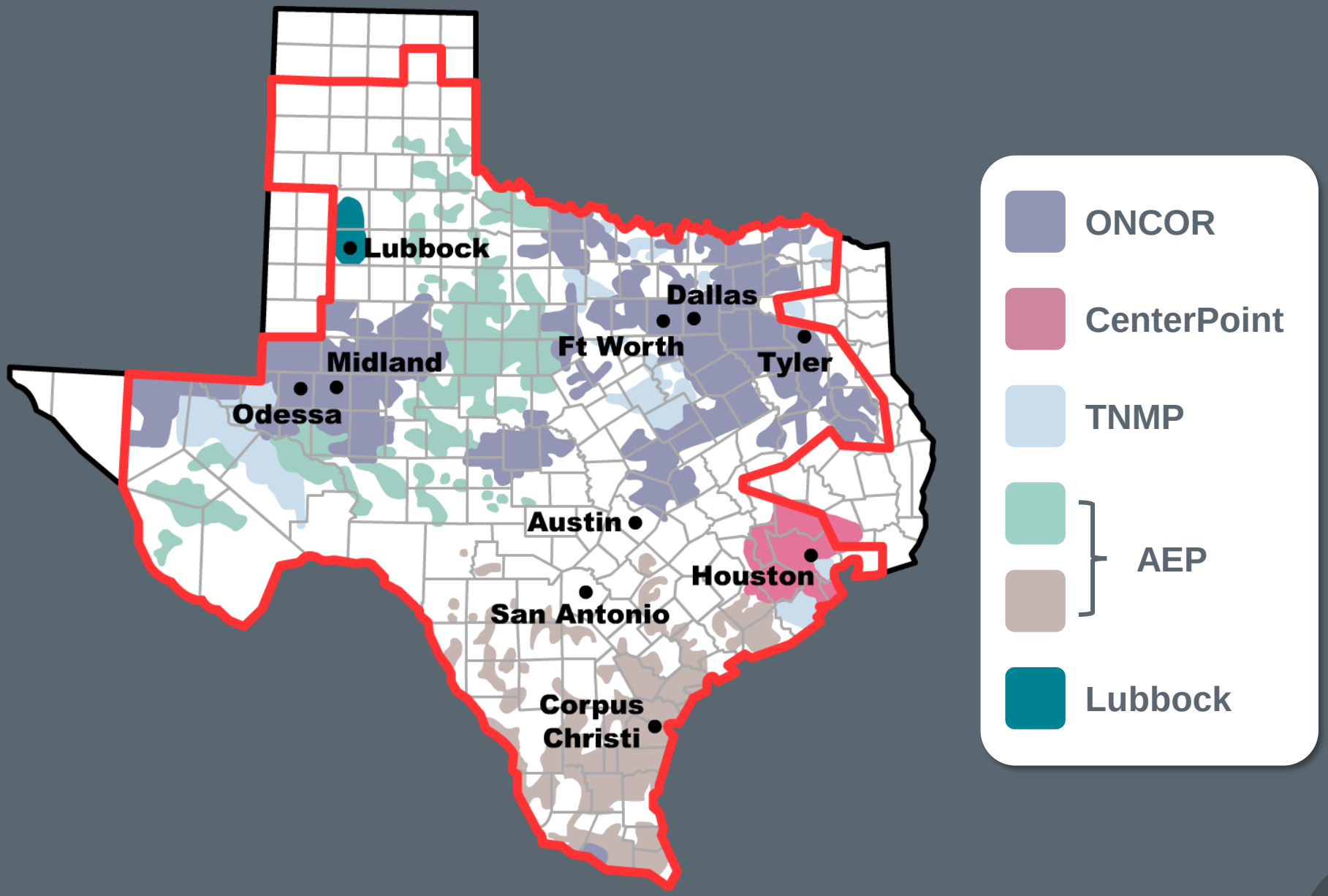
Where	
10	Electric industry prefix
xxxxx	Five-digit DOE code for TDSP
zzz .. zz	Up to 29 alphanumeric characters assigned by TDSP

The Anatomy of an ESI ID

10 XXXXX ZZZ .. ZZ

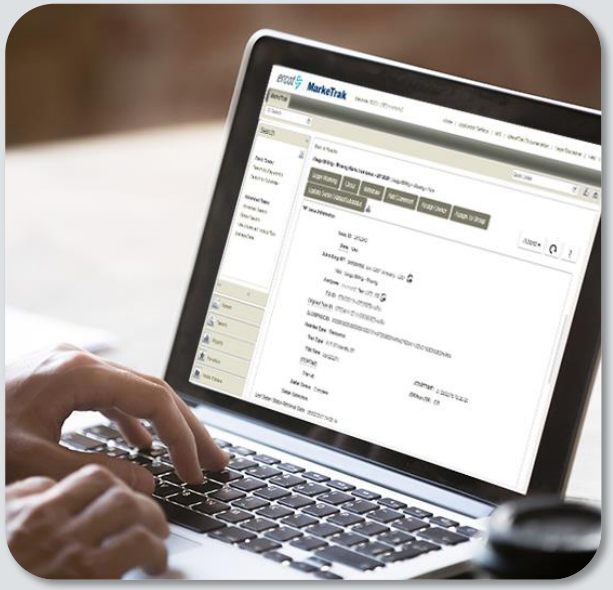
DOE Number	TDSP Name
20404	AEP TX North
03278	AEP TX Central
08901	CenterPoint
13830	Nueces Electric Coop
44372	Oncor Electric Delivery
40051	Texas New Mexico Power (TNMP)
17699	Oncor/SESCO
11292	Lubbock Power & Light

Where are the competitive meters



ERCOT Responsibilities

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

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https://www.ercot.com/mp

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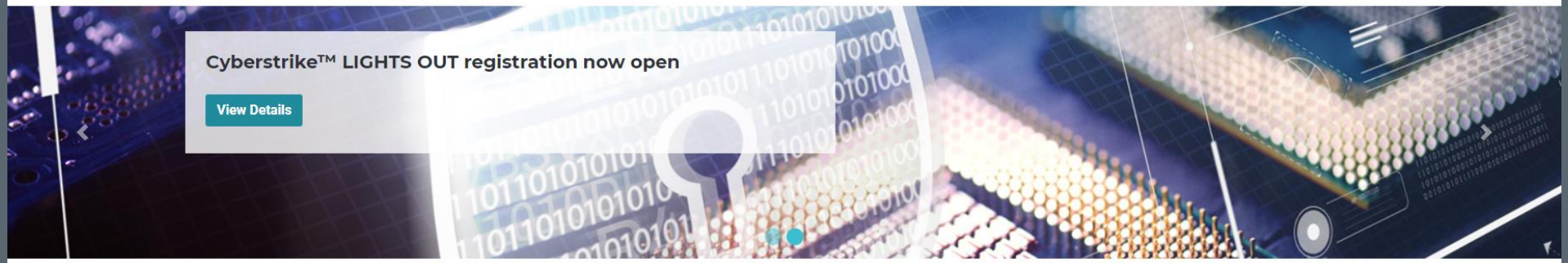
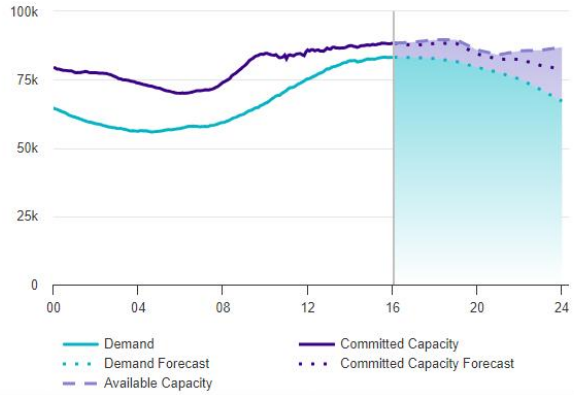
Home > Market Participants

Market Participants



Supply and Demand

Last Updated: Aug 7, 2023 16:05 CT



Grid Conditions

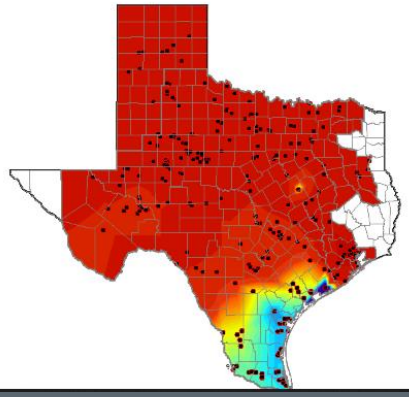
Last Updated: Aug 7, 2023 16:06 CT

NORMAL CONDITIONS

There is enough power for current demand.

Real-Time Locational Prices

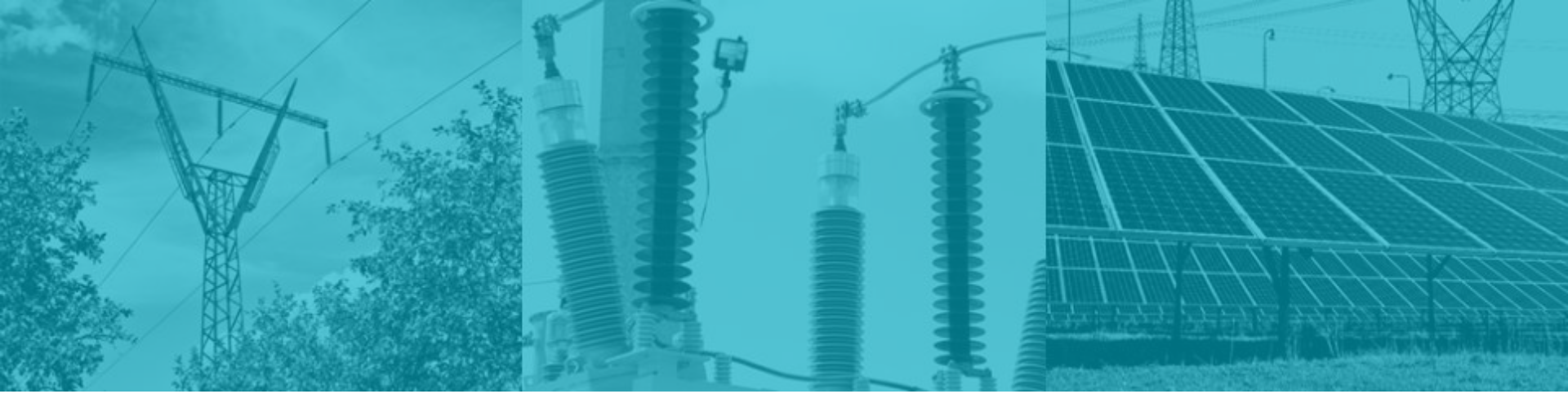
Updates every 5 minutes



Matching

QSE | LSE | CR | TDSP | RE | PUCT

	Responsible for making sure customers are protected and everyone follows the rules
	The participant responsible for settling with ERCOT
	Services customers in competitive areas
	Manages poles, wires, meter reads and ESI IDs
	Owns and operates the generators
	General term for entity providing power to end-use customers



Module 2

Market Rules

Hierarchy of 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

Hierarchy of Rules

Public Utility Regulatory Act (PURA)

PUCT Substantive Rules

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

PUCT Substantive Rules

ercot

Public Utility Commission of Texas

Grid Condition for February 13 | NORMAL CONDITIONS

Search PUCT

Home Consumer Industry Rules & Laws Filings Agency Español

Rules and Laws › Chapter 25 - Electric

Menu

Electric Substantive Rules

Chapter 25 Rules

COMPLETE SET OF CHAPTER 25 RULES

Proposed New:

§25.510 §25.510 PLAIN LANGUAGE DESCRIPTION

§25.511 §25.511 PLAIN LANGUAGE DESCRIPTION

Proposed Revisions:

§25.195 §25.195 PLAIN LANGUAGE DESCRIPTION

Rule	Description/Explanatory Information	Effective
25 TOC	Chapter 25 Table of Contents	02/08/24
Subchapter A	**General Provisions**	
§25.1	Purpose and Scope of Rules.	03/12/03
§25.2	Cross-Reference Transition Provision.	05/07/98
§25.3	Severability Clause.	03/12/03

Customer Protection Rules (Part 1)			
§ 25.471	General Provisions of Customer Protection Rules	§ 25.478	Credit Requirements and Deposits
§ 25.472	Privacy of Customer Information	§ 25.479	Issuance and Format of Bills
§ 25.473	Non-English Language Requirements	§ 25.480	Bill Payment and Adjustments
§ 25.474	Selection of REP	§ 25.481	Unauthorized Charges
§ 25.475	General REP Requirements and Information Disclosures to Customers	§ 25.482	Prompt Payment Act
§ 25.476	Renewable and Green Energy Verification	§ 25.483	Disconnection of Service
§ 25.477	Refusal of Electric Service	§ 25.484	Electric No-Call List

Customer Protection Rules (Part 2)			
§ 25.485	Customer Access and Complaint Handling	§ 25.492	Non-Compliance with Rules or Orders
§ 25.487	Obligations Related to Move-In Transactions	§ 25.493	Acquisition and Transfer of Customers from one REP to Another
§ 25.488	Procedures for a Premise with No Service Agreement	§ 25.495	Unauthorized Change of REP
§ 25.489	Treatment of Premises with No Retail Electric Provider of Record	§ 25.497	Critical Load, Critical Care and Chronic Condition Customers
§ 25.490	Moratorium on Disconnect on Move-Out	§ 25.498	Prepaid Service
§ 25.491	Record Retention and Reporting Requirements	§ 25.500	Privacy of Advanced Metering System Information

Hierarchy of Rules

Public Utility Regulatory Act (PURA)

