



# Market Operator Performance Report

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26 September 2024 to 25 September 2025

**NOVEMBER 2025**

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 results of the monitoring and assessment of the Market Operator's (MO) performance for the period 26 September 2024 to 25 September 2025.

The monitoring of MO performance is conducted 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) Issue 2.0.

The Independent Electricity Market Operator of the Philippines (IEMOP) has been responsible for market operations of the WESM since 26 September 2018, following the Operating Agreement entered between the Philippine Electricity Market Corporation (PEMC) and IEMOP on 19 September 2019.

Further, IEMOP was designated as the Central Registration Body (CRB) upon implementation of the Retail Competition and Open Access (RCOA) as per Department Circular No. 2019-07-0011<sup>1</sup> issued by the DOE on 29 July 2019.

The WESM officially commenced in Mindanao on 26 January 2023 following the promulgation of Department Circular No. 2022-12-0039<sup>2</sup>. Accordingly, the MO performance pertaining to Mindanao is likewise monitored except for forecast accuracy as its performance target is currently being developed.

The overall performance rating of the MO for the period is Very Satisfactory. Provided in the table below are performance ratings for the individual measures, summarized as follows: (i) thirty-one (31) measures with Excellent rating, and (ii) one (1) measure with Very Satisfactory rating.

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

<sup>2</sup> 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 2024 to 25 September 2025

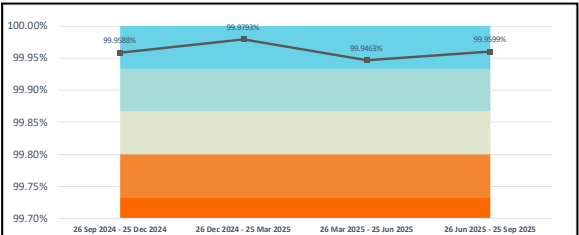
Category	Measure	Weight (%)	Satisfactory Range	Annual Rating for 2025 (26 Sep 2024 to 25 Sep 2025)			
				Actual	Score	Weighted Score	
<b>A. IT Systems</b>							
MMS-MPI	Availability	12	99.80% ≤x<99.87%	99.9599%	5	Excellent	0.60
Market Information Website	Availability	3	99.50% ≤x<99.67%	99.9831%	5	Excellent	0.15
CRSS-UI	Availability	5	99.50% ≤x<99.67%	99.9663%	5	Excellent	0.25
<b>B. Market Reports and Data Publications</b>							
	Availability	5	90.00% ≤x<95.00%	100%	5	Excellent	0.25
