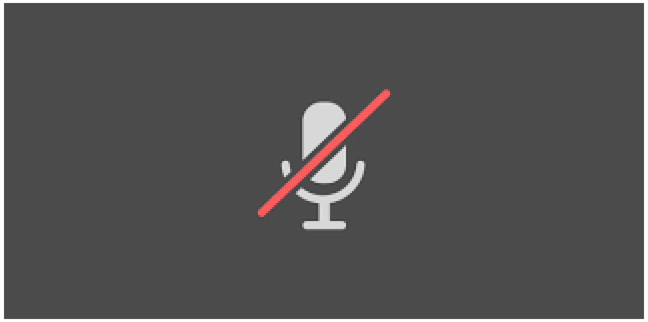
MarkeTrak and Inadvertent Gain Training

Antitrust Admonition

To avoid raising concerns about antitrust liability, participants in ERCOT activities should refrain from proposing any action or measure that would exceed ERCOT's authority under federal or state law. For additional information, stakeholders should consult the *Statement of Position on Antitrust Issues for Members of ERCOT Committees, Subcommittees, and Working Groups*, which is posted on the ERCOT website.[1]

Notes

- Morning Break
- Please unmute yourself prior to speaking
- Place yourself on mute when not speaking



MarkeTrak Online Training *add updated to the ones that are updated – once edited*

MarkeTrak online training is available on www.ercot.com and includes the following modules:

- MarkeTrak Overview
- Inadvertent Gain/Loss
- Cancel With/Without Approval
- Switch Hold Removal
- Data Extract Variance (DEV) LSE Subtypes
- Email Functionality
- Usage/Billing Disputes
- Additional Day to Day Subtypes
- Bulk Insert
- Admin Functionality
- Data Extract Variance (DEV) Non-LSE Subtypes
- Reporting

Modules typically can be completed in 30 minutes or less.

MarkeTrak Training Objectives – Part 1

This training covers the following topics, including the recent changes from SCR817 – MarkeTrak Validation Revisions aligning with Texas SET V5.0:

- General MarkeTrak Navigation
- Administrator Functionality
- Email Notification
- ListServ
- Missing Enrollments
- Usage & Billing
- Siebel Changes
- DEV LSE/Non LSE
- Bulk Insert
- Additional D2D Subtypes
- Other Subtype
- Background Reporting

MarkeTrak Training Objectives – Part 2

Part 2 covers the following topics:

- Switch Holds
- Inadvertent Gains
  - Overview
  - Rescission
  - IAG Walkthrough
  - Best Practices
  - Reporting

What is MarkeTrak?

MarkeTrak

A web-based database application used to track and manage ERCOT Retail Market data discrepancies

- The ERCOT Retail Market Issue Resolution System used by CRs, TDSPs, and ERCOT to initiate, communicate, and resolve issues
- Discovery, visibility, tracking, historical reporting, and status of issues
- Available to ERCOT market participants with a current Digital Certificate and the MarkeTrak role

What is MarkeTrak?

There are two primary MarkeTrak issue types

Day to Day ***(D2D)***	***Data Extract Variances*** ***(DEVs)***
• An issue that can be resolved with a transaction • For example: syncing transaction status in ERCOT system with TDSP and CR systems (Completed to Cancelled) Represents 99% of MTs submitted	• An issue that <u>*cannot*</u> be resolved with a transaction • *For example*: inserting a Service History Row (for the 727 extract) Represents 1% of MTs submitted

MarkeTrak Subtypes Volumes Analysis

Issue Sub Type	Issue Sub Type	7/1/21 - 12/31/21	1/1/22 - 6/30/22	7/1/22 - 12/31/22	1/1/23 - 6/30/23	7/1/23 - 12/31/23	1/1/24 - 6/30/24	Difference last six months	Difference same time last year
Inadvertent Losing	1	20083	19974	21468	18791	21820	22747	927	3956
Inadvertent Gaining	2	13652	14376	13384	11716	13018	12742	-276	1026
Switch Hold Removal	3	10147	7194	8448	6594	9537	6497	-3040	-97
Usage/Billing - Dispute	4	5744	10454	15726	8110	11096	13353	2257	5243
Customer Rescission	5	1944	3021	2978	2354	5620	3259	-2361	905
Usage/Billing - Missing	6	3389	9531	10301	13853	5789	7565	1776	-6288
Service Order	7	499	349	425	443	466	386	9	-274
Other	8	9888	4940	3413	3807	3043	2377	-666	-1430
Cancel With Approval	9	763	803	741	708	1361	940	-421	232
Missing Enrollment TXNS	10	587	703	519	585	446	1031	585	446
997 Issues	11	798	137	232	454	248	47	-201	-407
Siebel Chg/Info	12	502	1387	627	486	435	717	282	231
Bulk Insert	13	177	331	317	322	300	521	221	199
LSE Relationship record present in MP System, not in ERCOT: de-engz	14	411	314	250	180	390	308	-82	128
Projects	15	193	150	259	409	393	328	-65	-81
AMS LSE Interval Missing	16	61	49	31	126	109	181	72	55
Ercot Initiated	17	228	263	211	183	124	414	290	231
Safety Net Order	18	260	142	166	205	173	74	-99	-131
Move Out With Meter Removal	19	200	102	64	256	150	222	72	-34
Redirect Fees	20	76	96	151	29	12	24	12	-5
AMS LSE Interval Dispute	7	25	5	14	415	132	141	-80	-57
Market Rule	22	60	53	62	100	49	37	-12	-63
Premise Type							*167*		
Various DEVs							*67*		
TOTALS		**69687**	**74697**	**79787**	**70126**	**74711**	**73911**		

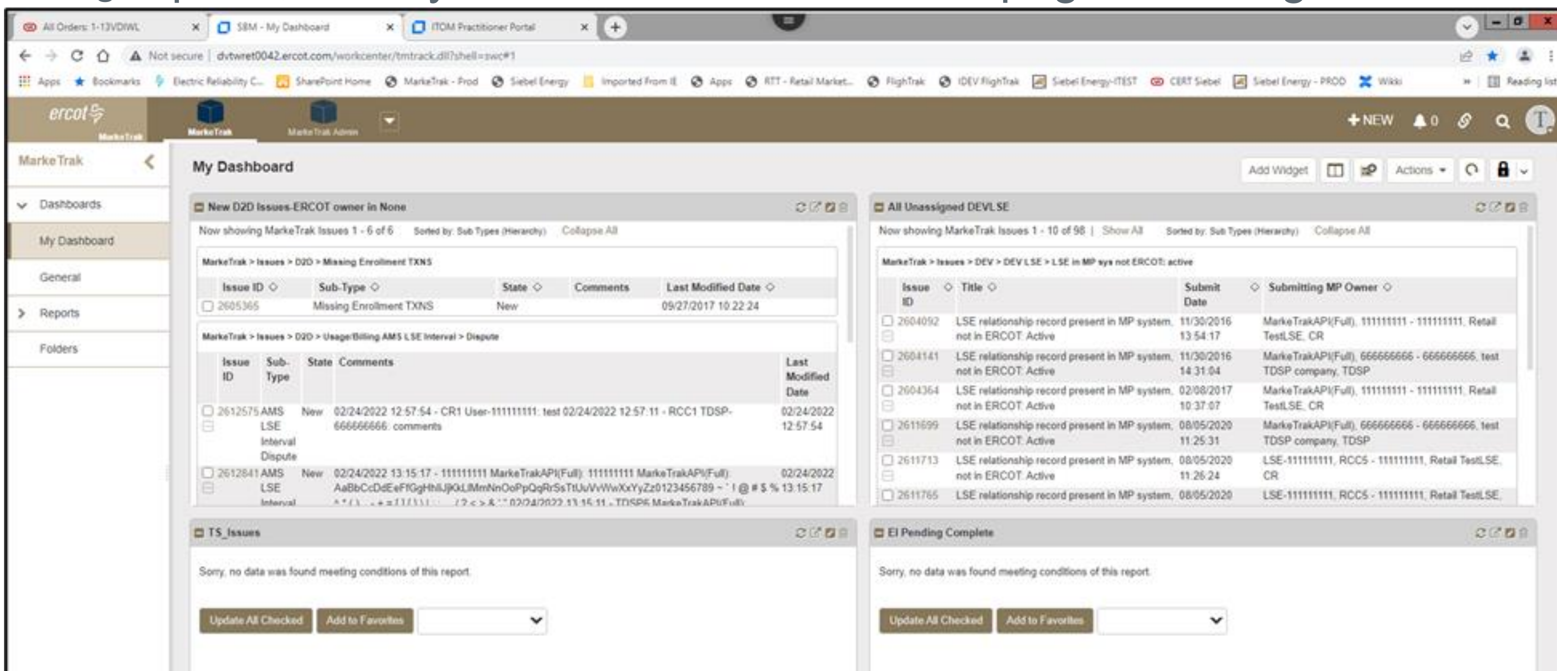
MarkeTrak Training

General MarkeTrak Navigation

General Functionality: Navigating MarkeTrak

MarkeTrak Work Center

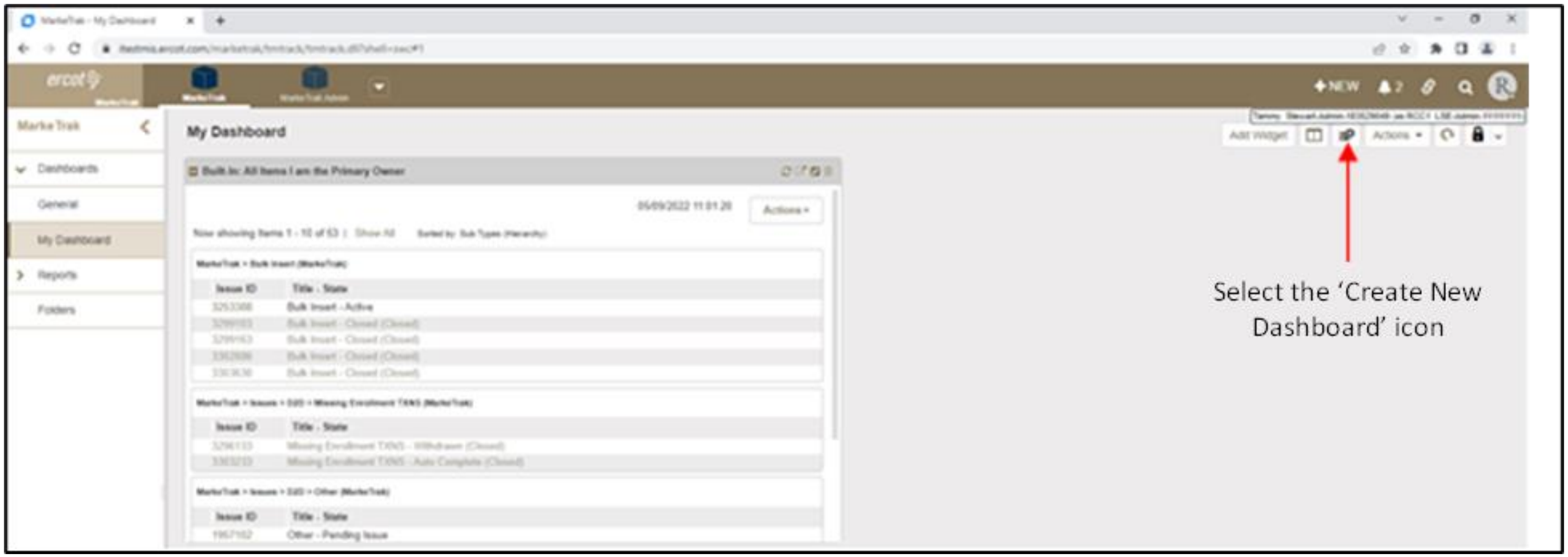
Upon successful login, the user is taken to the MarkeTrak Work Center. The Work Center presents information to users in the form of dashboard views and toolbars. The MarkeTrak Work Center can be used as the starting point for viewing reports, activity views, and external Web pages in “widget” containers.



General Functionality: Navigating MarkeTrak

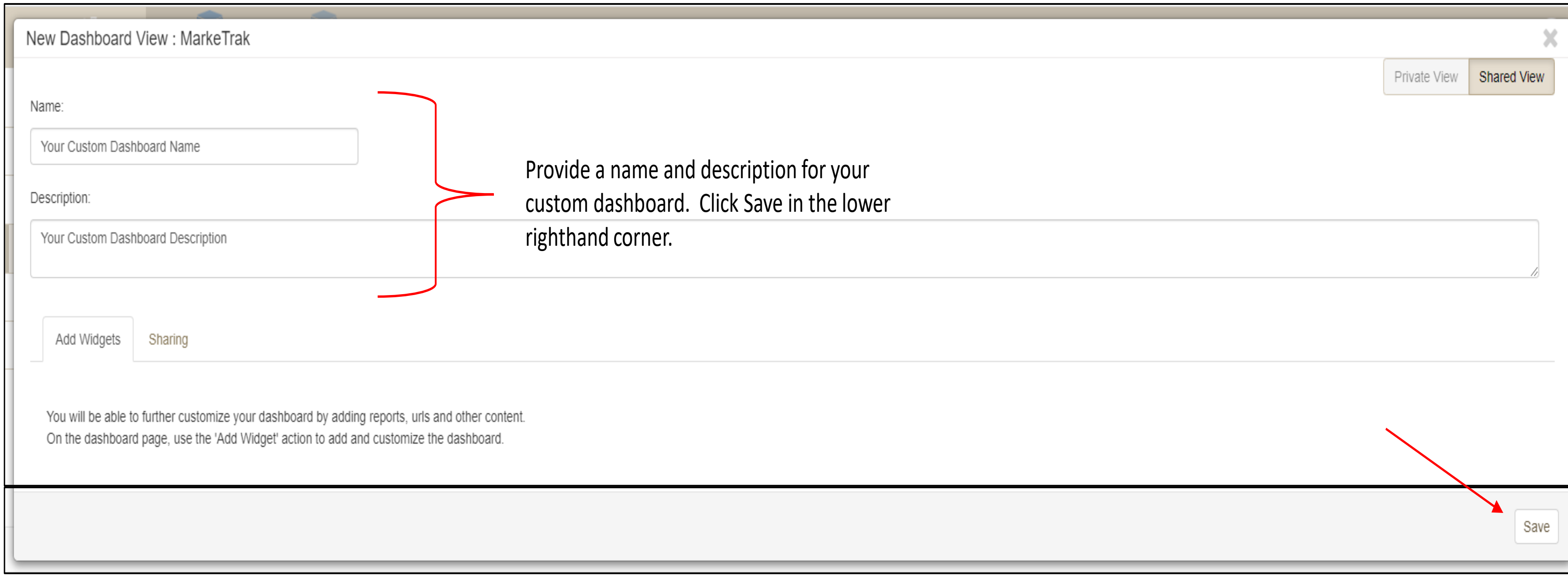
Dashboards(aka homepage)

Select Dashboard from the side menu and then the Create Dashboard link at the top right corner of the screen.



General Functionality: Navigating MarkeTrak

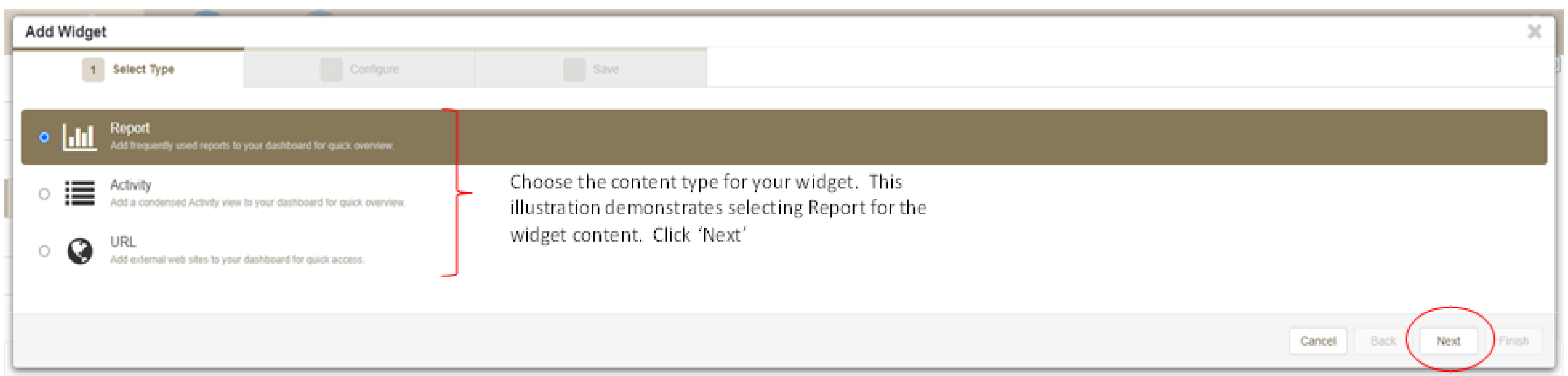
You will be prompted to provide a name and description for your custom dashboard and then select Save.



General Functionality: Navigating MarkeTrak

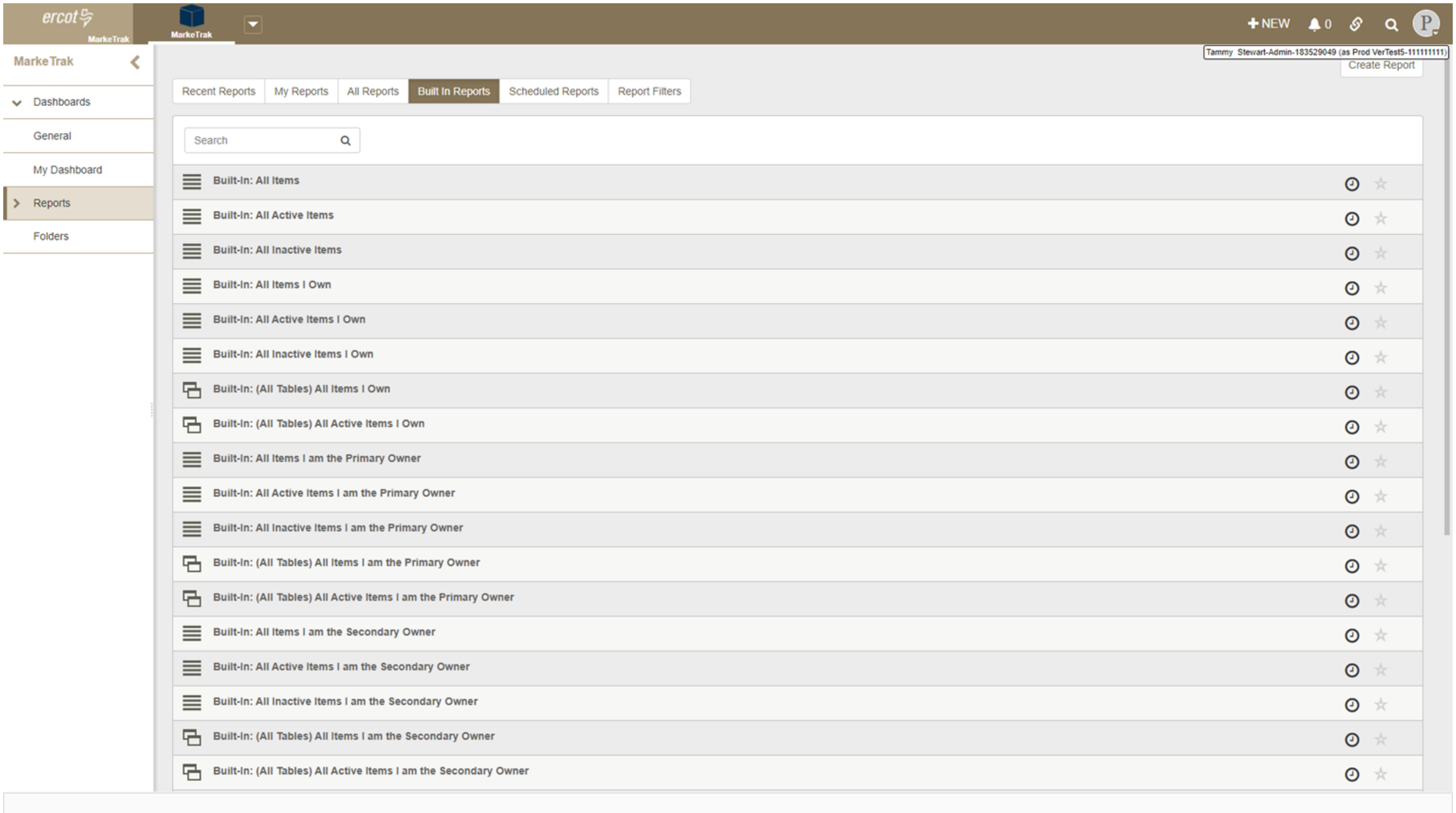
Your custom dashboard can be customized for your needs by adding widgets. To add widgets to your custom dashboard, select Add Widget from within your dashboard.

