Republic of the Philippines
DEPARTMENT OF ENERGY

DEPARTMENT CIRCULAR NO. DC2022-07-0029

Providing Policies for the Market Operator Performance Standards

WHEREAS, Section 30 of Republic Act No. 9136 otherwise known as the Electric Power Industry Reform Act of 2001 (EPIRA) provides that within one (1) year from the effectivity of this Act, the DOE shall establish a Wholesale Electricity Spot Market composed of the WESM participants;

WHEREAS, Section 37 of the EPIRA further mandates the DOE to, among others, supervise the restructuring of the electricity industry and jointly with the electric power industry participants, establish the WESM and formulate the detailed rules governing the operations thereof;

WHEREAS, pursuant to its mandate, in consultation with the electric power industry participants, the DOE, on 28 June 2002 promulgated Department Circular DC2002-06-0003 or the WESM Rules, as amended, mandating the Philippine Electricity Market (PEM) Board to develop performance standards to monitor and provide an indication of the Market Operator's (MO) performance for review and approval by the DOE;

WHEREAS, on 29 January 2013, the DOE promulgated Department Circular No, DC2013-01-0002 known as the Retail Rules, as amended, which provides that the PEM Board shall adopt performance standards which monitor and provide an indication of the Central Registration Body's performance, to be reviewed and approved by the DOE;

WHEREAS, on 23 October 2015, the DOE promulgated Department Circular No. DC2015-10-0015 providing policies for the further enhancement of the WESM design and operations;

WHEREAS, on 29 July 2019, the DOE promulgated Department Circular No. DC2019-07-0011 designating the MO as the Central Registration Body for the Retail Market;

WHEREAS, on 01 December 2020, the PEM Board endorsed for the DOE's consideration and approval its proposed Market Operator Performance Standards (MOPS) duly adjusted for the implementation of the Enhanced WESM Design and Operations;

WHEREAS, the DOE to ensure transparency and to solicit comments and recommendations from electric power industry participants, posted the draft Department Circular at the DOE website starting 23 February 2022 and conducted virtual public consultations on 10-11 February 2022 covering Luzon, Visayas and Mindanao;

NOW THEREFORE, from the foregoing premises, after due consideration of the comments and recommendations received, and pursuant to its authority under the EPIRA and the WESM Rules, the DOE hereby adopts, issues, and promulgates the following:

Section 1. Adoption of the Market Operator Performance Standards. The Market Operator Performance Standards indicated under Annex A hereof shall be adopted and enforced by the WESM Governance Arm to monitor and evaluate the performance of the Market Operator in the dispositions of its responsibilities pursuant to the WESM Rules, Retail Rules and Market Manuals.

Section 2. Applicability. This Circular shall apply to the following:

2.1. Market Operator or the Independent Market Operator as may be used interchangeably; and

2.2. WESM Governance Arm.

Section 3. Responsibilities.

3.1. The WESM Governance Arm shall:

3.1.1. Ensure the Market Operator's compliance to the MOPS;
3.1.2. Submit regular report to the DOE and ERC on the performance of the MO;
3.1.3. Conduct review of the MOPS initially after the first two years of the implementation of the Enhanced WESM Design Operations (EWDO), and as necessary thereafter, and submit recommendations to the DOE when warranted to ensure efficient disposal of the functions of the MO; and
3.1.4 In consultation with the Market Operator and WESM Members, develop a system of incentives and penalties on the implementation of the MOPS by 2023 which shall form part of the Governance Arm – Market Operator Operating Agreement.

3.2. The Market Operator shall:

3.2.1. Adhere to the MOPS;
3.2.2. Submit and comply with necessary documents as may be required by the Governance Arm in its assessment of the MO performance; and
3.2.3 Recommend as may be necessary, changes to the MOPS, arising from, among others, changes in policies, market conditions or any other factors that warrants amendments to the MOPS.

Section 5. Separability Clause. If for any reason, any section or provision of this Circular is declared unconstitutional or invalid, such parts not affected shall remain valid and subsisting.

Section 6. Repealing Clause. Except insofar as may be manifestly inconsistent herewith, nothing in this Circular shall be construed as to repeal any mechanisms already existing or responsibilities already provided for under existing rules.

Section 7. Effectivity. This Circular shall take effect fifteen (15) days following its publication in two (2) newspapers of general circulation and shall remain in effect until otherwise revoked. Copies thereof shall be filed with the University of the Philippines Law Center – Office of National Administrative Register (UPLC-ONAR).

Issued this ____ 2022 at the DOE, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City, Metro Manila.

ALFONSO G. CUSI
Secretary

JUN 20 2022

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DEPARTMENT OF ENERGY
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MARKET OPERATOR PERFORMANCE STANDARDS

Document Change History

Issue No.	Date of Effectivity	Reason for Amendment
1.0	06 October 2015	Original document
2.0		Revised to incorporate revisions related to the implementation of enhanced WESM design and operations

Document Approval

Issue No.	PEM Board Approval	PEM Board Resolution No.	DOE Approval	DOE Department Circular No.
1.0	22 January 2015	PEM Board Resolution No. 2015-03	06 October 2015	N/A
2.0	25 November 2020	N/A		

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1. INTRODUCTION

1.1. The *WESM Rules* and *Retail Rules*, which establish the basic rules, requirements and procedures that govern the operation of the Philippine electricity market, mandate the *Governance Arm* to develop performance standards which provide an indication of the *Market Operator's and Central Registration Body's* performance with respect to their responsibilities under the *EPIRA* (the "***Act***"), its *IRR*, the *WESM Rules,* the *Retail Rules*, the *Philippine Grid Code,* and all other applicable laws, rules and regulations, and with regard to the achievement of objectives of the *Act*, the *WESM* and *Retail Electricity Market*[1]. The *WESM Rules* and *Retail Rules* also require that the *Governance Arm* publish a performance report[2] setting out the results of its monitoring of the performance of the *Market Operator* and *Central Registration Body* and that the performance standards be reviewed and approved by the *DOE*[3].

1.2. The *DOE* promulgated Department Circular No. DC2019-07-0011, designating the *Market Operator* as the *Central Registration Body* for the *Retail Electricity Market.*

1.3. In order to comply with the said provisions of the *WESM Rules* and *Retail Rules* to provide an official documentation on the performance standards, this document was developed to outline the performance measures that serve as monitoring guide in assessing whether the *Market Operator* is performing its functions according to the *WESM Rules, Retail Rules, Market Manuals,* applicable laws and other issuances. It includes the descriptions and targets that have been established in line with the core functions of the *Market Operator* and *Central Registration Body.*

2. PURPOSE

2.1. This document aims to institutionalize the development, application, monitoring and reporting of the *Market Operator* Performance Standards and to describe the targets and criteria pertaining to the identified performance categories.

2.2. To comply with the provision of the *WESM Rules* and *Retail Rules* on the establishment of the *Market Operator's* Performance Standards and the *Central Registration Body's* Performance Standards.

2.3. To develop performance metrics which shall serve as monitoring guide by the *Governance Arm* (for governance), *DOE* (for policy making) and *ERC* (for regulatory) in the assessment of the *Market Operator's* performance, as well as its functions as the *Central Registration Body.*

2.4. The *Market Operator* Performance Standards shall also serve as guide for the *Market Operator,* to be able to identify the areas in relation to its services to stakeholders which need improvements or enhancements.

3. DEFINITIONS

All italicized terms in this document will have the same meaning as defined in the *WESM Rules, Retail Rules and Market Manuals* unless the context provides otherwise.

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[1] *WESM Rules* 1.3.2.3, DOE Circular No. DC 2010-03-0004, *Retail Rules* 1.4.2.3
[2] *WESM Rules* 1.3.2.5, *Retail Rules* 1.4.2.5
[3] *WESM Rules* 1.3.2.4, *Retail Rules* 1.4.2.4

4. REFERENCES

This document should be read together with the *WESM Rules*, *Retail Rules*, *Market Manuals* and other relevant issuances of the DOE.

5. RESPONSIBILITIES

5.1. The *Governance Arm* monitors and assesses the performance of the *Market Operator* and the *Central Registration Body* with the end view of ensuring the effective functioning and overall efficiency of the *WESM* and *Retail Electricity Market*. As such, the *Governance Arm* shall be responsible in monitoring and evaluating whether the performance targets as set forth in this document are met.

5.2. The *Market Operator* shall provide to the *Governance Arm*, in a timely manner, the *Market Operator* performance monitoring data necessary for the evaluation of their performance.

6. DEVELOPING THE MARKET OPERATOR PERFORMANCE STANDARDS

6.1. In developing the performance standards for the *Market Operator* and the *Central Registration Body*, the performance standards should be aligned with the core tasks and responsibilities of the *Market Operator* and the *Central Registration Body*.

6.2. Clause 1.3.1.1 of the *WESM Rules* states that the *Market Operator* shall have the following functions and responsibilities:

6.2.1. Clause 1.3.1.1 (a) Administer the operation of the *WESM* in accordance with the *WESM Rules*;

6.2.2. Clause 1.3.1.1 (b) Allocate resources to enable it to operate and administer the *WESM* on a non-profit basis;

6.2.3. Clause 1.3.1.1 (c) Determine the *dispatch schedule* of all facilities in accordance with the *WESM Rules*. Such schedule shall be submitted to the *System Operator*;

6.2.4. Clause 1.3.1.1 (d) Monitor daily trading activities in the market;

6.2.5. Clause 1.3.1.1 (e) Oversee transaction billing and settlement procedures; and

6.2.6. Clause 1.3.1.1 (f) Maintain and *publish* a register of all *WESM Participants* and update and publish the register whenever a person or entity becomes or ceases to be a *WESM Participant*.

