



Annual Market Operator Performance Report

26 September 2022 to 25 September 2023

NOVEMBER 2023

This Report is prepared by the
Philippine Electricity Market Corporation –
Market Assessment Department for the
PEM Audit Committee

Document Information Classification: Public

The information contained in this document is based on data that are subject to continuous verification by the Philippine Electricity Market Corporation (PEMC). The same information is subject to change as updated figures come in. This report is based on the Market Operator Performance Standards (MOPS Issue 2.0, 2022) and is subject to audit per Section 9.3 of the MOPS.

Executive Summary

This report provides the result of the monitoring and assessment of the Market Operator's (MO) performance for the period 26 September 2022 to 25 September 2023.

The monitoring of the MO's performance is in accordance with the provisions outlined in WESM Rules Clause 1.3.2.3 and the Retail Rules Clause 1.4.2, as well as the Market Operator Performance Standards (MOPS) approved by the Department of Energy (DOE) on 20 June 2022.

The Independent Market Operator of the Philippines (IEMOP) assumed the market operations functions of the WESM on 26 September 2018, as per the Operating Agreement entered between the Philippine Electricity Market Corporation (PEMC) and IEMOP on 19 September 2019.

Further, the IEMOP was designated as the Central Registration Body (CRB) for the implementation of the Retail Competition and Open Access (RCOA) in accordance with the guidelines set out in the Department Circular No. 2019-07-0011¹ issued by the DOE on 29 July 2019. This Circular amended the provisions of Department Circular No. 2012-02-0002², which initially designated PEMC as the CRB.

As per the directives in the Department Circular No. 2022-12-0039³, the WESM officially commenced in Mindanao on 26 January 2023. However, MO Performance concerning WESM Mindanao operation is not covered in this report, as the performance targets have yet to be established. As discussed in the coordination meeting between PEMC and IEMOP on 24 March 2023, PEMC intends to develop the performance targets for the WESM Mindanao operation based on at least one (1) year's worth of data from the start of WESM Mindanao commercial operations.

It is important to note that the transition to a single settlement for Luzon, Visayas and Mindanao grids started on 26 April 2023 in view of the advisory issued by the Department of Energy on 11 May 2023. Accordingly, PEMC has started monitoring MO's performance based on single settlement and noted that the result of evaluation has not significantly affected the overall rating.

The overall performance of the MO for the period is Very Satisfactory. Provided in the table are performance ratings for the individual measures, summarized as follows: (i) 28 measures with Excellent rating, and (ii) four (4) measures with Very Satisfactory rating.

¹ Department Circular No. 2019-07-0011 *Amending Various Issuances on the Implementation of the Retail Competition and Open Access (RCOA)*

² Department Circular No. 2012-02-0002 *Designating the Philippine Electricity Market Corporation (PEMC) as the Central Registration Body (CRB)*

³ Department Circular No. 2022-12-0039 *Declaring the commercial operation of the Wholesale Electricity Spot Market (WESM) in the Mindanao Grid.*

MO Performance for 26 September 2022 to 25 September 2023

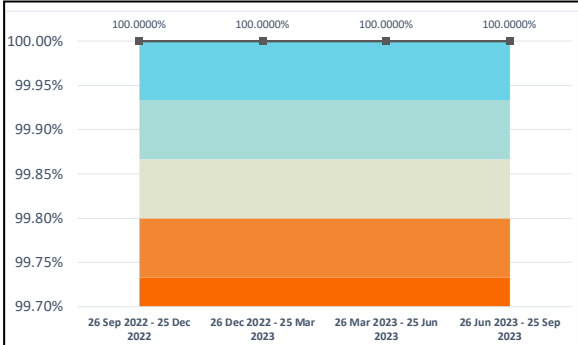
Category	Measure	Weight (%)	Satisfactory Target	Satisfactory Range	Annual Rating for 2023 (26 Sep 2022 to 25 Sep 2023)			
				Satisfactory Range	Actual	Score	Weighted Score	
A. IT Systems								
MMS-MPI	Availability	12	99.80%	99.80% ≤x<99.87%	100%	5	Excellent	0.60
Market Information Website	Availability	3	99.50%	99.50% ≤x<99.67%	99.9890%	5	Excellent	0.15
CRSS-UI	Availability	5	99.50%	99.50% ≤x<99.67%	99.9665%	5	Excellent	0.25
B. Market Reports and Data Publications								
	Availability	5	95%	90.00%≤%<95.00%	99.9902%	4	Very Satisfactory	0.20
	Timeliness	10	95%	90.00%≤%<95.00%	99.9867%	4	Very Satisfactory	0.40
C. Forecast Accuracy								
RTD Forecast - MAPE	Accuracy (L)	3.75	0.95%	0.9241%≤x≤0.9759%	0.4719%	5	Excellent	0.19
	Accuracy (V)	3.75	1.20%	1.1676%≤x≤1.2324%	0.7485%	5	Excellent	0.19
RTD Forecast - FAR	Accuracy (L)	3.75	97.20%	97.65%≥%≥96.75%	99.9484%	5	Excellent	0.19
	Accuracy (V)	3.75	93.00%	94.33%≥%≥91.67%	99.0740%	5	Excellent	0.19
HAP Forecast - MAPE	Accuracy (L)	2	0.95%	0.9241%≤x≤0.9759%	0.6584%	5	Excellent	0.10
	Accuracy (V)	2	1.20%	1.1676%≤x≤1.2324%	0.9825%	4	Very Satisfactory	0.08
DAP Forecast - MAPE	Accuracy (L)	2	1.60%	1.45%≤x≤2.32%	1.2047%	4	Very Satisfactory	0.08
	Accuracy (V)	2	2.20%	2.41%≤x≤3.08%	1.5321%	5	Excellent	0.10
D. Dispatch Scheduling and Pricing								
RTD Workflow	Successful Run	2.5	99.75%	99.75% ≤x<99.83%	100%	5	Excellent	0.13
Pricing Errors and Market Re-runs	Timeliness (Prelim)	2	98.50%	98.50% ≤x<99.00%	100%	5	Excellent	0.10
	Timeliness (Final)	2.5	99.50%	99.50% ≤x<99.67%	100%	5	Excellent	0.13
Market Intervention Attributable to MO	Duration	10	≤168	168 ≥ x > 112	50	5	Excellent	0.50
E. Billing, Settlements and Accounts Management								
Preliminary and Final Settlement Statements	Timeliness	2	98%	98.00% ≤x<98.67%	100%	5	Excellent	0.10
Preliminary Settlement Calculations	Accuracy	2	95%	95.00% ≤x<96.67%	100%	5	Excellent	0.10
Final Settlement Calculations	Accuracy	3	99%	99.00%≤x<99.33%	100%	5	Excellent	0.15
	Frequency	2	≤6	6≥x>4	0	5	Excellent	0.10
Meter Data Error Detection	Timeliness	2	98%	98.00% ≤x<98.67%	99.7548%	5	Excellent	0.10
Monetary Transactions	Efficiency	1	0 amount late	0 amount late	0	5	Excellent	0.05
	Timeliness	1	0 days late	0 days late	0	5	Excellent	0.05
Margin Call	Timeliness	1	95%	95.00% ≤x<96.67%	100%	5	Excellent	0.05
Default Notice	Timeliness	1	0 days late	0 days late	0	5	Excellent	0.05
F. Registration and Customer Relations								
Registration	Timeliness	2	95%	90.00% ≤x<95.00%	100%	5	Excellent	0.10
Customer Switching	Timeliness	1	95%	90.00% ≤x<95.00%	100%	5	Excellent	0.05
Participant Training	Timeliness	2	95%	90.00% ≤x<95.00%	100%	5	Excellent	0.10
	Feedback	1	90%	90.00% ≤x<93.33%	97.1215%	5	Excellent	0.05
Participant Queries and Data Requests	Timeliness	2	95%	95.00% ≤x<96.67%	100%	5	Excellent	0.10
Participant/ Customer Complaints	Timeliness	2	95%	90.00% ≤x<95.00%	100%	5	Excellent	0.10
Total Weighted Score						Very Satisfactory		4.81
Over-all Score								4