From here, you can select a widget type of Report, Activity or URL



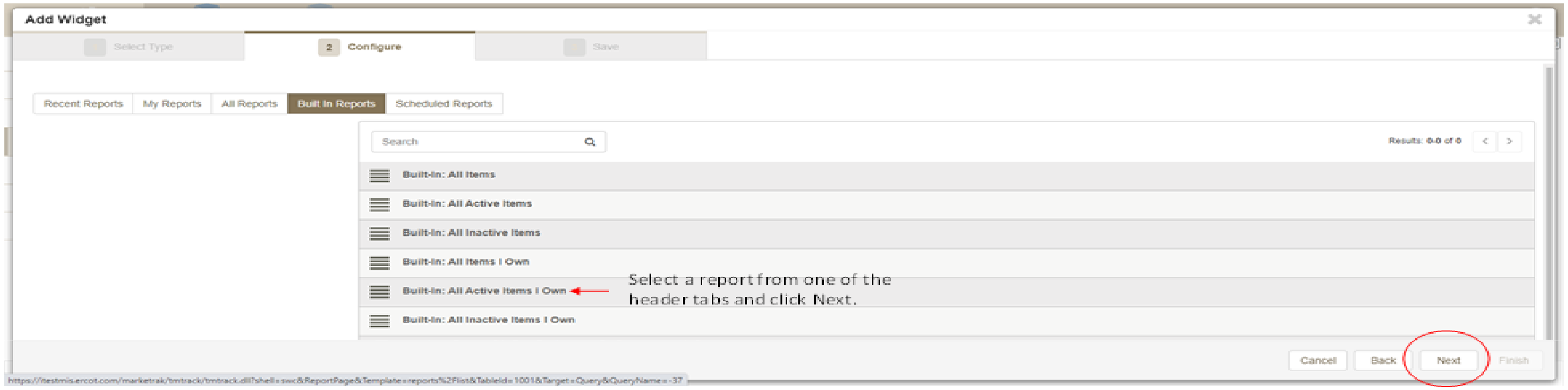
General Functionality: Navigating MarkeTrak

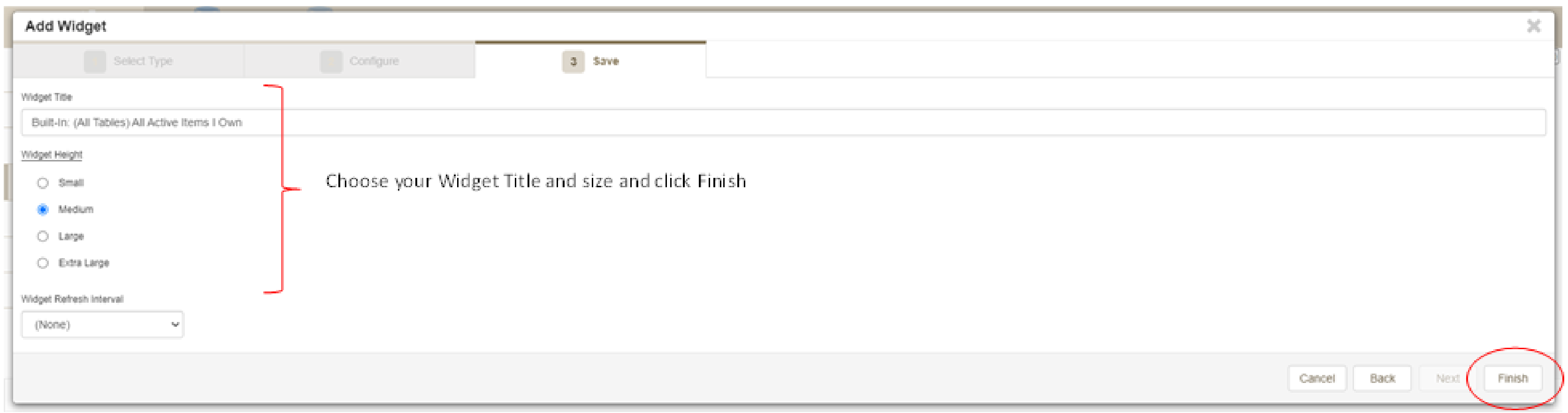
Click on the Built In Reports tab and select the report name



General Functionality: Navigating MarkeTrak

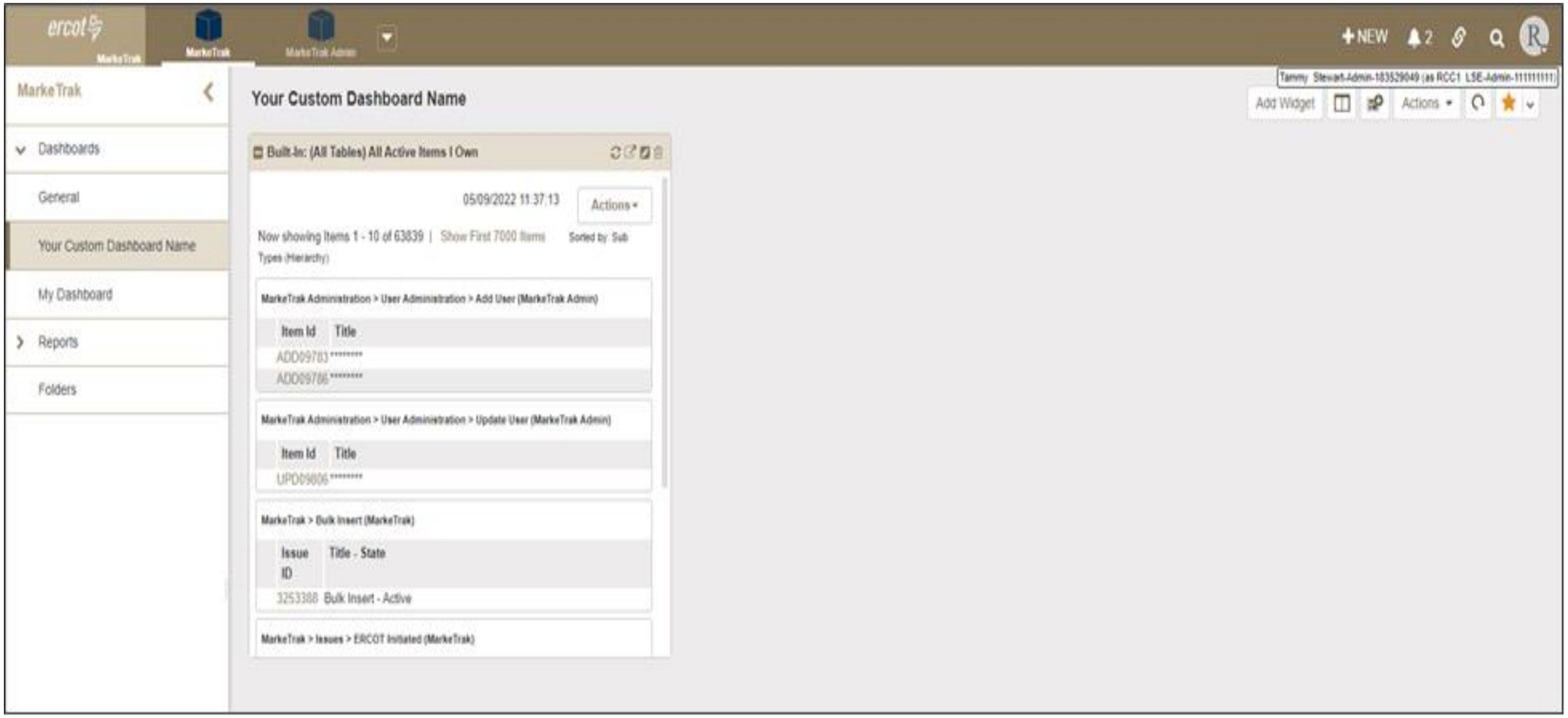
To finish creating your widget, select a name and size and click Finish



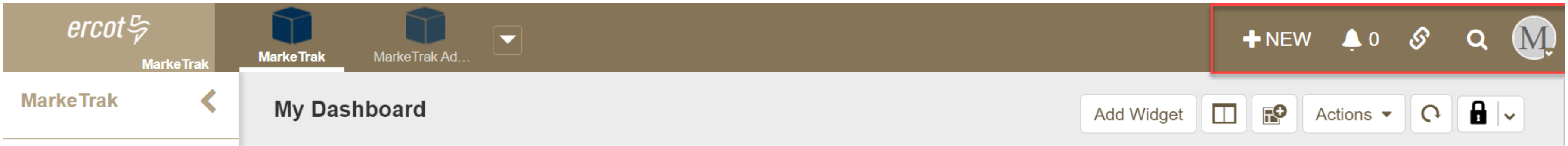


General Functionality: Navigating MarkeTrak

Your custom dashboard now contains the newly created widget

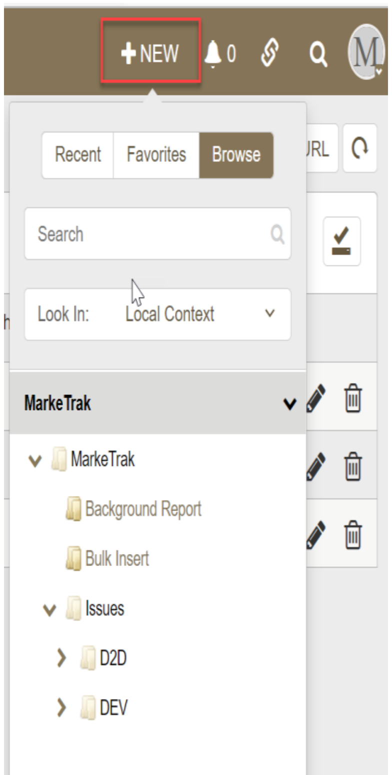


General Functionality: Navigating MarkeTrak



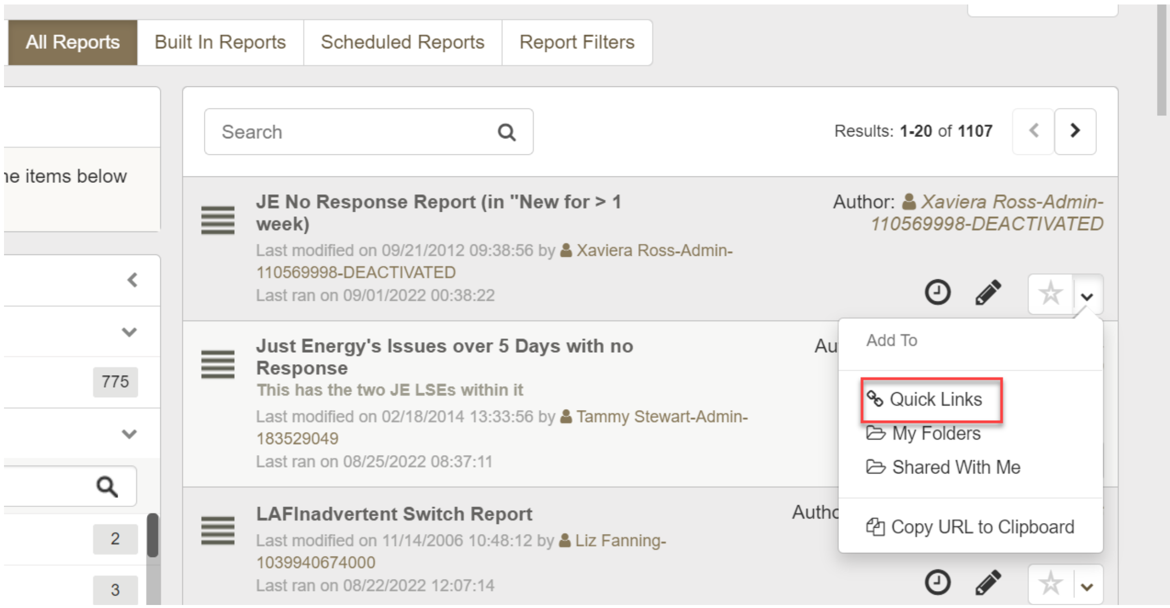
The toolbar at the top of the MarkeTrak Work Center screen offers links to commonly used areas of MarkeTrak such as submitting new MarkeTrak issues, view Notifications and access Quick Links, search for MarkeTrak issues and/or reports, and manage User Profile settings.

- **+NEW** : Click this link to submit a new MarkeTrak Issue. When you select the +NEW link, you will see three tabs: Recent, Favorites and Browse.
- **Notifications –** Use the Notifications link to view notifications you have received based on your subscriptions. You can subscribe to notifications in your user profile
- **Quick Links** – These are links updated to an individual user toolbar. This can include useful URLs such as ERCOT.com as indicated above or common reports a user may wish to access in one click
- **Search** – Populating this field with a numeric value returns a quick search of all Issue IDs that contain the value entered. When utilizing the **Search** box it is possible to search for multiple Issue IDs simultaneously. To do this simply input the Issue IDs you wish to retrieve with each entry separated by a space
- **User Settings** – This enables the user to modify name, phone number and email address



General Functionality: Navigating MarkeTrak

- **Quick Links**: These are links updated to an individual user toolbar. This can include useful URLs such as ERCOT.com or common reports a user may wish to access in one click as demonstrated below:



- **To add a quick link:**
  - Locate the view or report that you want to add as a quick link.
  - Click the drop-down list next to the star icon, and select Quick Links.
  - Click Yes to add the quick link

General Functionality: Navigating MarkeTrak

Actions dropdown: Available in the header of the issue details pane:

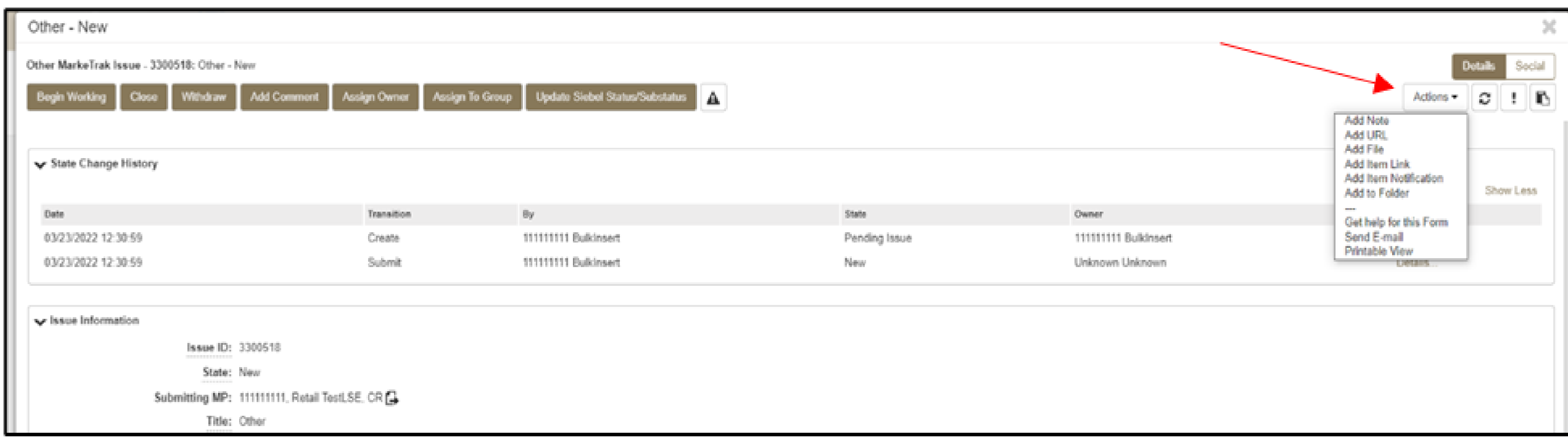
– **Add Note**: This allows the user to include a text message on the individual issue.

– **Add URL**: Creates a hyperlink on an individual issue to an external website.

– **Add File**: Allows the user to locate and attach an external file to an item which will be visible by all MPs Involved. This is not to be used to submit a file of ESI IDs to be researched on the issue.

– **Add Item Link**: This action gives the user the ability to create several different kinds of links to other issues within the MarkeTrak application. In order to successfully create these links, the current user must have visibility rights to both linked items.

– **Add Item Notification**: Selecting this action allows the user to choose one of five distinct item notifications. These differ from the system generated notifications in that they are selected individually on items by any user with visibility.



General Functionality: Navigating MarkeTrak

- **States and Transitions** - All issues in the MarkeTrak tool are routed into one of several workflows based on the Type and Sub Type selected by the submitter. These Issue Type/Sub Types are: Day to Day Issues, Cancel with Approval, Cancel without Approval, and Inadvertent Gain related Sub Types as well as Data Extract Variance Issues- LSE Relationship.
- **States** - A state is the position of an issue in the workflow process; this is often similar to the concept of an issue status combined with the issue's current 'owner'. Examples of this include: *New (ERCOT), In Progress(Assignee), or Cancelled (Pending Complete)*.
- **Transitions** - Transitions are the movement of an issue from one state to another. Available transitions are associated on the GUI with buttons. Selection of different buttons from the same state will typically result in the issue appearing in different states when the transition successfully completes. One example is a Day to Day Issue - Cancel with Approval currently in state In Progress with TDSP. If TDSP user selects transition button ERCOT Cancel, the item will move to state Auto Complete. Alternately if the TDSP user is unable to approve the cancel and selects transition button Unable to Cancel, the issue would appear in the submitting CR's queue in state Unable to Cancel – (PC). Some transitions, such as Unable to Cancel, require additional steps to complete; in this case completion of a required field: Comments.

General Functionality: Navigating MarkeTrak

Issue Ownership: There are several varieties of ownership in the MarkeTrak application: Submitter, Responsible MP, MP's Involved, and Assigned Owner.