PUCT Substantive Rules

ERCOT Protocols and Market Guides

ERCOT is responsible for …

Protocols

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

ERCOT Protocols

Protocols - Nodal | PowerPoint - All Documents

ercot.com/mktrules/nprotocols

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- Current Protocols - Nodal
- Protocol Library - Nodal
- Nodal Protocol Revision Requests
- NPRR Submission Process
- Protocol Interpretation Request Submission Process

PUCT Directives
- Southern Cross Transmission
- Real-Time Co-Optimization

Market Guides
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- 30-Minute Emergency Response Service - Completed
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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

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Protocols - Nodal

The Protocols outline the procedures and processes used by ER ... t. The current set of Protocols as well as requests for changes and clarification m

IN THIS SECTION

Current Protocols - Nodal
The Nodal Protocols become effective upon Texas Nodal market imple

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Locate current and past Nodal Protocol revision requests, including tho

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

Related Content

On this site
- Protocol Revision Requests
- Protocol Revision Subcommittee

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Protocol Sections

List of Protocols	
Sections	Description
1-2	Construction and Definitions
3-8	System Operations and Wholesale Markets
9-11	Settlement & Billing; Metering; Data Aggregation
12	Market Information System (MIS)
13	Transmission & Distribution Losses
14	Renewable Energy Credit Trading Program
15	Customer Registration
16	Market Participant Registration & Qualification
18, 19	Load Profiling & TX SET
20	Alternative Dispute Resolution Process
21	Revision Request Process

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

ERCOT Market Guides

Protocols - Nodal | PowerPoint - All Documents

ercot.com/mktrules/nprotocols

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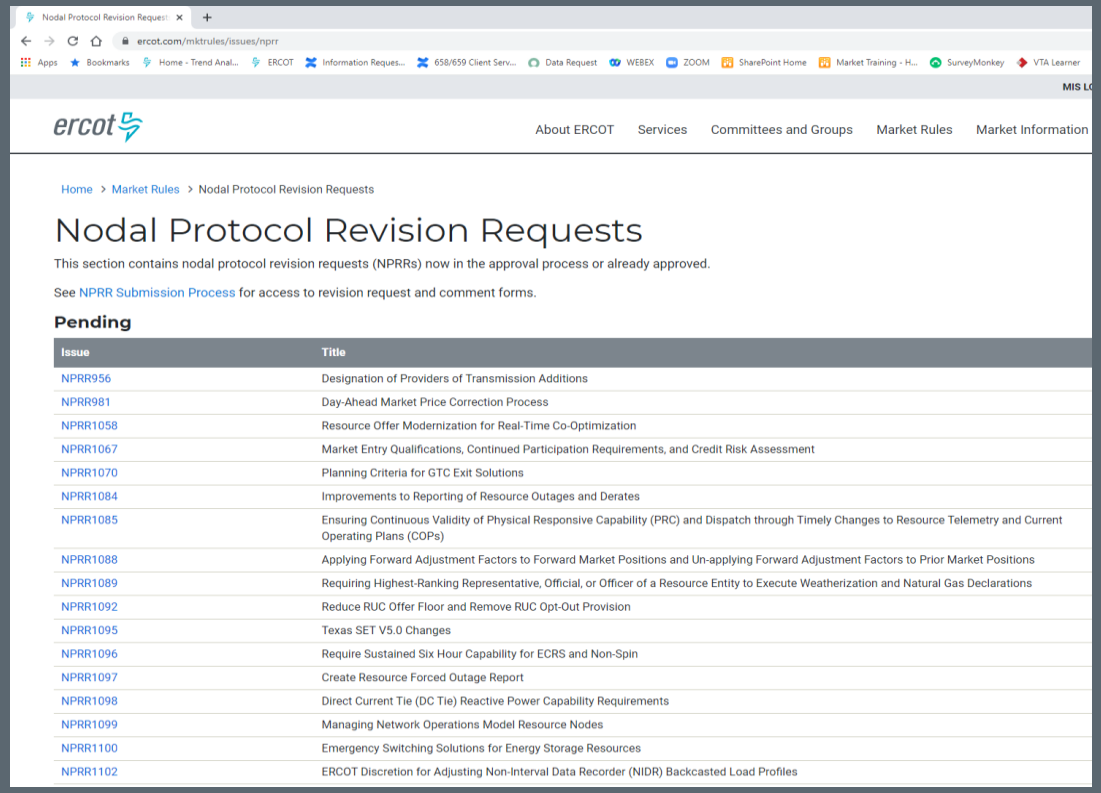
Retail Market Guide Overview	
Sections	Description
1-2	Purpose; Definitions; Acronyms
3	Retail Market Guide Revision Process
4-5	PUCT & ERCOT
6	RMS Working Groups
7	**Market Processes**
8	Municipally Owned Utilities & Co-ops
9	Appendices

Protocol And Market Guide Update Process

- Created and edited by Market Participants
- Changed from time-to-time by Revision requests
- Changes approved by ERCOT Board of Directors or appropriate committee



Nodal Protocol Revision Request

ercot.com/mktrules/issues/nprr

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Home > Market Rules > Nodal Protocol Revision Requests

Nodal Protocol Revision Requests

This section contains nodal protocol revision requests (NPRRs) now in the approval process or already approved.

See NPRR Submission Process for access to revision request and comment forms.

Pending

Issue	Title
NPRR956	Designation of Providers of Transmission Additions
NPRR981	Day-Ahead Market Price Correction Process
NPRR1058	Resource Offer Modernization for Real-Time Co-Optimization
NPRR1067	Market Entry Qualifications, Continued Participation Requirements, and Credit Risk Assessment
NPRR1070	Planning Criteria for GTC Exit Solutions
NPRR1084	Improvements to Reporting of Resource Outages and Derates
NPRR1085	Ensuring Continuous Validity of Physical Responsive Capability (PRC) and Dispatch through Timely Changes to Resource Telemetry and Current Operating Plans (COPs)
NPRR1088	Applying Forward Adjustment Factors to Forward Market Positions and Un-applying Forward Adjustment Factors to Prior Market Positions
NPRR1089	Requiring Highest-Ranking Representative, Official, or Officer of a Resource Entity to Execute Weatherization and Natural Gas Declarations
NPRR1092	Reduce RUC Offer Floor and Remove RUC Opt-Out Provision
NPRR1095	Texas SET V5.0 Changes
NPRR1096	Require Sustained Six Hour Capability for ECRS and Non-Spin
NPRR1097	Create Resource Forced Outage Report
NPRR1098	Direct Current Tie (DC Tie) Reactive Power Capability Requirements
NPRR1099	Managing Network Operations Model Resource Nodes
NPRR1100	Emergency Switching Solutions for Energy Storage Resources
NPRR1102	ERCOT Discretion for Adjusting Non-Interval Data Recorder (NIDR) Backcasted Load Profiles

Nodal Protocol Revision Requests

Protocols - Nodal | PowerPoint - All Documents

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ERCOT Board and Stakeholder Groups

Approves all changes to Market Rules

PUCT

Advised by Stakeholder Groups

Board Of Directors

Makes policy recommendations

Technical Advisory Committee (TAC)

Retail Market Subcommittee (RMS)

Reliability Operations Subcommittee (ROS)

Wholesale Market Subcommittee (WMS)

Protocol Revision Subcommittee (PRS)

RMS and Working Groups

Retail Market Subcommittee (RMS)

Working Groups

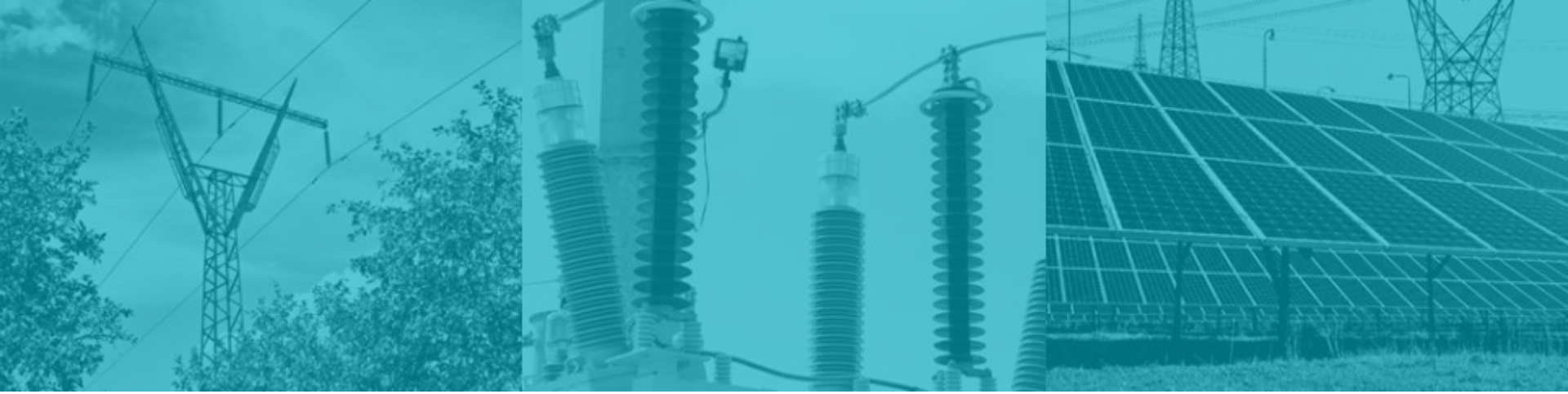
Profiling (PWG)

Texas Data Transport & MarkeTrak Systems (TDTMS)

Texas SET

Task Forces

Retail Market Training (RMTTF)



Module 3

Retail Operations

Retail Transaction:

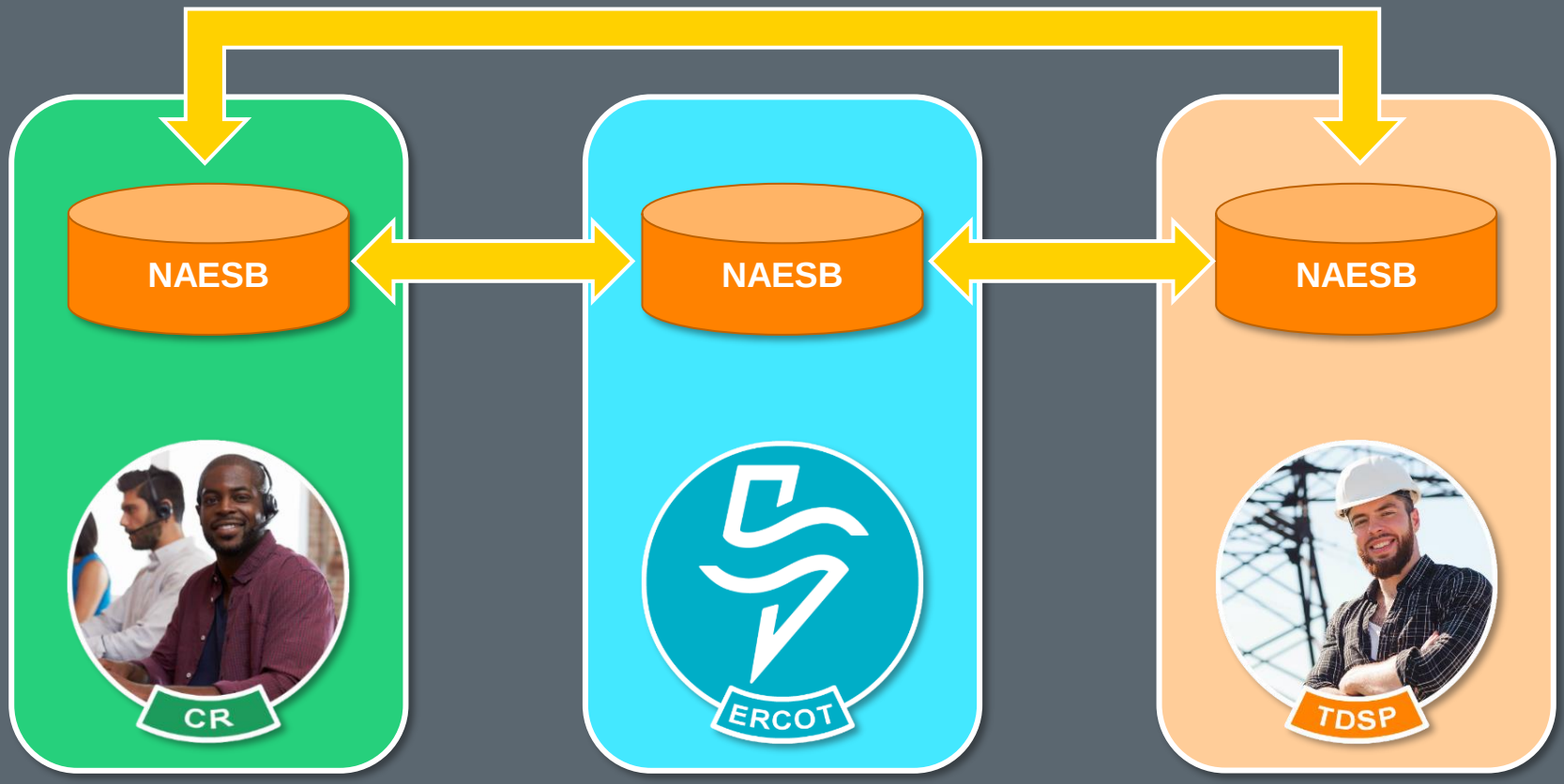
A Communication that enables and facilitates retail business processes in the deregulated Texas Electrical Market.