6.3. Clause 3.8.1 of the *WESM Rules* also provides that prior to commencement of each *dispatch interval*, the *Market Operator* shall, in consultation with the *System Operator* and in accordance with the *timetable* prescribed in the relevant *Market Manuals*:

6.3.1. Clause 3.8.1 (a) Determine, or estimate, the status of all *generation facility* for that *dispatch interval*;

6.3.2. Clause 3.8.1 (b) Prepare a *forecast* of the *unrestrained* net load expected at each *scheduling point* for the end of that *dispatch interval*;

6.3.3. Clause 3.8.1 (c) Adjust that *unrestrained* net load forecast to account for nodal loss of *load* , if required, in accordance with clause 3.9.5;

6.3.4. Clause 3.8.1 (d) Determine the most appropriate *network* configuration and state to be assumed for the end of that *dispatch interval*;

6.3.5. Clause 3.8.1 (e) Use the *market dispatch optimization model* to determine the *target loading level* in *MW* for each *scheduled generating unit, battery energy storage system, pumped-storage unit, must dispatch generating unit, priority dispatch generating unit, non-scheduled generating unit, scheduled load* and *reserve facility* for the end of that *dispatch interval* using the latest data from the *System Operator* and *Trading Participants*;

6.3.6. Clause 3.8.1 (f) Submit to the *System Operator* the *dispatch schedule* containing the *target loading levels* to be achieved at the end of that *dispatch interval*, determined in accordance with clause 3.8.1 (e).

6.3.7. Clause 3.8.1 (g) Send to all *Trading Participants* a *dispatch schedule* that contains *target loading levels* in respect of their *scheduled generating unit, battery energy storage system, pumped-storage unit, must dispatch generating unit, priority dispatch generating unit and non-scheduled generating units* calculated under Clause 3.8.1(e) for each *dispatch interval* prior to the commencement of that *dispatch interval* in accordance with the relevant *Market Manuals*; and

6.3.8. Clause 3.8.1 (h) Ensure that the *dispatch schedule* issued to a *must dispatch generating unit* or *priority dispatch generating unit* includes the information on whether or not the scheduled output of the *generating unit* has been restricted in accordance with Clause 3.6.1.7.; and

6.3.9. Clause 3.8.1 (h) Submit to the *System Operator* the WESM Merit Order Table ranked from lowest to highest which shall be based on the offers prior the *dispatch interval.*

6.4. Clause 1.4.1.1 of the *Retail Rules* states that the *Central Registration Body* shall have the following functions and responsibilities:

6.4.1. Clause 1.4.1.1 (a) Maintain a registry of all *Contestable Customers* who have already been awarded a certificate of contestability by the *ERC*;

6.4.2. Clause 1.4.1.1 (b) Carry out *customer switching* between a *Distribution Utility* and a *Supplier*, and between *Suppliers*;

6.4.3. Clause 1.4.1.1 (c) Determine *gross energy settlement quantities* of *Contestable Customers* and *Suppliers*;

6.4.4. Clause 1.4.1.1 (d) Collect and manage *metering data* of *Contestable Customers* from *Retail Metering Services Providers*;

6.4.5. Clause 1.4.1.1 (e) Allocate resources to enable it to perform its functions;

6.4.6. Clause 1.4.1.1 (f) Provide an information exchange amongst *Retail Competition Participants*; and

6.4.7. Clause 1.4.1.1 (g) Comply with rules and regulations as may be provided by *ERC*.

6.5. As such, the Market Operator Performance Standards are categorized as described in the following section. The "Measures" assigned to each performance category are the parameters for which each performance category will be evaluated, while the "Criteria" shall be the specific metric/s corresponding to each measure.

6.6. Accordingly, the *Market Operator* performance categories, measures and criteria include the following:

6.6.1. **IT Systems**

a. **Market Management System –Market Participant Interface (MMS-MPI)** The Market Management System (the "**MMS**") is the main system used in the *WESM* operations. The MMS has various IS/IT market systems components such as the MPI that facilitate the communication of the market systems, gathering of market process/workflow input, processing and publication of market outputs, and emergency system disaster recovery operations. The MMS-MPI category shall be measured in terms of the "Availability" of the system.

b. **Central Registration and Settlement System – User Interface (CRSS-UI)** – The Central Registration and Settlement System (the "**CRSS**") is the main system used in the registration of wholesale and retail participants, and settlement. The CRSS-UI serves as the main system in gathering registration and settlement inputs, and publication of settlement outputs. The CRSS-UI shall be measured also in terms of "Availability".

c. **Market Information Website** – The Market Information Website serves as the venue for disclosure of data and information relevant to the operations of the *WESM*. The Market Information Website category shall be measured also in terms of the facility's "Availability".

6.6.2. **Market Reports and Data Publication** – The operations of the *WESM* entails various market information such as market results (bids/offers, prices, schedules, etc.), reports and registry lists. This performance category shall cover market information required to be published in the Market Information Website under the *WESM Rules, Retail Rules* and *Market Manuals*. However, some provisions under the *WESM Rules, Retail Rules* and *Market Manuals* may not yet be applicable by virtue of the non-application of the rules provision in the commercial operation of the market, and may be excluded in the assessment of this category. This category shall be measured in two-fold: "Availability" and "Timeliness". Annex B provides a list of the market information required to be published in the Market Information Website. This list may be updated as deemed necessary by the *Governance Arm* to reflect changes to the requirements under the *WESM Rules* and *Retail Rules* subject to the conformance of *Market Operator*.

6.6.3. **Forecast Accuracy**

a. ***RTD* Forecast** – This refers to the *real-time* (the "***RTD***") forecasts used in the determination of ex-ante schedules and prices. The *RTD* forecast shall be measured based on the "Accuracy" of the forecasts against the actual

demand for each *dispatch interval.* As for the industry standard measure, the real-time forecasts are generally evaluated based on the Mean Absolute Percentage Error (the "**MAPE**")[4]. The MAPE provides an indication of the difference of the actual demand from the forecasted demand. The *RTD* forecast accuracy shall also be evaluated based on the Forecast Accuracy Rate (the "**FAR**") which reflects the number of intervals wherein the forecast is within the forecast error tolerance level.

b. ***DAP* Forecast** – This refers to the *day-ahead projection* (the "***DAP"***) forecasts consisting of day-ahead schedules and prices. The *DAP* forecast shall also be measured in terms of the "Accuracy" of the forecasts for the same scope. Similarly, the *DAP* forecast accuracy shall be evaluated based on the MAPE.

c. ***HAP* Forecast** –This refers to the *hour-ahead-projection* (the ***"HAP"***) forecasts consisting of hour-ahead schedules and prices. The *HAP* forecast shall be measured in terms of "Accuracy" of the forecasts for the same scope and shall be evaluated based on the MAPE.

6.6.4. **Dispatch Scheduling and Pricing** – This category covers the activities in relation to market scheduling and pricing, *real-time ex-ante* (*RTD*) workflows, issuance of pricing errors and conduct of market re-runs, and the occurrence of *Market Intervention* attributable to the *Market Operator.*

a. ***RTD* Workflow** – The *RTD* workflow shall be measured in terms of "Successful run", to be evaluated based on the number of *RTD* market runs[5] with available schedules, completed within the timetable.

b. **Pricing Errors and Market Re-runs** – This category shall be measured in terms of the "Timeliness" in the completion of the validation of intervals that have been tagged with pricing errors and the timely completion of manual market re-runs prior the preliminary and final settlement run.

c. ***Market Intervention* Attributable to *Market Operator*** – This refers to the *Market Intervention* that has been caused by *Market Operator.* This category shall be measured in terms of "Frequency".

6.6.5. **Billings, Settlements and Accounts Management** – This performance category covers the financial aspect of the *WESM* operations such as the metering trouble reports, calculation of market transactions, settlement statements, actual monetary transactions, *default notices* and *margin call.* Measures for this performance category include "Timeliness", "Frequency", "Accuracy", and "Efficiency" in those various financial aspects.

For the *Market Operator*, the following items are included under the billings, settlements and accounts management performance category:

a. **Preliminary and Final Settlement Statements** – Given the possible financial impact of the issuance of settlement statements, it is imperative that the preliminary and final settlement statements are issued within the timeline set forth in the *Billing and Settlement timetable.*

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[4] MAPE – Mean Absolute Percentage Error takes into account the accuracy of forecast against actual demand for a given period of time.

[5] RTD workflow process is run for each *dispatch interval*; hence this process' "successful run" may be evaluated by the number of *dispatch intervals* or the number of market runs with resulting schedules, completed within the timetable.

b. **Preliminary and Final Settlement Calculations** – The final trading amounts payable by or to a *trading participant* shall be calculated on the final settlement run, incorporating corrections to the preliminary trading amounts. Some market participants, however, use the preliminary settlement results in their billings to their customers. The Preliminary and Final Settlement Calculations shall be measured in terms of "accuracy" of the calculations. In connection to the accuracy rating, the final settlements shall also be measured in terms of the "frequency" of adjustments in the final settlement calculation,

c. **Meter Data Error Detection** – The *Meter Services Provider* (MSP) and the *Retail Meter Services Providers* (RMSPs) are responsible for the collection and validation of meter data. This performance category will be measured in terms of the ability of the *Market Operator* to detect meter data errors through the issuance of Meter Trouble Reports in accordance with the *WESM* and *Retail Metering Standards and Procedures Manuals*.

d. **Monetary Transactions** – All monetary transactions must be remitted to *WESM members* in accordance with the *Billing and Settlement timetable*.

e. **Margin Call** – A *margin call* must be issued based on the *Billing and Settlement timetable*.

f. **Default Notice** – A *default notice* must be issued based on the *Billing and Settlement timetable*.