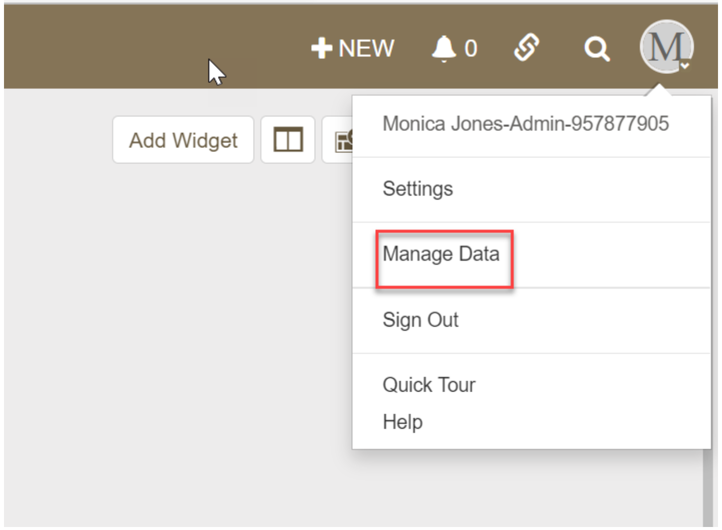
- **Submitter**: The Submitter of the item is indicated near the top of each primary data pane on the issue details window. Submitter Duns number is also incorporated into the title of each issue and listed in the MPs Involved field discussed below.
- **Responsible MP**: Responsible MP is the single Duns number contained in the MPs Involved list that is considered to be the next participant responsible for transitioning the item towards a resolution. Examples include: the TDSP when an issue is waiting for approval to cancel a service order, ERCOT when the approval has been granted, and the CR when the cancel is complete and the issue is waiting for acceptance of the resolution.
- **MP's Involved**: MP's Involved is a list of all MP duns numbers which are party to an issue. As additional assignments are made to an item the MPs Involved field will be updated with the selected DUNs numbers, reflecting an increase in market participants with the ability to view the item. As ERCOT can always view any issue in the system, this will always be reflected in the MPs Involved list.
- **Assigned Owner**: Assigned Owner is null when an issue is initially assigned to a Market Participant. Assigned owners are individual users. These are assigned by the Responsible MP automatically as issue is acknowledged by way of transition, Begin Working. Taking this action will populate the associated individual's user id as the Assigned Owner.

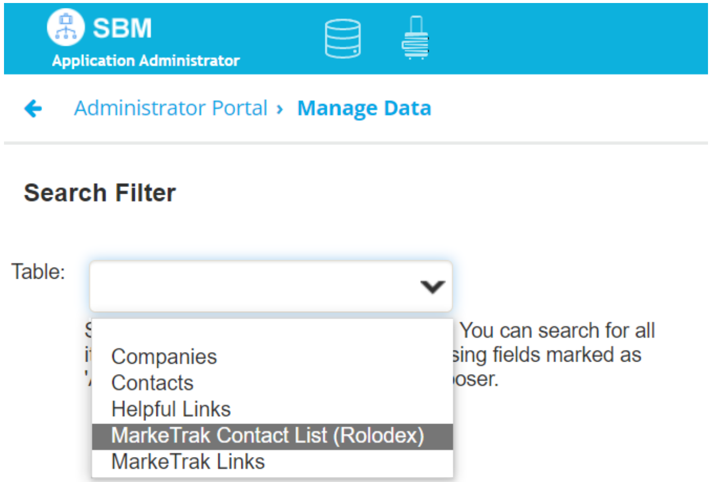
MarkeTrak Training

Admin Functionality

Admin Functionality: Roles & Responsibilities

- The MP Administrator will be responsible for establishing and maintaining the users associated with their Market Participant organization. MP Administrators will only be able to establish or maintain users associated with their organization.
- The MP Administrator will be responsible for maintaining the MarkeTrak Rolodex(which can be located in the manage data tab). This is the list owned by each MP Administrator which determines the destination of Notification Emails.
- The MP Administrator will be responsible for maintaining the MarkeTrak Contacts List. This is the list owned by each MP Administrator which provides contact information for each MarkeTrak user for that company.
- The MP Administrator will also be responsible for Report Management. – creating reports for use by multiple users registered under the same DUNS.





Rolodex contacts - 6 Categories

In 2022 the escalation contacts were reduced from 24 categories to 6 categories to streamline the rolodex maintenance for MP Admins.

Inadvertent	Service/Transaction Issues	Usage & Billing	DEV	Switch Hold Removal	LPA
-Inadvertent Gaining	-997 Issues	-Usage & Billing - Missing	-In ERCOT system not MP	-Switch Hold Removal	-LPA
-Inadvertent Losing	-Cancel with Approval	-Usage & Billing - Dispute	-In ERCOT system with start date issues		
-Customer Rescission	-Cancel without Approval	-AMS LSE Interval - Missing	In MP system not ERCOT		
-Redirect Fees	-ERCOT Initiated	-AMS LSE Interval - Dispute	-LSE date change: StartTime		
	-Market Rule		-LSE date change: StopTime		
	-Missing Enrollment TXNS		-LSE in ERCOT system not MP		
	-Move Out With Meter Removal		-LSE in MP system not ERCOT: active		
	-Other		-LSE in MP system not ERCOT: de-engz		
	-Premise Type		-Status Assignment		
	-Projects		-Un-Retire ESIID		
	-Reject TXNs		-Zip Assignment		
	-Rep of Record				
	-Safety Net Order				
	-Service Address				
	-Service Order - 650				
	-Siebel CHG/Info				

Escalation contacts should be reviewed at least twice a year to ensure contacts are current and accurate.

MarkeTrak Training

Email Notifications

Email Notifications

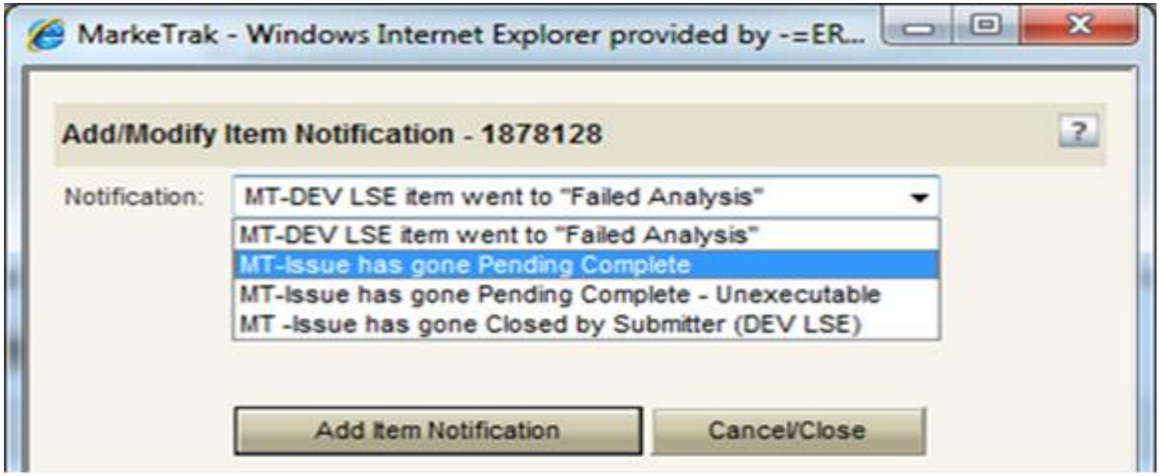
Automated Email Notifications

- An automated email generated by MarkeTrak's Notification system is sent to each MP Administrator assigned contact nightly. Attached to the email is a list of issues that have exceeded the time allotted to complete the transition based upon the issue subtype.
- Examples of scenarios which trigger automated email notifications are:
  - Issues that remain in a state of **New** for more than three calendar days
  - Inadvertent Issues:
    - » Responsible MP Escalation: after 7 calendar days without transition
    - » ERCOT Escalation: 48 hours to update/transition the issue from the "New (ERCOT)" or "In Progress (ERCOT)" states
    - » Losing MP Escalation: The Regaining Transaction Status should be "Scheduled" or "Complete" within 72 hours of the "Regaining Transaction Submitted"
  - All other D2D Sub Types without transition after 28 days

Email Notifications

Individual Email Notifications

– Each user with access to an item has the ability to manually select a notification related specifically to that individual issue. The email address entered in MarkeTrak for the user who selects this option from the Actions: drop down list will be the destination for this email notification.



Please Note: *When notifications are established, an email will be sent for every MT issue assigned to user.*

MarkeTrak Training

ERCOT ListServ

ERCOT ListServ

To subscribe to an email distribution list on ERCOT ListServ, navigate to http://lists.ercot.com and create an account.

Suggested Subscriptions for Retail Market:

- RMS
- RMTTF
- TxSET
- TDTMS
- Weather Moritorium
- PWG

To unsubscribe to an email distribution list, users navigate to desired list and click “unsubscribe”.

Checkpoint Question

If a user no longer wants to receive notifications from the ListServ, what action should be taken?

a. Contact their ERCOT Account Manager

b. Reply to email requesting to be removed

c. Navigate to desired list and click unsubscribe

MarkeTrak Training

Missing Enrollment

D2D Issues: Missing Enrollment Transactions

- Examples of missing enrollment transactions include a CR missing
  - 814's
  - 867_04

  NOTE: The reprocessing of retail transactions by ERCOT is limited to one year from the original processing date. If the missing transaction is to be reprocessed, or dependent upon another transaction being reprocessed, the original transaction dates must be within one year of submission of the MarkeTrak issue.
- **Allow time for transaction processing to complete prior to submitting the MarkeTrak issue – especially new construction**
- A CR or TDSP can submit this subtype
- Required Fields on Submit:
  - Assignee
  - ESI ID
  - Original Tran ID
  - Tran Type

New Validations for Missing Transactions

When submitting the Missing Enrollment TXN subtype, new validations will be performed:

1. Checking status of transaction requested – if “Cancelled” – **hard stop**
   a. *“The service order for the Global ID provided has been cancelled in ERCOT Registration System. Please update the ESIID/Original Tran ID provided and click OK or click Cancel to exit”.*

2. If 867_04 has been posted – **hard stop**
   a. *“The 867_04 transaction has already been sent””*

3. Review date parameter on 814_04/05 and consider date changes/cancels – if > 5 days, allow MT to proceed – **warning**
   a. *“Please allow at least 5 days for the 867_04 to be sent by the TDSP”.*

The Bulk Insert template for the Missing Enrollment TXNs subtype has been updated to add a column for the 867_04 date validation (SMRD check against the submit date). This validation is defaulted to **ON** which is an exception to most validations which are defaulted to OFF. Users wishing to turn this validation OFF in their bulk insert template would need to enter a ‘0’ in the validation field. Entering a ‘1’ or leaving the field blank will result in the validation occurring.

MarkeTrak Training

Usage Billing Issues

D2D Issues: Usage Billing Subtypes –

867/810s Usage & Billing

- **<u>Missing</u>** – CR is missing 867_03, 867_03F, 810s
- **<u>Dispute</u>** – CR has an issue with the data found on the 867and/or 810

867 vs Sum of LSE

- **<u>Dispute –</u> 867 quantity does not match sum of LSE interval data for billing period (*outside 2x meter multiplier*)**

AMS interval data/LSE files

- **<u>Missing</u>** – No LSE file or interval data for a period of time
- **<u>Dispute</u>** – CR has an issue with the interval data on the LSE file

D2D Issues: Usage Billing - Missing

Examples of Usage/Billing Issues – Missing:

- If a CR is missing an 867_03 Monthly usage transaction
- If a CR is missing an 867_03 Final usage transaction
- If a CR is missing an 810 transaction
- If a CR is missing an 867_03 and an 810 transaction

Allow time for transaction processing to complete prior to submitting the MarkeTrak issue.

D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue:
  - The following fields **must** be populated for successful submission of Day to Day issue sub type Usage/Billing-Missing Issues: (For this example, the submitter selects the TDSP.)
    - Assignee
    - ESIID
    - Original Tran ID (Optional except for 867_03 Final) - BGN02 of the 814_01, 814_16 or 814_24. The TDSP will see it as the BGN06 of the 814_03/814_25.
    - Tran Type **(select from drop down)**
    - TNX Date – same as the Service period start date **(or is the current date)**
    - **IDR/Non-IDR (IDR indicates true IDR meter, does not include AMS meters)**
    - Start Time = Service Period Start Date

D2D Issues: Usage Billing - Missing

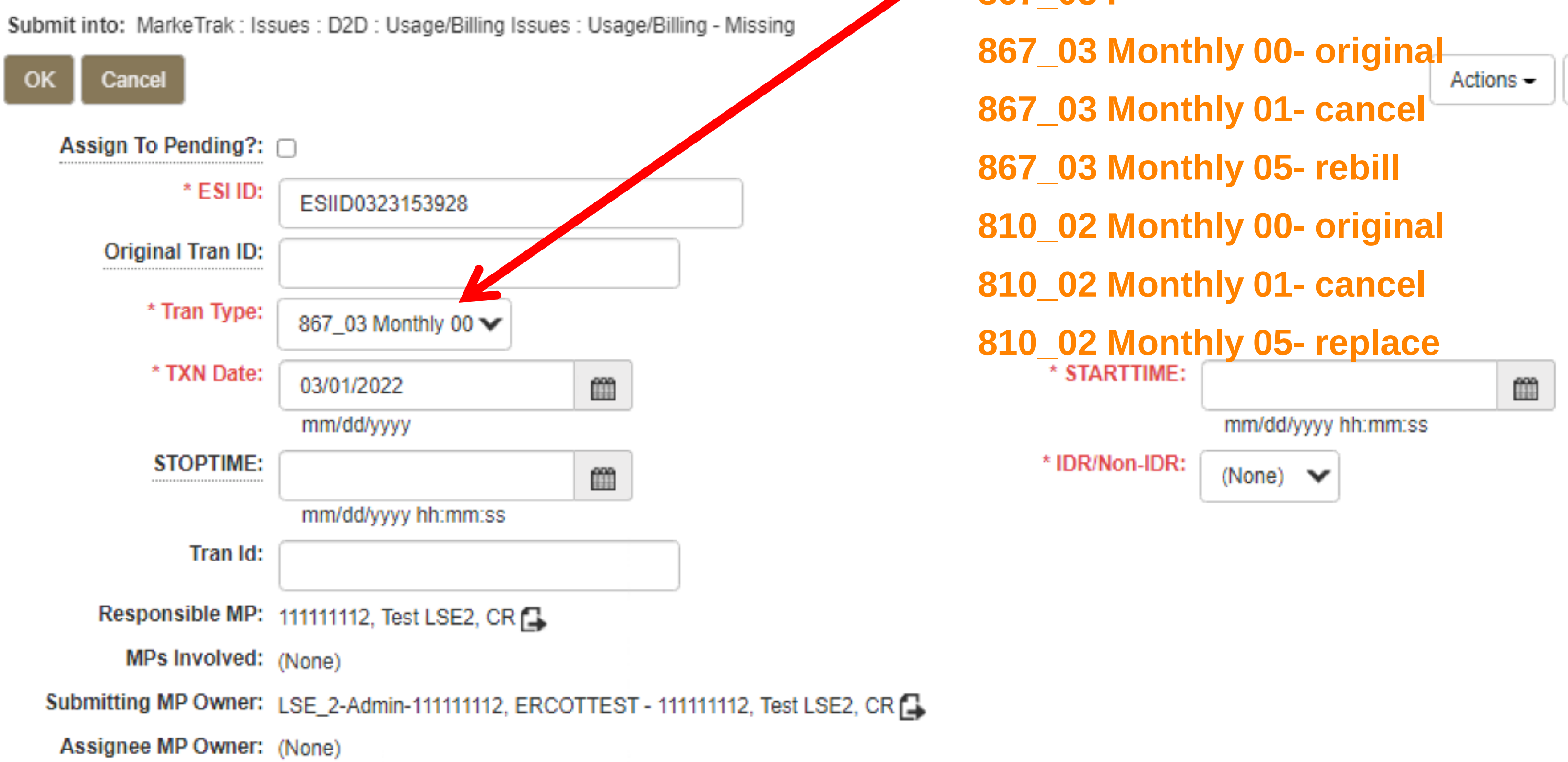
- Submitting a Usage/Billing – Missing Issue:
  - The Comments field is optional. Please include any additional information in this box. New field added: Stop Time = Service Period Stop Date. Although optional it is encouraged to be populated. If left blank it will be assumed that the Stop date is the date up to the most current read date. The submitting MP will be validated as the ROR for the Start Time provided on the issue to prevent users from submitting invalid issues.

Comments are highly recommended!

D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue (cont.):

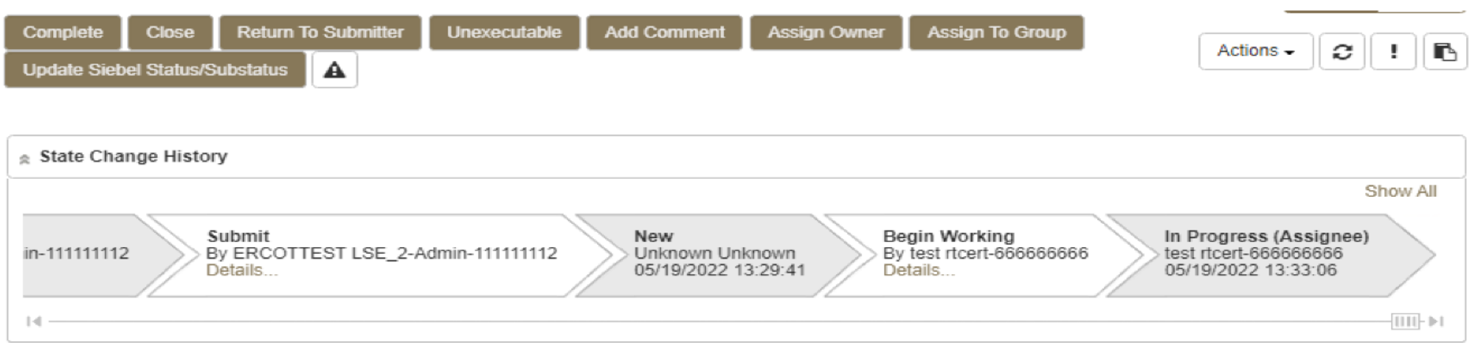
TRAN TYPE:
867_03 F
867_03 Monthly 00- original
867_03 Monthly 01- cancel
867_03 Monthly 05- rebill
810_02 Monthly 00- original
810_02 Monthly 01- cancel
810_02 Monthly 05- replace



- Select OK.