	Timeliness	10	90.00% ≤x<95.00%	100%	5	Excellent	0.50
<b>C. Forecast Accuracy</b>							
RTD Forecast - MAPE	Accuracy (L)	3.75	0.9241% ≤x≤0.9759%	0.4338%	5	Excellent	0.19
	Accuracy (V)	3.75	1.1676% ≤x≤1.2324%	0.5742%	5	Excellent	0.19
RTD Forecast - FAR	Accuracy (L)	3.75	97.65% ≥x≥96.75%	99.9494%	5	Excellent	0.19
	Accuracy (V)	3.75	94.33% ≥x≥91.67%	99.6891%	5	Excellent	0.19
HAP Forecast - MAPE	Accuracy (L)	2	0.9241% ≤x≤0.9759%	0.6304%	5	Excellent	0.10
	Accuracy (V)	2	1.1676% ≤x≤1.2324%	0.7844%	5	Excellent	0.10
DAP Forecast - MAPE	Accuracy (L)	2	1.45% ≤x≤2.32%	1.2255%	4	Very Satisfactory	0.08
	Accuracy (V)	2	2.41% ≤x≤3.08%	1.3207%	5	Excellent	0.10
<b>D. Dispatch Scheduling and Pricing</b>							
RTD Workflow	Successful Run	2.5	99.75% ≤x<99.83%	100%	5	Excellent	0.13
Pricing Errors and Market Re-runs	Timeliness (Prelim)	2	98.50% ≤x<99.00%	100%	5	Excellent	0.10
	Timeliness (Final)	2.5	99.50% ≤x<99.67%	100%	5	Excellent	0.13
Market Intervention Attributable to MO	Duration	10	168 ≥ x > 112	9	5	Excellent	0.50
<b>E. Billing, Settlements and Accounts Management</b>							
Preliminary and Final Settlement Statements	Timeliness	2	98.00% ≤x<98.67%	100%	5	Excellent	0.10
Preliminary Settlement Calculations	Accuracy	2	95.00% ≤x<96.67%	100%	5	Excellent	0.10
Final Settlement Calculations	Accuracy	3	99.00% ≤x<99.33%	100%	5	Excellent	0.15
	Frequency	2	6 ≥ x > 4	0	5	Excellent	0.10
Meter Data Error Detection	Timeliness	2	98.00% ≤x<98.67%	100%	5	Excellent	0.10
Monetary Transactions	Efficiency	1	0 amount late	0	5	Excellent	0.05
	Timeliness	1	0 days late	0	5	Excellent	0.05
Margin Call	Timeliness	1	95.00% ≤x<96.67%	100%	5	Excellent	0.05
Default Notice	Timeliness	1	0 days late	0	5	Excellent	0.05
<b>F. Registration and Customer Relations</b>							
Registration	Timeliness	2	90.00% ≤x<95.00%	100%	5	Excellent	0.10
Customer Switching	Timeliness	1	90.00% ≤x<95.00%	100%	5	Excellent	0.05
Participant Training	Timeliness	2	90.00% ≤x<95.00%	100%	5	Excellent	0.10
	Feedback	1	90.00% ≤x<93.33%	98.3221%	5	Excellent	0.05
Participant Queries and Data Requests	Timeliness	2	95.00% ≤x<96.67%	100%	5	Excellent	0.10
Participant/ Customer Complaints	Timeliness	2	90.00% ≤x<95.00%	100%	5	Excellent	0.10
<b>Total Weighted Score</b>						<b>Very Satisfactory</b>	<b>4.98</b>
<b>Over-all Score</b>							<b>4</b>