6.6.6. **Registration and Customer Relations** – This performance category pertains to tasks associated with the market participant registration, trainings and helpdesk support. Measures for this would be the timeliness of facilitating the registration process, timeliness in completing trading participant trainings, trading participant feedback on the trainings, timeliness in escalating and closing queries and/or data requests received and accuracy of data or information provided by *Market Operator*.

a. **Registration** – *WESM members* are required to be registered with the *Market Operator*. The registration shall be measured in terms of "timeliness" in completing the process within the allotted timeline provided in the Manual on *Registration, Suspension and De-Registration Criteria and Procedures*.

b. **Customer Switching** – The *Market Operator* as the *Central Registration Body* will be evaluated in terms of the number of days it was able to evaluate a *switch request* and notify the *Supplier* and the *Contestable Customer* of any requirements and confirmed their compliance for the effectivity of the switch, as provided for under the *Retail Rules*.

c. **Participant Training** – The participant training shall be measured in two-fold: "timeliness" in completing all participant trainings according to schedule, and "feedback" on training evaluation.

d. **Participant Queries and Data Requests** – Participant queries and data requests received shall be measured in terms of "timeliness" in closing the queries and data requests within the allotted timeline. Below is the table summarizing the response time of the different types of inquiries:

Table 6.6.6.d.

	Inquiry	Response Time[6]
A.	DATA REQUESTS	
A.1	Historical data	Within three (3) working days
A.2	Recent data (covering the last 1 to 2 months of WESM operation	Within five (5) working days
A.3	Others; not commonly requested	Within five (5) working days
B.	PARTICIPANT QUERIES	
B.1	Queries on Basic WESM concepts	Within one (1) working day
B.2	Queries on Registration	Within one (1) working day
B.3	Analysis or validation of market results and simulations	Within five (5) working days
B.4	Other Participant Queries – require referral by Participant Support staff to relevant departments/units	Within five (5) working days

Annex C of this document presents the various queries and data requests with corresponding response time.

e. **Participant/Customer Complaints**[7] – Participant or customer complaints shall also be monitored and assessed for "timeliness" in the resolution of valid incidents/issues complained that were prescribed in a given period of time. Provided below is the summary for the type of complaints and corresponding resolution time.

Table 6.6.6.e.

Type of Complaint	Resolution Time
Post Factum Complaint	Within five (5) Working Days to acknowledge and provide an explanation of the complained incident/issue
Complaint for Resolution	Within five (5) Working Days to acknowledge and resolve the complained incident/issue, and notify the participant upon resolution

6.7. In compliance to *WESM Rules* Clause 3.6.1.5, the MDOM performance standards that will be used to evaluate the reliability and processing time of the MDOM, will be composed of the following: MMS Availability, RTD Successful Runs, and *Market Intervention* attributable to *Market Operator*.

[6] For requested data with corresponding fees, checking of timeliness shall be upon payment of fees.
[7] For the purposes of this document, customer refers to *Trading Participants* which may be generation companies or customer/load, *Network Service Provider*, *Metering Services Provider*, the *System Operator, Contestable Customers, Retail Metering Services Provider, Retail Suppliers*, the *DOE* and the *ERC*

7. SUMMARY OF MARKET OPERATOR PERFORMANCE CATEGORIES, MEASURES, CRITERIA, TARGETS, WEIGHTS[8] AND RATING SYSTEMS

Table 7

MARKET OPERATOR PERFORMANCE CATEGORY		MEASURE	CRITERIA	TARGET	WEIGHT (%)	RATING SYSTEM (RS) REFERENCE
1. IT Systems (20%)	Market Management System (MMS) Market Participant Interface (MMS-MPI)	Availability	% Availability	99.80%	12	RS 2a
	Central Registration and Settlement System – User Interface (CRSS-UI)	Availability	% Availability	99.50%	5	RS 2a
	Market Information Website	Availability	% Availability	99.50%	3	RS 2a
2. Market Reports and Data Publication (15%)		Availability	Average	95%	5	RS 3
		Timeliness	Publication of required market reports and data in the Market Information Website as per schedule	95%	10	RS 3
3. Forecast Accuracy (23%)	RTD Forecast	Accuracy	Luzon MAPE	0.95%	3.75	RS4b
		Accuracy	Visayas MAPE	1.20%	3.75	RS4b

[8] The weights assigned in the *Market Operator* performance categories are based on the impact of each item to the market participants and to the market as a whole.

MARKET OPERATOR PERFORMANCE CATEGORY		MEASURE	CRITERIA	TARGET	WEIGHT (%)	RATING SYSTEM (RS) REFERENCE
		Accuracy	Luzon FAR	97.2%	3.75	RS2b
		Accuracy	Visayas FAR	93.0 %	3.75	RS2b
	HAP Forecast	Accuracy	Luzon MAPE	0.95%	2	RS4b
		Accuracy	Visayas MAPE	1.20%	2	RS4b
	DAP Forecast	Accuracy	Luzon MAPE	1.60%	2	RS4c
		Accuracy	Visayas MAPE	2.20%	2	RS4c
4. Dispatch Scheduling and Pricing (17%)	RTD workflow	Successful Run	*RTD* market runs with available schedules, completed within the timetable	99.75%	2.5	RS 2a
	Pricing Errors and Market Re-runs	Timeliness	Completion of validation of intervals with pricing errors and performance of market re-runs prior to preliminary settlement run	98.50%	2	RS 2a

MARKET OPERATOR PERFORMANCE CATEGORY		MEASURE	CRITERIA	TARGET	WEIGHT (%)	RATING SYSTEM (RS) REFERENCE
		Timeliness	Completion of validation of intervals with pricing errors and performance of market re-runs prior to final settlement run	99.5%	2.5	RS 2a
	Market Intervention Attributable to *Market Operator*	Duration	Number of trading intervals with *Market Interventions* attributable to *Market Operator*	≤168 intervals	10	RS 4a
5. Billings, Settlements and Accounts Management (15%)	Preliminary and Final Settlement Statements	Timeliness	Issuance of Preliminary and Final Settlement statements as per *Billing and Settlement Timetable*	98%	2	RS 2a
	Preliminary Settlement Calculations	Accuracy	Average	95%	2	RS 2a
	Final Settlement Calculations	Accuracy	Average	99%	3	RS 2a
		Frequency	Number of adjustments in the final settlement calculations	≤6	2	RS 4a
	Meter Data Error Detection	Timeliness	Issuance of Meter Trouble Reports per schedule	98%	2	RS 2a
	Monetary Transactions	Remittance Efficiency	Late remittance of payments to participants as determined in the final settlement	0 amount late	1	RS 1
		Timeliness	No. of days delayed in remittance	0 days late	1	RS 1
	Margin Call	Timeliness	Issuance of *Margin Call*	95%	1	RS 2a

MARKET OPERATOR PERFORMANCE CATEGORY		MEASURE	CRITERIA	TARGET	WEIGHT (%)	RATING SYSTEM (RS) REFERENCE
	Default Notice	Timeliness	No. of days delayed in issuance of *Default Notice*	0 days late	1	RS1
6. Registration and Customer Relations (10%)	Registration	Timeliness	Processing of participant registrations within the allotted timeline	95%	2	RS 3
	Customer Switching	Timeliness	Processing of *Customer Switch* requests within the allotted timeline	95%	1	RS 3
	Participant training	Timeliness	Completion of all participant trainings as scheduled	95%	2	RS 3
		Feedback	Average training evaluation rating	≥ 90%	1	RS 2a
	Participant Queries and Data requests	Timeliness	Participant queries and data requests closed within the allotted timeline	95%	2	RS 2a
	Participant/Customer Complaints	Timeliness	Valid Complaints resolved within the allotted time	95%	2	RS 3

8. MARKET OPERATOR PERFORMANCE STANDARDS SCORING SYSTEM

8.1. To aid in the monitoring of the *Market Operator* and *Central Registration Body* performance, a scoring system shall be employed, based on the rating system as follows:

Table 8.1 – Over-all Rating System

Score Number	Score Description
5	Excellent
4	Very Satisfactory
3	Satisfactory
2	Needs Improvement
1	Poor

8.1.1. **For targets equal to 100%** - For all categories/measures with 100% targets, Score Description in table 8.1 above and the corresponding Score Numbers from 1 (Poor) to 5 (Excellent) shall apply. Determination of the equivalent score number shall be based on actual performance using the following Score Guide:

Table 8.1.1 – Rating System (RS) 1

No. Days Delayed	Score Number	Score Description
x = 0	5	Excellent
-	4	Very Satisfactory
-	3	Satisfactory
-	2	Needs Improvement
x > 0	1	Poor

The Score Guide at Table 8.1.1 shall apply to the Monetary Remittance timeliness and efficiency, and timeliness in the issuance of *Default Notice* category.

8.1.2. **For targets below 100%** - For categories/measures with targets less than 100%, Score Description in Table 8.1 above and the corresponding Score Numbers from 1 (Poor) to 5 (Excellent) shall apply. Two rating systems shall be applied to categories/measures with targets less than 100%.

a. Rating System 2 and 2a - For performance that met targets, score number will be 3 (Satisfactory) while for performance that exceeded or resulted to less than targets, determination of the equivalent score number shall be different for various measures and shall be based on the corresponding target and the resulting score increment (s) using the following formulae:

Table 8.1.2a – Rating System (RS) 2a

% Range	Score Number	Score Description
target + 2s ≤ % ≤ target + 3s	5	Excellent
target + s ≤ % < target + 2s	4	Very Satisfactory
target ≤ % < target + s	3	Satisfactory
target > % ≥ target – s	2	Needs Improvement
target – s > %	1	Poor

s = (100% - target) / 3

The formulae above shall apply to the following category/measure:

- MMS availability
- CRSS-UI availability
- WESM Website availability
- RTD successful run
- Pricing Errors and Market Re-run timeliness prior to preliminary settlement
- Pricing Errors and Market Re-run timeliness prior to final settlement
- Preliminary Settlement accuracy
- Final Settlement accuracy
- Settlement Statements timeliness
- Meter Data Error Detection timeliness
- Participant Training feedback
- Participant Queries & Data Requests timeliness
- Margin Call timeliness

Table 8.1.2b – Rating System (RS) 2b for Forecast Accuracy FAR

Range, x	Score Number	Score Description
x ≥ [target + s1]	5	Excellent
[target + s1] > x > [target + s2]	4	Very Satisfactory
[target + s2] ≥ x ≥ [target – s2]	3	Satisfactory
[target – s2] > x > [target – s1]	2	Needs Improvement
x ≤ [target – s1]	1	Poor