D2D Issues: Usage Billing - Missing

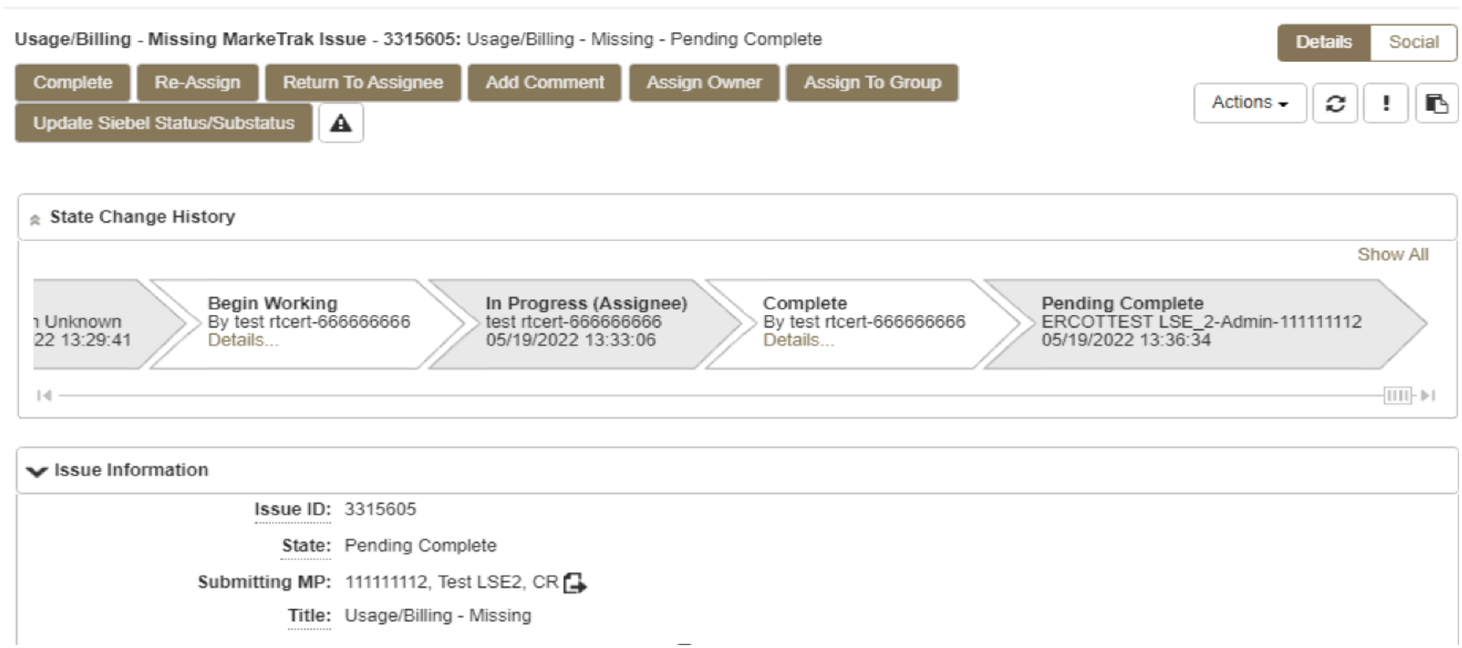
- Submitting a Usage/Billing – Missing Issue (cont.)
  - The issue enters TDSP queue in a state of **New** and is visible only by the Submitting CR and TDSP.
  - The Submitting CR can Withdraw the issue at this point.
  - The TDSP selects **Begin Working** and the issue is transitioned in a new state of **In Progress-Assignee**.
  - At this point, the Submitting CR can no longer Withdraw the issue.



  - TDSP reviews the issue and has the options:
    - **Unexecutable**, which results in state Unexecutable- Pending Complete – requires comments
    - **Return to Submitter** which requires comments and then the issue is transitioned back to the Submitter for additional information
    - **Complete** which transitions to a state of Pending Complete. The Submitter has the option to close the issue by selecting Complete or the issue will be auto closed in 14 calendar days.

D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue (cont.)
  - In this example the TDSP selects **Complete**, provides the required Tran ID of the missing transaction, and the issue is transitioned to the submitting CR in a state of **Pending Complete**. If the issue covers multiple service periods, information regarding those transactions should be provided in the comments.
  - The Submitting CR has the option to close the issue by selecting **Complete** or the issue will be Auto Closed in 14 Calendar days.



D2D Issues: Usage Billing - Dispute

- Examples of Usage/Billing Issues – Dispute:
  - For use when a CR has an issue with any data found on an 867 or 810 which may pertain to one or more of the following examples:
    - Consumption / Usage Data
    - Bill Calculations – kW, kWh, power factor, meter multiplier
    - Rate Issues – rate classifications/tariffs
    - Discretionary Service Charge dispute
    - Crossed Meter Situation
    - Dispute of Estimated Bill
    - Estimation Methodology

D2D Issues: Usage Billing - Dispute

Submitting a Usage/Billing – Dispute Issue:

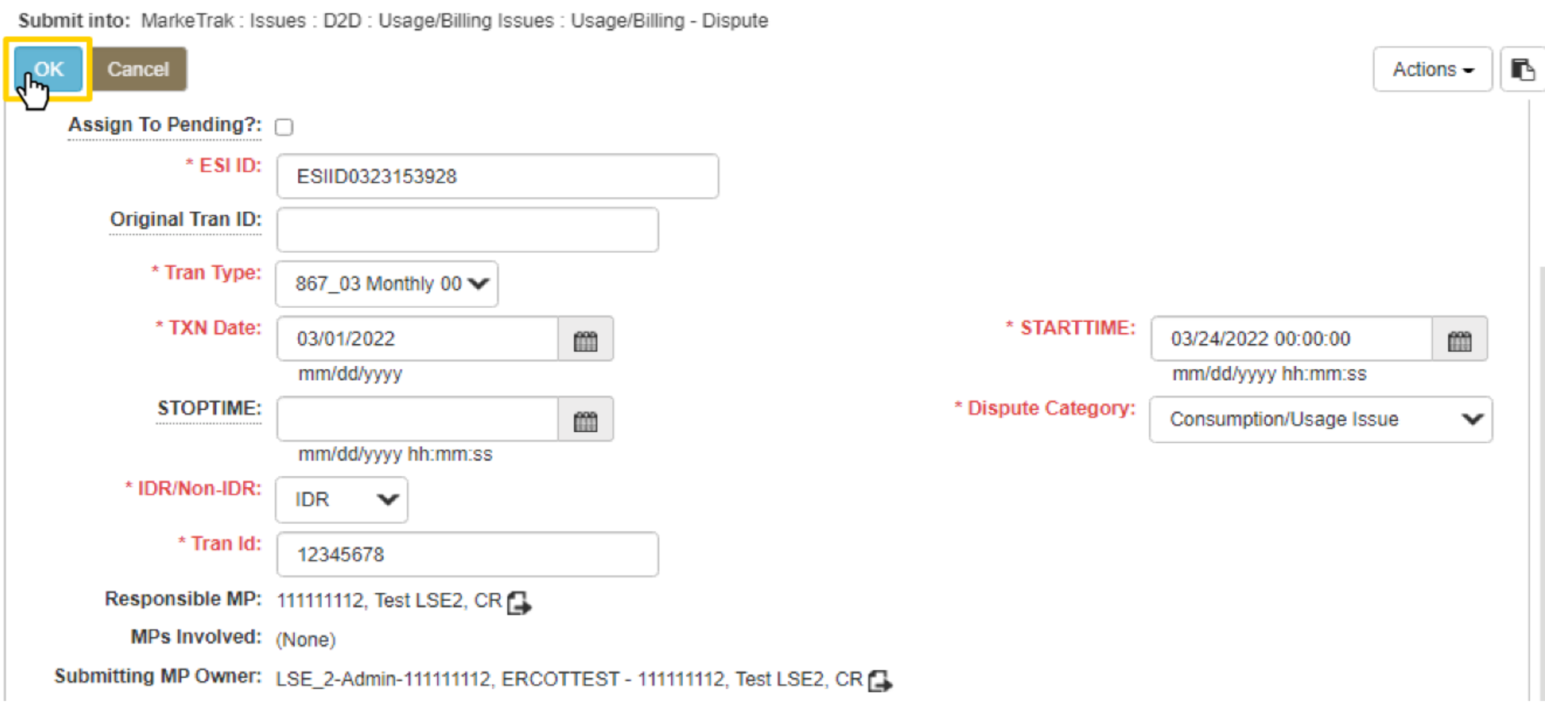
- The following fields must be populated for successful submission of Day to Day issue sub type Usage/Billing Issues: (For this example, the submitter selects the TDSP.)
  - Assignee
  - ESIID
  - Original Tran ID (Optional except for 867_03 Final) - BGN02 of the 814_01, 814_16 or 814_24. The TDSP will see it as the BGN06 of the 814_03/814_25.
  - Tran Type
  - TXN Date
  - Start Time - Service Period Start Date
  - Dispute Category
    - Priority Issue – defined as a subsequent MarkeTrak issue submitted/resubmitted due to initial MarkeTrak issue being auto closed without resolution or a follow-up MarkeTrak issue exceeding Market accepted SLA
    - Consumption/Usage Issue
    - Billing Calculations kWh
    - Billing Calculations kW
    - Billing Calculations Power Factor
    - TDSP Charge Issue
    - Rate Issue
    - Crossed Meter Issues
    - Non-Metered Issues
    - Other – Comments Required
  - Tran ID
  - IDR/Non-IDR

Comments are highly recommended!

D2D Issues: Usage Billing - Dispute

Submitting a Usage/Billing – Dispute Issue (cont.):

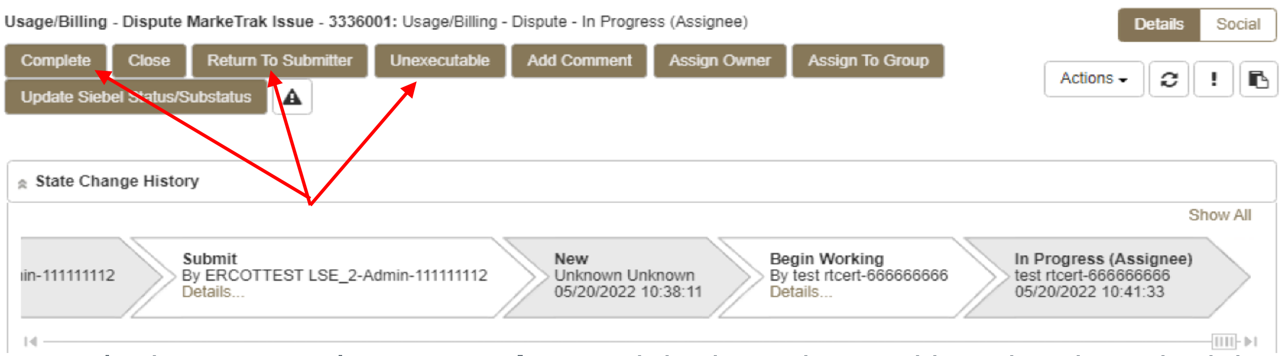
- NOTE: The Comments field is optional except when the Dispute Category is Other. Please include any additional information in this box. Stop Time = Service Period Stop Date. Although optional it is encouraged to be populated. *If left blank it will be assumed that the Stop date is the date up to the most current read date*. The submitting MP will be validated as the ROR for the Start Time provided on the issue to prevent users from submitting invalid issues.
- Select OK.



D2D Issues: Usage Billing - Dispute

Submitting a Usage/Billing – Dispute Issue (cont.):

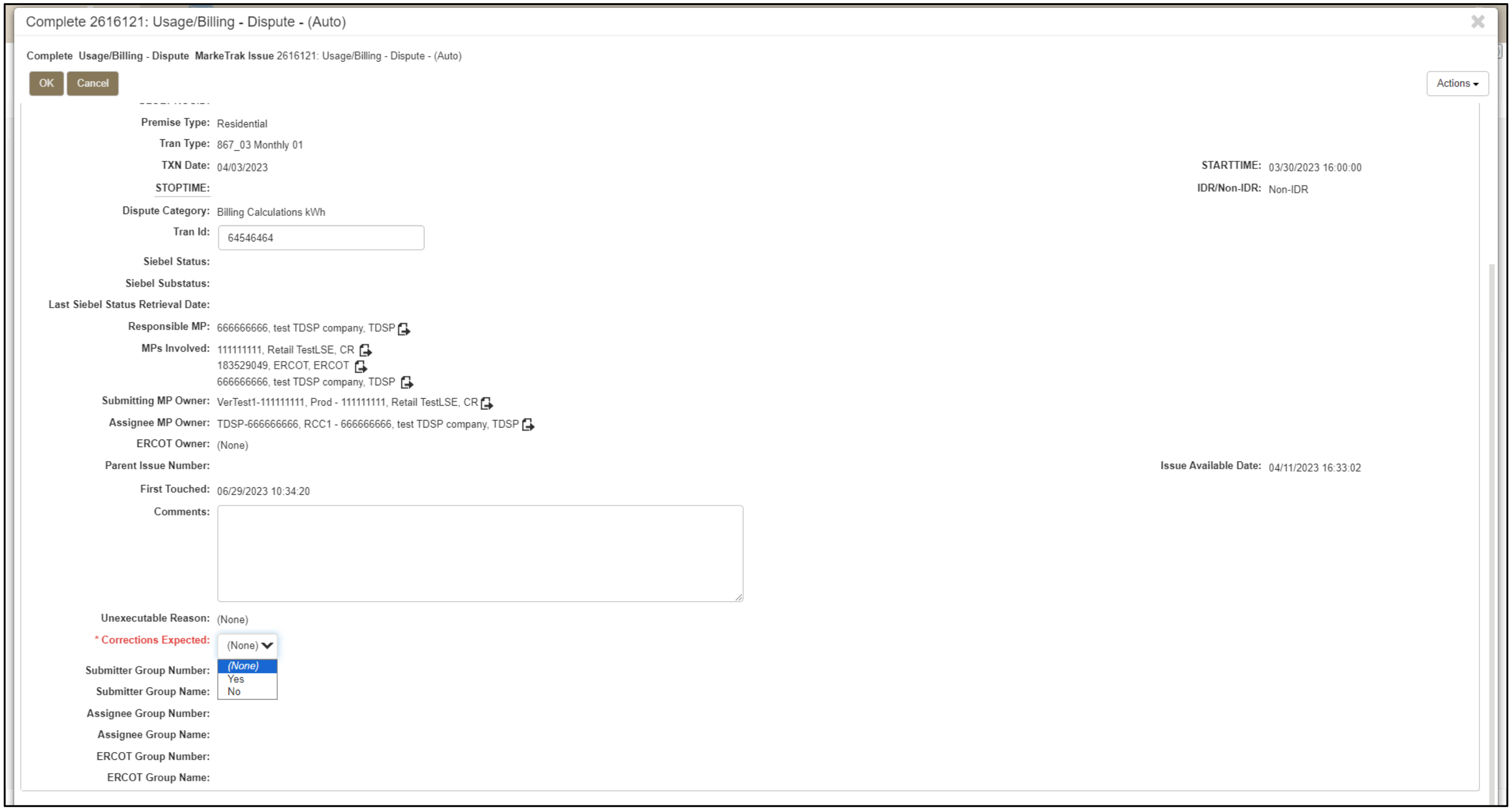
- The issue enters TDSP queue in a state of **New** and is visible only by the Submitting CR and TDSP.
- The Submitting CR can Withdraw the issue at this point.
- The TDSP selects **Begin Working** and the issue is transitioned in a new state of **In Progress-Assignee**.
- At this point, the Submitting CR can no longer Withdraw the issue.
- TDSP reviews the issue and has the options:
  - **Unexecutable**, which results in state Unexecutable- Pending Complete – requires comments
  - **Return to Submitter** which requires comments and then the issue is transitioned back to the Submitter for additional information
  - **Complete** which transitions to a state of Pending Complete. The Submitter has the option to close the issue by selecting Complete or the issue will be auto closed in 14 calendar days.



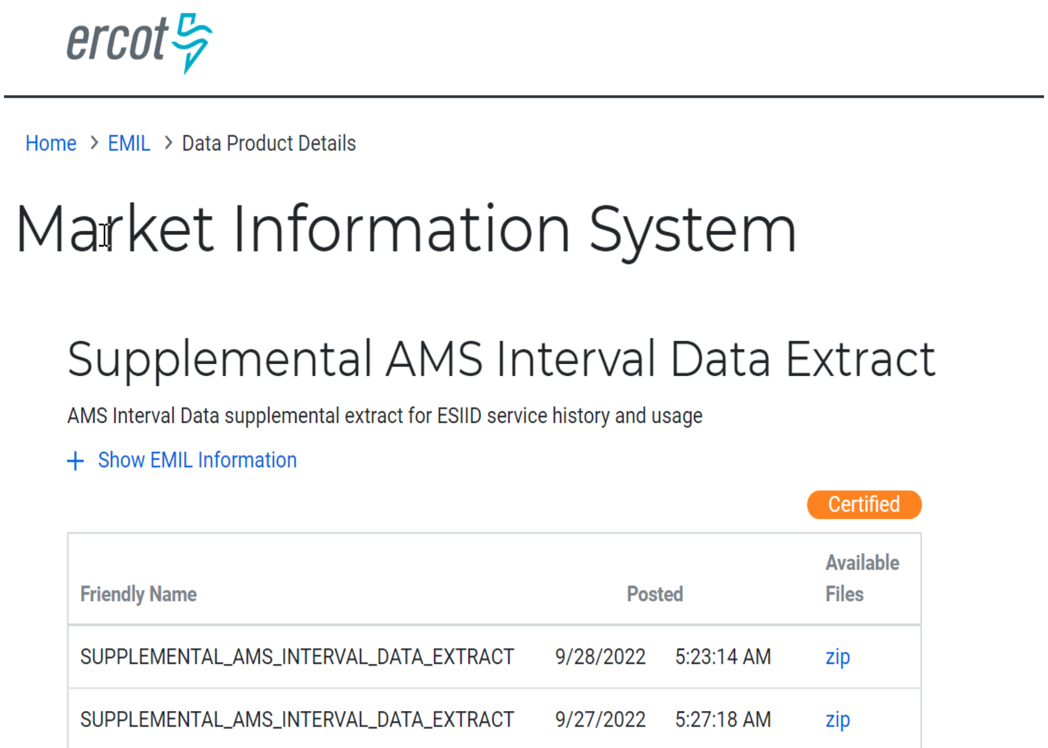
- In this example the TDSP selects **Complete** and the issue is transitioned to the submitting CR in a state of **Pending Complete**. The Submitting CR has the option to close the issue by selecting **Complete** or the issue will be Auto Closed in 14 Calendar days.

Usage & Billing – Dispute: New drop down to clarify results

A new ‘Corrections Expected’ drop down field has been added to the Usage & Billing – Dispute subtype for the TDSP to state if cancel/rebills are to be sent. A TDSP will make the YES/NO selection upon final review of the issue and transition as ‘Complete’ or ‘Unexecutable’..



AMS LSE Interval Subtypes



Friendly Name	Posted	Available Files
SUPPLEMENTAL_AMS_INTERVAL_DATA_EXTRACT	9/28/2022 5:23:14 AM	zip
SUPPLEMENTAL_AMS_INTERVAL_DATA_EXTRACT	9/27/2022 5:27:18 AM	zip

- AMS LSE Interval Subtypes are submitted for questions regarding AMS interval level data whereas questions regarding 867s or 810s are handled via Usage & Billing subtypes.
- The Supplemental AMS Interval Data Extract is used as reference for AMS LSE Dispute subtype. The extract is posted daily to the ERCOT Market Information System (MIS) on ercot.com website.
- Additional information about the extract can be found in the Supplemental AMS Interval Data Extract User Guide located on ERCOT.com.