- Involves REPs, TDSPs and ERCOT
- Electronic Data Interchange (EDI) format, based on ANSI ASC X12 Standards

Retail Transactions Are Defined By TX SET Implementation Guides

- Developed and maintained by TX SET Working Group
- Protocol Section 19
- Implementation Guides

TxSET Communication Flow - Example



North American Energy Standards Board (NAESB)
Common communications protocol

TX SET – Transaction Names & Pocket Card

Texas Standard Electronic Transac | PowerPoint - All Documents

ercot.com/mktrules/guides/txset

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Home > Market Rules > Market Guides > Texas Standard Electronic Transaction Guides

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

Standard Transactions

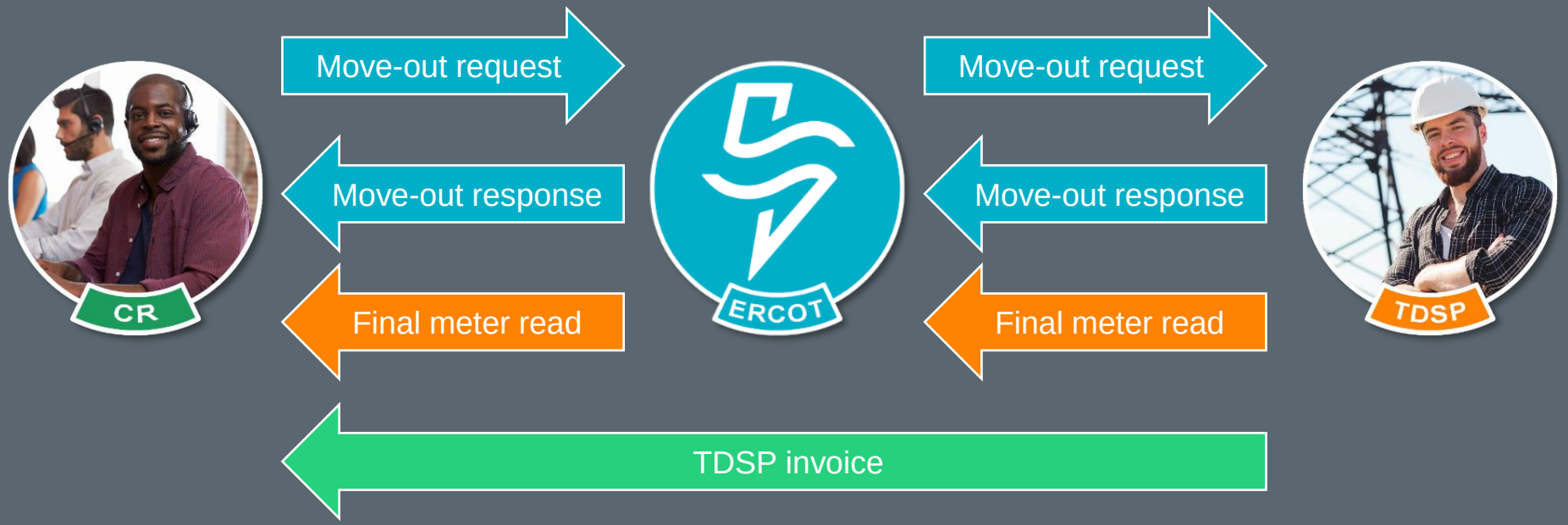
Transaction Families	
Request, Response, Maintenance for Enrollments, Drops, Switches, Maintenance & Request Consumption	**814_XX**
Interval, Non Interval, Reads & Usage Data Historical and Monthly Activity	**867_XX**
Reject Response to 810 or 867 Data	**824_XX**

Transaction Families	
Statement, Settlement, Wire Charge Invoices	**810_XX**
Payment and Advice through Bank	**820_XX**
Maintenance Service Order - Work Orders, Meter Config. Details, Outage Notification	**650_XX**

More detailed description in Protocol Section 19

Market Process

A series of retail transactions that must occur in a particular sequence



Swimlanes

Texas Standard Electronic Transac | PowerPoint - All Documents

ercot.com/mktrules/guides/txset

Apps | Bookmarks | Home - Trend Anal... | ERCOT | Information Reques... | 658/659 Client Serv... | Data Request | WEBEX | ZOOM | SharePoint Home | Market Training - H... | SurveyMonkey | VTA Learner | RISC - VTA | WCM | Mkt notices

Home > Market Rules > Market Guides > Texas Standard Electronic Transaction Guides

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

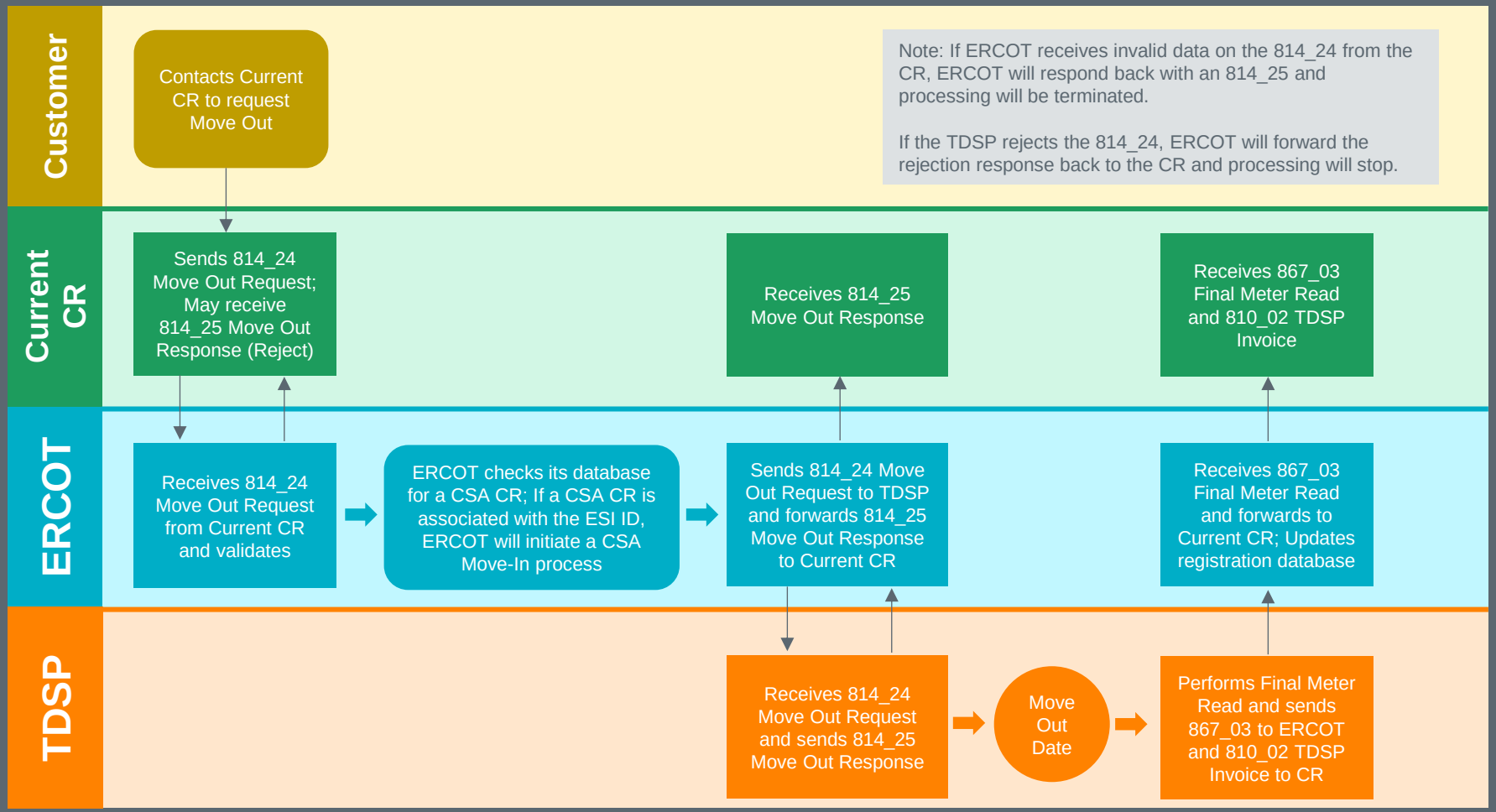
Related Content

On this site

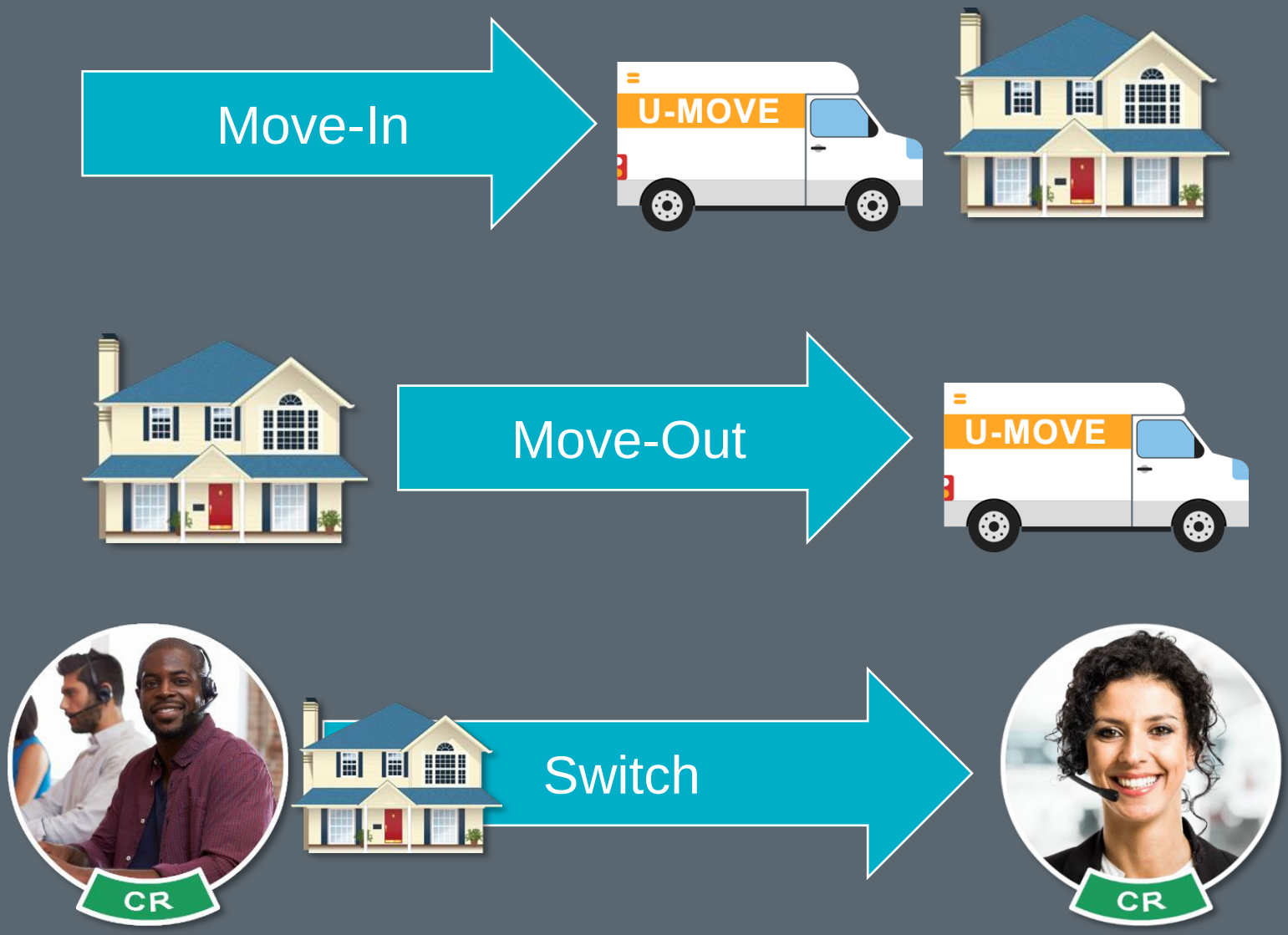
- Texas SET Working Group
- Market Coordination Team for Texas SET Version Release 4.0

Move Out

Scenario: Customer Initiated Move Out No CSA Associate with ESI ID
Transactions: 814_24, 814_25, 867_03, 810_02



Three Main Processes



Customer Decides to Select a New CR

- Who does the customer call
- What does the CR do
- Who has to know … Who does this
- What does the TDSP do
- Does anything else need to be done