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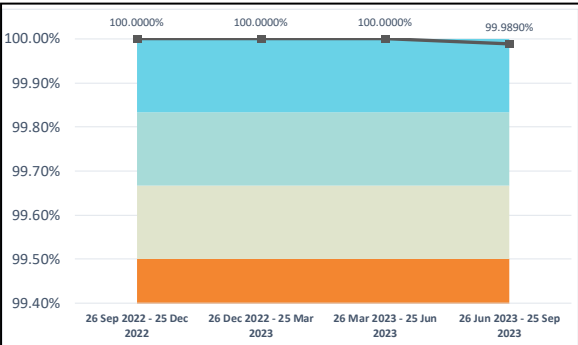
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Market Operator Performance for 26 September 2022 to 25 September 2023 Highlights

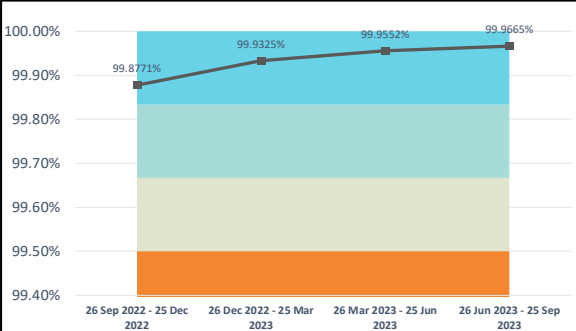
IT Systems (20%)																									
Measures	Brief Description	Weight	Target	Performance ⁴	Highlights																				
Market Management Systems-Market Participant Interface (MMS-MPI) Availability	Ratio of time that the MMS is functional or accessible to Users through the Market Participant Interface (MPI) to the total time it is required and expected to function or be accessible.	12%	99.80%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% available. <p><i>Note: Excluded 1 hour downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.</i></p>
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					

⁴ Historical performance of the MO started in Q4 2021 or reporting period from 26 June to 25 September 2021, in line with the implementation of Enhanced WESM Design and Operations (EWDO)

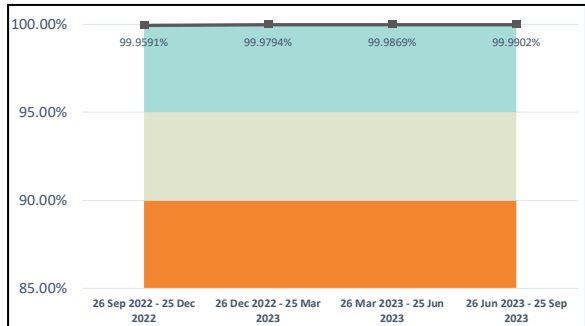
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
Market Information Website Availability	Ratio of time that the Public Website (PW) is functional or accessible to Users to the total time it is required and expected to function or be accessible.	3%	99.50%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>99.9890%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	99.9890%	<ul style="list-style-type: none">• 99.9890% available.• Recorded 0.97 hours as downtime attributable to MO. <p><i>Note: Excluded 1.42 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.</i></p>
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	99.9890%																					

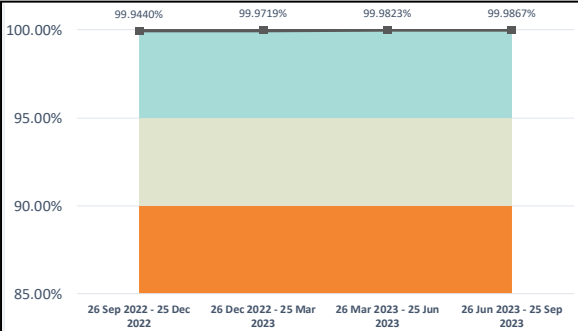
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Measures	Brief Description	Weight	Target	Performance	Highlights																				
Central Registration and Settlement System – User Interface (CRSS-UI) Availability	Ratio of time that the CRSS is functional or accessible to Users through the UI to the total intervals it is required and expected to function or be accessible.	5%	99.50%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>99.9120%</td><td>99.9342%</td></tr><tr><td>2023</td><td>99.8771%</td><td>99.9325%</td><td>99.9552%</td><td>99.9665%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	99.9120%	99.9342%	2023	99.8771%	99.9325%	99.9552%	99.9665%	<ul style="list-style-type: none">99.9665% available.Recorded 2.93 hours as downtime attributable to MO.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	99.9120%	99.9342%																					
2023	99.8771%	99.9325%	99.9552%	99.9665%																					

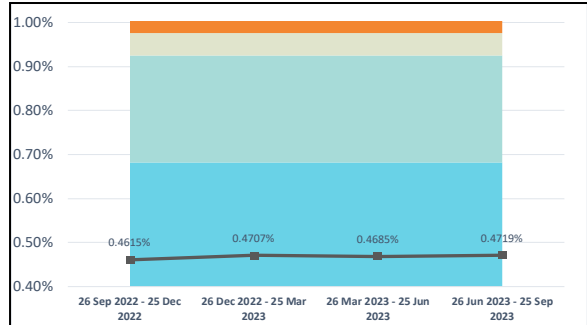
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Market Reports and Data Publication (15%)																									
Measures	Brief Description	Weight	Target	Performance	Highlights																				
Availability	Average of the measured publications' availability percentages, which are the ratio of the actual number of published reports/data to the total expected number.	5%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>99.9591%</td><td>99.9794%</td><td>99.9869%</td><td>99.9902%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	99.9591%	99.9794%	99.9869%	99.9902%	<ul style="list-style-type: none">• 99.9902% available.• 27 of 36 publications rated greater than 99%.• 8 publications were not rated since these publications were already rated under other publication items or discontinued starting EWDO.• 1 publication was not applicable for rating since there was no occurrence that would necessitate the publication.• See Appendix B for details.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	99.9591%	99.9794%	99.9869%	99.9902%																					

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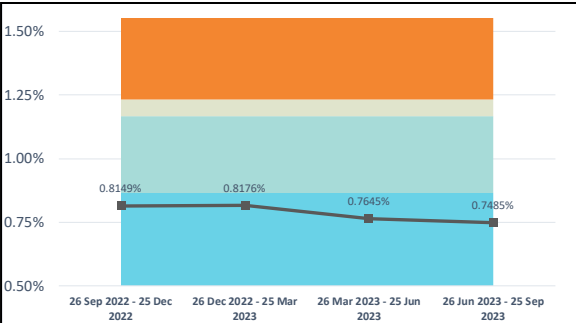
Measures	Brief Description	Weight	Target	Performance	Highlights																				
Timeliness	Average of the measured publications' timeliness percentages, which are the ratio of the actual number of timely published reports/data to the total expected number.	10%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>99.9738%</td><td>99.9898%</td><td>99.8875%</td><td>99.9195%</td></tr><tr><td>2023</td><td>99.9440%</td><td>99.9719%</td><td>99.9823%</td><td>99.9867%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	99.9738%	99.9898%	99.8875%	99.9195%	2023	99.9440%	99.9719%	99.9823%	99.9867%	<ul style="list-style-type: none">• 99.9867% timely publication.• 20 of 36 publications rated greater than 99%.• 8 publications were not rated since these publications were already rated under other publication items or discontinued starting EWDO.• 7 publications were not rated since these publications were not measured for timeliness.• 1 publication was not applicable for rating since there was no occurrence that would necessitate the publication.• See Appendix B for details.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	99.9738%	99.9898%	99.8875%	99.9195%																					
2023	99.9440%	99.9719%	99.9823%	99.9867%																					