Where:
s1 – twice the standard deviation of forecast errors
s2 – one third of the difference between the target and [target + s1]

Standard Deviations for Forecast Accuracy FAR

	RTD	
	Luzon	Visayas
s1	1.35%	4.00%
s2	0.45%	1.33%

b. Rating System 3 - Determination of the equivalent score number shall be different for various measures and shall be based on the corresponding target and the resulting score increment (s) using the following formulae:

Table 8.1.2b – Rating System (RS) 3

% Range	Score Number	Score Description
% = target + s	5	Excellent
target ≤ % < target + s	4	Very Satisfactory
target – s ≤ % < target	3	Satisfactory
target – 2s ≤ % < target – s	2	Needs Improvement
% < target – 2s	1	Poor

s = 100% - target

The formulae above shall apply to the following category/measure:

- Market Reports and Data Publication availability
- Market Reports and Data Publication timeliness
- Registration timeliness
- *Customer Switching* timeliness
- Participant Training timeliness
- Participant/ Customer Complaint timeliness

8.1.3. **For other targets** – For the rest of the category/measure (except Participant Queries and Data Request Accuracy), Score Description in the rating system table found in Section 8.1 above and the corresponding Score Numbers from 1 (Poor) to 5 (Excellent) shall apply. For performance that met the maximum allowed targets, score number will be 3 (Satisfactory) while for performance that exceeded or resulted to less than the maximum allowed targets, determination of the equivalent score number shall be different for various measures and shall be based on the corresponding target and the resulting score increment and indices using the following formulae:

Table 8.1.3a – Rating System (RS) 4a

Actual Performance Range	Score Number	Score Description
target –2s ≥ Actual Performance ≥ target – 3s	5	Excellent
Target - s ≥ Actual Performance > Target- 2s	4	Very Satisfactory
Target ≥ Actual Performance > Target- s	3	Satisfactory
target < Actual Performance ≤ target + s	2	Needs Improvement
target + s < Actual Performance	1	Poor

The formulae above shall apply to the following category/measure:

a. *Market Intervention* duration
   where s = target / 3
b. Final Settlement adjustment frequency
   where s = target / 3

Table 8.1.3b – Rating System (RS) 4b for Forecast Accuracy MAPE

Range, x	Score Number	Score Description
x ≤ [target – s1]	5	Excellent
[target – s1] < x < [target – s2]	4	Very Satisfactory
[target – s2] ≤ x ≤ [target + s2]	3	Satisfactory
[target + s2] < x < [target + s3]	2	Needs Improvement
x ≥ [target + s3]	1	Poor

Where:
s1 – standard deviation of forecast errors within the target
s2 – one third of the standard deviation of forecast errors between the target and [target – s1]
s3 – half of the standard deviation of forecast errors beyond the target

Standard Deviations for Forecast Accuracy MAPE

	RTD	
	Luzon	Visayas
s1	0.2675%	0.3359%
s2	0.0259%	0.0324%
s3	0.3311%	0.4546%

Table 8.1.3c – Rating System (RS) 4c for DAP MAPE

Luzon	Visayas	Score Number	Score Description
x ≤ 1.11	x ≤ 1.73	5	Excellent
1.11 < x < 1.45	1.73 < x < 2.41	4	Very Satisfactory
1.45 ≤ x ≤ 2.32	2.41 ≤ x ≤ 3.08	3	Satisfactory
2.32 < x < 3.20	3.08 < x < 3.27	2	Needs Improvement
x ≥ 3.20	x ≥ 3.27	1	Poor

8.2. The Scoring System for *Market Operator* Performance Standards shall be as follows:

8.2.1. Quantitative – the corresponding scores and weights for all performance categories are determined, as shown in Section 8.

8.2.2. Qualitative – for targets not met or tasks not accomplished, the reason/s for the non-achievement or non-accomplishment must be indicated.

8.2.3. Calculating the Ratings – the ratings of the *Market Operator* performance shall be weighted ratings computed from the equivalent score (as presented in Section 8.1 above) corresponding to its actual performance multiplied by the assigned weights of the performance categories. The over-all rating shall be the summation of all the weighted ratings.

9. MARKET OPERATOR PERFORMANCE MONITORING AND REPORTING

9.1. Monitoring Timeline

For purposes of aligning the measurement timetable, each performance category shall be measured in accordance with the Billing and Settlement timeline which begins every 26th day of each month and ends on the 25th day of the following month or calendar month as may be required. For the annual monitoring, timeline shall begin on the 26th day of September of each year and shall end on the 25th day of September of the following year.

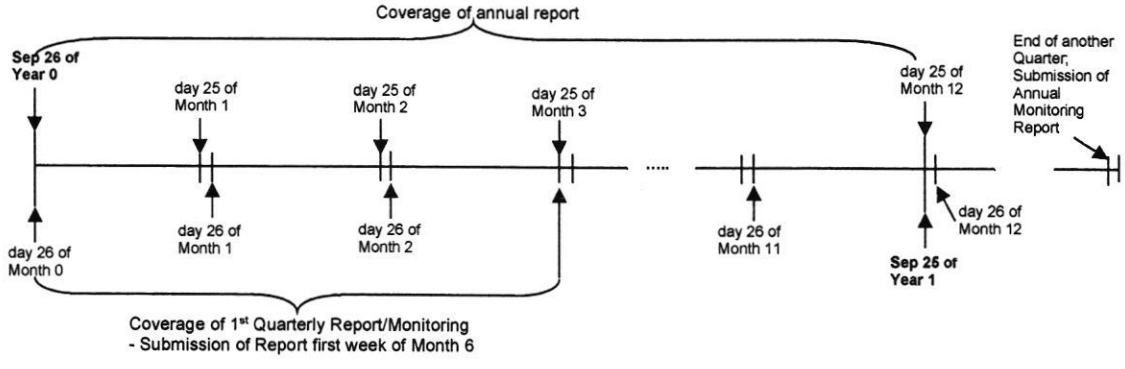
9.2. Monitoring Responsibilities

The *Governance Arm* shall handle the monitoring and assessment of whether the *Market Operator* performance targets are achieved. The *Market Operator* shall provide any additional information in the monitoring of *Market Operator* performance, as may be required by the *Governance Arm*. Suggested monitoring templates are included in this document in Annex A. The *Governance Arm* may modify the templates as appropriate.

9.3. *Market Operator* Performance Monitoring Reports

The *Governance Arm* shall submit corresponding quarterly and annual reports on the status of *Market Operator* performance in reference to the published *Market Operator* Performance Standards. The Quarterly *Market Operator* Performance Monitoring Report shall be submitted to the *DOE* and *Market Operator* every first week of March, June, and September. The Annual *Market Operator* Performance Monitoring Report shall be submitted to the *DOE* and *Market Operator* within the last quarter of the current year. The Annual MO Performance Monitoring Reports shall be published at the Market Information Website.

The *Market Operator* Performance Monitoring Reports shall be included in the scope of the *spot market* audit for validation.



10. UPDATING AND PUBLICATION OF MARKET OPERATOR PERFORMANCE STANDARDS

The *Market Operator* Performance Standards may be updated annually to reflect changes, if any, in the operational activities of the *Market Operator*, as well as to incorporate applicable amendments to the prevailing rules and manuals that govern the

WESM operations. New regulatory directives issued to the *Market Operator* shall also be considered in order to identify applicable changes in relation to the *Market Operator* Performance Standards. Updating of the *Market Operator* Performance Standards shall be done by the *Governance Arm* for endorsement to, and final approval of the *DOE*. This document and any subsequent revision hereof shall be published at the Market Information Website.

11. INTERPRETATION

In the event of any conflict or inconsistency between this document and the *WESM Rules* or *Retail Rules* or other relevant *Market Manuals*, the subject clause in the *WESM Rules* or *Retail Rules* or other relevant *Market Manuals* will prevail.

12. SUMMARY OF CALCULATION FORMULA FOR THE MARKET OPERATOR PERFORMANCE MEASURES

Table 12

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
1. IT Systems Availability				
Market Management System - Market Participant Interface (MMS-MPI)	**Availability**	**% MMS-MPI Availability** = ((o – d) / o) x 100%	o = total operating hours d = downtime	▪ *Availability* = the probability that the system/website is operating properly when it is requested for use. ▪ *Total Operating Hours* = total time covered by the assessment period (i.e. 26 September of last year to 25 September of current year) translated to hours (8,760 hours or 8,784 for a leap year). ▪ *Total Downtime* = total duration of unplanned outages due to internal problems during the assessment period translated to hours. The outages exclude third party downtimes since these are beyond the control of the *Market Operator*. ▪ *Downtime* for each unplanned outage is calculated as exact duration, from start to end, converted to hour resolution. d = total downtime ▪ *Third party* = pertains to third party service providers which include electricity supply and communication link providers.
Central Registration and Settlement System – User Interface (CRSS-UI)	**Availability**	**% CRSS-UI System Availability** = ((o – d) / o) x 100%		
Market Information Website	**Availability**	**% Market Information Website Availability** = ((o – d) / o) x 100%		

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
2. Market Reports and Data Publication				
Market Reports and Data Publication	**Availability**	**% Publication Availability =** (r / m) x 100%	r = no. of reports and data publications m = total no. of required market publications	This performance category also include provisions in the *Market Manuals* and the regulatory directives pertaining to the publication of the market information. Provisions or directives that are already covered in some other provisions of the *WESM Rules* and *Retail Rules* or already covered in other performance categories are likewise excluded in the assessment of this category.
	Timeliness	**%Publication timeliness =** (RP/ TP) x 100%	RP = no. of publications published as per schedule TP = total no. of required publications	
3. Forecast Accuracy				
RTD Forecast	**Accuracy**	**RTD MAPE**[9] **=** Σabs [$(RTD_i - ACT_i)/ACT_i$] / n	MAPE = Mean Absolute Percentage Error RTD_i = 5-minute load processed by the MMS based on the forecast inputs ACT_i = actual 5-minute load based on snapshot data of all generators at	Assessment of forecast accuracy excludes forecast errors due to the following: • Line trippings that caused dropping of load equivalent to ≥1% of the total demand as evidenced by *System Operator* advisories; • Manual Load Dropping or MLD; • Sudden change in weather condition (from sunny to sudden heavy downpour or very cloudy weather to a sunny weather);

