**2024 Accomplishments**

1. Supported implementation of SCR817 - MarkeTrak Enhancements Aligning w/ TXSET 5.0 business requirements offering guidance on development.
   1. Developed communication plan for transition of in-flight Inadvertent Gain MarkeTraks from TXSET 4.0 to 5.0 before, during, and after implementation weekend
   2. Supported and communicated the workshop on the MarkeTrak API changes associated with SCR817
   3. Conducted two market training sessions attended by nearly 400 market participants to review changes of SCR817
   4. Approving MarkeTrak User’s Guide revisions
   5. Facilitated discussion on new ERCOT MIS views for Find ESI and Find Transaction post go-live
2. Performed the bi-annual reviews of the MarkeTrak Subtype Analysis volumes communicating observations to RMS.
   1. Completed deeper dive of more common subtype analysis: volumes by REP, unexecutable reasons, timing for completion.
   2. Improved the visual representation of some findings
   3. Collaborated with Client Services to provide data and talking points for REP outreach on the MarkeTrak analysis
3. Reviewed monthly ERCOT IAG report noting observations and presenting findings to RMS.
4. Discussion on ERCOT’s Digital Certificate initiative moving to multi-factor authentication along with root certificate update in May.
5. MarkeTrak Inadvertent Gain/Inadvertent Loss Analysis for 2023 and first half of 2024 MTs – deep dive on REP performance for each phase of the IAG process. Presented results to RMS.
6. Supported RMTTF MarkeTrak training communicating opportunities for efficiencies from an operational interpretation leveraging the results of the MarkeTrak analysis.
7. Discussed proposed approach to ERCOT 2025 Retail Release calendar and approved calendar
8. Follow up from MIS API project released in late 2023 – post integration missing ‘key date’
9. Approval of RMGRR 177 *Switch Hold Removal Clarification* offering clarity on the documentation required for the lease agreement option

**2025 Goals**

1. Support Texas data transport improvement initiatives and continue joint efforts with other retail market working groups
   1. Collaborate with the Retail Market Training Task Force for any operational education opportunities
   2. Support TXSET on any MarkeTrak related issues/solutions
   3. Quarterly review of monthly ERCOT IAG report
2. Perform biannual review of overall MarkeTrak subtype volumes for trends and the need for further performance analysis of various subtypes
3. Perform IAG & MT data analysis using established framework to identify metrics/trends for market participants and market performance using ERCOT provided data
4. Perform monthly review of the Retail Market Services and Market Data Transparency Service Level Agreements (SLAs), including Listserv performance, and work with ERCOT to evaluate and implement any potential changes, as needed
5. Review the quarterly ERCOT Retail Market Performance Measures, as needed
6. Support ERCOT resolution efforts in addressing each outage and/or degradation of service