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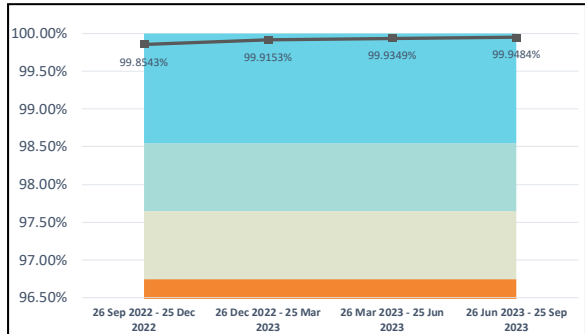
Forecast Accuracy (23%)																									
Measures	Brief Description	Weight	Target	Performance	Highlights																				
Real Time Dispatch (RTD) Forecast Mean Absolute Percentage Error (MAPE) for Luzon	<p>Measures how far the RTD forecasted demand is from the actual demand in Luzon.</p> <p>The higher the MAPE rating, the closer the performance rating is to 0%.</p>	3.75%	0.95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>0.6425%</td></tr><tr><td>2022</td><td>0.5328%</td><td>0.5093%</td><td>0.4973%</td><td>0.5016%</td></tr><tr><td>2023</td><td>0.4615%</td><td>0.4707%</td><td>0.4685%</td><td>0.4719%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				0.6425%	2022	0.5328%	0.5093%	0.4973%	0.5016%	2023	0.4615%	0.4707%	0.4685%	0.4719%	<ul style="list-style-type: none">• 0.4719% MAPE.• Considered 104,642 out of 105,120 intervals, with highest absolute forecast error of 6.7967%, in the computation of this measure.• As provided in the MOPS, 478 intervals were excluded in the calculations due to the following reasons:
Quarter	Q1	Q2	Q3	Q4																					
2021				0.6425%																					
2022	0.5328%	0.5093%	0.4973%	0.5016%																					
2023	0.4615%	0.4707%	0.4685%	0.4719%																					
				<table><thead><tr><th>Reason for Exclusion</th><th>No. of Trading Intervals</th></tr></thead><tbody><tr><td>Market Intervention</td><td>120</td></tr><tr><td>Generator Tripping</td><td>227</td></tr></tbody></table>	Reason for Exclusion	No. of Trading Intervals	Market Intervention	120	Generator Tripping	227															
Reason for Exclusion	No. of Trading Intervals																								
Market Intervention	120																								
Generator Tripping	227																								

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

					Line Tripping	30
					Load Dropping	31
					Rain	15
					Real-Time Data Issue	55

Measures	Brief Description	Weight	Target	Performance	Highlights																				
RTD Forecast MAPE for Visayas	<p>Measures how far the RTD forecasted demand is from the actual demand in Visayas.</p> <p>The higher the MAPE rating, the closer the performance rating is to 0%.</p>	3.75%	1.20%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>0.8303%</td></tr><tr><td>2022</td><td>0.6715%</td><td>0.7321%</td><td>0.7612%</td><td>0.7615%</td></tr><tr><td>2023</td><td>0.8149%</td><td>0.8176%</td><td>0.7645%</td><td>0.7485%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				0.8303%	2022	0.6715%	0.7321%	0.7612%	0.7615%	2023	0.8149%	0.8176%	0.7645%	0.7485%	<ul style="list-style-type: none">• 0.7485% MAPE.• Considered 102,913 out of 105,120 intervals, with maximum absolute forecast error of 35.1054%, in the calculation of this measure.• As provided in the MOPS, 2,207 intervals were excluded in the calculations due to the following reasons:
Quarter	Q1	Q2	Q3	Q4																					
2021				0.8303%																					
2022	0.6715%	0.7321%	0.7612%	0.7615%																					
2023	0.8149%	0.8176%	0.7645%	0.7485%																					
					<table><thead><tr><th>Reason for Exclusion</th><th>No. of Trading Intervals</th></tr></thead><tbody><tr><td>Market Intervention</td><td>892</td></tr><tr><td>Generator Tripping</td><td>101</td></tr></tbody></table>	Reason for Exclusion	No. of Trading Intervals	Market Intervention	892	Generator Tripping	101														
Reason for Exclusion	No. of Trading Intervals																								
Market Intervention	892																								
Generator Tripping	101																								

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
					Load Dropping	622																			
					Rain	10																			
					Real-Time Data Issue	582																			
RTD Forecast Accuracy Rating (FAR) for Luzon	The percent of intervals with forecast error that is within the MAPE tolerance level of ± 3% in Luzon.	3.75%	97.20%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>99.5033%</td></tr><tr><td>2022</td><td>99.9540%</td><td>99.9442%</td><td>99.9310%</td><td>99.9187%</td></tr><tr><td>2023</td><td>99.8543%</td><td>99.9153%</td><td>99.9349%</td><td>99.9484%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				99.5033%	2022	99.9540%	99.9442%	99.9310%	99.9187%	2023	99.8543%	99.9153%	99.9349%	99.9484%	<ul style="list-style-type: none">99.9484% accurate.Considered 104,588 out of the 104,642 valid intervals, with forecast error within the +/-3% tolerance level, in the computation.Excluded same intervals as enumerated in the RTD Forecast MAPE for Luzon measure.
Quarter	Q1	Q2	Q3	Q4																					
2021				99.5033%																					
2022	99.9540%	99.9442%	99.9310%	99.9187%																					
2023	99.8543%	99.9153%	99.9349%	99.9484%																					

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
RTD Forecast Accuracy Rating (FAR) for Visayas	The percent of intervals with forecast error that is within the MAPE tolerance level of ± 3% in Visayas.	3.75%	93.00%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>97.3895%</td></tr><tr><td>2022</td><td>99.2381%</td><td>99.0319%</td><td>98.9096%</td><td>98.9691%</td></tr><tr><td>2023</td><td>98.5872%</td><td>98.7617%</td><td>99.0090%</td><td>99.0740%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				97.3895%	2022	99.2381%	99.0319%	98.9096%	98.9691%	2023	98.5872%	98.7617%	99.0090%	99.0740%	<ul style="list-style-type: none">99.0740% accurate.Considered 101,960 out of the 102,913 valid intervals, with forecast error within the +/-3% tolerance level, in the calculation.Excluded same intervals as enumerated in the RTD Forecast MAPE for Visayas measure.
Quarter	Q1	Q2	Q3	Q4																					
2021				97.3895%																					
2022	99.2381%	99.0319%	98.9096%	98.9691%																					
2023	98.5872%	98.7617%	99.0090%	99.0740%																					