AMS LSE Interval: Missing

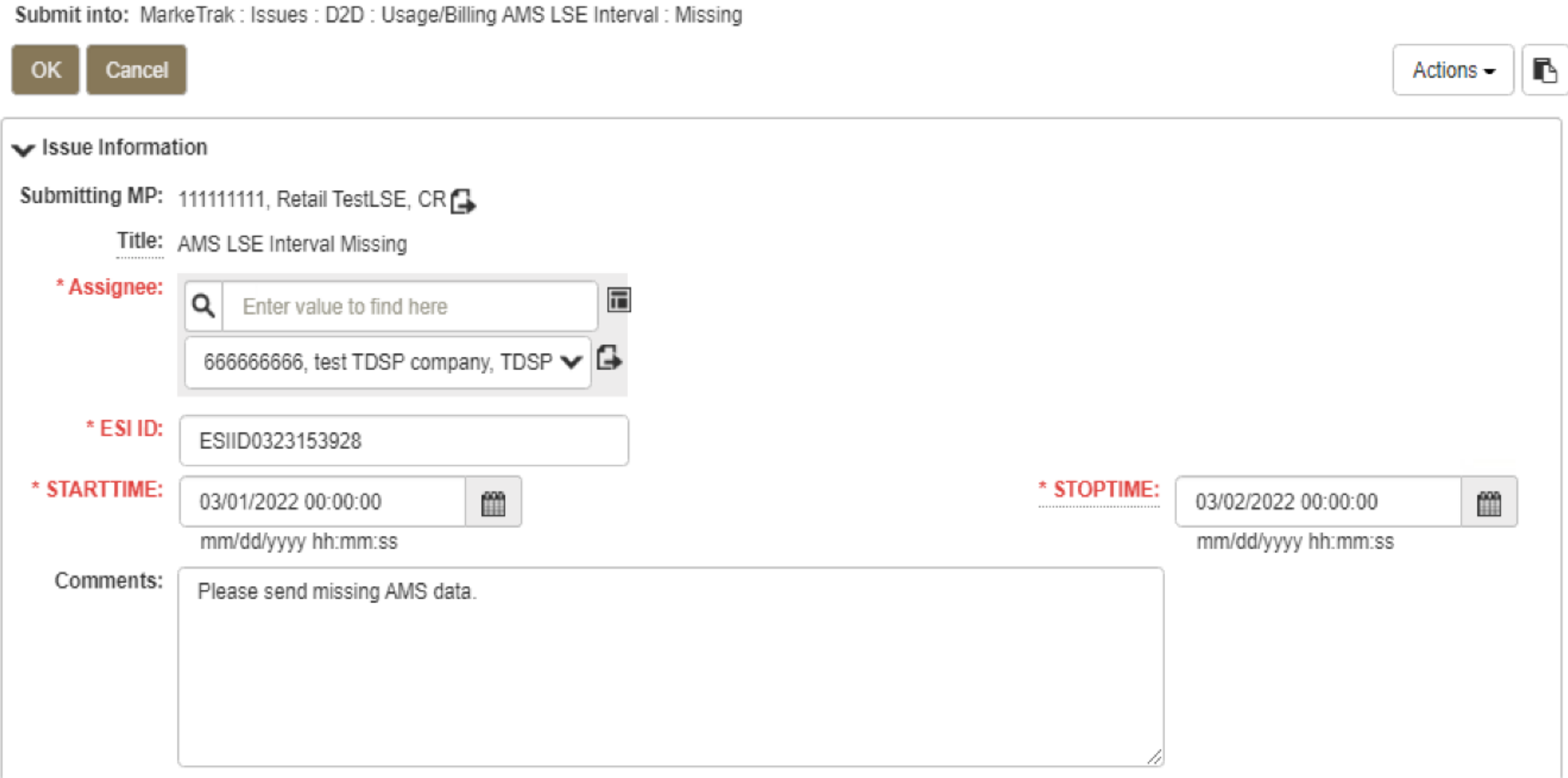
- Competitive Retailers (CRs) submit this Subtype when they discover an interval usage gap with the AMS LSE interval data from the TDSP.
- Typically submitted requesting AMS data for one or more consecutive **days** of a service period. (Remember LSE files will have all 96 intervals completed for each day)
- In order to submit this subtype, the following is required:
  - The ESIID must have an AMS meter profile at ERCOT. (AMS Settlement Flag = true on Find ESI functionality)
  - The CR must be the current Rep of Record for ALL usage days specified by the STARTIME and STOPTIME range.

AMS LSE Interval: Missing

How to submit this SubType?

- From the MarkeTrak submit tree, under the D2D option:
  - Select the Usage/Billing AMS LSE Interval **Missing** option.
  - Enter the data for the required fields.

AMS LSE Interval: Missing



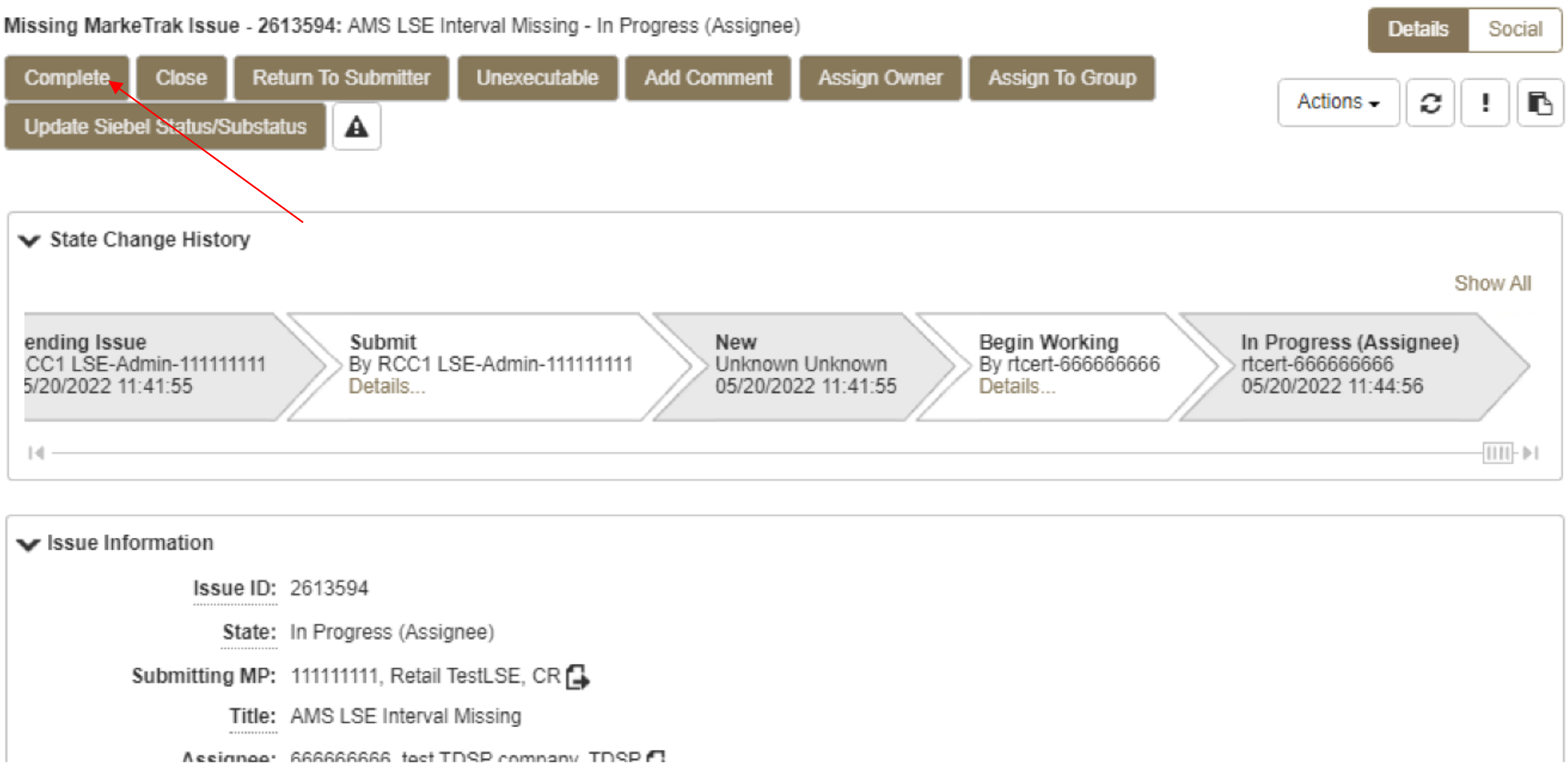
CR enters required information indicating STARTTIME and STOPTIME as formatted above for the missing period only and selects ‘OK’.

AMS LSE Interval: Missing

"Happy Path"

- Requesting CR selects **Missing** under Usage/Billing AMS LSE Interval from the Submit Tree.
- Requesting CR enters all required information and selects 'OK'.
- The issue is now in the state of 'New' with the TDSP as Responsible MP.
- TDSP selects 'Begin Working'.
- The issue is now in a state of 'In Progress (Assignee)'.

AMS LSE Interval: Missing



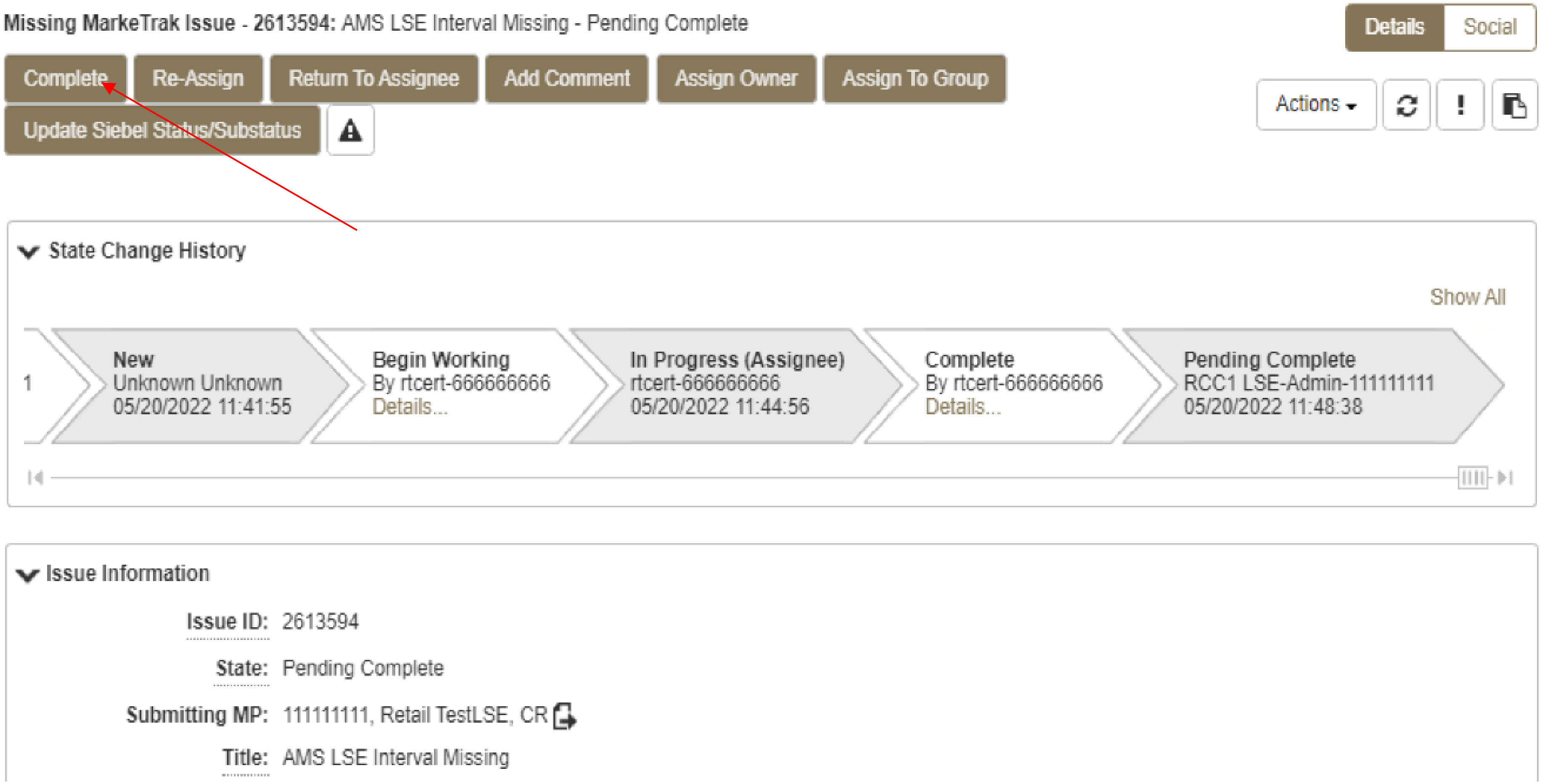
- TDSP selects ‘Begin Working’ and then selects ‘Complete’ and enters optional Comments. TDSP selects ‘OK’.
- NOTE: If CR is no longer ROR, SMT cannot be referenced and interval data should be attached to MarkeTrak.

AMS LSE Interval: Missing

"Happy Path" (cont.)

- TDSP selects 'Complete', enters Comments (optional) and selects 'OK'.
- The issue is now in a state of 'Pending Complete' with the Submitting MP as the Responsible MP.
- Submitting MP selects 'Complete' and the issue closes to 'Complete'.

AMS LSE Interval: Missing



Submitting CR selects ‘Complete’ and the issue is closed to a state of ‘Complete.

AMS LSE Interval: Dispute

- Competitive Retailers (CRs) submit this Subtype when they discover a discrepancy with the AMS LSE interval data from the TDSP.
- **Before submitting a Usage & Billing AMS LSE Dispute issue, the CR should allow 5 business days for transaction processing to complete.**
- In order to submit this subtype, the following is required:
  - The ESIID <u>must have an AMS meter profile</u> at ERCOT.
  - The usage data must be loaded in the ERCOT system and is identified by the unique identifier 'UIDAMSINTERVAL' from the Supplemental AMS Interval Data Extract. This code is retrieved and is a required field for this subtype.
- Each issue should reflect the intervals from a single day or a consecutive period; a new issue should be created for each additional period.

AMS LSE Interval: Dispute

How to submit this SubType?

- From the MarkeTrak submit tree, under the D2D section:
  - Select the Usage/Billing AMS LSE Interval **Dispute** option.
  - Enter the data for the required fields.

AMS LSE Interval: Dispute

New screenshot to add reason code.

Submit into: MarkeTrak : Issues : D2D : Usage/Billing AMS LSE Interval : Dispute

OK Cancel Actions

Title: AMS LSE Interval Dispute

* Assignee: Enter value to find here

666666666, test TDSP company, TDSP

* ESI ID: ESIID0323153928

* UIDAMSINTERVAL: 12345678

Origin: M

* STARTTIME: 03/01/2022 00:00:00

mm/dd/yyyy hh:mm:ss

* STOPTIME: 03/02/2022 23:59:59

mm/dd/yyyy hh:mm:ss

Comments: Please verify usage and make corrections if needed.
867_03 352 kWh
Internal data: 134 kWh

Code retrieved from AMS Supplemental Extract for service interval in question or the last interval for the specific day or period in question. If past 30 days, enter the oldest date available

Comments are essential in efficiently and accurately processing the MT in a timely manner

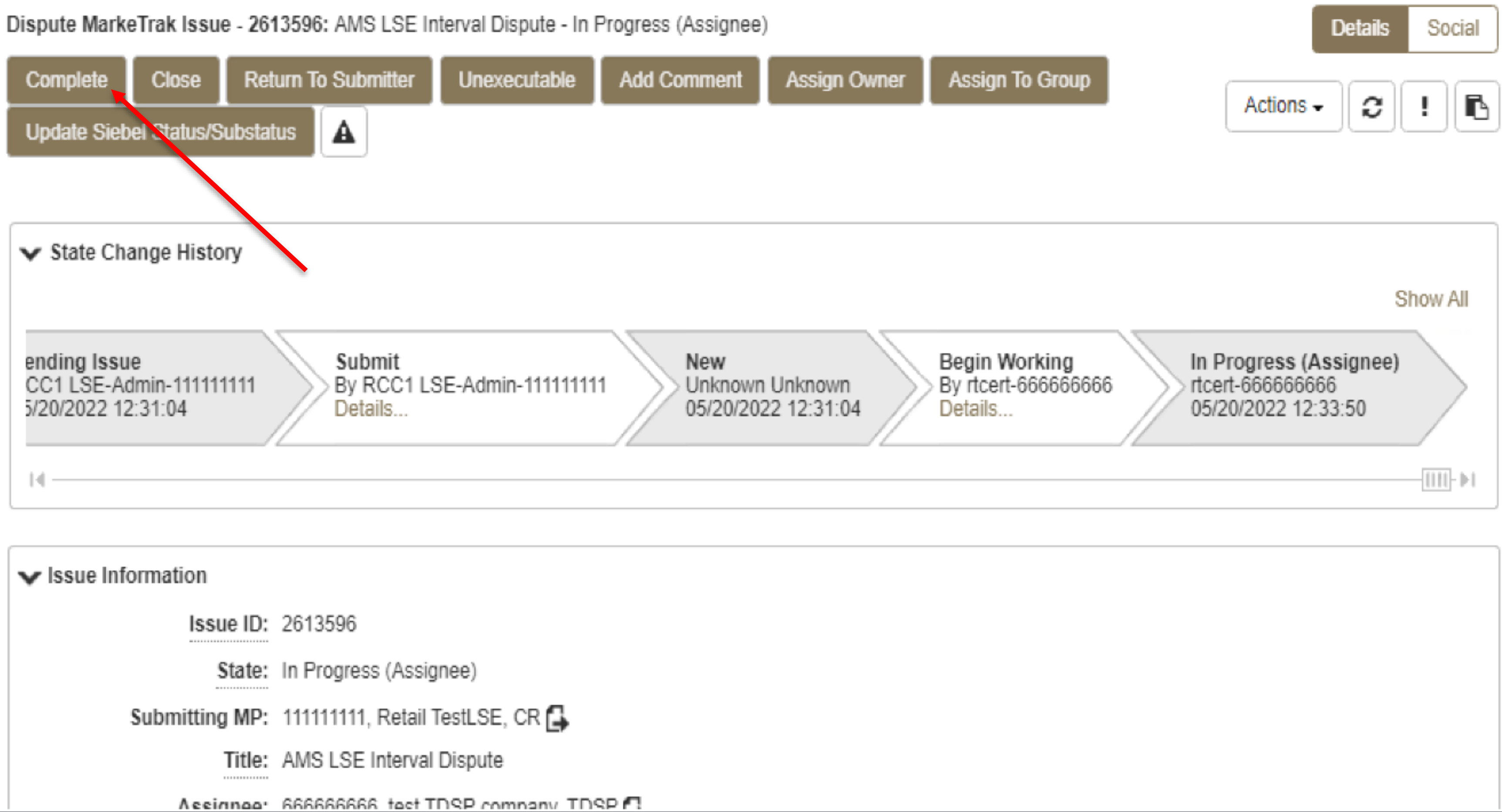
STARTTIME = service period start time formatted as mm/dd/yyyy 00:00:00
STOPTIME = service period stop time (varies by TDSP) mm/dd/yyyy 23:59:59

AMS LSE Interval: Dispute

“Happy Path”

- Requesting CR selects **Dispute** under Usage/Billing AMS LSE Interval from the Submit Tree.
- Requesting CR enters all required information and selects ‘OK’.
- The issue is now in the state of ‘New’ with the TDSP as Responsible MP.
- TDSP selects ‘Begin Working’.
- The issue is now in a state of ‘In Progress (Assignee)’.