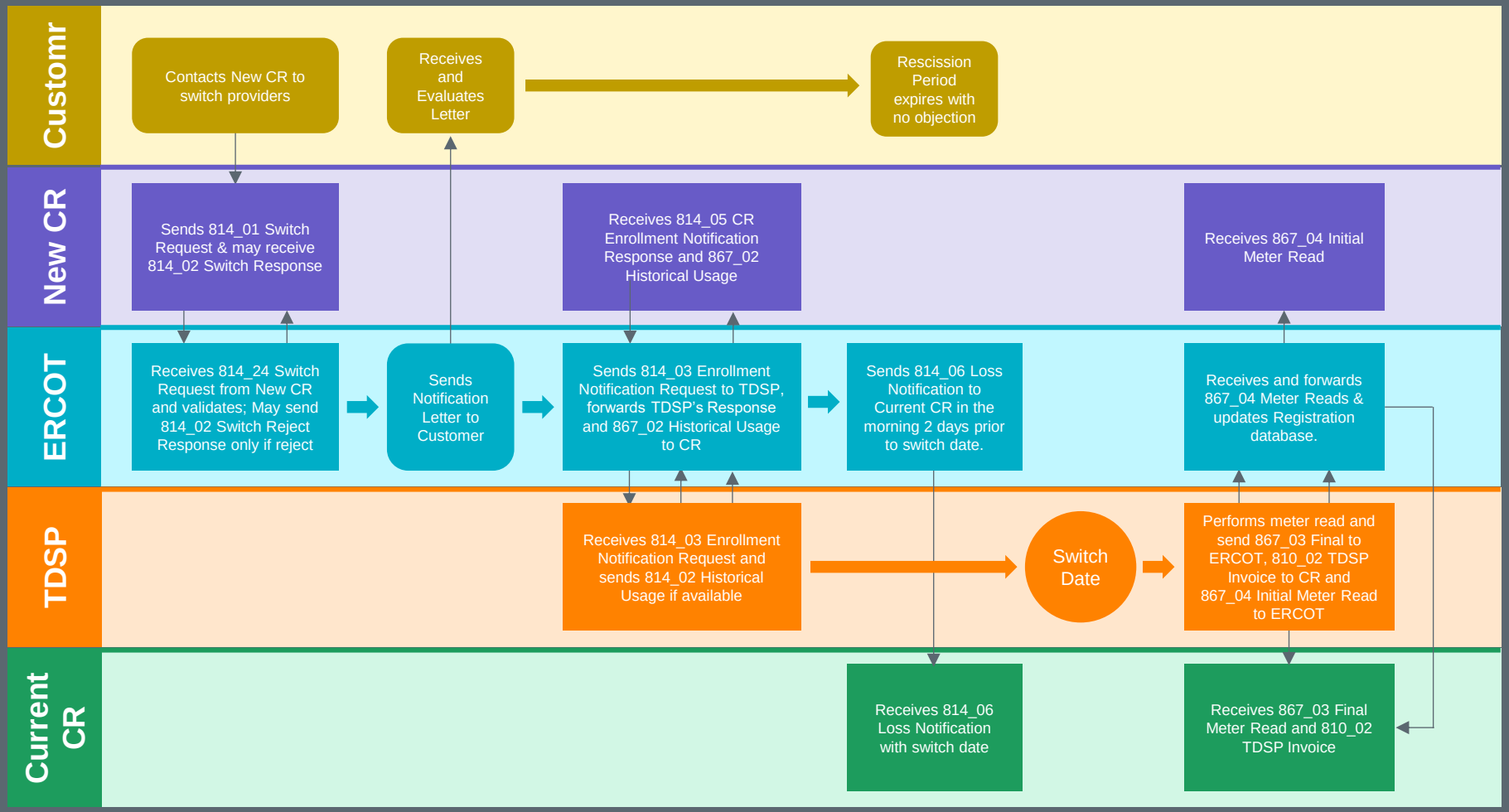
Scenario –Retail Process

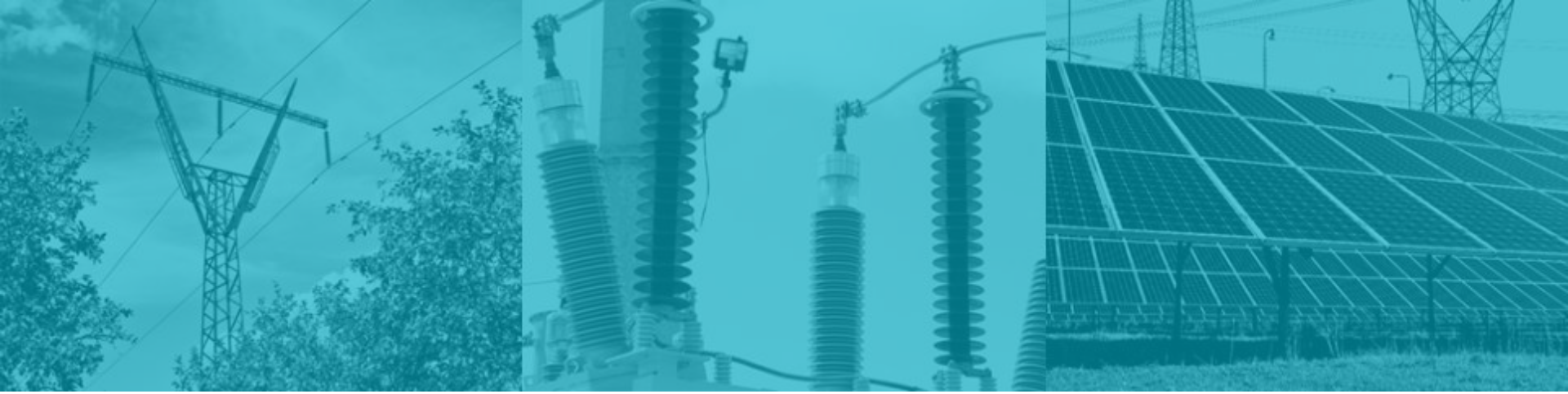
Transaction Type	From				To			
	ERCOT	Old CR	TDSP	New CR	ERCOT	Old CR	TDSP	New CR
Switch Request								
Enrollment Notification Request								
Enrollment Notification Response								
CR Enrollment Notification Response								
Loss Notification								
Final Usage								
Initial Meter Read								

Switch

Scenario: Customer Switch, No Customer Objection

Transactions: 814_01, 814_02 (Reject Only), 814_03, 814_04, 814_05, 814_06, 867_02, 867_03, 810_02, 867_04



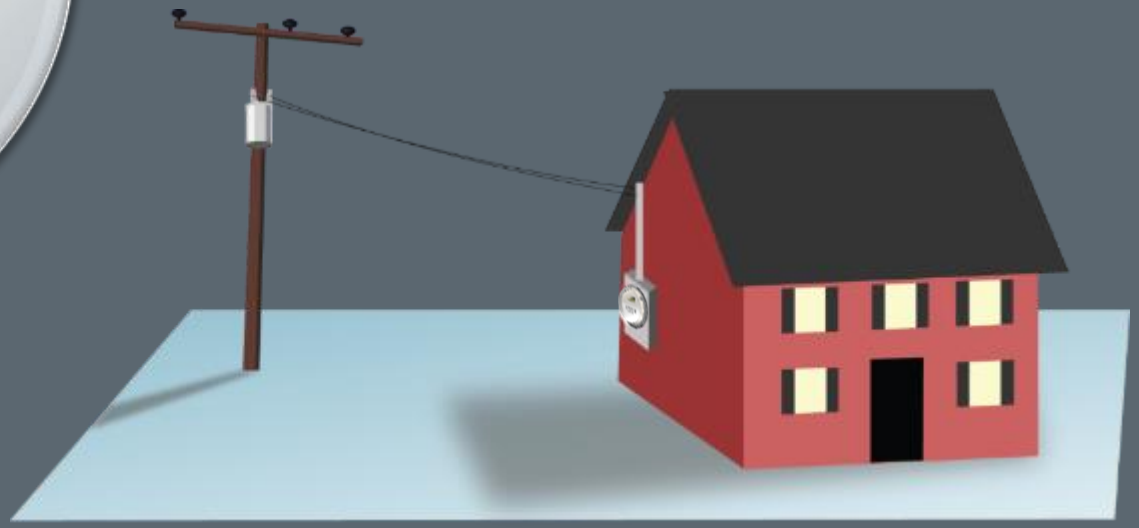


Module 4

Metering

Meter:

A device that measures electrical usage over a period of time.



What are we measuring?

WATTS = (Current) x (Voltage)

Ex: 100 W Light bulb

Energy = Watt-Hours

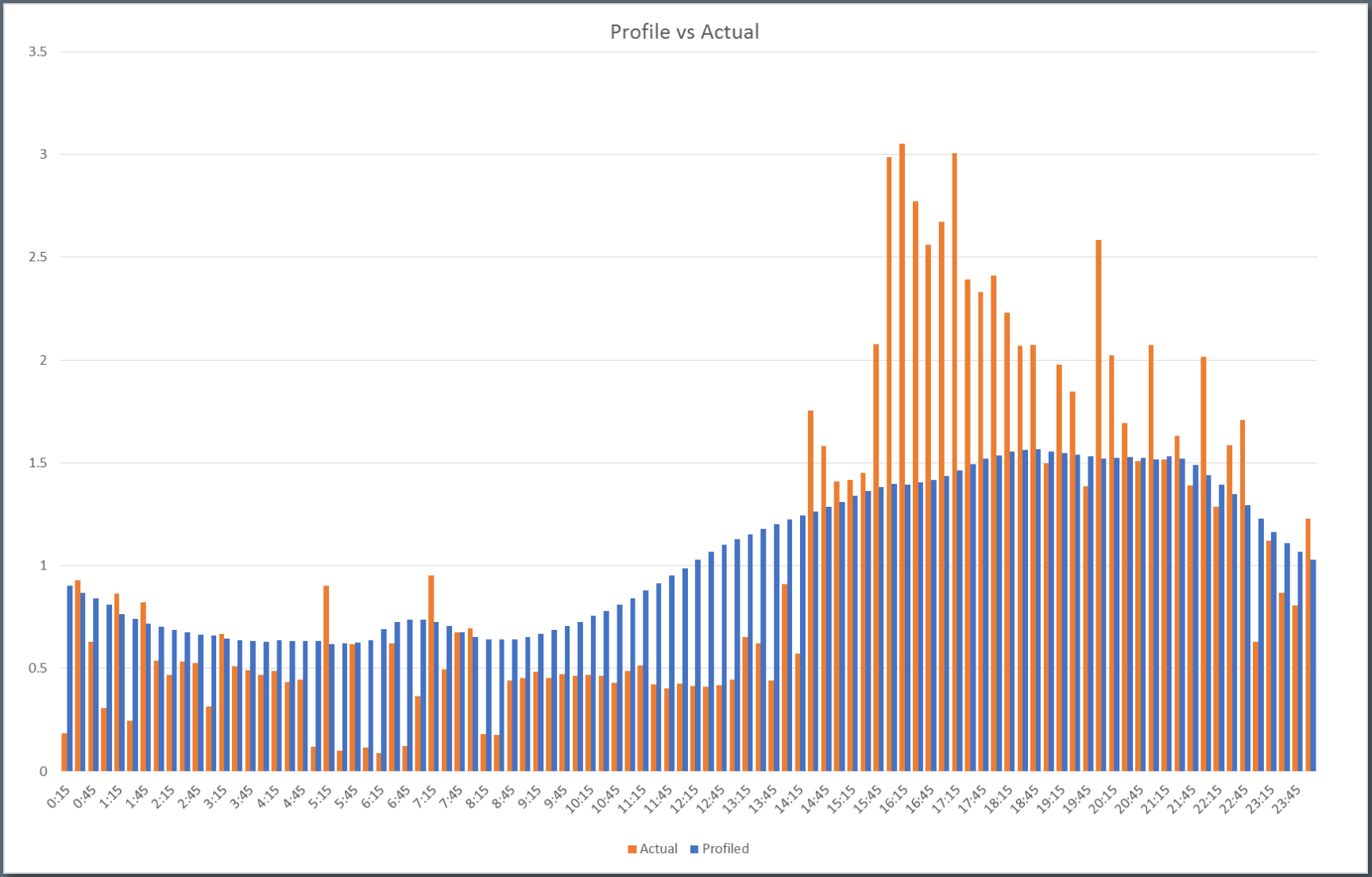
Ex: (10) x (100 W Light bulbs for 1 Hour)

= 1000 WHr (or 1 kWH)

Non-IDR/Scalar/Analog Meter Characteristics

- “Traditional” Meter
- Scalar measurement for an entire month
- Data must be shaped for Wholesale Settlement
- Manual field activities

Scalar to Interval Data



Non-Interval Data VS Interval Data

- Usage is recorded in ~30 day intervals
- Data must be shaped for 15 minute Wholesale Settlement

- Usage is recorded in 15 minute intervals (96 intervals per 24 hrs)
- Data is already shaped for 15 minute Wholesale Settlement

Characteristics

- Wholesale Settlement ready
- Remotely read

AMSR (≤ 200 amp)

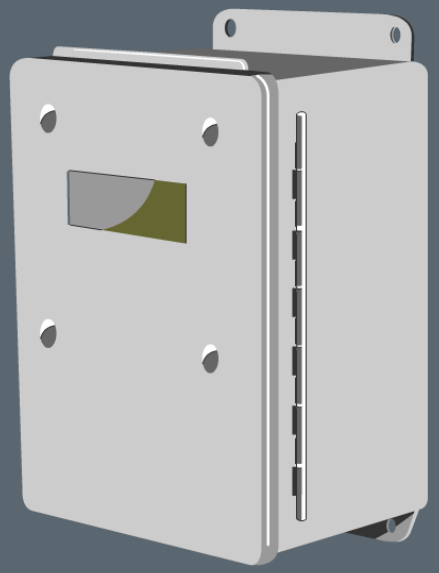
Remote connect / disconnect

AMSM

Manual connect / disconnect

Interval Data Recorder (IDR) Meter Characteristics

- Wholesale Settlement ready
- Typically reported monthly
- Predominantly on large customers > 700 kW/kVA demand
- May require manual field activities



AMS benefits to the market

- 99.5% competitive load using interval data
- REP and Customer can see actual usage
- More accurate CR Settlement with QSE