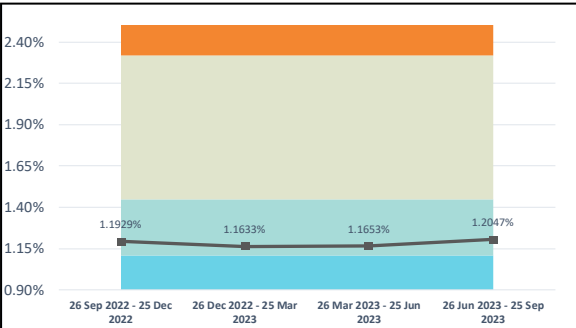
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Measures	Brief Description	Weight	Target	Performance	Highlights																																				
Hour Ahead Projection (HAP) Forecast MAPE for Luzon	<p>Measures how far the HAP forecasted demand is from the actual demand in Luzon.</p> <p>The higher the MAPE rating, the closer the performance rating is to 0%.</p>	2%	0.95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>1.0940%</td></tr><tr><td>2022</td><td>0.6919%</td><td>0.6680%</td><td>0.6773%</td><td>0.6895%</td></tr><tr><td>2023</td><td>0.6430%</td><td>0.6449%</td><td>0.6438%</td><td>0.6584%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				1.0940%	2022	0.6919%	0.6680%	0.6773%	0.6895%	2023	0.6430%	0.6449%	0.6438%	0.6584%	<ul style="list-style-type: none">0.6584% MAPE.Considered 1,255,013 out of 1,261,440 intervals, with highest absolute forecast error of 47.8945% in the computation of this measure.As provided in the MOPS, 6,427 intervals were excluded in the calculations due to the following reasons: <table><thead><tr><th>Reason for Exclusion</th><th>No. of Trading Intervals</th></tr></thead><tbody><tr><td>Market Intervention</td><td>1,394</td></tr><tr><td>Generator Tripping</td><td>2,724</td></tr><tr><td>Line Tripping</td><td>311</td></tr><tr><td>Load Dropping</td><td>372</td></tr><tr><td>Rain</td><td>180</td></tr><tr><td>Real-Time Data Issue</td><td>660</td></tr><tr><td>Missing</td><td>786</td></tr></tbody></table>	Reason for Exclusion	No. of Trading Intervals	Market Intervention	1,394	Generator Tripping	2,724	Line Tripping	311	Load Dropping	372	Rain	180	Real-Time Data Issue	660	Missing	786
Quarter	Q1	Q2	Q3	Q4																																					
2021				1.0940%																																					
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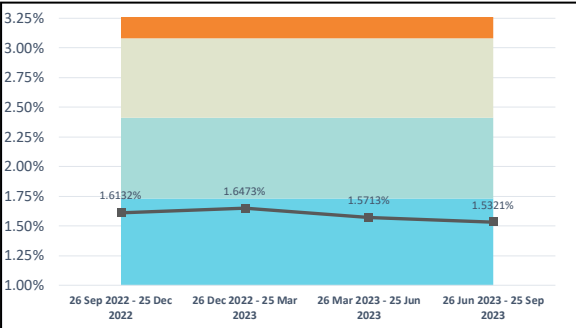
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																																		
HAP Forecast MAPE for Visayas	<p>Measures how far the HAP forecasted demand is from the actual demand in Visayas.</p> <p>The higher the MAPE rating, the closer the performance rating is to 0%.</p>	2%	1.20%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>1.0940%</td></tr><tr><td>2022</td><td>0.9191%</td><td>0.9560%</td><td>1.0439%</td><td>1.0406%</td></tr><tr><td>2023</td><td>1.0511%</td><td>1.0590%</td><td>0.9966%</td><td>0.9825%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				1.0940%	2022	0.9191%	0.9560%	1.0439%	1.0406%	2023	1.0511%	1.0590%	0.9966%	0.9825%	<ul style="list-style-type: none">• 0.9825% MAPE.• Considered 1,234,244 out of 1,261,440 intervals, with maximum absolute forecast error of 44.6575%, in the calculation of this measure.• As provided in the MOPS, 27,196 intervals were excluded in the calculations due to the following reasons: <table><thead><tr><th>Reason for Exclusion</th><th>No. of Trading Intervals</th></tr></thead><tbody><tr><td>Market Intervention</td><td>10,634</td></tr><tr><td>Generator Tripping</td><td>1,212</td></tr><tr><td>Load Dropping</td><td>7,460</td></tr><tr><td>Rain</td><td>120</td></tr><tr><td>Real-Time Data Issue</td><td>6,984</td></tr><tr><td>Missing</td><td>786</td></tr></tbody></table>	Reason for Exclusion	No. of Trading Intervals	Market Intervention	10,634	Generator Tripping	1,212	Load Dropping	7,460	Rain	120	Real-Time Data Issue	6,984	Missing	786
Quarter	Q1	Q2	Q3	Q4																																			
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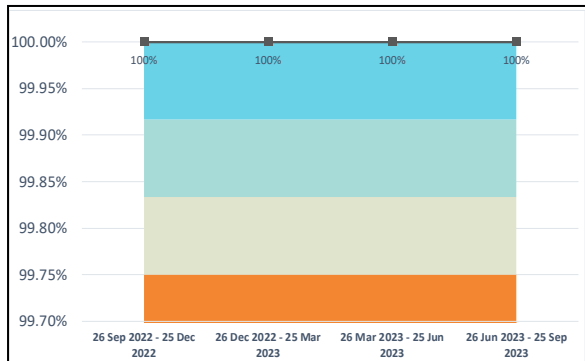
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																																		
Day Ahead Projection (DAP) Forecast MAPE for Luzon	<p>Measures how far the DAP forecasted demand is from the actual demand in Luzon.</p> <p>The higher the MAPE rating, the closer the performance rating is to 0%.</p>	2%	1.60%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>1.7244%</td></tr><tr><td>2022</td><td>1.2595%</td><td>1.1989%</td><td>1.2180%</td><td>1.2318%</td></tr><tr><td>2023</td><td>1.1929%</td><td>1.1633%</td><td>1.1653%</td><td>1.2047%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				1.7244%	2022	1.2595%	1.1989%	1.2180%	1.2318%	2023	1.1929%	1.1633%	1.1653%	1.2047%	<ul style="list-style-type: none">1.2047% MAPE.Considered 34,688 out of 35,040 intervals, with maximum absolute forecast error of 20.0715%, in the computation.As provided in the MOPS, 352 intervals were excluded in the calculation due to the following reasons: <table><thead><tr><th>Reason for Exclusion</th><th>No. of Trading Intervals</th></tr></thead><tbody><tr><td>Market Intervention</td><td>76</td></tr><tr><td>Generator Tripping</td><td>176</td></tr><tr><td>Line Tripping</td><td>24</td></tr><tr><td>Load Dropping</td><td>24</td></tr><tr><td>Rain</td><td>12</td></tr><tr><td>Real-Time Data Issue</td><td>40</td></tr></tbody></table>	Reason for Exclusion	No. of Trading Intervals	Market Intervention	76	Generator Tripping	176	Line Tripping	24	Load Dropping	24	Rain	12	Real-Time Data Issue	40
Quarter	Q1	Q2	Q3	Q4																																			
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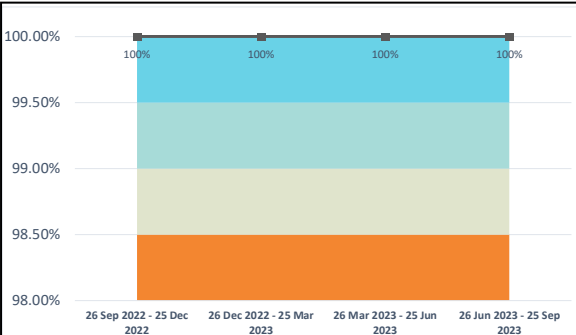
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Measures	Brief Description	Weight	Target	Performance	Highlights																																
DAP Forecast MAPE for Visayas	<p>Measures how far the DAP forecasted demand is from the actual demand in Visayas.</p> <p>The higher the MAPE rating, the closer the performance rating is to 0%.</p>	2%	2.20%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>1.7198%</td></tr><tr><td>2022</td><td>1.5428%</td><td>1.5527%</td><td>1.6397%</td><td>1.5975%</td></tr><tr><td>2023</td><td>1.6132%</td><td>1.6473%</td><td>1.5713%</td><td>1.5321%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				1.7198%	2022	1.5428%	1.5527%	1.6397%	1.5975%	2023	1.6132%	1.6473%	1.5713%	1.5321%	<ul style="list-style-type: none">1.5321% MAPE.Considered 33,800 out of 35,040 intervals, with maximum absolute forecast error of 32.6466%, in the calculation of this measure.As provided in the MOPS, 1,240 intervals were excluded in the computation due to the following reasons: <table><thead><tr><th>Reason for Exclusion</th><th>No. of Trading Intervals</th></tr></thead><tbody><tr><td>Market Intervention</td><td>340</td></tr><tr><td>Generator Tripping</td><td>80</td></tr><tr><td>Load Dropping</td><td>480</td></tr><tr><td>Rain</td><td>8</td></tr><tr><td>Real-Time Data Issue</td><td>332</td></tr></tbody></table>	Reason for Exclusion	No. of Trading Intervals	Market Intervention	340	Generator Tripping	80	Load Dropping	480	Rain	8	Real-Time Data Issue	332
Quarter	Q1	Q2	Q3	Q4																																	
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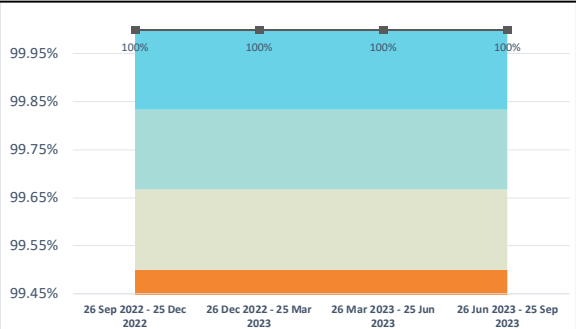
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Dispatch Scheduling and Pricing (17%)																									
Measures	Brief Description	Weight	Target	Performance	Highlights																				
RTD (ex-ante) Workflow Successful Run	Percent of RTD market runs with available schedules and completed within the timetable.	2.50%	99.75%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% successful RTD runs.Considered 105,070 out of 105,070 RTD runs in the computation of this measure, which excluded 50 intervals under market intervention attributable to the MO.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					