[9] During cases of under-generation, load shedding, or significant load isolation, the LDP input forecast should be used as the Hour-Ahead Forecast instead of the RTD Demand

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
			the end of the target *dispatch interval* i = *dispatch interval*, 1 to n, where n is the number of valid *dispatch intervals* that are not subject to exclusions	• *Market Intervention* and *Market Suspension*; • RTU errors which refer to absence of snapshot, non-updating snapshots, or bad data on system snapshots equivalent to ≥1% of the total demand; and • Generator tripping or unplanned outages equivalent to ≥1% of the total demand of the dispatch interval
	Accuracy	**RTD FAR = 100% - [**(FEI/n x 100%]	FAR = forecast accuracy rate FEI = number of *dispatch intervals* when forecast error exceeds ±3% n = number of valid *dispatch intervals* that are not subject to exclusions	
HAP Forecast	**Accuracy**	**HAP MAPE =** Σabs [(HAP_i-ACT_i)/ ACT_i] / n	MAPE = Mean Absolute Percentage Error HAP_i = 5-minute load processed by the MMS based on the forecast inputs ACT_i = actual 5-minute load based on snapshot	

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
			data of all generators at the end of the target *dispatch interval* i = *dispatch interval*, 1 to n, where n is the number of valid *dispatch intervals* that are not subject to exclusions	
DAP Forecast	**Accuracy**	**DAP MAPE =** $\Sigma abs [(SLDF_i - ACT_i)/ACT_i] / n$	MAPE = Mean Absolute Percentage Error $SDLF_i$ = similar day load forecast (hourly resolution) ACT_i = actual load based on snapshot data of all generators at the end of the target *dispatch interval* i = *dispatch interval*, 1 to n, where n is the number of valid *dispatch intervals* that are not subject to exclusions	
4. Dispatch Scheduling and Pricing				

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
RTD Workflow	**Successful Run**	**RTD Success Rate =** (rs / ri) x100%	rs = no. of *RTD* market runs with available schedules, completed within the timetable ri = total no. of *RTD* market runs	Assessment of successful runs excludes the following: • Market runs with no available schedules that resulted to *market intervention* attributable to *Market Operator* • Market runs with no available schedules due to other factors (attributable to *System Operator*, etc.)
Pricing Errors and Market Re-runs	**Timeliness**	**<u>Final:</u> % Pricing Error Processing =** (RTDPENfinal / MRR) x 100% **<u>Preliminary:</u> % Pricing Error Processing =** (RTDPENprelim / MRR) x 100%	RTDPENfinal = total no. of RTD PEN issued to Metering and Reconciliation Division prior to final settlement MRR = total number of manual market re-runs re-runs RTDPENprelim = total no. of RTD PEN issued to Metering and Reconciliation Division prior to preliminary settlement	
Market Intervention Attributable to Market Operator	**Frequency**	**Frequency =** ∑MI	MI = *dispatch intervals* under *market intervention* attributable to *Market Operator*	

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
5. Billings, Settlements and Accounts Management				
Preliminary and Final Settlement statements	**Timeliness**	**% Yearly Statement Timeliness** = Average of 12 Monthly Statement Timeliness % **% Monthly Statement Timeliness** = {[(1 – P*ps)+(1 – P*fs)]/2} x 100%	ps = no. of days late of preliminary statement issuance as per billing and settlement timetable fs = no. of days late of final statement issuance as per billing and settlement timetable P = 5% penalty for every one (1) day late on the issuance of either the preliminary and final statements	
Preliminary and Final Settlement Calculations	**Accuracy**	**% Settlement Accuracy** = 100% x ($\sum AV_j$) / n AV = 1 – abs(∑difference in TTA / ∑original TTA)	AV_j = Accuracy Value per trading participant n = no. of affected trading participant invoices TTA = total trading amount Difference in TTA = the difference between preliminary and the first final settlement	Assessment shall exclude the following: • Claims for additional compensation for *Administered Prices* and *Must-Run Units* of relevant trading participants; • *Bilateral Contract Quantity* (BCQ) declaration adjustment due to CRSS unavailability; • *Metered Quantity* (MQ) adjustments attributable to *Metering Services Provider*; and • Regulatory and policy issuances.

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
			calculations (for preliminary settlement) or the difference between the original and last adjusted total trading amounts (for final settlement)	
	Frequency	**Frequency =** ∑A	A = adjustment in final settlement calculations	
Meter Data Error Detection	**Timeliness**	**%MTR timeliness =** (IM/ TM) x 100%	MTR = Meter Trouble Report IM = no. of issued MTR as per schedule TM = total no. of required MTR issuances	
Monetary Transactions (MT)	**Timeliness**	**Timeliness =** AD - TD	AD = actual date of remittance TD = target date of remittance	
	Efficiency	**Efficiency =** Collection - Remittance	Collection = amount of payments received	The assessment shall exclude the following: • Non-banking days; • Bank Errors ; • Unidentified collection; and

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
			Remittance = amount of remittances as per schedule	• Deferred payments (Less than PhP1,000.00)
Margin Call (MC)	**Timeliness**	**%MC timeliness =** (RC/ TC) x 100%	RC = no. of issued *Margin Call* as per schedule TC = total no. of required *Margin Calls* to be issued	
Default Notice (DN)	**Timeliness**	**DN timeliness =** AD - TD	AD = actual date of issuance TD = target date of issuance	
6. Registration and Customer Relations				
Registration	**Timeliness**	**% Registration Processing =** (PA / TA) x 100%	PA = no. of applications processed within timeline TA = total no. of applications received over a period of time	
Customer Switching	**Timeliness**	**% Customer Switching =** (PA / TC) x 100%	PA = no. of applications processed within timeline TC = total no. of *customer switching* applications	

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
			received over a period of time	
Participant Training	**Timeliness**	**% Training Timeliness =** ((CT) / (NT)) x 100%	CT = no. of trainings completed NT = total no. of scheduled trainings	The assessment shall exclude trainings that were postponed/cancelled due to uncontrollable events such as *Force Majeure* or absences of the trainees.
	Feedback	**Feedback Rating =** $\sum FR_i$ / CT	FR = average participant feedback rating per training i = trainings, 1 to n, where n is the number of trainings completed CT = no. of trainings completed	
Participant Queries and Data Requests	**Timeliness (in closing the query/request)**	**% Closing Timeliness =** (CQ/RQ) x 100%	CQ = no. of queries and data requests closed within allotted timeline RQ = total no. of queries and data requests received	

MARKET OPERATOR PERFORMANCE CATEGORY	MEASURE	FORMULA	LEGEND	REMARKS
Participant/Customer Complaint	**Timeliness in resolving valid complaints**	**% Resolution Timeliness =** 100 – [($RVC_{on\text{-}time}$ +$PFVC_{on\text{-}time}$) / (RVC +PFVC)]	$RVC_{on\text{-}time}$ = number of valid complaints resolved on-time, $PFVC_{on\text{-}time}$ = number of post factum valid complaints acknowledged on-time RVC = number of valid complaints received PFVC = number of post factum valid complaints received	The assessment shall exclude the following: • complaints related to market overhauls, policy/ regulations; • complaints which were not resolved to participant's satisfaction and which escalate into disputes; and • complaints pertaining to incidents occurring during periods of announced interruptions/difficulties

ANNEX A – TEMPLATES FOR MONITORING THE MARKET OPERATOR PERFORMANCE STANDARDS

A. Market Management System, Central Registration and Settlement System and WESM Website

Monitoring Period	Total Hours (A)	Target (in hours)	Downtime (B)	Actual (C = A - B)	Availability Rating ((C/A)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)					
mm/26/yyyy (start) – mm/25/yyyy (end)					

B. Market Reports and Data Publication

Required Market Reports / Data Publication	No. of Required Publication (A)	No. of Actual Publication (B)	No. of Late Publication (C)	Availability Rating ((B/A)*100%)	Timeliness Rating (((B-C)/A)* 100%)	Supporting Data

C. Forecast Accuracy

Monitoring Period	System/ Region	No. of Valid Intervals (A)	No. of Intervals beyond MAPE Tolerance Level (B)	Forecast Accuracy Rating (((A-B)/A)*100%)	Minimum Error (in A)	Maximum Error (in A)	Mean Absolute % Error (in A)
mm/26/yyyy (start) – mm/25/yyyy (end)	Luzon						
	Visayas						

D. Dispatch Scheduling and Pricing

RTD Workflow

Monitoring Period	Total Intervals* (A)	Successful Intervals (B)	Success Rate (B/A)*100%)	List of Unsuccessful Intervals	Reasons/Remarks
mm/26/yyyy (start) – mm/25/yyyy (end)					

Pricing Errors and Market Re-runs

Monitoring Period	Total No. of RTD-PEN Issued to MRD (A)	Total No. of Manual Market Re-runs (B)	Timeliness Rating (A/B)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)			

Market Intervention Attributable to MO

Monitoring Period	Date		Duration/ Intervals	Reason/ Remarks
	From	To		
mm/26/yyyy (start) – mm/25/yyyy (end)	mm/dd/yyyy hh:mm	mm/dd/yyyy hh:mm		

E. Settlement

Settlement Timeliness Issuance

Monitoring Period	Prelim Statement					Final Statement					Timeliness (((1-0.025*A-0.025*B)*100%)
	Schedule	Date Issued	No. Of Days Late	Reason/ Remarks	No. of Days Late with exceptions considered (A)	Schedule	Date Issued	No. Of Days Late	Remarks	No. of Days Late with exceptions considered (B)	
mm/26/yyyy (start) – mm/25/yyyy (end)											