AMS LSE Interval: Dispute



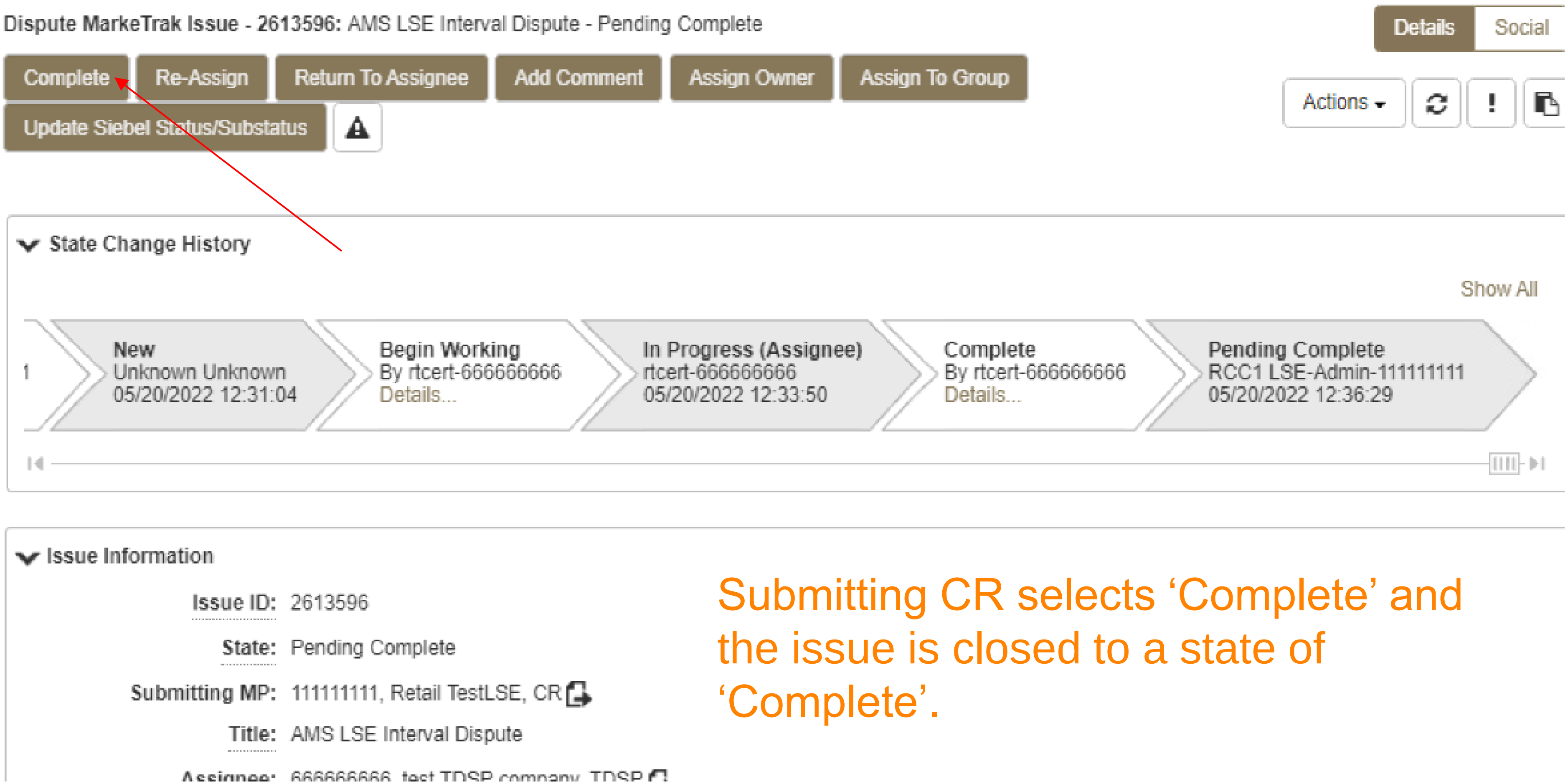
TDSP selects ‘Begin Working’ and then selects ‘Complete’ and enters optional Comments. TDSP selects ‘OK’.

AMS LSE Interval: Dispute

“Happy Path” (cont.)

- TDSP selects ‘Complete’, enters Comments (optional) and selects ‘OK’.
- The issue is now in a state of ‘Pending Complete’ with the Submitting MP as the Responsible MP.
- Submitting MP selects ‘Complete’ and the issue transitions to ‘Complete’.

AMS LSE Interval: Dispute

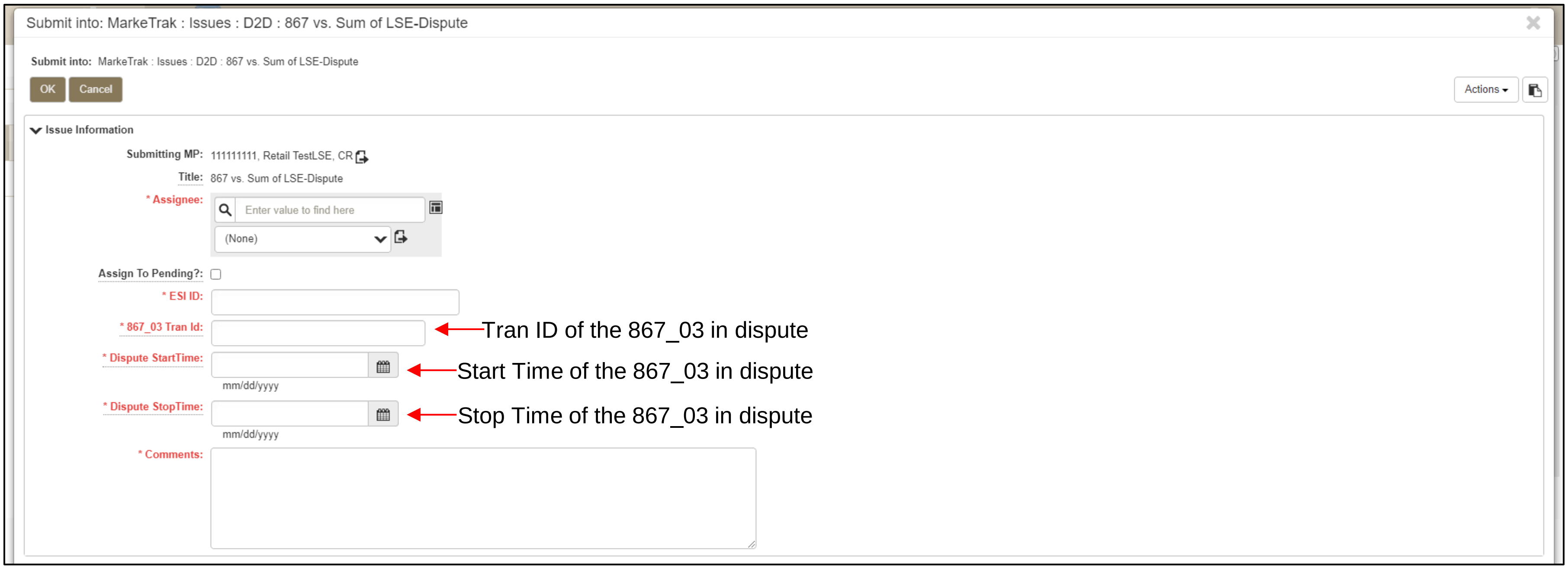


Submitting CR selects ‘Complete’ and the issue is closed to a state of ‘Complete’.

New 867 vs. Sum of LSE – Dispute

This subtype is used by a CR to dispute a variance between the total usage reported on the 867_03 transaction and the sum of the AMS LSE interval data from the TDSP for the same time period. *It should be noted that the standard accepted variance is within two times the meter multiplier.*

This subtype can only be submitted by a CR and should be assigned to the TDSP. ERCOT system will validate that the Submitting CR is the Rep of Record for the Dispute Start Time and Dispute Stop Time provided on the issue.



Unexecutable Reasons for Usage and Billing and Missing Enrollment TXNs subtypes.

Unexecutable Reason transition for Usage & Billing and Missing Enrollment TXNs subtypes. Providing common unexecutable reasons improve the resolution time and reduce unnecessary comments.

Usage & Billing – Missing	Usage & Billing – Dispute	AMS LSE Missing	AMS LSE Dispute	Missing Enrollment TXNs
(None)*	(None)*	(None)*	(None)*	(None)*
Invalid StartTime/TimeStamp Formatting	Submitter is Not the REP of Record	Submitter is Not the REP of Record	Non-consecutive Bill Cycles	Enrollment TXNS on Construction Hold or Permit Pending
Cycle Date Not Scheduled	Inaccurate SubType Submitted*	Inaccurate SubType Submitted*	Variance Due to Inadvertent Gain/Loss	Enrollment TXNS was Cancelled
Submitter is Not the REP of Record			Invalid StartTime/TimeStamp Formatting	Enrollment TXNS is Future Dated
Inaccurate SubType Submitted*			Submitter is Not the REP of Record	
			Inaccurate SubType Submitted*	

* If the default selection of '(None)' is made, or if 'Inaccurate SubType Submitted' is selected, comments are required.

Escalation Timelines for Usage and Billing MarkeTraks

- ***<u>First Point of Contact</u>*** shall be an Email via MarkeTrak to the Assigned Agent for the MarkeTrak Issue as identified below:
  - According to the MarkeTrak User Guide Section 1.9.2.3 "**Working Issues**":
    - » **Within seven (7) Business Days from creation**, the MarkeTrak Issue shall be reviewed, analyzed and resolved by the Assigned Agent.
    - » **If the MarkeTrak Issue cannot be resolved within seven (7) Business Days**, the Agent Assigned to the Issue shall provide weekly status updates to the Submitter.

- **After ten (10) Business Days has expired** without any MarkeTrak Issue status update(s) or Issue resolution received from the Assigned Agent, ***<u>Second Point of Contact</u> may be the Escalation Contact(s) using the MarkeTrak Tool (exclamation mark icon).***

- **After fifteen (15) Business Days has expired** without any MarkeTrak Issue status update(s) or Issue resolution received from either the Assigned Agent or Escalation Contact(s), the ***<u>Third Point of Contact</u> the REP's Contact may notify TDSP's Account Manager*** for MarkeTrak Issue investigation, status update and/or resolution.

Checkpoint Question

Which subtype should a CR submit if a customer is questioning the monthly consumption value they received on their monthly bill?

a) Usage & Billing – Missing

b) Usage & Billing – Dispute

c) AMS LSE – Missing

d) AMS LSE – Dispute

e) 867 vs Sum of LSE - Dispute

Checkpoint Question

Which subtype should a CR submit if a CR is questioning why the monthly consumption value and the interval data for the billing period does not match?

a) Usage & Billing – Missing

b) Usage & Billing – Dispute

c) AMS LSE – Missing

d) AMS LSE – Dispute

e) 867 vs Sum of LSE - Dispute

Checkpoint Question

True or False

When submitting any Usage & Billing MarkeTrak, if the STOP time is left blank it will be assumed it is the end of the 30 day period following the START time.

Checkpoint Question

If a CR has submitted an 814_16 enrollment and has received an 814_05 and an 867_04, but has yet to receive the 867_03 (initial periodic), the CR should submit a ____________ MarkeTrak.

a) Missing Enrollment Transaction

b) Usage & Billing - Missing

c) AMS LSE - Missing

Questions

MarkeTrak Training

Siebel Change

Siebel Change

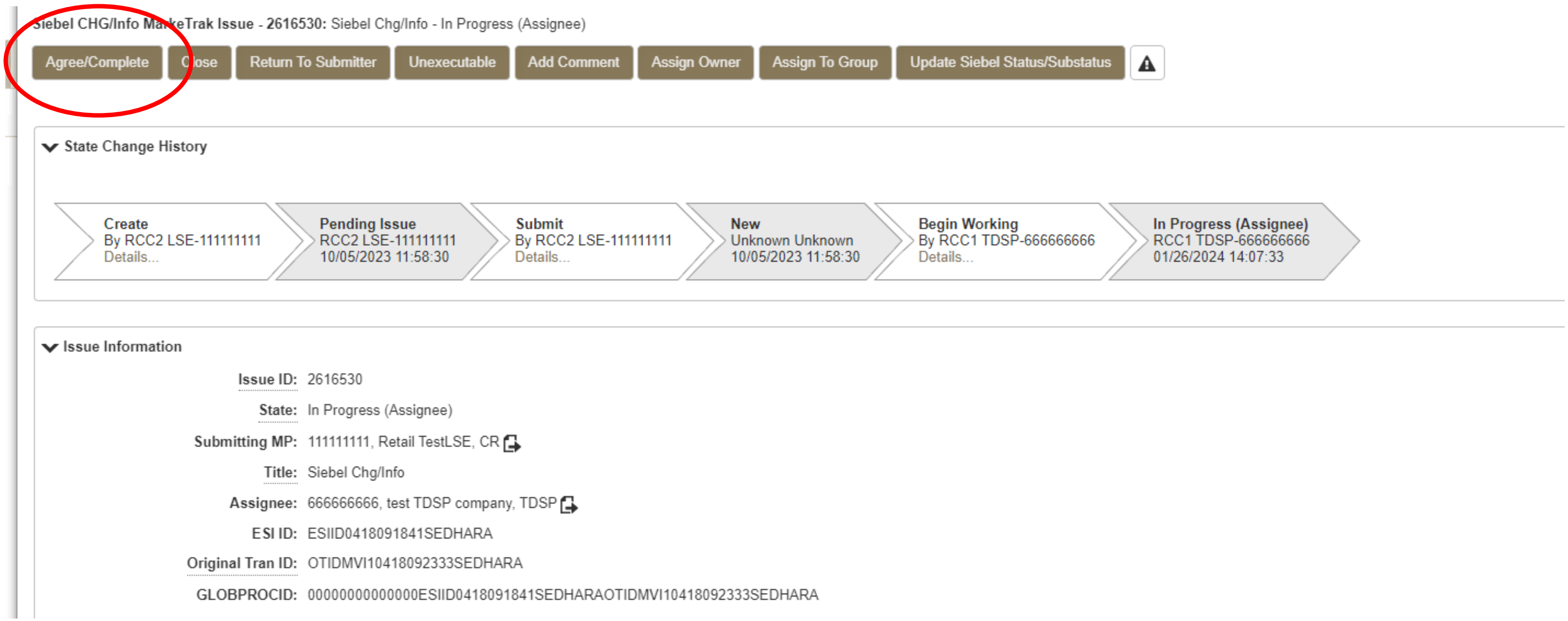
Siebel is the ERCOT Registration System of Record that maintains ESI ID activity.

- A Siebel change is used to correct order status for an ESI ID's past activity.
- CR or TDSP can submit this subtype.
- **TXSET transactions cannot be utilized for Siebel system changes.**
- Upon **<u>acceptance and completion</u>**, a Siebel Change will align ERCOT's Siebel system with the impacted Market Participant's system.
- **The "complete" transition button has changed to "Agree/Complete" providing clarity the Market Participant agrees to the proposed change.**

The following fields are required to initiate a Siebel Change issue:

- Assignee
- ESI ID
- Original TranID
- Comments

Siebel Change – ‘Complete’ transition now ‘Agree/Complete’



Examples of Siebel Change/Info

1) Changing Service Order Status

- For out-of-sync scenarios when a transaction's status is different on ERCOT MIS from the Market Participant's systems.
- To inquire why a transaction was cancelled.
- To inquire why Siebel status is different than the status of the transaction(s) submitted by the TDSP.
- When changing Service Order Status from "Cancel" to "Complete" or vice versa.

2) Changing Start Time Discrepancies

- To inquire why an ESI ID is not in ERCOT's system.
- When changing a start time of a Siebel service order.

MarkeTrak Training

Data Extract Variances (DEVs)

Data Extract Variance (DEV) Overview

Data Extract Variances (DEVs) are used to correct a “Service History Row” on the SCR727 ESI ID Service History & Usage Extract or ESI ID characteristics when corrections cannot be resolved with a TXSET transaction.

Two types of DEVs can be used when a discrepancy is identified:

- **DEV LSE:**
  - Used to correct the MP's StartTime and/or StopTime for REP of Record (ROR) synchronization.
- **DEV Non-LSE:**
  - Non-LSE DEVs are used to synchronize ESI ID characteristics, existence and/or usage data.

Checkpoint Question

Today is October 1st, what MarkeTrak subtype is used to correct service history rows for a REP of Record serving the ESI ID from August 1st – August 30th?

a) Siebel Change

b) DEV Non-LSE

c) Inadvertent Gain

d) DEV LSE

Checkpoint Question

Today is October 1st, what MarkeTrak subtype is used to correct service history rows for a REP of Record serving the ESI ID from September 15th to today?

a) Siebel Change

b) DEV Non-LSE

c) Inadvertent Gain

d) DEV LSE

MarkeTrak Training

Bulk Insert Process

Bulk Insert: Overview

MarkeTrak Bulk Insert functionality…

- Allows for automated method of submitting multiple MarkeTrak issues of the *same subtype*
- Uses a .CSV file containing data for each issue and is uploaded via the Bulk Insert workflow
- Templates are available on ERCOT.com for each subtype's .CSV file format. These contain the defined **required** field ordering for the specific issue type.
- MarkeTrak Information (ercot.com)

Background Report- Output Column Headings	Aug 14, 2014 - xls - 52.5 KB
Bulk Insert Templates	Aug 14, 2014 - zip - 278.8 KB
MARKET TAG Training Final 20150605 v2	Jun 12, 2015 - pps - 11.4 MB
MarkeTrak API Technical Files	Mar 27, 2017 - zip - 30.3 KB

Bulk Insert: Validations

- Two levels of validations are performed on this MT Subtype:

1. Overall **file format** level validation is performed upon submission

2. **Business level** validations on each row of data within .CSV file
   - All validations will default to “off” unless otherwise flagged
   - Any “blank” validation flag assumes validation is turned “off”
   - If populated with “1” in the appropriate field, validation is “on”

Bulk Insert: File Format Validations

- Performed on .CSV file by clicking “Attach and Validate”.
  - Determine if correct # of columns were uploaded
  - Comments will indicate # of rows that successfully uploaded (with correct # of columns) and # of rows not uploaded from .CSV file

Bulk Insert: Business Level Validations

- Performed on required fields of template

- Report posted to destination of choice: MarkeTrak attachment or MIS

- Report includes the following five additional columns added at the end of each row, representing the following data:

  - **Success or Fail**: “success” indicates successfully submitted via Bulk Insert and “fail” indicates issue was not submitted
  - **Error Code**: if an issue fails, a code will populate in this field
  - **Error Message**: field contains error message why the issue failed to submit
  - **Date/Time Stamp**: contains date and time stamp of when the issue was submitted
  - **Issue ID**: MarkeTrak issue ID for successfully submitted issues

Allow adequate time for processing individual issues. Average processing time is a few seconds per row.