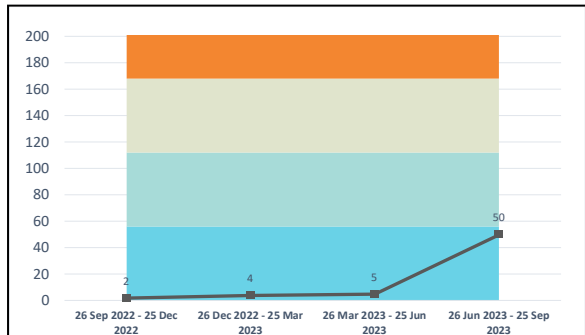
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																										
Pricing Errors and Market Re-runs Timeliness (Prior Prelim Statement)	Completion of the validation of intervals that have been tagged with pricing errors and the timely completion of market re-runs prior the preliminary settlement run.	2.00%	98.50%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% timely completion of validation and submission of market prices for settlements.Only intervals with manual market re-run were considered in the calculation as summarized in the table below. <table><thead><tr><th>Region</th><th>RTD-PEN</th></tr></thead><tbody><tr><td>Luzon</td><td>3,432</td></tr><tr><td>Visayas</td><td>3,399</td></tr></tbody></table>	Region	RTD-PEN	Luzon	3,432	Visayas	3,399
Quarter	Q1	Q2	Q3	Q4																											
2021				100%																											
2022	100%	100%	100%	100%																											
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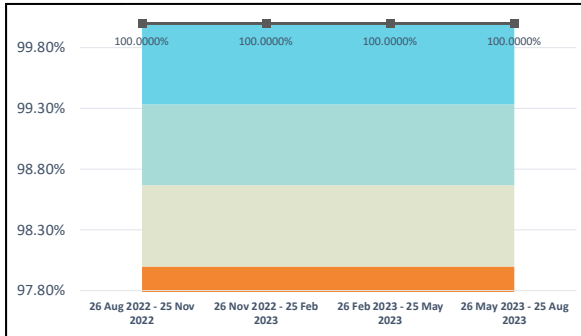
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Measures	Brief Description	Weight	Target	Performance	Highlights																										
Pricing Errors and Market Re-runs Timeliness (Prior Final Statement)	Completion of the validation of intervals that have been tagged with pricing errors and the timely completion of market re-runs prior the final settlement run.	2.5%	99.50%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% timely completion of validation and submission of market prices for settlements.Only intervals with manual market re-run were considered in the calculation as summarized in the table below. <table><thead><tr><th>Region</th><th>RTD-PEN</th></tr></thead><tbody><tr><td>Luzon</td><td>3,432</td></tr><tr><td>Visayas</td><td>3,399</td></tr></tbody></table>	Region	RTD-PEN	Luzon	3,432	Visayas	3,399
Quarter	Q1	Q2	Q3	Q4																											
2021				100%																											
2022	100%	100%	100%	100%																											
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Measures	Brief Description	Weight	Target	Performance	Highlights																				
Duration of Market Intervention Attributable to MO	Number of trading intervals with Market Intervention that was caused by MO, such as intervention due to software error.	10.00%	≤ 168	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td>6</td><td>0</td><td>1</td><td>37</td></tr><tr><td>2022</td><td>0</td><td>4</td><td>5</td><td>50</td></tr><tr><td>2023</td><td>2</td><td>4</td><td>5</td><td>50</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021	6	0	1	37	2022	0	4	5	50	2023	2	4	5	50	<ul style="list-style-type: none">9 Market Intervention events attributable to MO affecting 50 trading intervals.
Quarter	Q1	Q2	Q3	Q4																					
2021	6	0	1	37																					
2022	0	4	5	50																					
2023	2	4	5	50																					

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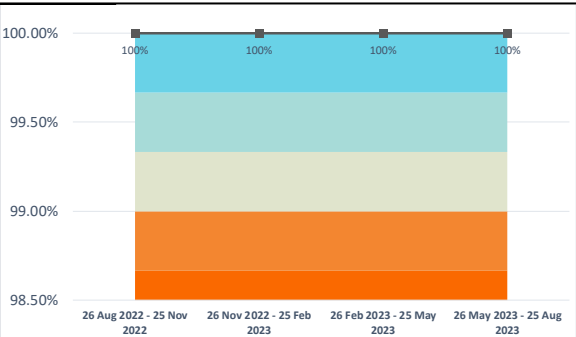
Billing, Settlements, and Accounts Management (15%) ⁵																									
Measures	Brief Description	Weight	Target	Performance	Highlights																				
Timeliness Preliminary and Final Settlement Statements	Percent of timely issuance of both Preliminary Settlement statements within seven (7) business days after the end of each billing period, and Final Settlement statements not later than eighteen (18) business days after the end of each billing period.	2.00%	98%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>99.1667%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>99.7222%</td><td>99.7917%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				99.1667%	2022	100%	100%	99.7222%	99.7917%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% timely issuance of settlement statements.
Quarter	Q1	Q2	Q3	Q4																					
2021				99.1667%																					
2022	100%	100%	99.7222%	99.7917%																					
2023	100%	100%	100%	100%																					

⁵ The Department of Energy (DOE) issued an advisory on 11 May 2023 informing that the Luzon, Visayas and Mindanao grids shall be treated as a single settlement region starting 26 April 2023 and that relevant provisions of the WESM Rules and Market Manuals shall apply to the WESM Transaction of all Trading Participants.