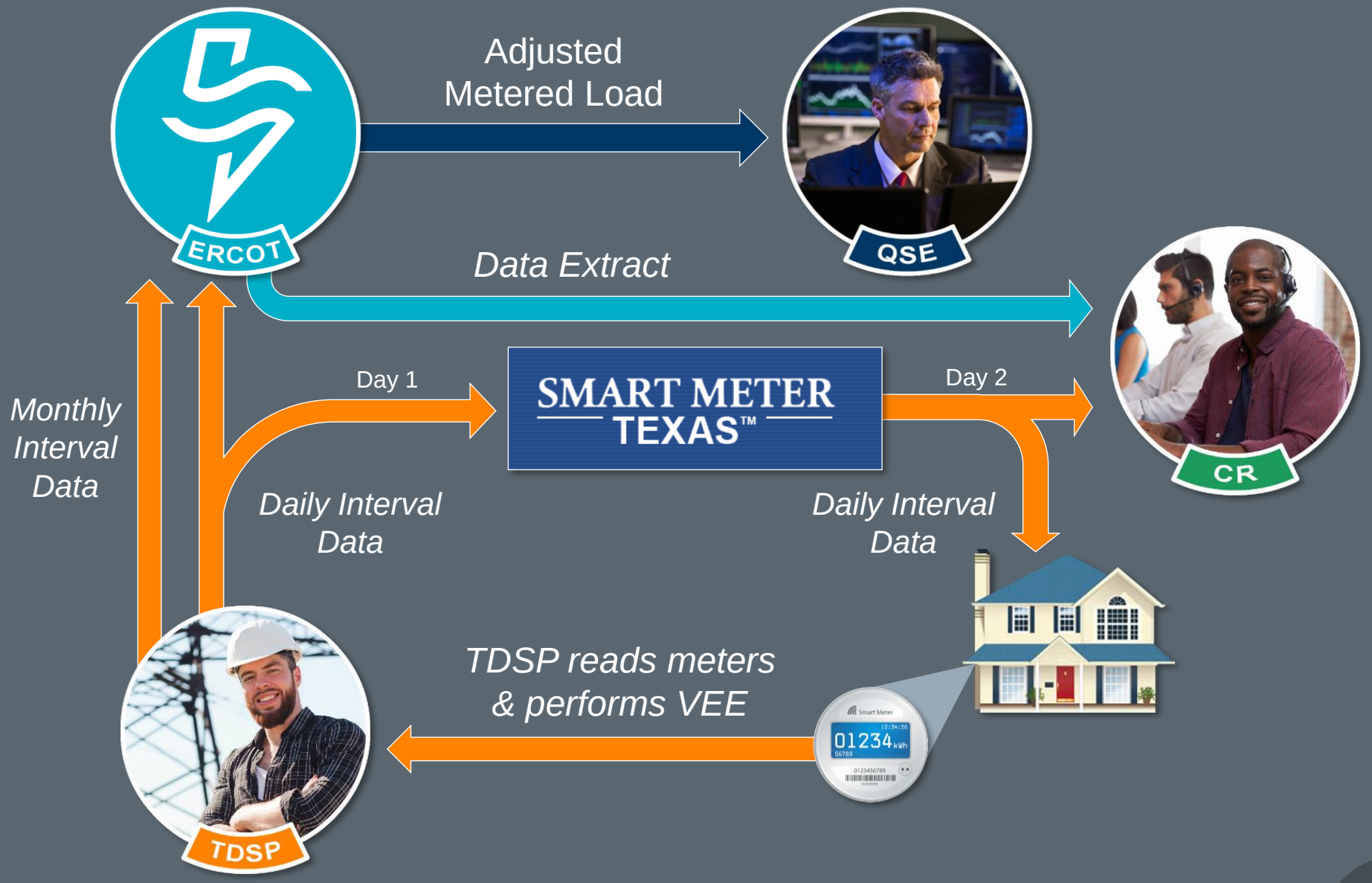
AMS benefits to the market

- 73% actual data used on Initial Settlement
- Faster execution of retail market processes

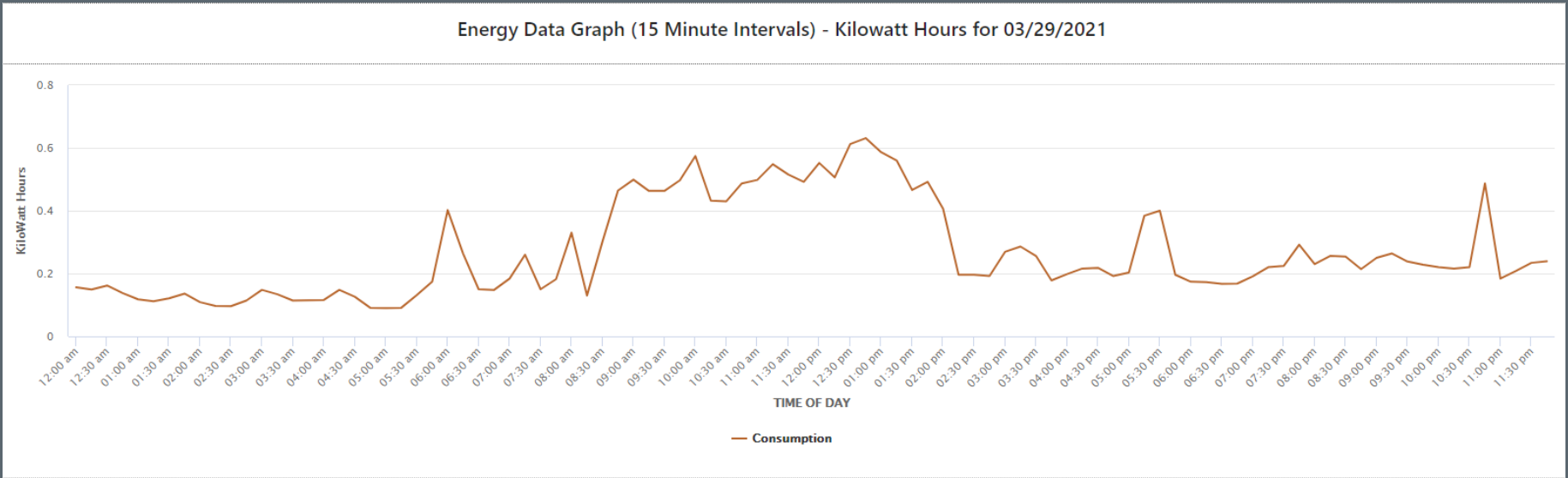
AMS Transaction Processing Benefits

Enrollment type Initiating Transaction	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
Self Selected Switch 814_01	Same Day	Same Day	At Least 2 Business Days
Move-Out 814_24	Same Day	2 Business Days	2 Business Days

AMS Data Flow



Smart Meter Texas



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

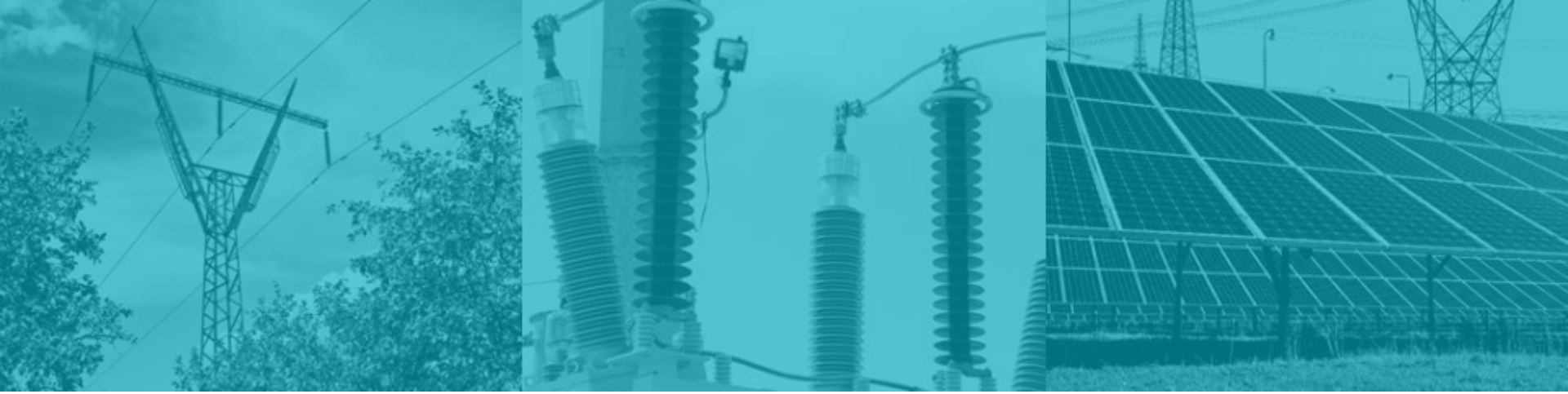
Consumption = Consumption in excess of Generation ; Surplus Generation = Generation in excess of Consumption

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

Other AMS Benefits

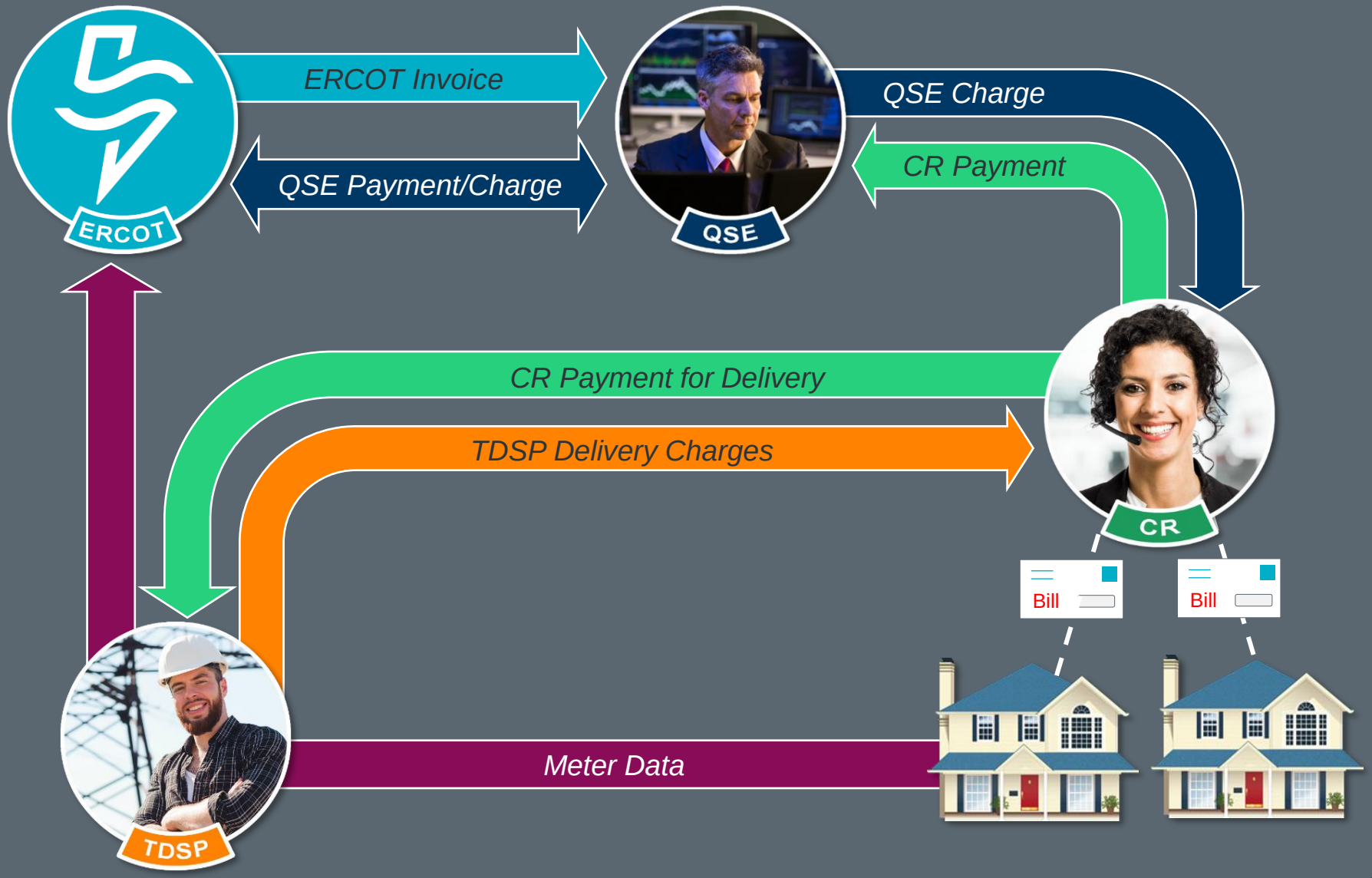
- Allows for pre-pay programs
- Allows for demand response
- Allows for Time-of-Use rate offerings
- Improved service reliability
- Early detection of faulty meters or tampering



Module 5

Settlement of Retail Load

Settlement Processes



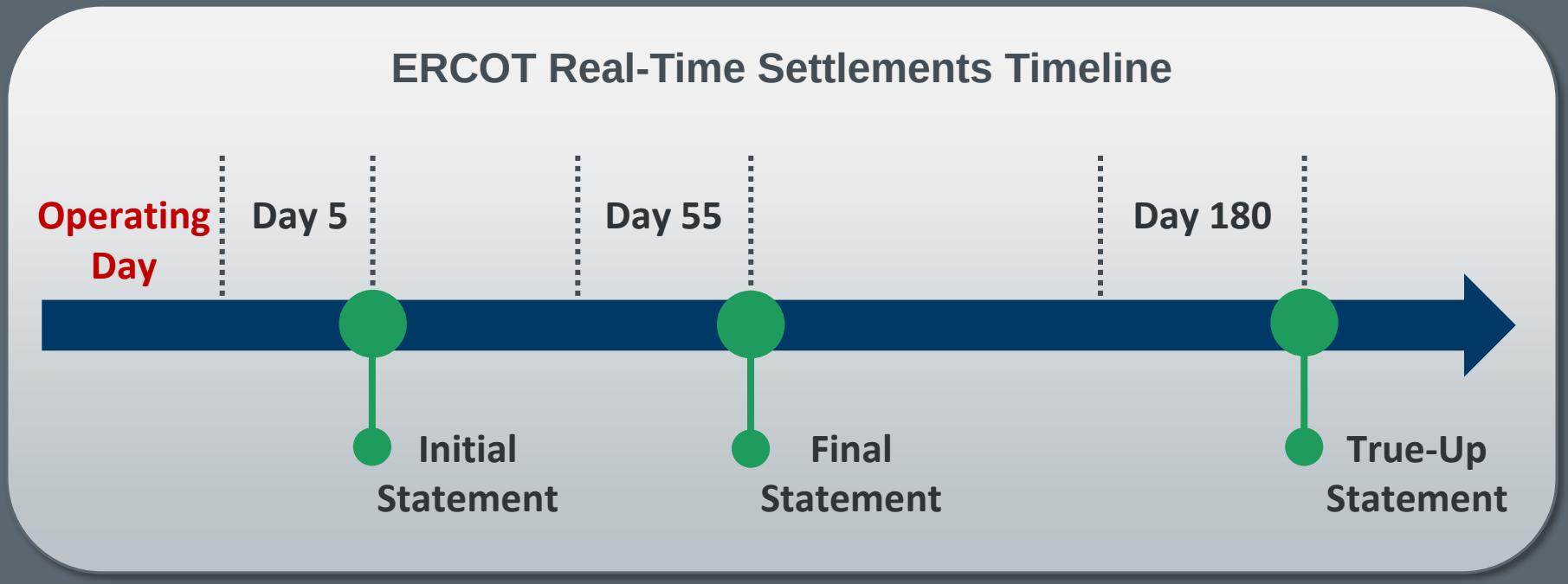
ERCOT Settles with QSE based on Adjusted Metered Load