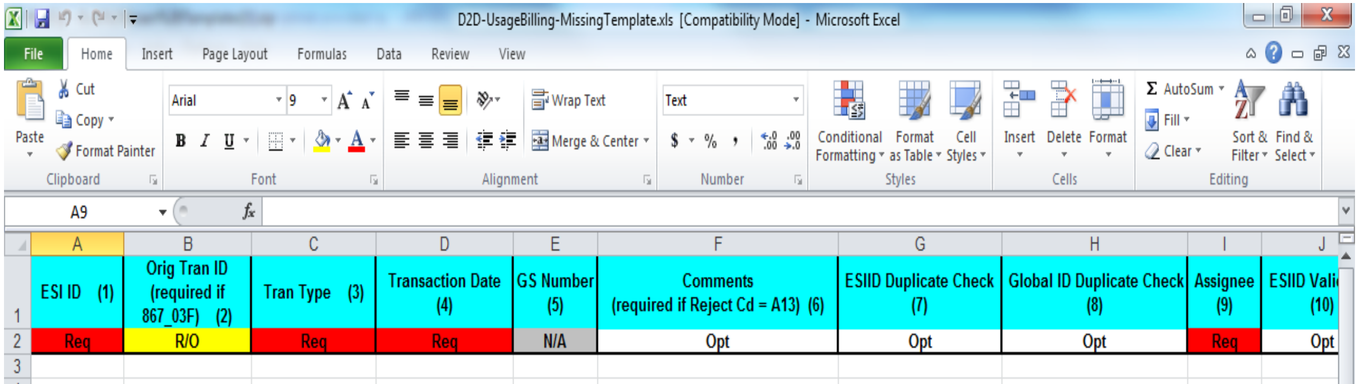
Bulk Insert: .CSV File Validations

Validation	Populate "1"	Populate "0"
ESI ID Duplicate Check - validates ESID	Will not submit issue if duplicate issue exists containing the ESI ID for which submitter has access	Duplicate check overridden, issue will submit provided criteria is met
Global ID Duplicate Check – validates ESID and original Transaction ID	Will not submit issue if a duplicate issue is located in MarkeTrak system containing the ESI ID and original transaction for which submitter has access	Duplicate check overridden, issue will submit provided criteria is met
ESI ID Validation- must be enabled for Premise Type to return	Submit for validation of ESI ID against ERCOT registration system	Submit regardless if ESI ID is within ERCOT registration system
Evaluation Window Check – Global ID Validation must be enabled	Enables TRAN Type/Evaluation rules be applied for Cancel w/Approval issues	Ignores Evaluation rule and submits issue regardless of violation
Global ID Validation	Enables validation of Global ID against ERCOT registration system	Ignores validation of Global ID with ERCOT registration system

If Validation field is left blank, a "0" will automatically default and the check will not be performed.

Bulk Insert: .CSV File Template

Bulk Insert templates for every applicable subtype are available on the MarkeTrak Information Page. Below is a sample of the template for the Usage/Billing Missing subtype:



ESI ID (1)	Orig Tran ID (required if 867_03F) (2)	Tran Type (3)	Transaction Date (4)	GS Number (5)	Comments (required if Reject Cd = A13) (6)	ESIID Duplicate Check (7)	Global ID Duplicate Check (8)	Assignee (9)	ESIID Vali (10)
Req	R/O	Req	Req	N/A	Opt	Opt	Opt	Req	Opt

- The definition of the data fields is as follows:
  - Required (Req)
  - Optional (Opt)
  - Not Applicable (N/A)
  - Required or Optional (R/O)
  - Required or Not Applicable (R/NA)
  - Optional or Not Applicable (O/NA)
  - DateTime format = **ccyy-mm-dd Thh:mm:ss** **eg: 2019-11-15T13:20:57**
  - Date format = **ccyy-mm-dd** **eg: 2015-11-15**

Ensure REPs are using the new version of the Missing Enrollment Transaction bulk insert template.

Bulk Insert: Tips & Tricks

- **Tip 1 – One template, one subtype**
  - Only submit multiple issues via bulk insert for the same subtype
- **Tip 2 – Request all validations occur**
  - Select all the validations to ensure data is valid and does not contain duplicates.

A	B	C	D	E	F	G	H	I	J
ESI ID (1)	Orig Tran ID (required if 867_03F) (2)	Tran Type (3)	Transaction Date (4)	GS Number (5)	Comments (required if Reject Cd = A13) (6)	ESIID Duplicate Check (7)	Global ID Duplicate Check (8)	Assignee (9)	ESIID Vali (10)
Req	R/O	Req	Req	N/A	Opt	Opt	Opt	Req	Opt

- **Tip 3 – Caution when copying ESI IDs**
  - Use caution when copying ESI IDs and pasting into the Excel Spreadsheet Bulk Insert Template.
  - A normal copy and paste can result in the 17 digit ESI ID being automatically formatted by Excel in Scientific Notation Format (example 1.04437E+16).
  - Changing the format of the cell in the spreadsheet will result in the last two digits of the 17 digit ESI ID to change to 00. This will cause the MarkeTrak issue to be created using the wrong ESI ID.

Bulk Insert: Tips & Tricks – cont.

Solution for accurate ESI ID format:

- Open the Excel Spreadsheet Bulk Insert Template and Right Click in ESI ID cells.
- Select *Format Cells* and choose *Text* from the list.
- Copy ESI ID from source document and right click in the ESI ID cell and choose *Paste Special* and then choose *Text*.

This will paste the 17 digit ESI ID into the spreadsheet in text format and avoid Excel changing the ESI ID format.

Tip 4 – Avoid commas in comments

- Avoid commas (,) in any comment on the MarkeTrak issue via Bulk Insert. As a CSV (Comma Separated Value) file, any comma in a comment field will be recognized as a delimiter and misalign the column count causing the file to fail.

Bulk Insert: Tips & Tricks

- **Tip 5 – Correct format on dates and times**
  - ensure date/time field has correct format and populates the field in the T-format. If not formatted correctly, bulk insert file will fail validation.

Correct format on dates and times

DateTime format	=	ccyy-mm-ddThh:mm:ss	eg: 2015-11-15T13:20:57
Date format	=	ccyy-mm-dd	eg: 2015-11-15

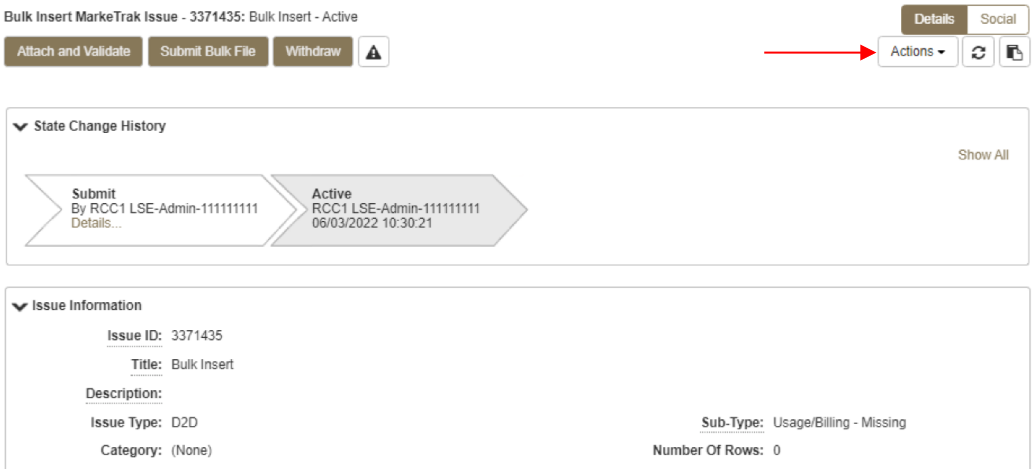
- **Tip 6 – Ensure all rows are accounted for**
  - Before submission of the bulk insert CSV file the user should ensure all rows are accounted for in the file template to successfully pass validation for submission of the file.
- **Tip 7 – Delete the header row**
  - Once all data has been entered into required fields on the bulk insert template, the header row should be deleted before saving the file in the CSV format.
- **Tip 8 – Checking validation errors**
  - If you receive a validation error, go to notepad and open your CSV file to determine where the error has occurred and correct it. <u>Once the error is corrected save the file with a new name.</u> If you do not save with a new name your corrections will not be saved to the corrected file.

Bulk Insert: Submit

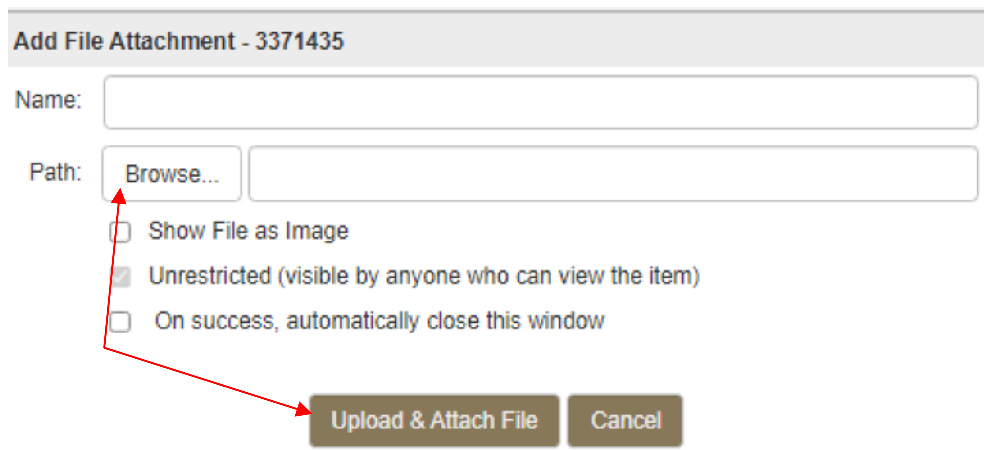
- Submitting a Bulk Insert Issue:
  - Following fields must be populated for successful submission of Bulk Insert:
    - Issue Type
    - Sub-Type
    - Report Destination
  - Submitter selects *OK*

Bulk Insert: Submit (cont.)

- From the Actions dropdown, select *Add File*

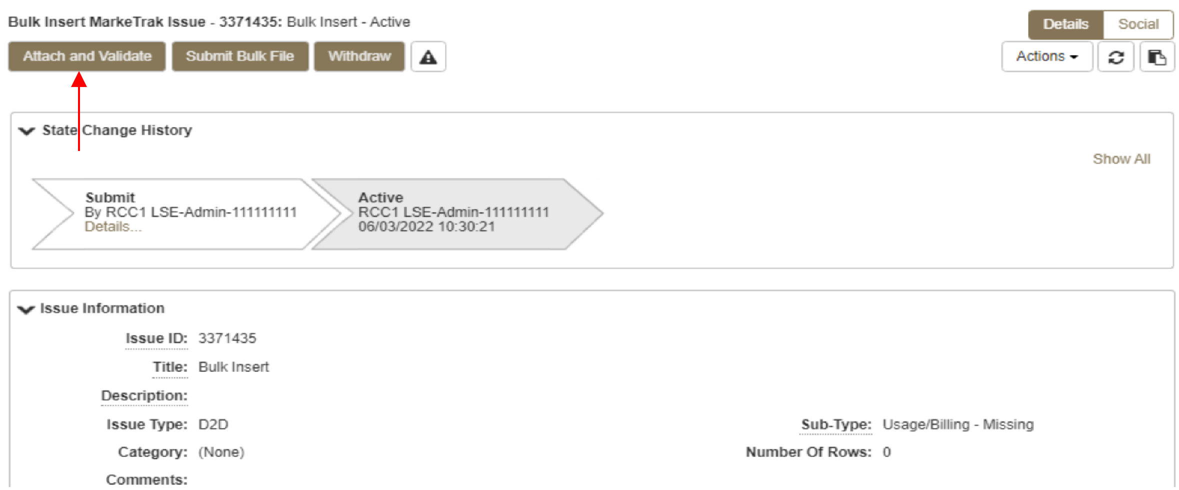


- Select *Browse*, locate the CSV file, and press *Upload & Attach File*

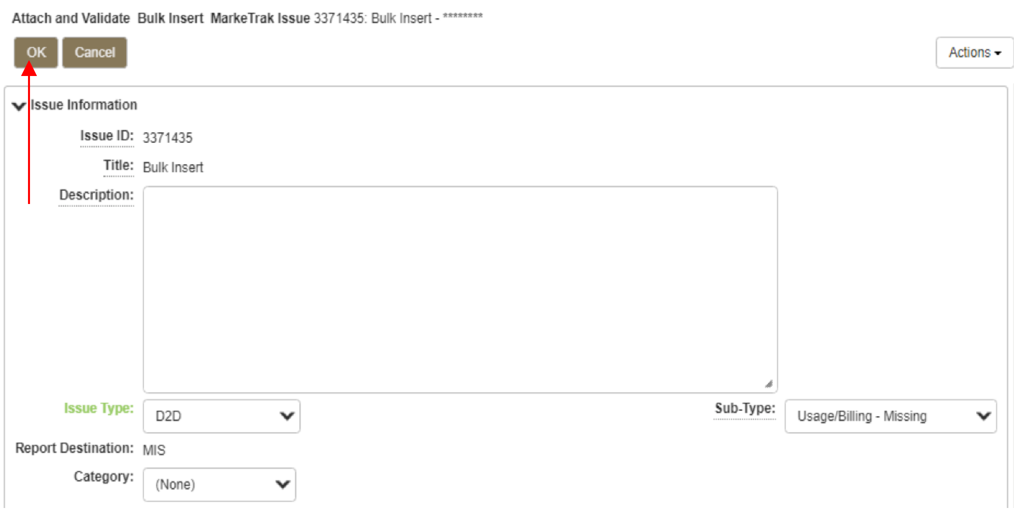


Bulk Insert: Submit (cont.)

- Select *Attach and Validate*

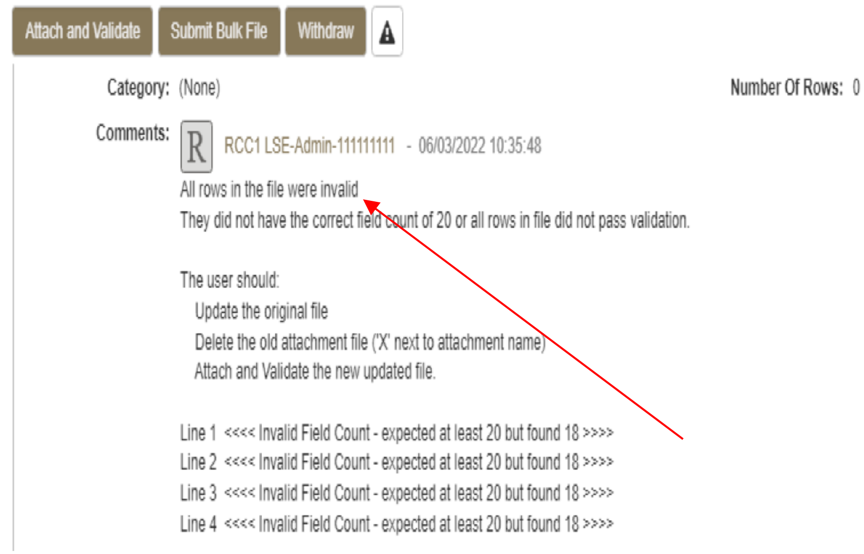


- Once the file has been attached select *OK* to validate the format of the CSV file



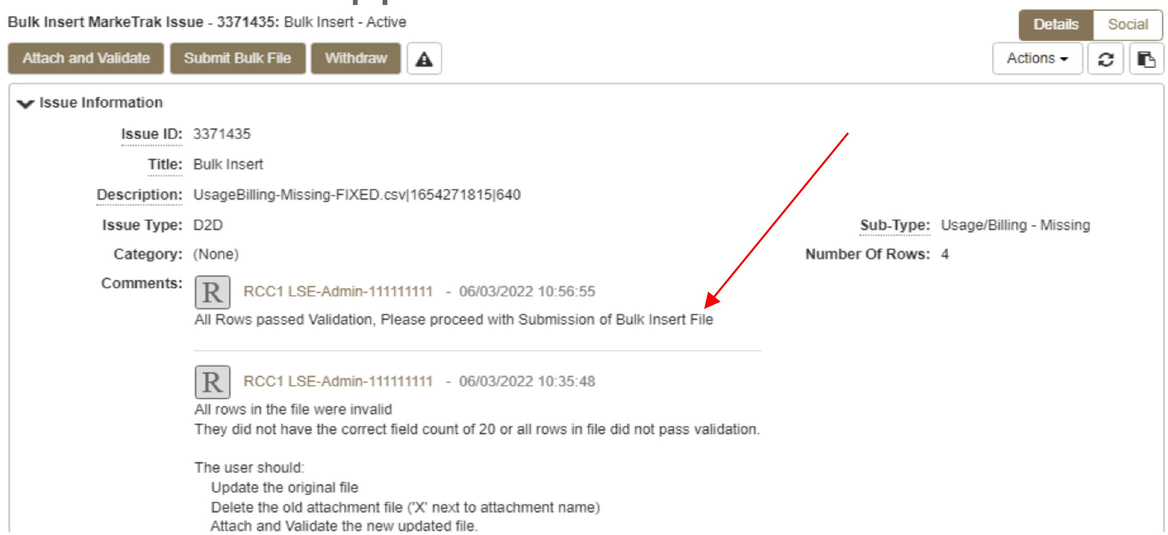
Bulk Insert: Submit (cont.)

- Validation will be performed on the uploaded file
  1. File failure possibilities:
     a) incorrect number of columns
     b) formatted incorrectly
  2. Comments section to display failure message
  3. Failures <u>must</u> be corrected
  4. Once corrected, original file must be deleted before it can be reattached
     a) To delete the file, select trash can icon next to file name
     b) Select ‘delete file’

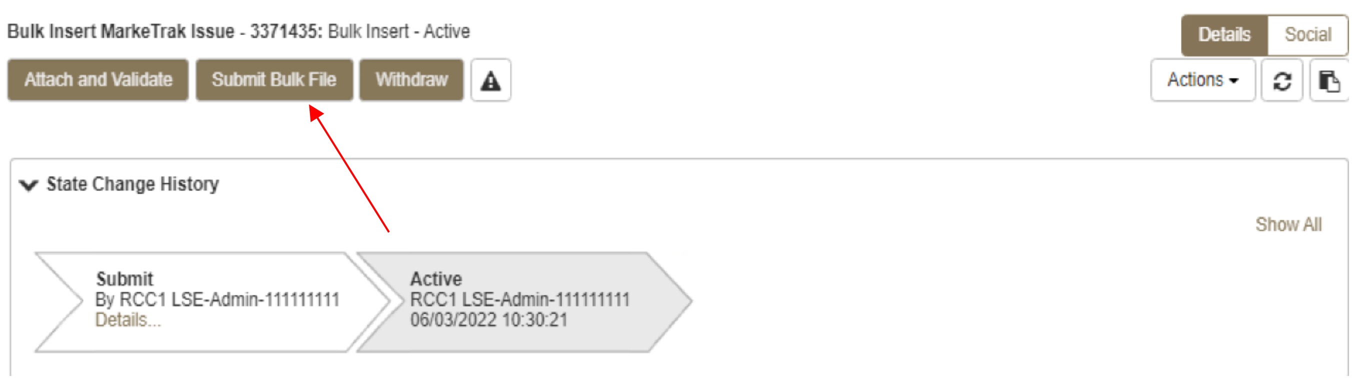


Bulk Insert: Submit (cont.)