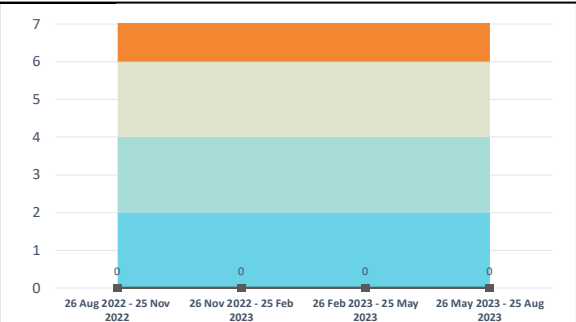
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Measures	Brief Description	Weight	Target	Performance	Highlights																				
Accuracy of Preliminary Settlement Calculations	Compares the difference between preliminary and the final settlement calculations.	2.00%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>99.9692%</td><td>99.9763%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	99.9692%	99.9763%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">• 100% accurate.• As provided in the MOPS, the following were excluded in the assessment of this measure:<ul style="list-style-type: none">• Bilateral Contract Quantity (BCQ) declaration adjustment due to CRSS unavailability.• Metered Quantity (MQ) adjustments attributable to MSP; and• Regulatory and Policy Issuances (In accordance with DOE DC-2021-06-0012, section 4.3.3, Trading Participants with expired Provisional Certificate of Authority to Connect (PCATC) is not allowed to declare BCQ.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	99.9692%	99.9763%																					
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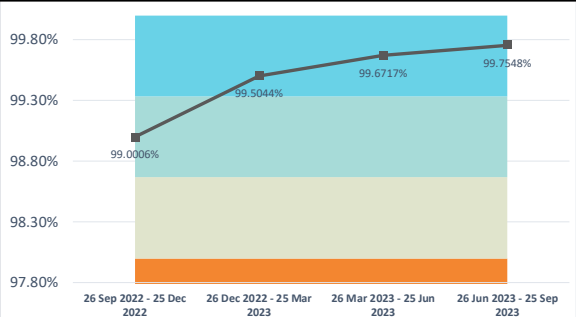
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Measures	Brief Description	Weight	Target	Performance	Highlights																				
Accuracy of Final Settlement Calculations	Compares the difference between the original and last adjusted total trading amounts in the final settlement calculations.	3.00%	99%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% accurate.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
Frequency of Adjustments to Final Settlement Statements	Number of adjustments to the Final Settlement Statements.	2.00%	6	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>0</td></tr><tr><td>2022</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>2023</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				0	2022	0	0	0	0	2023	0	0	0	0	<ul style="list-style-type: none">No adjustments in Final Statements for September 2022 to August 2023 billing months.
Quarter	Q1	Q2	Q3	Q4																					
2021				0																					
2022	0	0	0	0																					
2023	0	0	0	0																					

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																										
Timeliness of Meter Data Error Detection	Percent of timely issuance of Meter Trouble Reports (MTRs)	2.00%	98%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>99.7440%</td></tr><tr><td>2023</td><td>99.0006%</td><td>99.5044%</td><td>99.6717%</td><td>99.7548%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	99.7440%	2023	99.0006%	99.5044%	99.6717%	99.7548%	<ul style="list-style-type: none">99.7548% timely issuance of MTRs.Total number of late MTR issued 3,610. <div><table><tr><td>WESM</td><td>1,316</td></tr><tr><td>RCOA</td><td>2,294</td></tr><tr><td>Total</td><td>3,610</td></tr></table></div>	WESM	1,316	RCOA	2,294	Total	3,610
Quarter	Q1	Q2	Q3	Q4																											
2021				100%																											
2022	100%	100%	100%	99.7440%																											
2023	99.0006%	99.5044%	99.6717%	99.7548%																											
WESM	1,316																														
RCOA	2,294																														
Total	3,610																														

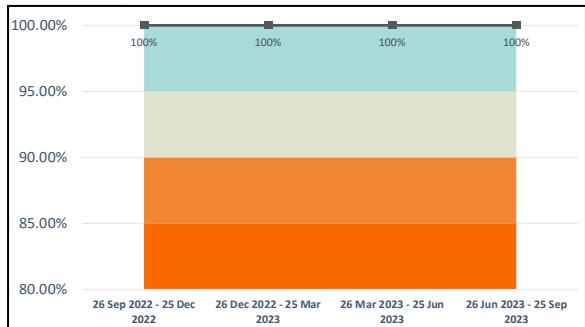
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Efficiency of Monetary Transactions	Measures the amount of late monetary remittances. This is an all or nothing measure, which means even 1 peso of late remittance would mean a Poor rating.	1.00%	0 late		<ul style="list-style-type: none"> • No late monetary transactions. • On time remittance to sellers of PhP254.871B WESM payments received by the MO.
Timeliness of Monetary Transactions	All monetary transactions must be remitted to WESM members within the next working day from receipt of payments. This is an all or nothing measure, which means even 1-day late remittance would mean a Poor rating.	1.00%	0 late		

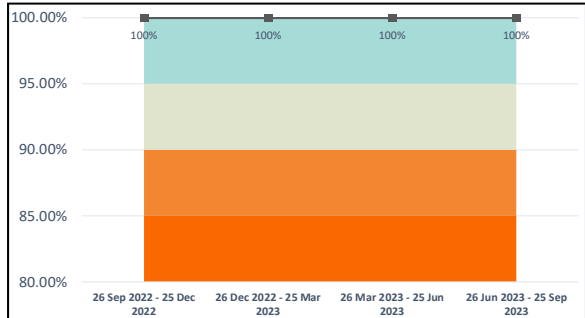
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Timeliness of Margin Call	Measures the timeliness of the MO's issuance of margin calls upon determination that the actual exposure to any WESM member exceeds the WESM member's trading limit.	1.00%	95%		<ul style="list-style-type: none"> • 100% timely issuance of margin calls. • Issued 792 margin calls on time.
Timeliness of Default Notice	Measures the timeliness of the MO's issuance of default notice upon non-payment of a WESM member within the month.	1.00%	0 late		<ul style="list-style-type: none"> • No late issuance of default notices. • Issued 519 default notices on time.