Adjusted Meter Load

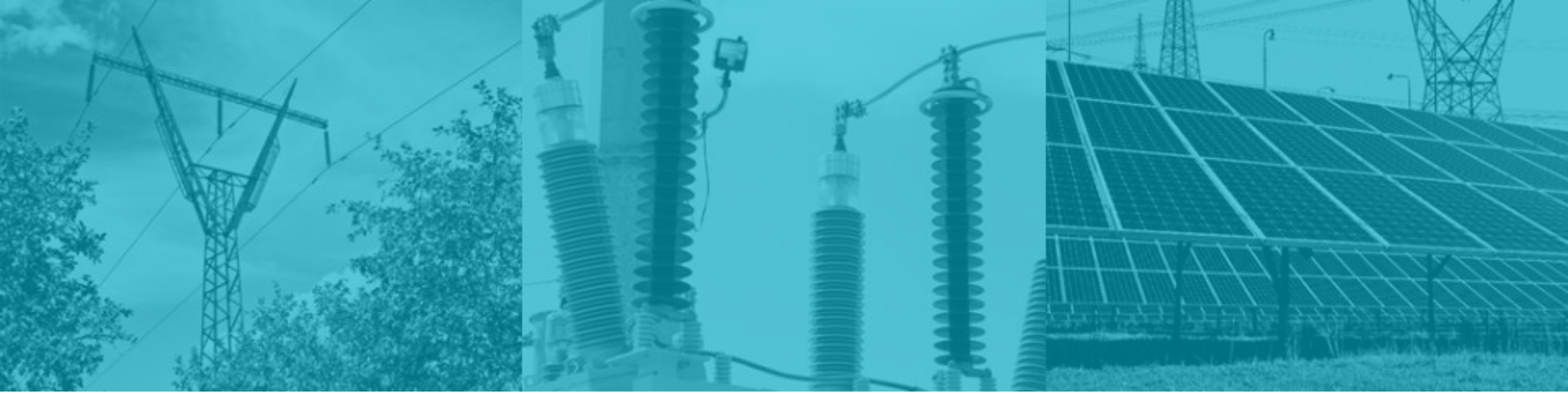
- Unaccounted for Energy
- Transmission Loss Factors
- Distribution Loss Factors
- Aggregation by QSE and LSE

Settlement Timeline

- Each Operating day is settled a minimum of three times
- Most settlement is transacted on the Initial Settlement



Important Questions



Module 6

Data Transparency & Availability

Market Information System Data Access

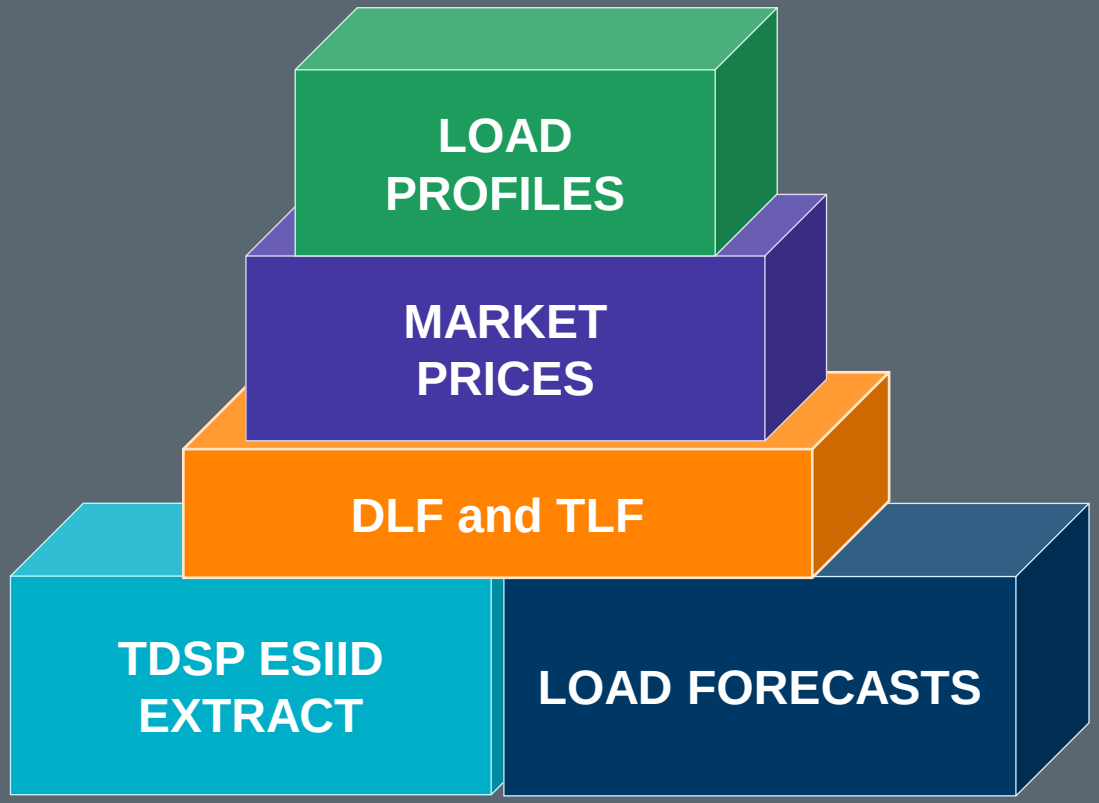
Also available on ercot.com

Available to all Market Participants

Only available to a specific Market Participant

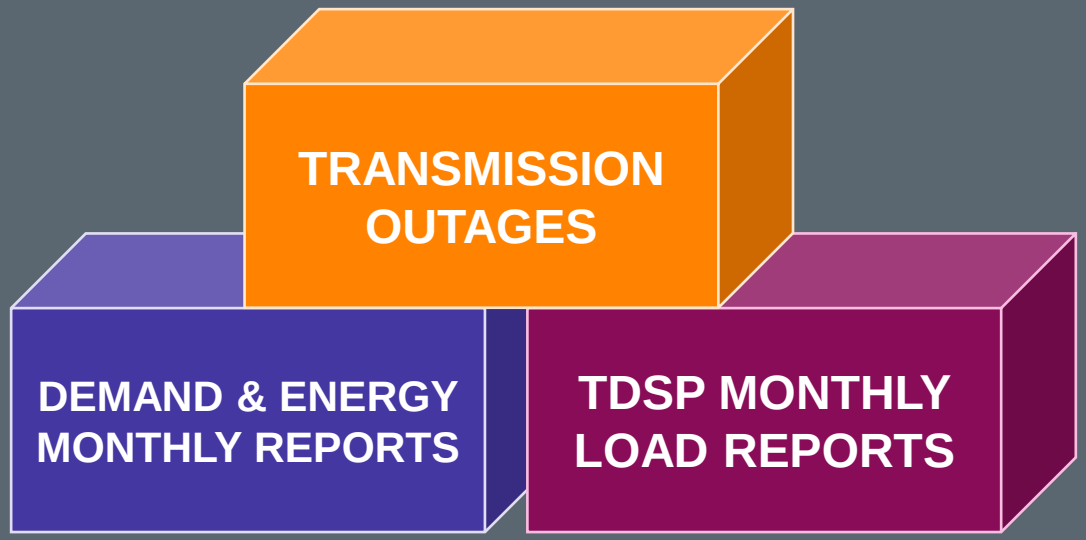
Access managed by assigned roles

Market Information System Data Access

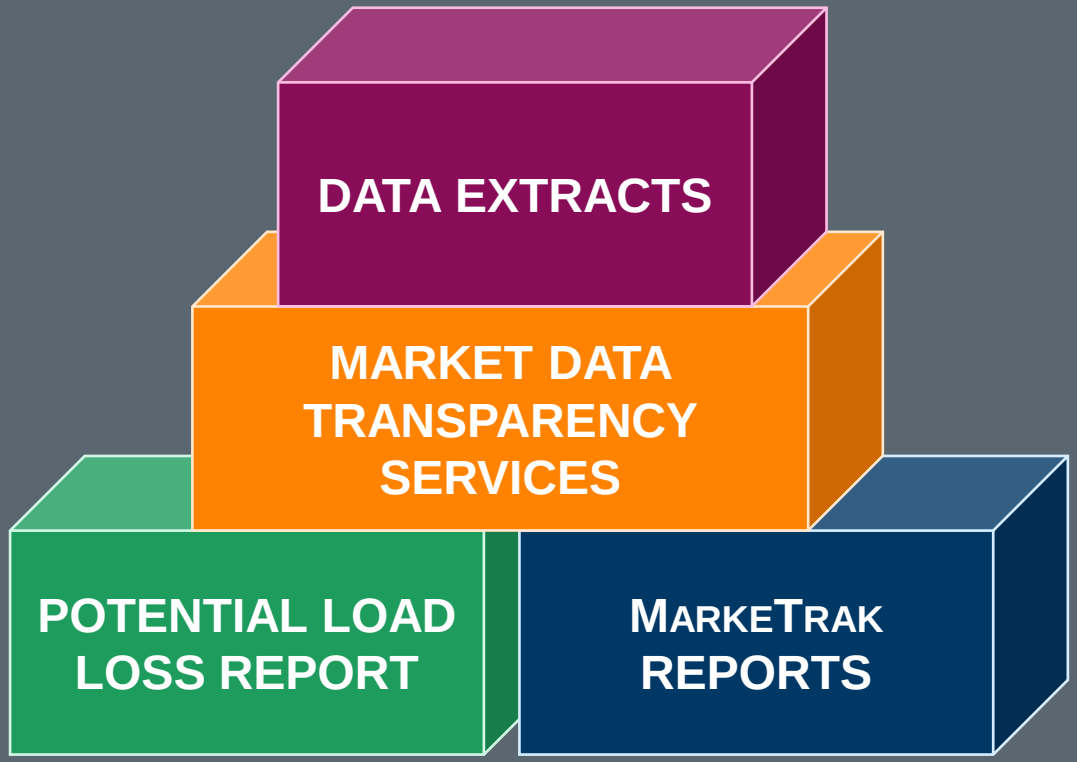


Public Data is also available on ercot.com

Market Information System Data Access



Market Information System Data Access

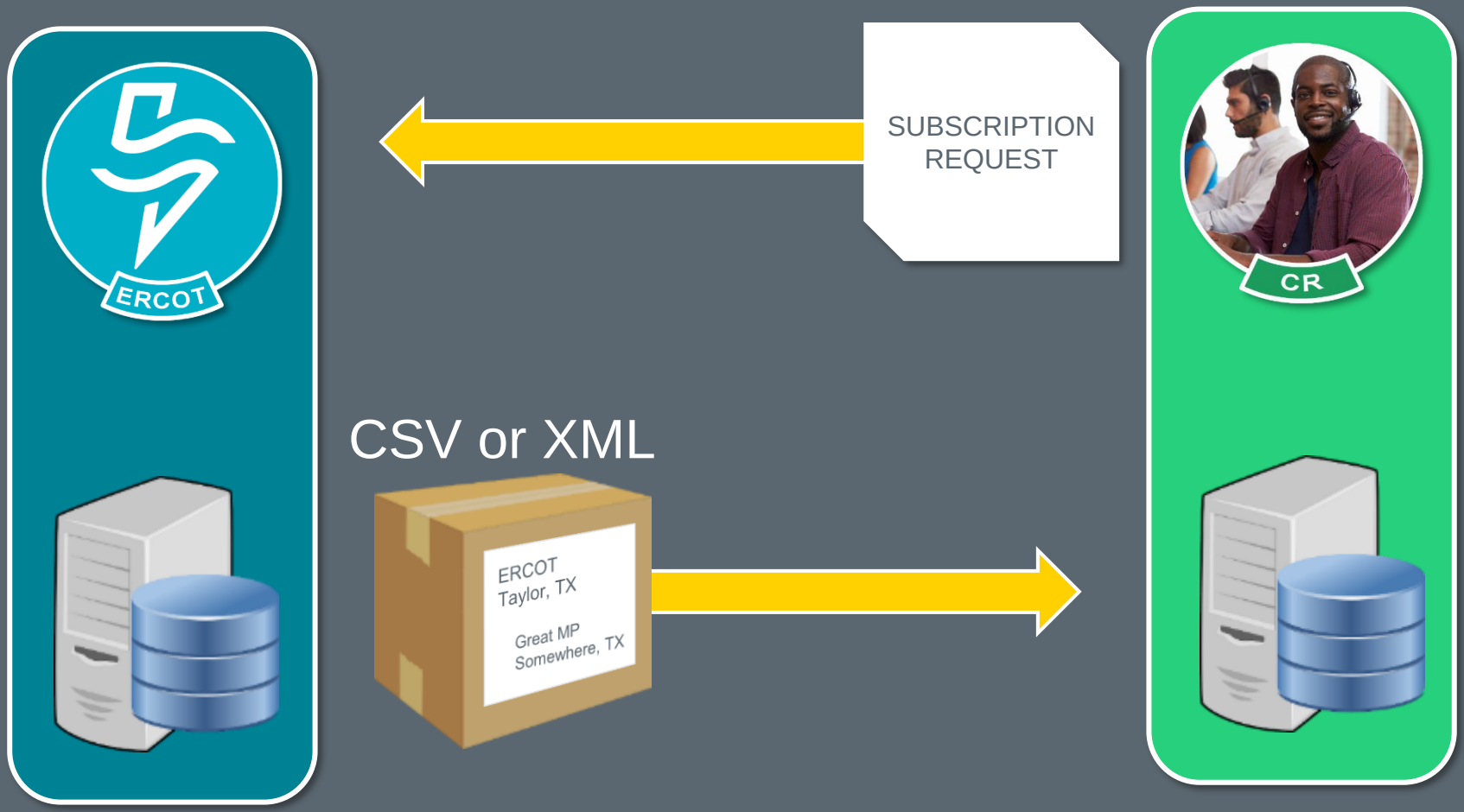


ESIID Service History and Usage Extract

- ESI ID Relationships and Characteristics
- Provides data needed to perform shadow settlements of Retail load.
  - Supplemental IDR Required Interval Data Extract
  - Supplemental AMS Interval Data Extract