Settlement Accuracy

Monitoring Period	Accuracy Value (A)	No. of Participants (B)	Accuracy Rating ((A/B)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)			
mm/26/yyyy (start) – mm/25/yyyy (end)			

Adjustments to Final Settlement Statements

Monitoring Period	Details of Adjustment/s	Amount of Adjustment & Affected Participants	Total Number of Adjustments
mm/26/yyyy (start) – mm/25/yyyy (end)			
mm/26/yyyy (start) – mm/25/yyyy (end)			

F. Meter Trouble Issuance

Monitoring Period	Total No. of Monthly MTRs (A)	Total No. of Daily MTRs (B)	Total MTRs (C=A+B)	Total No. Of Monthly MTRs Issued on Schedule (D)	Total No. Of Daily MTRs Issued on Schedule (E)	Total No. of MTRs issued on Schedule (F=D+E)	Timeliness Rating ((F/G)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)							
mm/26/yyyy (start) – mm/25/yyyy (end)							

G. Margin Call Issuance

Monitoring Period	Schedule of Issuance of Margin Calls	Date of Actual Issuance of Margin Calls	No. of Margin Calls to be Issued (A)	No. of Issued Margin Calls on Schedule (B)	No. of Exceptions	Reason/ Remarks	Timeliness Rating ((B/A)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)							

H. Default Notice Issuance

Monitoring Period	Schedule of Issuance of Default Notice	Date of Actual Issuance of Default Notice	No. of Default Notice to be Issued (A)	No. of Issued Default Notice on Schedule (B)	No. of Exceptions	Reason/ Remarks	Timeliness Rating ((B/A)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)							

I. Monetary Transactions

Monitoring Period	Amount of Payments Received (A)	Amount of Remittances (B)	Remittance Efficiency ((A/B)*100%)	No. of Required Remittances or Payments Received (C)	No. of Timely Remittances (D)	Timeliness Rating ((C/D)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)						

J. Registration

Timeliness of Processing Registration and Customer Switching Applications

Monitoring Period	No. of Applications with complete requirements (A)	No. of Applications Processed within Timeline (B)	Timeliness Rating ((B/A)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)			

Monitoring Period	Total no. of Customer Switching Requests (A)	No. of Requests Processed within Timeline (B)	Timeliness Rating ((B/A)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)			

K. Customer relations

Timeliness of Trainings and Participants' Feedback

Monitoring Period	Total No. of Trainings Scheduled (A)	Trainings Completed as Scheduled (B)	Timeliness Rating ((B/A)*100%)	Average Feedback Rating
mm/26/yyyy (start) – mm/25/yyyy (end)				

Timeliness of addressing Queries and Data Requests

Monitoring Period	Total no. queries/ requests received (A)	Total no. of queries/ requests fully addressed within allotted timeline (B)	Timeliness Rating ((A/B)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)			

Timeliness of Addressing Complaints

Monitoring Period	Total no. complaints received (A)	Total no. of complaints fully resolved within allotted timeline (B)	Timeliness Rating ((B/A)*100%)
mm/26/yyyy (start) – mm/25/yyyy (end)			

ANNEX B – LIST OF MARKET INFORMATION FOR PUBLICATION

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
1	WESM Rules 1.3.1.4 & Manual - Guidelines on Significant Variations In and Between Trading Intervals Section 3.1.4	If the Market Operator identifies any significant variations, the Market Operator shall, prepare and publish a report explaining the identified significant variations within ten business days from the cognizance thereof. 3.1.4 Publish a daily report that contains information that will identify any significant variation. It should be published within ten (10) business days from cognizance of the event in the Market Information Website.	Daily Significant Variations Report	√	√	Within ten business days (ref: WESM Rules and corresponding manual on Significant Variations) from the cognizance of any significant variation	Market Information Website / Public
2	Manual - Guidelines on Significant Variations In and Between Trading Intervals Section 3.1.5	Publish a monthly summary of the significant variations report covering a particular billing period in the Market Information Website.	Monthly Summary of Significant Variations Report	√	√	Not later than the 20th day of the following calendar month (ref: internal timetable)	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
3	WESM Rule 3.13.12.3 & Price Determination Methodology Section 9.6.1.a & ERC/DOE Directive (ERC Resolution No. 07 Series of 2019) & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	The Market Operator shall: (a) Publish regular summary reports on the amount of any net settlement surplus being generated; xxx (d) Develop procedures on the possible uses of net settlement surplus subject to approval by the PEM Board; and, xxx 9.6.1 The *Market Operator* shall prepare the following reportorial requirements: a. Regular monthly summary reports on the amount of NSS or NSD distributed to each *Trading Participant.* This report shall be made available to all *Market Participants* and shall be *published* in the *market information website.* A verified copy of the report shall likewise be	Monthly summary reports on the amount of NSS or NSD distributed to each Trading Participant	√	√	Monthly, after the issuance of final settlement (ref: WESM-IDC) Not later than the 30th or 31st day of the following calendar month (ref: internal timetable)	Market Information Website / Public / ERC

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		submitted to the *ERC,* including report on the contributors to and reasons for the surplus or deficit, no later than ninety (90) *business days* from the last day of the *billing period* covered by the monthly summary report. The corresponding Value Added Tax (VAT) and interest amounts, as well as the date in which the interests were earned or credited to *the Market Operator,* if any, shall similarly be included in the subject monthly summary report;					
4	WESM Rules 3.13.12.3 b & MO Information Disclosure and Confidentiality Manual	Within one year from spot market commencement date, and every year thereafter, publish a review of the underlying factors giving rise to any net settlement surplus, and attempt to identify any binding constraints which may	Review of the Underlying Factors Giving Rise to any Net Settlement Surplus	√	√	Within one year from spot market commencement date, and every year thereafter / within the following year	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
	– Market Information Catalogue	have caused or contributed to such net settlement surplus.				(ref: WESM Rules/ERC directive)	
5	WESM Rules 3.2.1, 3.2.2.5, 3.5.3.10, 3.11.1.1 & Manual – Market Network Model Section 5.5.1 and 5.5.2 & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	The Market Operator shall maintain and publish a market network model, which will be used for the purpose of central scheduling and dispatch, pricing and settlement. The Market Operator shall also publish any adaptations or adjustments to the market network model. 3.2.2.5 The Market Operator shall maintain, publish, and continuously update a register of market trading nodes and scheduling points, defined in accordance with Clauses 3.2.2.1 and 3.2.2.3 so as to accurately reflect changes in the market network model and the WESM Member responsible for each market trading node and scheduling point. 3.5.3.10 The Market Operator shall publish the market	Market Network Model/ Market Trading Nodes / MNM Bus-Oriented Single Line Diagram Registry of market trading nodes MNM Technical Data and Parameters	√	√	Within one 7 days after the conduct of the 7-day live consistency testing in the MMS production system (ref: internal timetable) Note: Consistency testing is done after uploading of the updated market network model in the MMS production system	Market Information Website / Public
			Advisory on the MNM updates	√	√	Within two (2) working days from deployment	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		network model representation, all network status data, any system security constraints, overriding constraints or reserve requirements constraints used in any market projections, dispatches, prices and settlements. Manual – Market Network Model 5.5.1. Within two (2) working days from deployment, the Market Operator shall publish advisory on the MNM updates deployed in the production system. Consistent with the provisions of Clause 4.5.7 of this Market Manual, the Market Operator shall prepare a monthly report containing all MNM updates deployed in the production system. This report shall be provided to the DOE, ERC, and the PEM Board, and shall be similarly published in the market information website ten (10) working days after the end of the billing period. At the	Monthly report containing all MNM updates (Summary of MNM Updates during the month; Latest Bus-Oriented Single Line Diagram)	√	√	Ten (10) working days after the end of the billing period	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		least, it shall contain the following: a) Summary of MNM Updates during the month b) Latest Bus-Oriented Single Line Diagram 5.5.2. The Market Operator shall regularly publish the relevant updated MNM documents within seven days after the completion of the MNM consistency monitoring in the MMS' production system. Every revision of the MNM shall have the following associated documents published in the Market Information Website: a) MNM Revisions Manual; b) Bus-Oriented Single Line Diagram; and c) Information brief					
6	WESM Rules 3.7.1.1, 3.7.4.7 & 3.7.5.1	Week ahead projections (WAP) shall be prepared by	WAP results	√	√	Before 1100H	MPI / per participant

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
	& Dispatch Protocol & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	the Market Operator and published daily. 3.7.4.7 The Market Operator shall publish additional updated versions of a market projection in the event of changes which, in the opinion of the Market Operator, are material and which should be communicated to Trading Participants.				Within the next trading day	Market Information Website / Public
7	WESM Rules 3.7.2.1, 3.7.4.7 & 3.7.5.1 & Dispatch Protocol & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Day ahead projections (DAP) shall be prepared using the market dispatch optimization model by the Market Operator and published regularly through the day 3.7.4.7 The Market Operator shall publish additional updated versions of a market projection in the event of changes which, in the opinion of the Market Operator, are material and which should be	DAP results	√	√	Before [STPH1 + 25 minutes][10] Within the next trading day	MPI / per participant Market Information Website / Public

[10] STPH1 refers to the Start Time of the first Projected Hour (1) covered by the *DAP* run. For example, the Projected Hour of 0900H has a start time of 08:00 AM and an end time of 09:00 AM.