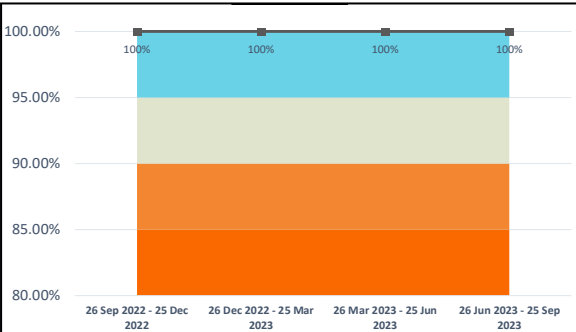
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Registration and Customer Relations (10%)																									
Measures	Brief Description	Weight	Target	Performance	Highlights																				
Timeliness of Registration Application Processing	Percent of registration applications processed within fifteen (15) working days from the submission of complete requirements	2.00%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">• 100% timely processing of registration applications.• Processed 39 registration of applications.<ul style="list-style-type: none">○ 33 WESM applications○ Six (6) RCOA applications
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
Timeliness of Customer Switching Requests Processing	Percent of customer switching requests processed on time	1.00%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">• 100% timely processing of customer switching requests.• Processed 331 customer switching requests.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					

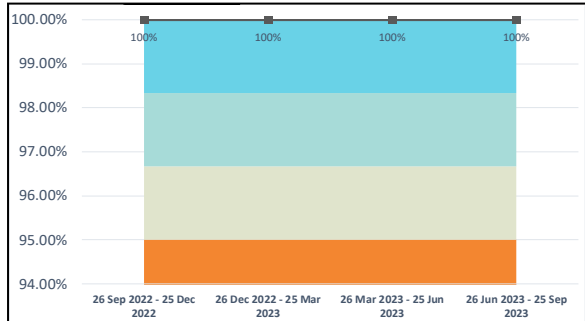
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
Timeliness of the Conduct of Participant Trainings	Percent of participant trainings conducted as per schedule	2.00%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">• 100% timely conduct of participant trainings.• Conducted 13 participant trainings on time.<ul style="list-style-type: none">○ two (2) Advanced WESM Training on Trading Operations, Governance, and Compliance○ three (3) Advanced WESM Training on Pricing and Settlement○ three (3) RCOA Training○ five (5) Basic WESM Training
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					

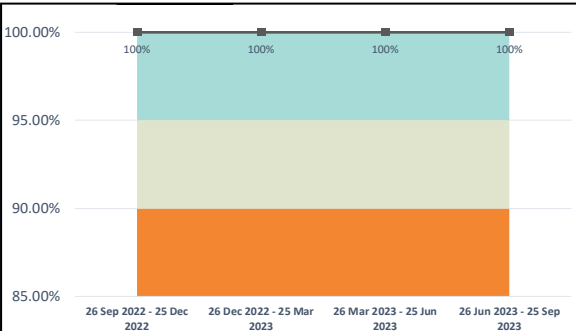
Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
Feedback on Participant Trainings	Average of the participant feedback score on trainings, as gathered from survey forms	1.00%	90%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>97.8860%</td></tr><tr><td>2022</td><td>97.8120%</td><td>98.0713%</td><td>97.9285%</td><td>98.0500%</td></tr><tr><td>2023</td><td>97.5520%</td><td>97.7871%</td><td>97.5750%</td><td>97.1215%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				97.8860%	2022	97.8120%	98.0713%	97.9285%	98.0500%	2023	97.5520%	97.7871%	97.5750%	97.1215%	<ul style="list-style-type: none">97.1215% average score based on participant feedback.
Quarter	Q1	Q2	Q3	Q4																					
2021				97.8860%																					
2022	97.8120%	98.0713%	97.9285%	98.0500%																					
2023	97.5520%	97.7871%	97.5750%	97.1215%																					

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
Timeliness of addressing Participant Queries and Data Requests	Percent of queries and requests that were addressed as per schedule	2.00%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% timely in addressing participants' data requests and queries.<ul style="list-style-type: none">Responded to 521 data requests and queries within the required timeline.Processed 53 data request and query with payment within the required timeline.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	Performance	Highlights																				
Timeliness of resolving Participant/ Customer Complaints	Percent of valid complaints that were resolved as per schedule	2.00%	95%	<div><table><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2021</td><td></td><td></td><td></td><td>100%</td></tr><tr><td>2022</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>2023</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></tbody></table></div>	Quarter	Q1	Q2	Q3	Q4	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	<ul style="list-style-type: none">100% timely resolution of valid complaints (10 out of 10) received during the monitoring period.
Quarter	Q1	Q2	Q3	Q4																					
2021				100%																					
2022	100%	100%	100%	100%																					
2023	100%	100%	100%	100%																					
Overall Rating (26 September 2022 – 25 September 2023)					4.81 – Very Satisfactory																				

Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Appendix A. IT System Downtimes

For the period 26 September 2022 to 25 September 2023

System	Date	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
Central Registration and Settlement System – User Interface (CRSS-UI)	08/10/2022	06:36:00	07:33:00	0.95	CRSS users cannot authenticate to Active Directory	No
	22/12/2022	07:43:00	09:27:00	1.73	SSL Certification Expiration	No
	17/02/2023	14:40:00	14:55:00	0.25	Firewall Network Cable Issue	No
Market Information Website (MIW)	04/08/2023	15:52:00	16:50:00	0.97	Faulty power supply in a network device triggered the tripping of circuit breaker connected to the Market Information Website (MIW) Server	No
	28/08/2023	21:48:37	23:13:37	1.42	Unable to access Market Information Website (MIW) via Eastern Telecommunications Philippines, Inc. (ETPI) at Eton	Yes
Market Management System – Market Participants Interface (MMS-MPI)	28/08/2023	21:49:43	22:49:54	1.0	Unable to access Market Participant Interface (Primary) via ETPI at Eton and Market Participant Interface (Back-up) at Cebu site	Yes

Appendix B. Publication of Market Reports and Data

For the period 26 September 2022 to 25 September 2023

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
1. Significant Variations Report	WESM Rules 1.3.1.4 and Manual - Guidelines on Significant Variations In and Between Trading Intervals Section 3.1.4 and 3.1.5	(Daily SVR) Public website (Monthly Summary) Public website	99.7347%	4	99.7347%	4
2. Monthly summary reports on the amount of NSS or NSD distributed to each Trading Participant	WESM Rule 3.13.12.3, Price Determination Methodology Section 9.6.1.a, ERC/DOE Directive (ERC Resolution No. 07 Series of 2019), and MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Public website	100%	5	100%	5
3. Review of underlying factors giving rise to any Net Settlement Surplus	WESM Rules 3.13.12.3 b and MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Public website	100%	5	100%	5
4. Market Network Model / Market Trading Nodes / MNM Bus-Oriented Single Line Diagram	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	MPI Public website	100%	5	100%	5

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
5. Week-Ahead Projections (WAP) Results	WESM Rules 3.7.1.1, 3.7.4.7 & 3.7.5.1, Dispatch Protocol, and MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	MPI Public Website	100%	5	100%	5
6. Day-Ahead Projection (DAP) Results	WESM Rules 3.7.1.1, 3.7.4.7 & 3.7.5.1, Dispatch Protocol, and MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	MPI Public Website	100%	5	100%	5
7. Hour-Ahead Projection (HAP) Results	WESM Rules 3.7.1.1, 3.7.4.7 & 3.7.5.1, Dispatch Protocol, and MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	MPI Public Website	100%	5	100%	5
8. Real-Time Dispatch (RTD) Results	WESM Rules 3.10.4, 3.10.6, 3.11.1.1, 3.11.1.3 and 4.4.1, Dispatch Protocol, MO Information Disclosure and Confidentiality Manual – Market Information Catalogue, WESM Manual on Constraint Violation Coefficients and Pricing Re-runs	MPI Public Website	100%	5	100%	5
9. Generation Offers and Demand Bids	MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Public Website	100%	5	100%	5
10. All non-zero constraint violation variables	WESM Rules 3.11.1.1, Manual – Constraint Violation Coefficients (CVC) Sections 4.3.5, MO Information Disclosure and	Public Website	100%	5	100%	5