See ERCOT courses on MIS and Intro to Extracts

Data Extracts



1. Construct a Database

Market Data Transparency | PowerPoint - All Documents

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- Market Support
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- Market Notice Archives
- Operations Messages
- Power Operations Bulletins
- Public Notices
- System Outage Notices

Programs
- Texas Cybersecurity Monitor Program
- Demand Response
- QSE Services Available on Short Notice
- Renewable Energy Credit

Projects

Registration and Qualification
- Congestion Revenue Rights Account Holder
- Credit
- Independent Market Information System Registered Entity
- Load Serving Entities
- Qualified Scheduling Entities
- Resource Entities
- Resource Integration
- Transmission/Distribution Service Providers

Service Level Agreements

Training
- Course Catalog
- Course Recommendations
- ERCOT System Operator Certification Exam

Market Data Transparency
- DDLs
- User Guides
- Digital Certificate Security Information
- XSDs

Home > Services > Market Data Transparency

Market Data Transparency

As a service to the market, ERCOT publishes helpful guides on how to use data extracts and appl ... ormation List (EMIL).

IN THIS SECTION

DDLs
Data Definition Language (DDL) files are provided to Market Participants from ERCOT in order to create a da

User Guides
Find helpful ERCOT guides on how to use various data extracts and applications.

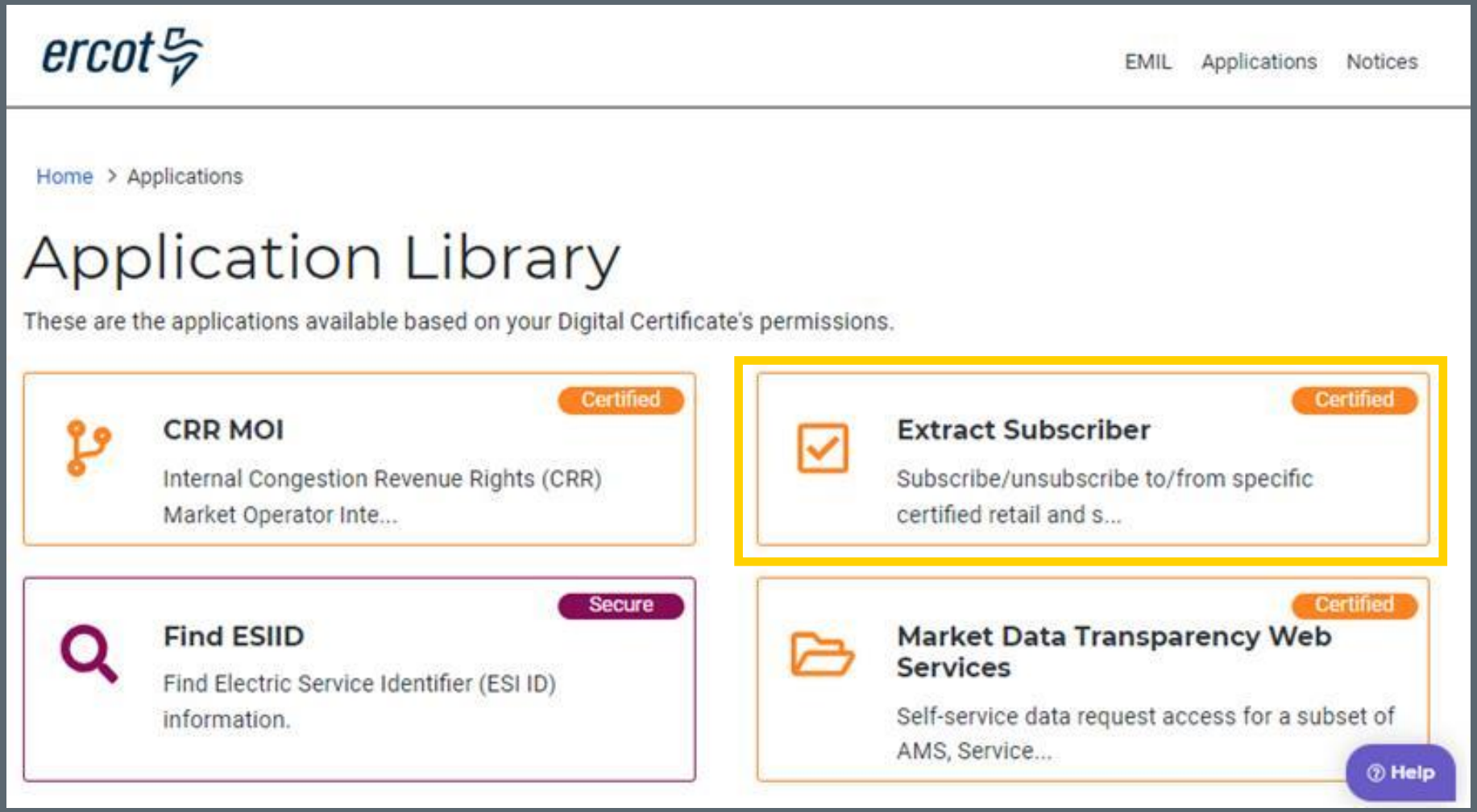
Digital Certificate Security Information
This page contains root and intermediate certificates and public key information needed to interface with ER

XSDs
XML Schema Definitions (XSD) files are used to define extracts provided in an Extensible Markup Language (XML) format.

Key Documents

MDT Missed Posting Archive 2021	Jan 3, 2022 - xlsx - 23.9 KB
MDT Missed Posting Archive 2020	Jan 4, 2021 - xlsx - 26.4 KB

2. Subscribe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3. Download and import data

ercot **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

Market Data Transparency Application

Applications | PowerPoint - All Documents

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Extract Subscriber (Certified)
Subscribe/unsubscribe to/from specific certified retail and s...

Find ESIID (Secure)
Find Electric Service Identifier (ESI ID) information.

Market Data Transparency Web Services (Certified)
Self-service data request access for a subset of AMS, Service...

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

NMMS MOD (Certified)
NMMS Model on Demand (MOD) allows for submission, modificatio...

NMMS PTC (Certified)
NMMS Project Tracker and Coordinator (PTC) allows for submiss...

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

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

Service Requests (Certified)
Create or find Service Requests.

Settlement Disputes (Certified)
Create or find Settlement Disputes.

Help

Provides Similar Information on Ad Hoc Basis

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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

ERCOT Market Information List

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ERCOT Market Information List (EMIL)

EMIL shows 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.

Mimic

Select a Market Participant

View as MP

Availability | Audience | Channel | Posting Type | Status | Keyword

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

Applied Filters None Applied

3,512 Products | Export the full EMIL

25 per page | Previous | 1 | 2 | 3 | 4 | 5 | Next

2-Day Ancillary Services Reports

This report will contain all 48 Hour disclosure data related to DAM. The following individual files are included in the report:NP3-959-EX 48-hour Aggregate AS Offers; NP3-960-EX 48-hour Self-Arranged AS; NP3-961-EX 48-hour Cleared DAM AS (previously named 48 Hour Ancillary Services Reports)

Search for Related Topic(s): Day-Ahead Market(DAM) | Ancillary Services | Market Results

2-Day DAM Bids and Offers Reports

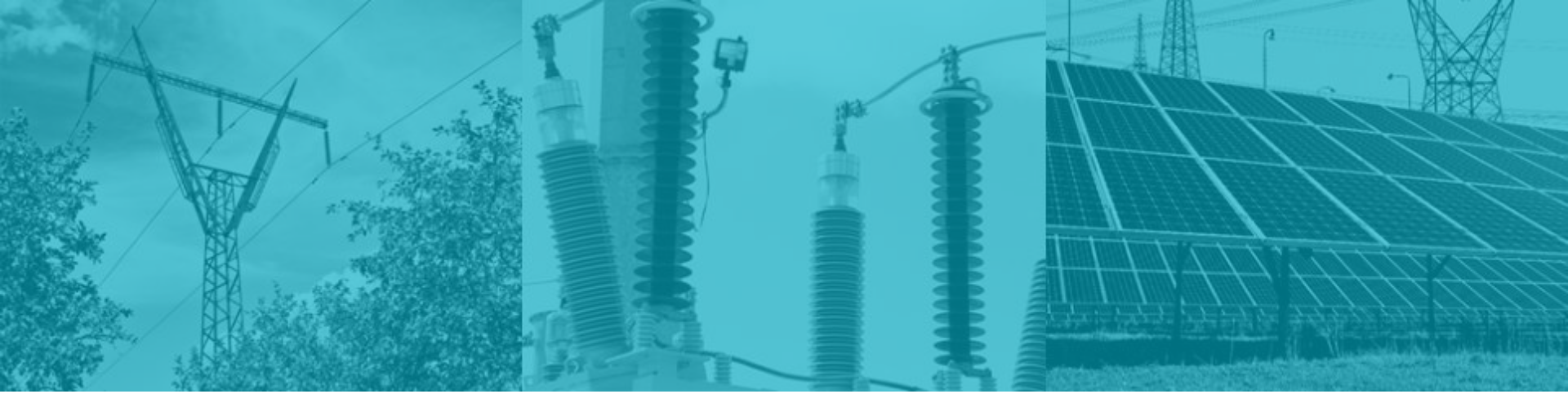
This report will contain all 48 Hour disclosure data related to DAM. The following individual files are included in the report: NP3-954-EX 48-hour Total Cleared Energy Bids and Energy-Only Offers; NP3-955-EX 48-hour Total Cleared Energy Bids and Energy-Only Offers by Disclosure Areas; NP3-962-EX 48-hour Point-to-Point Obligation Bids; NP3-963-EX 48-hour Point-to-Point Obligation Bids by Disclosure Areas (previously named 48 Hour DAM Bids and Offers Reports)

Search for Related Topic(s): Day-Ahead Market(DAM) | Disclosure Reports | Market Results

Help

Discussion

What does a CR do with all this data?



Module 7

Issue Resolution

Retail responsibilities

- Investigate customer issues
- Maintain customer records
- Verify billing accuracy

Common Issues

- Missing Transactions
- Usage & Billing Issues
- Inadvertent Gains & Losses
- Switch Hold

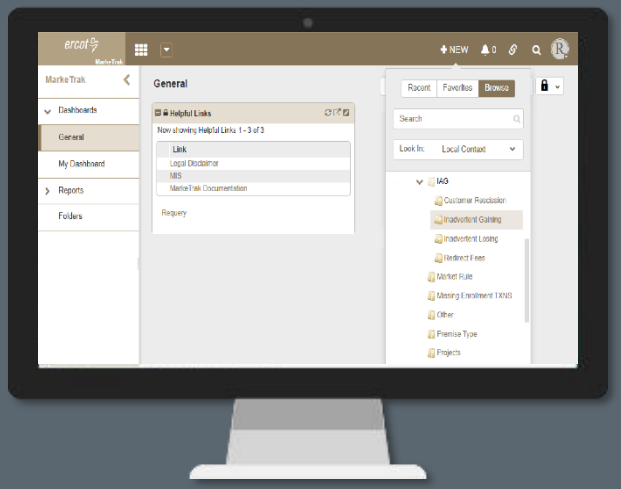
Discussion

What tools are available to identify & resolve issues?

Market Participants turn to …

MarkeTrak

The Market issue resolution tool



Issue Resolution

Applications

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Create or find Service Requests.

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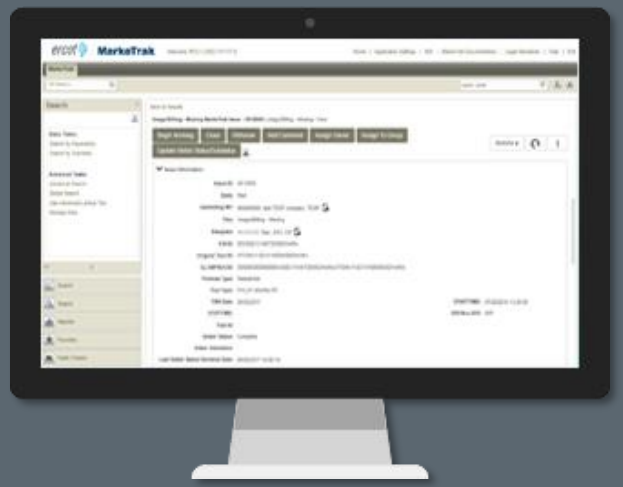
Create or find Settlement Disputes.

Goals of MarkeTrak

- Facilitate resolution of issues between Market Participants
  - Discovery and visibility
  - Tracking and status
- Enable historical reporting of issues



What Happened?