- If the upload is successful, a message indicating "*All rows passed validation*" will appear

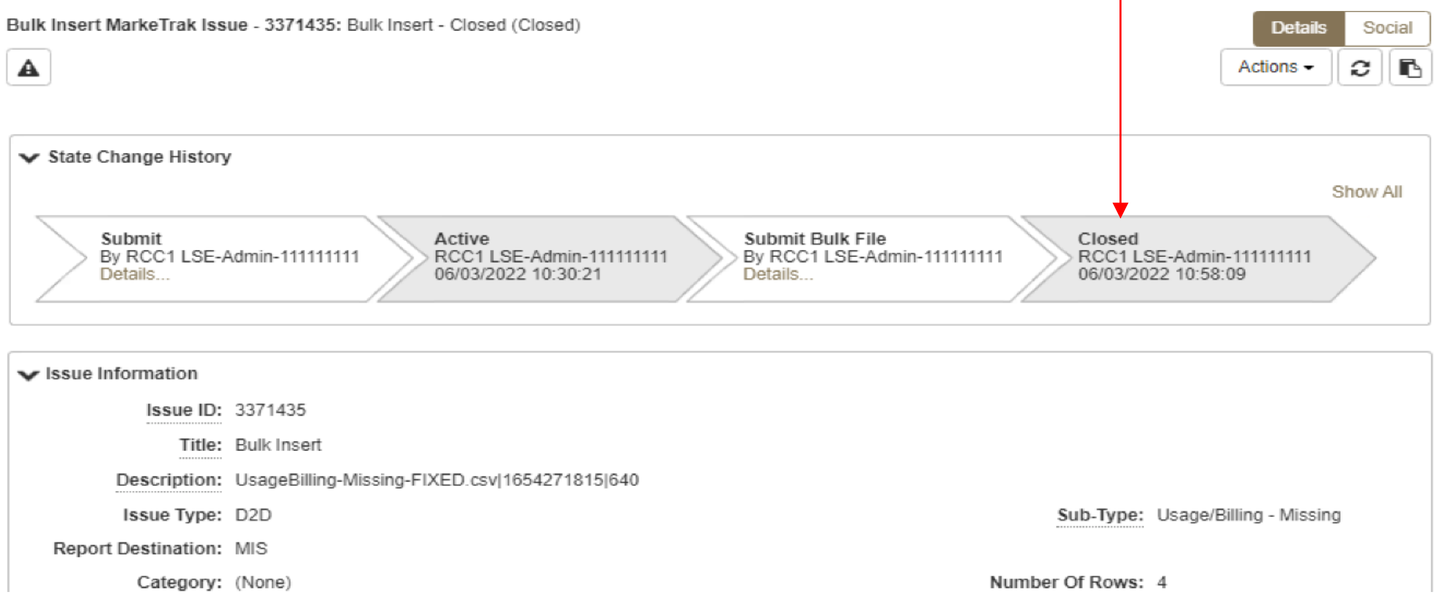


- Select '*Submit Bulk File*' to create individual issues



Bulk Insert: Submit (cont.)

- After submitting the issue it will automatically close the Bulk Insert issue



- Once submitted, Bulk Insert MarkeTrak Number becomes the “parent” and will be populated on each individual MarkeTrak issue (which are the “children”) created by the Bulk Insert

Bulk Insert: Report Destination Options

User chooses report destination as either:

- file attached to the MarkeTrak issue
- posted to reports section on MIS
  - user to download the file via MIS
  - access to MIS can be selected through the MarkeTrak GUI screen

Checkpoint Question

In what format should your Bulk Insert file be saved, prior to uploading into MarkeTrak?

a) *.pdf

b) *.txt

c) *.csv

d) *.xlsx

Checkpoint Question

True or False:

Bulk Insert templates for every applicable subtype are available on the MarkeTrak Information Page.

MarkeTrak Training

Additional D2D Subtypes

Additional Day to Day Subtypes - Summary

Below is a summary of additional subtypes utilized for specific purposes:

Issue Subtype	Purpose	Submitter
Cancel w/ Approval	• Manually cancelling an initiating transaction – MVI, MVO, or Switch • Used by CR or TDSP when experiencing system issues • CR requesting cancellation of a past-dated ‘**scheduled**’ transaction • **New unexecutable reasons**	CR or TDSP
997s	Verify if a 997 was sent or received	CR or TDSP
Projects	Project related requests	CR or TDSP
ERCOT Initiated	Used when exceptions are in ERCOT’s system (i.e. conflicting metering dates, etc.)	ERCOT
Safety Net Order	Request for follow up EDI transaction after CR submittal of safety net	TDSP

Additional Day to Day Subtypes – Summary – cont.

Below is a summary of additional subtypes utilized for specific purposes:

Issue Subtype	Purpose	Submitter
Move Out w/ Meter Removal	• TDSP notification of meter removal if 650_04 is not sent • Follow up request for MVO transaction upon 650_04 notification	TDSP
Redirect Fees	When an IAG results in a lights out situation, allows Losing CR to submit within 3 days of receiving 810_02 for recovery of any discretionary fees from Gaining REP	Losing CR
Market Rule*	Flexible for operationalizing PUCT rulemaking, i.e. COVID ERP Program, AMS Opt-Out customer requests	TDSP or CR
Reject Transactions	CR or TDSP questions rejected transaction, i.e. invalid EDI, NFI, Dups **Reject code now freeform field**	CR or TDSP

Additional Day to Day Subtypes – Summary – cont.

Below is a summary of additional subtypes utilized for specific purposes:

Issue Subtype	Purpose	Submitter
REP of Record	CR questions who ERCOT or TDSP show as ROR – i.e. used in Mass Transition process	CR or TDSP
Service Order – 650 Issues	Inquiries related to service orders – missing 650_02 responses or rejects of 650_01	CR or TDSP
Premise Type	Out of sync conditions for premise types requesting TDSP to submit 814_20 to update premise type	CR
Service Address	CR requests TDSP to submit 814_20 to update a service address for an ESI **Used to request County Name change**	CR

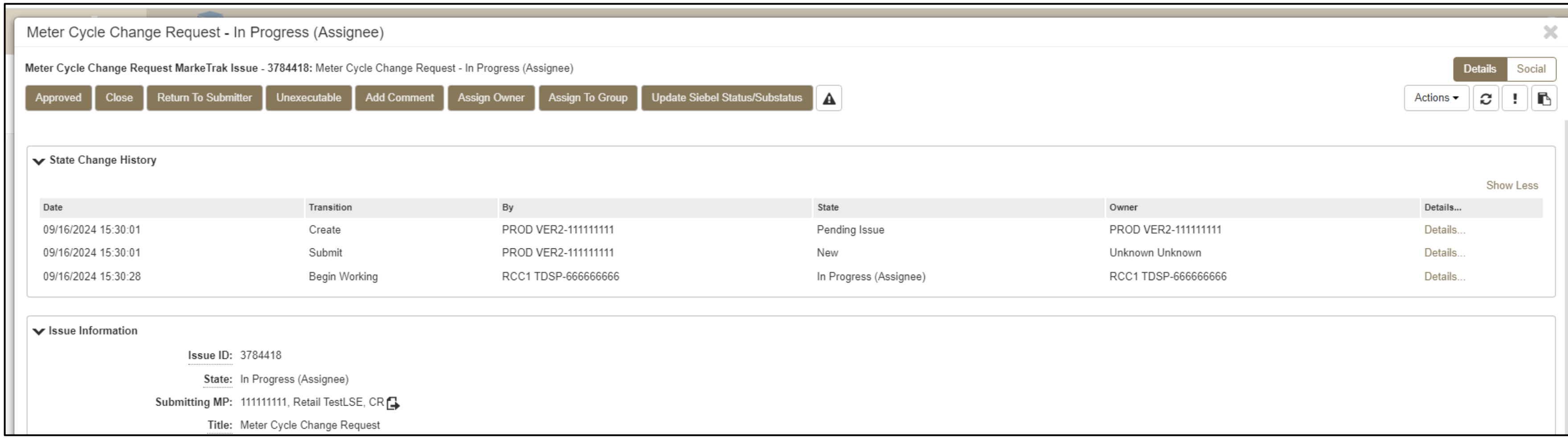
Meter Cycle Change Request subtype - *New*

The Meter Cycle Change Request subtype was created for CRs to request a change to the Meter Read Cycle of an ESIID. Only one meter cycle change per Rep of Record for the customer is allowed at the discretion of the TDSP per their respective tariffs. This subtype can only be submitted by the current Rep of Record for the ESIID. MarkeTrak will validate that the Submitting MP is the current ROR. If the Submitting CR is not the current Rep of Record, an error message will display and the issue cannot be submitted.

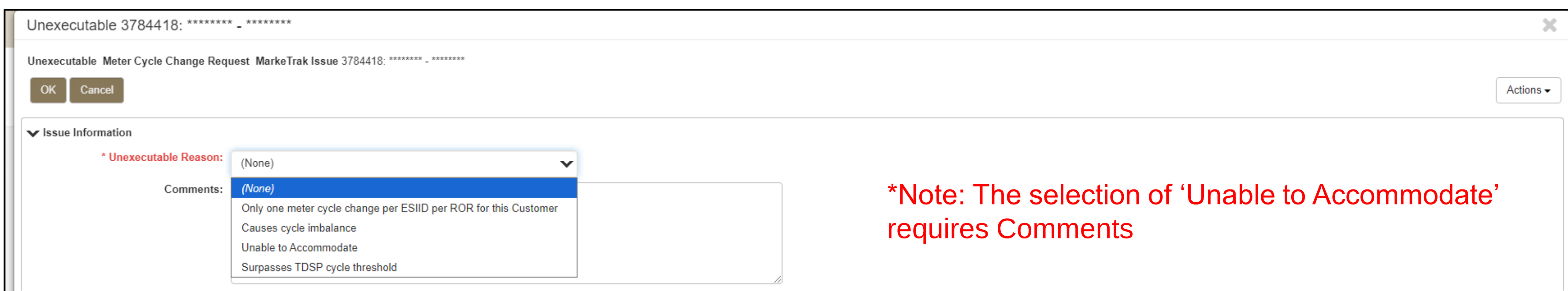
Meter Cycle Change Request subtype – *New – cont.*

There are some transitions unique to the Meter Cycle Change Request subtype:

- **Approved**: The *Approved* transition is available when the issue is In Progress and is used by the TDSP as a clear indicator that the Meter Cycle Change Request was approved.



- **Unexecutable Reasons**: If the issue is transitioned ‘Unexecutable’ the User is required to select one of the following ‘*Unexecutable Reasons*’:

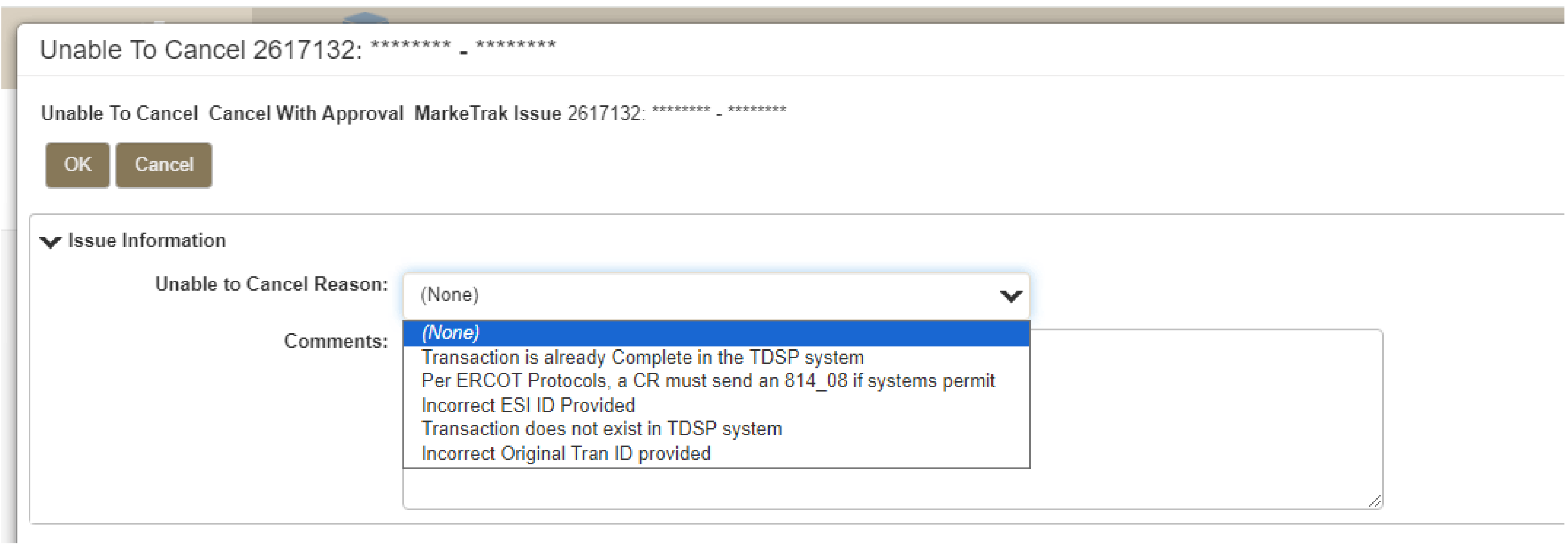


Cancel With Approval – *New* Unexecutable Reasons

Cancel With Approval:

Add **Unable To Cancel Reason** drop down field on the ‘Unable To Cancel’ transition for the Cancel With Approval subtype.

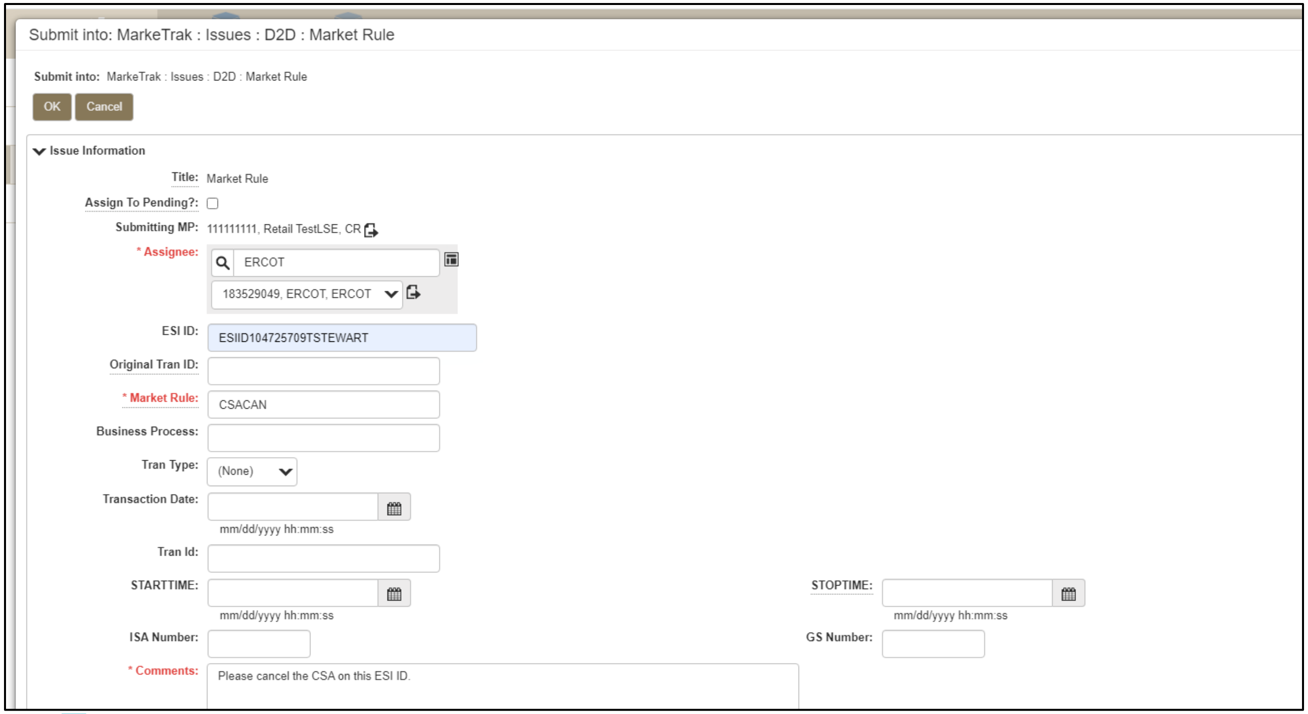
- **Unable To Cancel Reason** field values:
  - Transaction is already Complete in the TDSP system
  - Per ERCOT Protocols, a CR must send an 814_08 if systems permit
  - Incorrect ESI ID Provided
  - Transaction does not exist in TDSP system
  - Incorrect Original Tran ID provided



NOTE: If an Unable to Cancel Reason is not selected, the User will be required to enter Comments.

Market Rule – Removal of a pending CSA – CSACAN - *New*

- CR's wishing to cancel a CSA where the CSA start date is in the future should create a MarkeTrak Day-to-Day Market Rule issue subtype, assigned to ERCOT, and enter "CSACAN" in the required Market Rule field.
- ERCOT will cancel the pending CSA and select 'Complete' to indicate the requested action has been taken. The issue can then be closed by the Submitting CR or it will be auto closed by the system.
- A slightly different process will be used to cancel a CSA on an ESI ID located in MOU territory. The CR will submit the Market Rule issue, assigned to ERCOT with the 'CSACAN' referenced in the Market Rule field. ERCOT will review and assign the issue to the MOU TDSP for approval. Upon the MOU TDSP approval, they will assign the issue back to ERCOT. ERCOT will cancel the pending CSA and select 'Complete' to indicate the requested action has been taken.



MarkeTrak Training

‘Other’ Issues

D2D Issues: Other

- Examples of Other Issues but not limited to:
  - Questions pertaining to Siebel Reports
  - Questions pertaining to request for filenames
  - Questions pertaining to 997 reports
  - Questions pertaining to CSAs
  - Questions pertaining to missing information on non-required EDI fields
  - Request for reprocessing of transactions
  - Questions pertaining to Texas SET Transaction Issues
  - Questions pertaining to MIS Portal
- A CR or a TDSP can submit this subtype
- Required Fields on Submit:
  - Assignee

MarkeTrak Training

Background Reporting

MarkeTrak Background Reporting

- MarkeTrak Background Reports provide the following functionality:
  - Allow users to run a report and work in the GUI at the same time
  - Allow users to search multiple inputs, for example:
    - Multiple Issue IDs
    - Multiple ESI IDs
  - Allow users to access archived information that is not available in GUI reports
  - API users have the ability to execute and retrieve background reports

MarkeTrak Background Reporting

- Available Background Reports

Report Name	Report Description
Average Days Open	Report to Provide average days open by subtype for the time frame specified.
Count of Active and Inactive Issues	Report to provide a count of Active and Inactive issues for the time frame specified.
Count of Issues Resolved Outside Benchmark	Returns a count of issues closed outside of the specified benchmark number of days for a particular time frame.
Count of Issues Resolved Within Benchmark	Returns a count of issues resolved within the specified benchmark number of days for a particular time frame.
Count of Issues in State	Report to provide the total number of issues in each state for the selected subtype(s) for the time frame specified.
Count of Issues by Sub-Type by Submit MP DUNS	Report to provide the count of issues by sub-type for a given submitting MP DUNS for the sub-type(s) selected.
Count of Issues by Submitting MP DUNS	Report to provide the total number of issues identifying the submitting MP type of CR or TDSP.
Count of Issues by Sub-Type	Report to provide the total number of issues submitted for the selected sub-type(s).

MarkeTrak Background Reporting

- Available Background Reports

Report Name	Report Description
Details for Issues Resolved Outside of of Benchmark	Returns details for issues closed outside of the selected benchmark number of days within the time frame specified.
Issue Details by ESIID	Issue Details for a select group of ESIIDs for the subtype(s) selected.
Issue Details by Issue ID	Issue Details for a select group of Issue IDs for the subtype(s) selected.
Time in State	Report to provide the days an issue spent in each distinct state both the first time it moves into the state as well as the last time if applicable.
Total No. Closed	Report to provide a count by subtype of all issues closed within the specified time frame.
Issues Open Outside Benchmark	Report to Provide the active issues that have been open outside of the selected benchmark number of days.
Issue Transition Details	Report to Provide by subtype the issue transition details. This report will also help with tracking the transition details for the Meter Tampering Switch Hold Issues.

MarkeTrak Training

MarkeTrak Training

Survey

- What did you like?
- What didn't you like?
- What could we do better?

www.surveymonkey.com/r/ERCOTILT