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		communicated to Trading Participants.					
8	WESM Rules 3.7.3.1, 3.7.4.7 & 3.7.5.1	Hour-ahead projections (HAP) shall be prepared using the market dispatch optimization model by the Market Operator and published at every dispatch interval, in accordance with the timetable 3.7.4.7 The Market Operator shall publish additional updated versions of a market projection in the event of changes which, in the opinion of the Market Operator, are material and which should be communicated to Trading Participants.	HAP results	√	√	Before [STDI1 – 2 minutes][11] Within the next trading day	MPI / per participant Market Information Website / Public
9	WESM Rules 3.10.4, 3.10.6, 3.11.1.1, 3.11.1.3 and 4.4.1 &	For each dispatch interval, the Market Operator shall calculate, and publish in accordance with the timetable:	RTD results and Market Prices	√	√	Before [STDI – 2 minutes][12] Within the next trading day	MPI / per participant Market Information

[11] STDI1 refers to the Start Time of the first *dispatch interval* (1) covered by the *HAP* run. For example, the 0815H *dispatch interval* has a start time of 08:10 AM and an end time of 08:15 AM. And if this is the first *dispatch interval* of the *HAP* run, then it will cover the period until 09:10 AM.
[12] STDI refers to the Start Time of the relevant *dispatch interval.*

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
	Dispatch Protocol & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue & Manual – Criteria for Guidelines for the Issuance of Pricing Error Notices and Conduct of Market Re-run in Clause 9.5	(a) Ex-ante nodal energy dispatch prices in accordance with clause 3.10.2; (b) Ex-ante nodal energy dispatch prices in accordance with clause 3.10.3; (c) When applicable, reserve prices in accordance with Clause 3.10.7. Publish RTD Results in the MPI Each trading day, in accordance with the timetable, the Market Operator shall publish: (a) The dispatch schedule for each scheduled generating unit, battery energy storage system, pumped-storage unit, must dispatch generating unit, priority dispatch generating unit, non-scheduled generating unit and scheduled load in each dispatch interval in the settlement intervals for the previous trading day; and	Scheduled Generation Or Scheduled Load Or Scheduled Reserve Summary of PSM Issuance			Daily, after expiration of confidentiality; confidentiality expires after each trading day (ref: WESM-IDC) Immediately after each trading interval when pricing error occurs; or Daily (within 2 business days after the trading day); or Prior to the issuance of the preliminary settlement statement for the relevant billing period. After each billing period and upon	Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		(b) A summary of the information provided to it with respect to each dispatch interval by the System Operator in accordance with clause 3.8.2.2. 3.10.4 Publishing Ex-Ante Prices According to Timetable The *Market Operator* shall *publish* the *ex-ante nodal energy dispatch prices* and *the ex-ante zonal energy prices,* prior to the commencement of the *dispatch interval* to which they apply in accordance with the *timetable* 4.4.1 The issuance and publication pricing error notices, substitute prices, and estimated average load prices as defined in this Manual shall be a) Immediately after each trading interval when the pricing error occurs through the Market Information Website; or	Market Re-Run (MRR) Results Publication			completion of all market re-runs	

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		b) Within two (2) business days after the trading day when the pricing error occurs, upon verification of the Market Operator through a summary of the pricing error notices issued for that trading day; or Prior to the issuance of the preliminary settlement statement for the relevant billing period, after the final validation of the Market Operator. 9.5 After each billing period and upon completion of all market re-runs, the following information shall be published by the Market Operator shall in the market information website and disseminated to all Trading Participants – XXX9.5.2. Results of the market re-run, including the resulting market prices					

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
10	MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Energy and reserve offer and demand bids including all information contained in the submitted offers	Generation Offers and Demand Bids	√	√	Seven days after the trading day (ref: WESM-IDC)	Market Information Website / Public
11	WESM Rules 3.11.1.1 & Manual – Constraint Violation Coefficients (CVC) Sections 4.3.5 & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	4.3.5 The *Market Operator* shall publish all non-zero constraint violation variables in the *Market Information Web Site.*	All non-zero constraint violation variables	√			Market information Website/ Public
12	Dispatch Protocol (DP) - Bids and Offers	The Market Operator shall publish to the participants the hourly total registered Pmin of all scheduled generating units based on the Day-Ahead Market Projections not later than 1800H of each trading day.	Hourly Total Registered Pmin of All Scheduled Generating Units (MMS-MPI)	√	√	Not later than 1800H of each trading day One of the three critical Publications and re-	MMS-MPI / WESM Trading participants

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
						publication makes the date of publication reckoned on the latest publication date.	
13	WESM Rules 3.11.1.1 Dispatch Protocol - Demand Forecasting & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	The Market Operator shall be responsible in the calculation and publication of Hourly nodal demand forecasts which are used in the calculation of Pre-Dispatch Market Projections and Real Time Dispatch Schedules in accordance with the WESM Timetable. Hour-ahead, Day-ahead and Week-ahead Demand Forecast and Reserve Requirement	Hourly Nodal Demand Forecasts for RTD, DAP, WAP Reserve Requirement	√	√	Hourly Daily One of the three critical Publications and re-publication makes the date of publication reckoned on the latest publication date.	MMS-MPI / WESM Trading participants, DOE and ERC Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
14	Dispatch Protocol - Post Dispatch Report	3.1 Market Operator The Market Operator shall be responsible in the preparation and publication of the Post Dispatch Reports.	Post Dispatch Reports (Daily Operating Report)	√	√	Daily, after each trading day	Market Information Website / Public
15	Dispatch Protocol 10.7.2	The WESM Merit Order Table (WMOT) shall be published in the market information website after the expiration of confidentiality of generator offer information in accordance with the Market Operator Information Disclosure and Confidentiality Manual.	WMOT	√	√	Updated Daily (after expiration of generator offer confidentiality)	Market Information Website / Public
16	Manual - Metering Standards and Procedures	5.5 Procedural Steps for Registration of Metering Installations – MO to issue a certificate of compliance to the new Metering Installation upon payment of registration fee and Update its registry and publish the new Metering Installation of the MSP at MO's Web site 10.5 Workflow for De-registration of metering installation - DMI.09 MO to upload the updated Metering Masterfile to the WESM website	New Metering Installation of the MSP / Metering Masterfile	√	√	All new and de-energized metering points should be published every 12th of the month. After Market Operator deregister the Metering Installation	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
17	WESM Rules 3.11.1.1 & Manual – Constraint Violation Coefficients (CVC) Sections 6.4.1 & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	6.4.1. After each billing period and upon completion of all manual pricing re-runs, the following information shall be published by the Market Operator in the Market Information Web Site and disseminated to all Trading Participants: a. Complete list of the pricing errors that occurred during the billing period, indicating clearly the affected dispatch intervals, including those instances where no pricing error was issued within the timetable; and b. Results of the manual pricing re-run, including the resulting market prices.	Complete list of the pricing errors that occurred during the *billing period* and results of the *manual pricing re-run*, including the resulting market prices.	√	√	After each *billing period* and upon completion of all manual pricing re-runs	Market Information Website / Public
18	WESM Rules 3.11.1.1 & Manual – Constraint Violation Coefficients (CVC) Sections 6.2.2 &	6.2.2 Within two (2) working days after the trading day when the pricing error occurred, the Market Operator shall publish in the market information website a summary of the pricing error notices issued for that trading	Summary of the *pricing error notices* issued for that trading day	√	√	Within two (2) working days after the trading day when the pricing error occurred	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
	Manual – Criteria for Guidelines for the Issuance of Pricing Error Notices and Conduct of Market Re-run in Clause 9.4 MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	day pursuant to this Market Manual. 9.4 Within two (2) business days after the trading day when the pricing error occurs, the Market Operator shall publish in the market information website a summary of the pricing error notices issued for that trading day pursuant to this Manual.					
19	Manual – Criteria for Guidelines for the Issuance of Pricing Error Notices and Conduct of Market Re-run in Clause 9.5	9.5 After each billing period and upon completion of all market re-runs, the following information shall be published by the Market Operator shall in the market information website and disseminated to all Trading Participants – 9.5.1. Complete list of the pricing errors that occurred during the billing month, indicating clearly the affected market run and trading interval, including those instances where no pricing	Complete List of Pricing errors that occurred during the billing month	√	√	After each billing period and upon completion of all market re-runs	Email

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		error was issued within the timetable;					
20	WESM Rule 3.12.2	The Market Operator shall regularly publish in summary form the rentals associated with each market network line as calculated under clause 3.13.12.	Rental Information	√			Market Information Website/ Public
21	WESM Rules 3.5.13.1	3.5.13.1 xxx The System Operator shall advise the Market Operator of the actions it has taken in relation to the foregoing, including but not limited to information necessary for the proper settlement of affected generating units, and the Market Operator shall publish the said information no later than one (1) week from the relevant trading day. Trading Participants shall review the information and notify the Market Operator of any discrepancies no later than two (2) weeks from the date of publication, otherwise the information contained in the report shall be deemed final.	Overriding Constraints	√	√	no later than one (1) week from the relevant trading day	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
22	Dispatch Protocol 7.11 & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue & Transmission System Information provided by the System Operator to the Market Operator	Over-riding Constraints, Contingency Limits and outage schedules as submitted by System Operator through the MMS Consistent with the *Market Operator* Information Disclosure and Confidentiality Manual, the *Market Operator* shall publish in the *market information website,* for the information of *Trading Participants,* the following data as used in the *market runs*: a. *Outage* schedules submitted by the *System Operator* in accordance with this Dispatch Protocol; and b. *Over-riding constraints* submitted by the *System Operator* in accordance with this Dispatch Protocol.	Contingency Limits and outage schedules	√	√	Daily After the trading day	Market Information Website / WESM Trading Participants and exceptions under WESM Rules 5.3.2
23		Real-Time System Condition or System Operator Advisory on Transmission System conditions, including but not limited to, adverse system		√	√	Published near real-time or as provided by the System	MMS Advisories, MMS MPI, E-mail / WESM Trading