- Customer should be with CR #1
- Customer is now receiving bills from CR #2

Scenario – Issues Resolution

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NMMS MOD (Certified)
NMMS Model on Demand (MOD) allows for submission, modificatio...

NMMS PTC (Certified)
NMMS Project Tracker and Coordinator (PTC) allows for submiss...

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

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

Service Requests (Certified)
Create or find Service Requests.

Settlement Disputes (Certified)
Create or find Settlement Disputes.

Find ESIID – CR1

ESI ID Summary

Print Summaries

ESI ID	Found	Status	Street	Address Line 2	City	ZIP	CSA	REP of Record	Open Svc Ord	Premise Type	POLR Customer Class	Select Dwnld
ESIID100563425MHOST	✓	A	728 Pacman Blvd		Pflugerville	78660	No	No	No	RES	RES	☐

✓ Selected ESI ID

Select All ☐ Download Summary

ESI ID Detail: ESIID100563425MHOST

View Transactions Print Details

Address **728 Pacman Blvd**
Pflugerville, TX 78660

Current Status	**Active**	Utility Name	**ERCOTTEST_TDSP**	ESI ID Eligibility Date	**Oct 27, 2010**
Effective Date	**Sep 11, 2010**	DUNS #	**666666666**	ESI ID Start Date	**Sep 11, 2010**
Premise Type	**Residential**			ESI ID Create Date	**Aug 28, 2010**
POLR Customer Class	**Residential**	Metered Flag	**true**	ESI ID Retired Date	
Settlement AMS Indicator	**false**	Meter Read Cycle	**21**		
Switch Hold	**N**	Power Region	**ERCOT**		
TDSP AMS Indicator	**AMSR**	Station Name	**DEVILS HILL**		
		Station Code	**DEVIHI**		

View Transactions – CR1

View Transactions – CR1

Transaction Summary for ESI ID: ESIID100563425MHOST

Download Results | Print Summaries

Switch

Status: Complete Original Trxn #: OTIDSW1100563427MHOST

Type	From	To	ERCOT Time Stamp ▲	Trxn Status	Key Date	Retry Status	Duplicate
814_01	LSE	ERCOT	Aug 28, 2019 0132 PM	Accept			No
814_03	ERCOT	ERCOTTEST_TDSP	Aug 28, 2019 0132 PM	Accept	Aug 28 2019		No
814_04	ERCOTTEST_TDSP	ERCOT	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_05	ERCOT	LSE	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_06	ERCOT	ERCOTTEST_LSE_1	Aug 28, 2019 0135 PM	Accept	Aug 28 2019		No
867_04	ERCOTTEST_TDSP	LSE	Aug 28, 2019 0137 PM	Accept			No

Details: 814_06

Print Details

From	ERCOT	To	ERCOTTEST_LSE_1
DUNS #	183529049	DUNS #	111111111
Request Submitted	20190828		
Trxn Ref #	SBSW201908281335131WP4SF7	Status/Action	Request Delete
Orig Trxn Ref #	OTIDSW1100563427MHOST	Reason	CHA
Service Period End	20190828		

Find ESIID – CR2

ESI ID Summary

Print Summaries

ESI ID	Found	Status	Street	Address Line 2	City	ZIP	CSA	REP of Record	Open Svc Ord	Premise Type	POLR Customer Class	Select Dwnld
ESIID100563425MHOST	✓	A	728 Pacman Blvd		Pflugerville	78660	No	Yes	No	RES	RES	☐

✓ Selected ESI ID

Select All ☐ Download Summary

ESI ID Detail: ESIID100563425MHOST

REP of Record as of: Aug 28, 2019

View Transactions

Print Details

Address **728 Pacman Blvd**
Pflugerville, TX 78660

Current Status	Active	Utility Name	ERCOTTEST_TDSP	ESI ID Eligibility Date	Oct 27, 2010
Effective Date	Sep 11, 2010	DUNS #	666666666	ESI ID Start Date	Sep 11, 2010
Premise Type	Residential			ESI ID Create Date	Aug 28, 2010
POLR Customer Class	Residential	Metered Flag	true	ESI ID Retired Date	
Settlement AMS Indicator	false	Meter Read Cycle	21		
Switch Hold	N	Power Region	ERCOT		
TDSP AMS Indicator	AMSR	Station Name	DEVILS HILL		
		Station Code	DEVIHI		

View Transactions – CR2

View Transactions – CR2

Transaction Summary for ESI ID: ESIID100563425MHOST

REP of Record: Aug 28 2019

Download Results | Print Summaries | ?

Switch

Status: Complete Original Trxn #: OTIDSW1100563427MHOST

Type	From	To	ERCOT Time Stamp ▲	Trxn Status	Key Date	Retry Status	Duplicate
814_01	ERCOTTEST_LSE_2	ERCOT	Aug 28, 2019 0132 PM	Accept			No
814_03	ERCOT	ERCOTTEST_TDSP	Aug 28, 2019 0132 PM	Accept	Aug 28 2019		No
814_04	ERCOTTEST_TDSP	ERCOT	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_05	ERCOT	ERCOTTEST_LSE_2	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_06	ERCOT	LSE	Aug 28, 2019 0135 PM	Accept	Aug 28 2019		No
867_04	ERCOTTEST_TDSP	ERCOTTEST_LSE_2	Aug 28, 2019 0137 PM	Accept			No

Details: 814_01

Print Details | ?

From	REP2	To	ERCOT
DUNS #	111111112	DUNS #	183529049
Request Submitted	20190828	Service ZIP	78660
Trxn Ref #	OTIDSW1100563427MHOST	Action/Status	Request Addition
Orig Trxn Ref #		Special Switch Date	
TDSP Name		Billing Type	ESP
DUNS #		Bill Calc Code	DUAL
Request Type	Historical Interval Usage,	Special Needs?	N

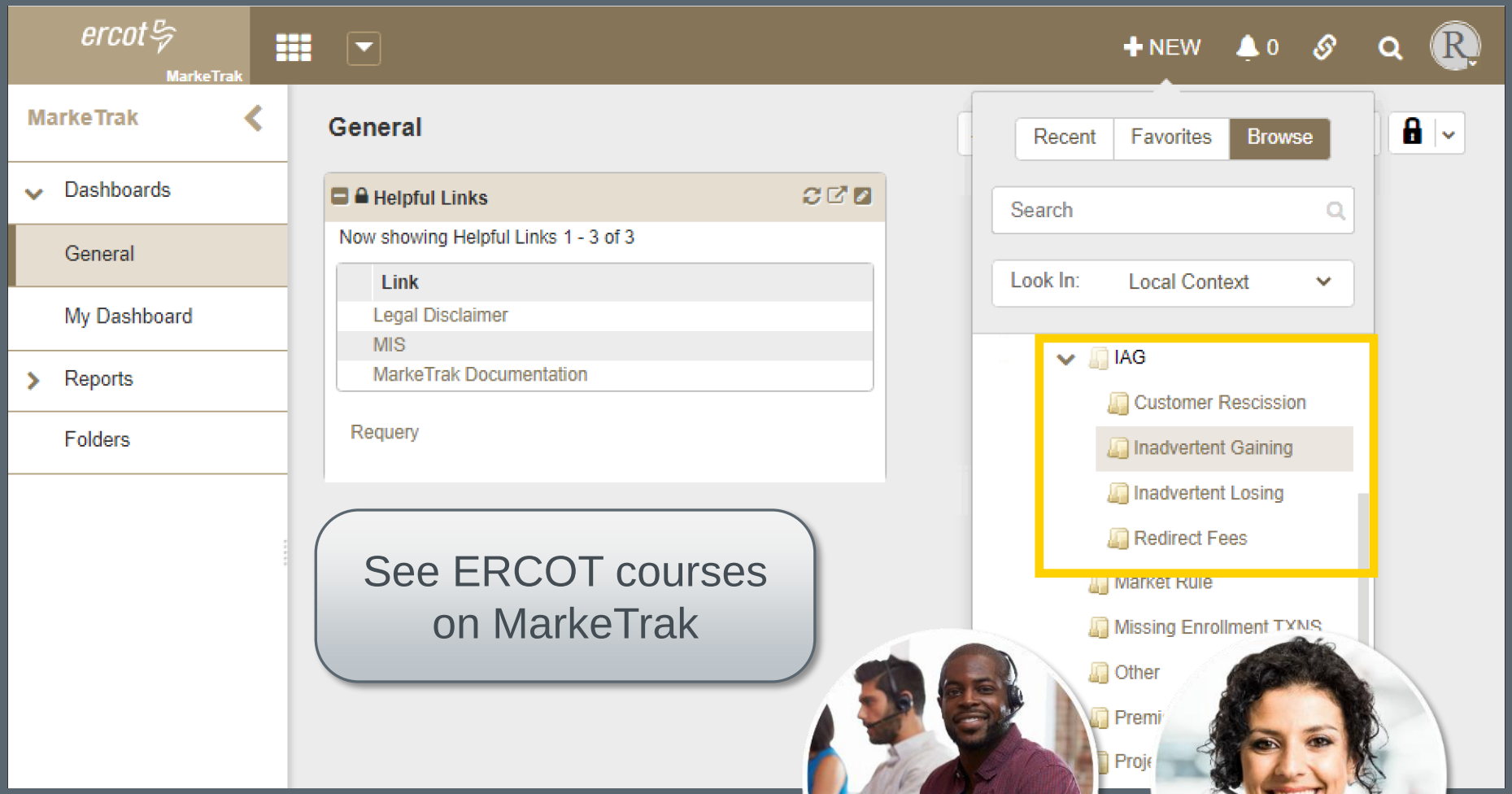
CUSTOMER INFORMATION

Contact Name	TRENT REZNOR	Billing Name	
Phone	8005551212	Address	
Notification Name	NOTICE NAME		
Address	728 PACMAN BLVD		
	PFLUGERVILLE, TX 78660		

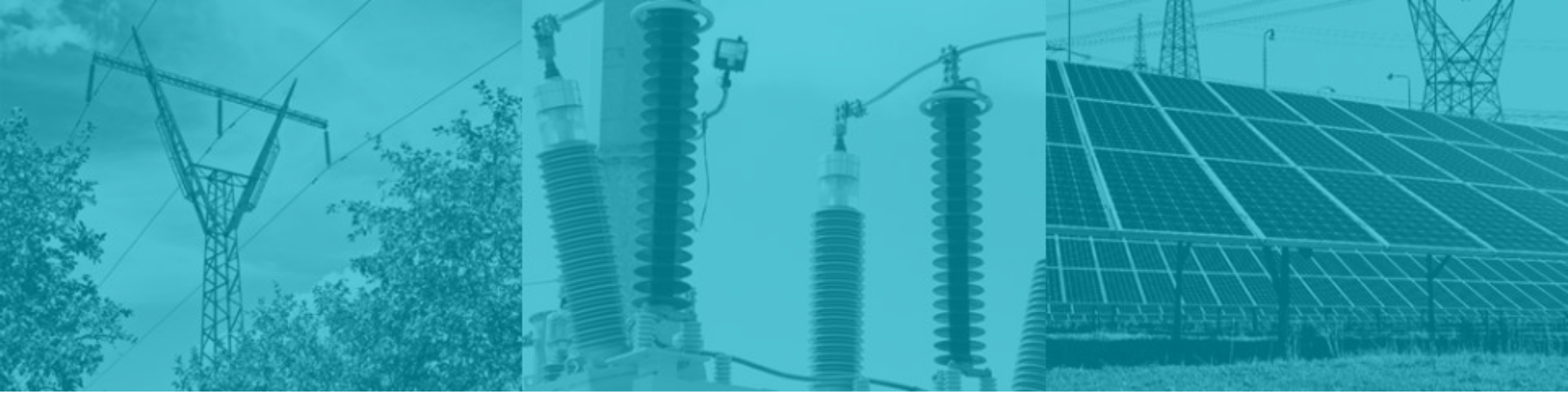
Clues

What Happened?
How Is It Fixed?

MarkeTrak Issue Submission – CR2



See ERCOT courses on MarkeTrak



Course Conclusion

Pre-requisites

- ERCOT the ISO– WBT
- ERCOT the Market– WBT
- ERCOT the Retail Transaction Clearinghouse - WBT

For more info, see …

- TxSET – ILT
- MarkeTrak – WBT
- LSE 201 – ILT and WBT

Next Steps

Course Recommendations | PowerPoint - All Documents

ercot.com/services/training/recommendations

MIS LOG IN | Search

ercot

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

Home > Services > Training > Course Recommendations

Course Recommendations

QSE	– Qualified Scheduling Entity
QSE-L	– Qualified Scheduling Entity Serving Load
QSE-R	– Qualified Scheduling Entity Serving Resources
RE	– Resource Entity
CR	– Competitive Retailer (Includes Retail Electric Provider and Opt-In)
NOIE	– Municipal or Cooperative Entity serving load
CRR	– Congestion Revenue Rights Account Holder
TDSP	– Transmission and/or Distribution Service Provider

— Foundational Market Courses

	QSE	QSE-L	QSE-R	RE	CR	NOIE	CRR	TDSP
ERCOT Foundations | WBT	✓	✓	✓	✓	✓	✓	✓	✓
Market Participant Relationships | WBT	✓	✓	✓	✓	✓	✓	✓	✓
Locational Marginal Pricing | WBT	✓	✓	✓	✓	✓	✓	✓	✓

Additional Resources

- ERCOT Client Services
  Clientservices@ercot.com
- ERCOT Mailing Lists
  http://lists.ercot.com/
- ERCOT Nodal Market Protocols
  http://www.ercot.com/mktrules/nprotocols/
- ERCOT Training
  http://www.ercot.com/services/training/
- Market Education Contact
  Training@ercot.com

Got Feedback?

Scan this QR code to take the course survey!

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