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
	Confidentiality Manual – Market Information Catalogue					
11. Hourly Total Registered Pmin of All Scheduled Generating Units	Dispatch Protocol (DP) - Bids and Offers	not rated due to zero Pmin applied in EWDO	Not rated	Not rated	Not rated	Not rated
12. Nodal Demand Forecasts for RTD, DAP, HAP, and WAP and Reserve Requirement	WESM Rules 3.11.1.1 Dispatch Protocol - Demand Forecasting, and MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	rated under nos. 5, 6, 7, and 8	Not rated	Not rated	Not rated	Not rated
13. SO Post Dispatch Reports	Dispatch Protocol - Post Dispatch Report	Public website	100%	5	100%	5
14. WESM Merit Order Table (WMOT)	Dispatch Protocol 10.7.2	Public website	100%	5	100%	5
15. New Metering Installation of the MSP / Metering Masterfile	Manual - Metering Standards and Procedures	Public website	100%	5	100%	5
16. Summary of the pricing error notices issued for that trading day	WESM Rules 3.11.1.1, Manual – Constraint Violation Coefficients (CVC) Sections 6.4.1, Manual – Criteria for Guidelines for the Issuance of Pricing Error Notices and Conduct of Market Re-run in Clause 9.4, MO	(MPCR) Public website (DIPCEF) Public website	100%	5	100%	5

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
	Information Disclosure and Confidentiality Manual – Market Information Catalogue					
17. 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.	WESM Manual on Constraint Violation Coefficients and Pricing Re-runs	IEMOP website / Public	100%	5	100%	5
18. Rental Information	WESM Rule 3.12.2	FTR-related publication. To be rated upon FTR implementation	Not rated	Not rated	Not rated	Not rated
19. Overriding Constraints	WESM Rules 3.5.13.1	Rated under no. 13	Not rated	Not rated	Not rated	Not rated
20. Over-riding Constraints, Contingency Limits and outage schedules	Dispatch Protocol 7.11, MO Information Disclosure and Confidentiality Manual – Market Information Catalogue, and Transmission System Information provided by the System Operator to the Market Operator	Public Website	100%	5	100%	5
21. Real-Time System Condition or System Operator Advisory on Transmission System conditions		Public website	100%	5	100%	5
22. Dispatch Instruction Report by the System Operator		Rated under no. 13	Not rated	Not rated	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
23. Energy and Reserve Prices	MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	(AP) Public website (LWAP/GWAP) Public website (MP) Public website (STLPRICE) Public website	100%	5	100%	5
24. Settlement information to enable a WESM Participant to recreate or independently verify its settlements.	WESM Rules 3.11.1.1	CRSS	100%	5	Not rated	Not rated
25. Unpaid settlement amounts as of month-end, specific WESM member that failed to pay settlement amounts as of month-end	MO Information Disclosure and Confidentiality Manual – Market Information Catalogue	Public website (Publication to start for January 2022 billing month)	100%	5	100%	5
26. Other system data that will be published includes the following: • Total energy dispatched	Dispatch Protocol 9.7.3	Rated under no. 8	Not rated	Not rated	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
<ul style="list-style-type: none"> • Total dispatchable load • Total system losses • Locational marginal prices 						
27. Registration Fees	WESM Rules 2.9.2 & 2.5.1	discontinued under EWDO	Not rated	Not rated	Not rated	Not rated
28. Register of Market Participants	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, 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	(WESM Participants) Public website (Retail Market Participants) Public website	100%	5	100%	5
29. Register of all Applicants	WESM Rules 2.5.7, WESM Rules 5.2.3 (a) and (b), Du Manual - Registration Suspension and De-registration Criteria and Procedures 2.11.1.1, 2.11.1.2 and 2.11.1.3	(WESM Applicants) Public website (Retail Market Applicants) Public website	100%	5	Not rated	Not rated
30. Registry List of Contestable Customers	Disclosure and Confidentiality of Contestable Customer Information Sec 6.1	IEMOP website / Public	Not rated	Not rated	Not rated	Not rated
31. Suspension Notice	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 -	Public website Newspaper	100%	5	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
	Registration, Suspension and De-registration Criteria and Procedures Sections 2.11.1.5, 4.3.1.1 and 4.5.2					
32. Notice of De-registration/De-registration Notice	WESM Rules 4.7.5, 3.15.8.6 (b), Manual - Registration, Suspension and De-registration Criteria and Procedures Sections 2.11.1.4 and 5.4.2.4, Manual - Billing and Settlement Section 8.1.1(e)	Public website	n/a	n/a	n/a	n/a
33. Registration Notices	WESM Rules Clause 2.6.3, Manual - Registration, Suspension and De-registration Criteria and Procedures Section 5.2.3.1, 5.7.3.4	Public website	100%	5	Not rated	Not rated
34. Contracting Parameters from Suppliers, Local Suppliers and Suppliers of Last Resort	Retail Manual - Registration Criteria and Procedures Section II.2.2.3	Public website	100%	5	Not rated	Not rated
35. Retail Registration Forms and Templates Form for Customer Information for Registration of Contestable Customers • Documents and Information for Registration of Contestable Customers	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	Public website	100%	5	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	4Q 2022 - 3Q 2023			
			Availability		Timeliness	
			Score	Rating	Score	Rating
<ul style="list-style-type: none"> • Documents and information for Registration of Contestable Customers as Direct WESM Member • Documents and Information for Registration of Metering Services Providers Retail Registration Forms and Templates • Documents and information for Registration of Suppliers 						
36. Customer information and the corresponding service fees	Retail Rules Clause 2.3.2	Public website	100%	5	Not rated	Not rated

Appendix C. Market Intervention events attributable to MO

For the period 26 September 2022 to 25 September 2023

Date	Reason/Remarks
06 October 2022 1335h (1 trading interval)	MO-initiated Market Intervention due to RTD workflow data transfer error.
06 November 2022 0615h (1 trading interval)	MO initiated Market Intervention due to encountered RTD power flow solution error.
01 January 2023 1120h (1 trading interval)	MO initiated Market Intervention in Luzon and Visayas due to database error
18 February 2023 1540h (1 trading interval)	MO declared Market Intervention in Luzon, Visayas and Mindanao due to MPI transfer failure
16 May 2023 0255h (1 trading interval)	MO initiated Market Intervention due to error in publication of RTD results.
04 August 2023 1605h - 1645h (9 trading interval)	MO initiated Market Intervention due to database publication failure
12 September 2023 1940h - 2005h (6 trading interval)	SO initiated Market Intervention for Luzon, Visayas and Mindanao due to un-implementable RTD schedule arising from multiple OPEN Generator breakers in Luzon and Visayas
17 September 2023 1115h - 1610h (27 trading interval)	SO initiated Market Intervention for Luzon, Visayas and Mindanao due to un-implementable RTD schedule arising from multiple OPEN Generator breakers in Luzon and Visayas

Date	Reason/Remarks
18 September 2023 1255h - 1305h (3 trading interval)	SO initiated Market Intervention for Luzon, Visayas and Mindanao due to un-implementable RTD schedule arising from multiple OPEN Generator breakers in Luzon and Visayas
23 September 2023 1310h - 1345h (8 trading interval)	SO initiated Market Intervention for Visayas and Mindanao due to un-implementable RTD schedule posing a threat to system security due to significant changes in Luzon-Visayas and Mindanao-Visayas HVDC's RTD schedule.