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		condition, outages, load shedding, congestions, and actual system demand based on system snapshot data, etc as provided by the System Operator				Operator (During trading day) Updated Daily or upon availability of verified/ complete information (after trading day)	Participants and exceptions under WESM Rules 5.3.2. Market Information Website / Public
24		Dispatch Instruction Report by the System Operator (in CSV)	Dispatch Instruction Report by the SO	√	√	Weekly to be submitted within the following week (confidentiality expires after 7 days)	Market Information Website / Public
25	MO Information Disclosure and Confidentiality Manual	Energy and Reserve Prices	Administered prices	√	√	Within the next trading day	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
26	– Market Information Catalogue		Load Weighted Average Price (LWAP) and Generator Weighted Average Price (GWAP)	√	√	Within the next hour after the relevant dispatch interval	Market Information Website/ Public
27			Marginal Plants and Market Clearing Prices	√	√	Updated Daily	Market Information Website / Public
28	MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Energy and Reserve Prices	Final Nodal Energy Dispatch Prices	√	√	Prior the issuance of the final settlement statement	Market information website/ Public
29	WESM Rules 3.11.1.1	The Market Operator shall publish the following: (a) xxx (i) Settlement information to enable a WESM Participant to recreate or independently verify its settlements.	Settlement information to enable a WESM Participant to recreate or independently verify its settlements.	√			Market information website/ Public
30	MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Settlements	Unpaid settlement amounts as of month-end, specific WESM member that failed to pay settlement amounts as of month-end	√	√	Within the month following the end of the billing period	Market information website/ Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
31	Dispatch Protocol 9.7.3	Other system data that will be published includes the following: • Total energy dispatched • Total dispatchable load • Total system losses • Locational marginal prices		√	√		Market information Website / Public
32	WESM Rules 2.9.2 & 2.5.1	Publish registration fees.	Registration Fees	√			Market Information Website / Public
33	WESM Rule 1.3.1.1 (f) & WESM Rules 5.2.3 (a), (c) and (d) & WESM Rule 2.5.7 & MO Information Disclosure and Confidentiality Manual – Market Information Catalogue &	(f) Maintain and publish a register of all WESM Participants and update and publish the register whenever a person or entity becomes or ceases to be a WESM Participant. The Market Operator shall maintain, ... and publish: (a) A list of all WESM members identifying those of them that are trading Participants; (c) A list of all former WESM members and the time that each ceased to be WESM members; and	Register of all WESM Participants with a List of former WESM Members and the time that each ceased to be WESM Members	√	√	Whenever a person or entity becomes or ceases to be a WESM Participant (ref: WESM Rules) Publication should be not later than one (1) business day from issuance of notice (ref: internal timetable)	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
	Manual - Registration, Suspension and De-registration Criteria and Procedures Sections 2.11.1.1, 2.11.1.4, 5.2.3.2, 5.7.3.4	(d) A list of all suspended Trading Participants and the time at which each was suspended. The Market Operator shall publish and keep current a list of registered WESM members, the categories in which they are registered... XXX					
34	WESM Rules 2.5.7 & WESM Rules 5.2.3 (a) and (b) & Manual - Registration Suspension and De-registration Criteria and Procedures 2.11.1.1 , 2.11.1.2 and 2.11.1.3	The Market Operator shall maintain, ... and publish: (a) A list of all WESM Members identifying those of them that are Trading Participants; A list of all membership applicants to the WESM and identifying those applying to become a Trading Participant	Register of WESM Applicants	√			Market Information Website / Public
35	Disclosure and Confidentiality of Contestable Customer Information Sec 6.1	The Central Registration Body shall regularly update its Registry List of Contestable Customers together with information that are considered public or non-	Registry List of Contestable Customers	√		Regular update	Market information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		confidential as set forth in this Manual and publish the same in the market information website.					
36	WESM Rules 3.15.8.1 and 3.15.8.6 & Manual – Billing and Settlement Sections, 8.1.1(b), 8.1.1(e), 8.1.2(b) and Appendix I & Manual - Registration, Suspension and De-registration Criteria and Procedures Sections 2.11.1.5, 4.3.1.1 and 4.5.2	As soon as practicable after a suspension notice is issued by the *Market Operator, Publish* the *suspension notice; and* Place a notice in a newspaper of general circulation that the *WESM Member* has been suspended. If a suspension notice is revoked, the Market Operator shall publicize that fact in the same manner in which the suspension notice was publicized in accordance with clause 3.15.7.1	Suspension Notice	√			Market Information Website and Newspaper / Public
37	WESM Rules 4.7.5, 3.15.8.6 (b) & Manual - Registration, Suspension and De-registration Criteria and	If the Market Operator deregisters a Metering Services Provider in accordance with clause 2.6.2 and subject to clause 2.7, the Market Operator shall: (a) Notify the ERC and the WESM Participants of this	Notice of De-registration/De-registration Notice	√	√	Publication should be not later than one (1) business day from issuance of notice (ref: internal timetable)	Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
	Procedures Sections 2.11.1.4 and 5.4.2.4 & Manual - Billing and Settlement Section 8.1.1(e)	action and basis for decision; and (b) Publish details of the deregistration The Market Operator, in either case, shall deregister that WESM member as soon as practicable and promptly publish a notice of that fact. 3.15.8.6 xxx The *Market Operator,* in either case, shall deregister that *WESM member* as soon as practicable and promptly *publish* a notice of that fact. Immediately following the issuance of a Deregistration Notice, the *Market Operator* shall cause the publication in the Market Information Website and in a newspaper of general circulation of a notice to the effect that the rights of the WESM Member to participate in the WESM have been revoked and its effective date.					

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
38	WESM Rules Clause 2.6.3 & Manual - Registration, Suspension and De-registration Criteria and Procedures Section 5.2.3.1, 5.7.3.4	WESM Rules Clause 2.6.3 On receipt of a notice under clause 2.6.1, the *Market Operator* shall notify all *WESM member*s that the person or entity who gave the notice shall cease to be registered as a *WESM member* in the relevant category and the date on which that will occur. 5.7.3.4 Copies of the confirmation of re-registration or notices of approval of registration and reconnection notice and request shall be furnished to the *ERC*, *DOE*, and the *PEM Board*, and shall be published in the *Market Information Website*.	• Notice of Cessation • Confirmation of Re-registration • Notice of Approval of Registration • Notice of Approval of Reconnection	√			Market Information Website / Public
39	Retail Manual - Registration Criteria and Procedures Section II.2.2.3	2. REGISTRATION OF SUPPLIERS xxx The *Suppliers*, *Local Suppliers* and *Suppliers of Last Resort* shall submit to the *Central*	Contracting Parameters from Suppliers, Local Suppliers and Suppliers of Last Resort	√			Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		Registration Body for posting in the market website the contracting parameters including the general offer, terms and conditions such as indicative average contract price, offers and scope of services being offered by them.					
40	Retail Rules Clause 2.3.1.2 & Retail Manual - Registration Criteria and Procedures Sections II.2.2.1 II.3.2.1, II.3.3.1, II.3.3.2, II.4.2.2 and II.5.2	Retail Rules Clause 2.3.1.2 The *Central Registration Body* shall publish the detailed list of information that it requires and the timetable and procedures for submission in the relevant *Market Manual.* Section II.3.3.1 For voluntary *Direct WESM Membership* of *Contestable Customers*, the *Contestable Customer* (applying as a *Direct WESM member*) and *Supplier* shall submit to the *Market Operator* the specific information and documents as posted in the *market information website* in	• Form for Customer Information for Registration of Contestable Customers • Documents and Information for Registration of Contestable Customers • Documents and information for Registration of Contestable Customers as Direct WESM Member	√			Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		accordance with the *Retail Rules* and this *Market Manual*. 4.2.2 Upon declaration by the *Energy Regulatory Commission* that the provision of retail metering services is competitive and open, a qualified entity shall submit the specific information and documents as posted in the market information website. 2.2.1The *Supplier* shall submit to the *Market Operator* the specific documents and information required as posted in the market information website to prove its compliance with *WESM* membership criteria and qualifications.	• Documents and Information for Registration of Metering Services Providers • Documents and information for Registration of Suppliers				
41	Retail Rules Clause 2.3.2	Upon prior authorization, provided in written or electronic form, by a Contestable Customer, the Central Registration Body shall provide the information so authorized to the Supplier or to	Customer information and the corresponding service fees	√			Market Information Website / Public

NO.	MARKET RULES OR MANUAL CLAUSE / REGULATORY DIRECTIVE	PROVISION / TASK	DELIVERABLE/S	TO BE MONITORED FOR AVAILABILITY ?	TO BE MONITORED FOR TIMELINESS ?	TIMETABLE	LOCATION/ AUDIENCE
		such other person or entity authorized by the Contestable Customer. xxx The Central Registration Body shall prepare and publish the procedures for request and release of customer information and the corresponding service fees.					

ANNEX C – LIST OF QUERIES AND DATA REQUESTS AND RESPONSE TIME

INQUIRY / RESPONSE TIME	DATA / QUERY
A.1 **Data Requests – historical data** / (covering more 2 months of WESM operation from date of receipt of request)/ Within three (3) working days A.2 **Data Requests - recent data** (covering the last 1 to 2 months of WESM operation from date of receipt of request)/ Within five (5) working days.	- Market Prices (with fees) - Nodal Prices (with fees) - Market Schedules (with fees) - Generator Offers (with fees) - Aggregated Offers (with fees) - System Demand (with fees) - Market Re-run (with fees) - Marginal Plants (with fees) - Clearing Prices (with fees) - Administered Prices (with fees) - Price Substitution data (with fees) - Effective Settlement Prices - Metered Quantity, Bilateral Quantity, Spot Quantity - Summary of PEN, MRR, AP and PSM - Generation Mix percentage - Other historical market information
A.3 **Data Requests – Others**; Not commonly requested / Within five (5) working days	- Capacity on outage - Max/Min LWAP - Weather data (rainfall, temperature) - Max/Min demand - Outage Schedule - Security limits - HVDC Schedule - MPI System Messages - Other not commonly requested information
B.1 **Queries on Basic WESM concepts** / Within one (1) working day	
B.2 **Queries on Registration** / Within one (1) working day	
B.3 **Analysis or validation of market results and simulations** / Within five (5) working days	
B.4 **Other Participant Queries** (require referral by Participant Support staff to relevant PEMC departments/units) / Within five (5) working days	- Request for meetings - Media inquiries - Training (scheduling, fees) - Digital certificates - Website and MPI concerns - Billing, Settlement and Metering concerns - Market assessment - DOE/ERC policies and/or issuances - SO-related inquiries - Operational Issues - Other queries