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	2. Collaborate in Market Forums to assist in maintaining and developing processes that support the incorporation of demand response and load participation in ERCOT’s annual demand response survey.
	3. Support ERCOT’s initiatives and develop retail processes that allows for open access into the ERCOT retail market.
	4. Work with ERCOT and Market Participants to develop retail process improvements, training documentation and instructions that may include online and instructor-led curriculums.
	5. Monitor Load Profiling Annual Validation, Market Data Transparency, Retail and ListServ IT Services Service Level Agreements (SLAs) to promote market efficiencies where applicable.

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***Kathy’s edits without the above redlines:***

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