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### Market Operator Performance Highlights for 26 September 2024 to 25 September 2025

IT Systems (20%)																																			
Measures	Brief Description	Weight	Target	YTD Performance <sup>3</sup>	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%	 <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep -25 Dec</th> <th>26 Sep -25 Mar</th> <th>26 Sep -25 Jun</th> <th>26 Sep -25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>99.9921%</td> <td>99.9913%</td> </tr> <tr> <td>2025</td> <td>99.9588%</td> <td>99.9793%</td> <td>99.9463%</td> <td>99.9599%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep -25 Dec	26 Sep -25 Mar	26 Sep -25 Jun	26 Sep -25 Sep	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	99.9921%	99.9913%	2025	99.9588%	99.9793%	99.9463%	99.9599%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% available</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 99.9599% available</li> <li>• Recorded 3.52 hours as downtime attributable to MO</li> </ul> <p><i>Note: Excluded 0.99 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.</i></p>
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<sup>3</sup> Historical performance of the MO for the 5-minute market started in quarter 26 June to 25 September 2021.

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

Measures	Brief Description	Weight	Target	YTD 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%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>100%</td> <td>100%</td> <td>100%</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> <tr> <td>2024</td> <td>99.8191%</td> <td>99.8981%</td> <td>99.9323%</td> <td>99.9412%</td> </tr> <tr> <td>2025</td> <td>99.9321%</td> <td>99.9659%</td> <td>99.9774%</td> <td><b>99.9831%</b></td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	100%	100%	100%	100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	99.9890%	2024	99.8191%	99.8981%	99.9323%	99.9412%	2025	99.9321%	99.9659%	99.9774%	<b>99.9831%</b>	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% available</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 99.9831% available</li> <li>• Recorded 1.48 hours as downtime attributable to MO</li> </ul> <p><i>Note: Excluded 0.92 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.</i></p>
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Measures	Brief Description	Weight	Target	YTD 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%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>99.7505%</td> <td>99.7608%</td> <td>99.8411%</td> <td>99.7962%</td> </tr> <tr> <td>2025</td> <td>99.9840%</td> <td>99.9536%</td> <td>99.9550%</td> <td><b>99.9663%</b></td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				100%	2022	100%	100%	99.9120%	99.9342%	2023	99.8771%	99.9325%	99.9552%	99.9665%	2024	99.7505%	99.7608%	99.8411%	99.7962%	2025	99.9840%	99.9536%	99.9550%	<b>99.9663%</b>	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% available.</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 99.9663% available</li> <li>• Recorded 2.95 hours as downtime attributable to MO</li> </ul> <p><i>Note: Excluded 0.92 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.</i></p>
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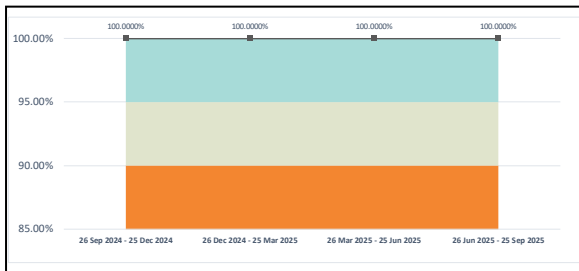
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Market Reports and Data Publication (15%)																																			
Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Availability	Average of the measured publications' availability percentages, which are the ratio of the actual number of published reports/data to the total expected number.	5%	95%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>100%</td> <td>100%</td> <td>100%</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>99.9971%</td> <td>99.9978%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	100%	100%	100%	100%	2022	100%	100%	100%	100%	2023	99.9591%	99.9794%	99.9869%	99.9902%	2024	100%	100%	99.9971%	99.9978%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights (26 Jun – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>100% available, 26 of 30 publications were rated for the period.</li> <li>Four (4) publications were not rated, as follows: <ul style="list-style-type: none"> <li>One (1) publication was not rated pending implementation of related market feature</li> <li>Three (3) publications were not rated/applicable during this period due to non-occurrence of an event that would necessitate the publication.</li> </ul> </li> </ul> <p>See Appendix B for details.</p>
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Market Reports and Data Publication (15%)					
Measures	Brief Description	Weight	Target	YTD Performance	Highlights
					<p><b>YTD Highlights (26 Sep 2024 – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>• 100% available, 28 of 30 publications were rated for the period</li> <li>• Two (2) publications were not rated, as follows: <ul style="list-style-type: none"> <li>○ One (1) publication was not rated pending implementation of related market feature</li> <li>○ One (1) publication was not rated/applicable during this period due to non-occurrence of an event that would necessitate the publication</li> </ul> </li> </ul>

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Measures	Brief Description	Weight	Target	YTD 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%	 <table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>99.8009%</td> <td>98.7087%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				100%	2022	99.9738%	99.9898%	99.8875%	99.9195%	2023	99.9440%	99.9719%	99.9823%	99.9867%	2024	100%	100%	99.8009%	98.7087%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights (26 Jun – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>• 100% timely publication, 20 of 23 publications were rated for the period.</li> <li>• Three (3) publications were not rated, as follows: <ul style="list-style-type: none"> <li>○ One (1) publication was not rated pending implementation of related market feature</li> <li>○ Two (2) publications were not rated/applicable during this period due to non-occurrence of an event that would necessitate the publication.</li> </ul> </li> </ul> <p>See Appendix B for details.</p>
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Measures	Brief Description	Weight	Target	YTD Performance	Highlights
					<p><b>YTD Highlights (26 Sep 2024 – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>• 100% available, 21 of 23 publications were rated for the period</li> <li>• Two (2) publications were not rated as follows: <ul style="list-style-type: none"> <li>○ One (1) publication was not rated pending implementation of related market feature</li> <li>○ One (1) publication was not rated/applicable during this period due to non-occurrence of an event that would necessitate the publication</li> </ul> </li> </ul>

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Forecast Accuracy (23%)																																			
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Real Time Dispatch (RTD) Forecast Mean Absolute Percentage Error (MAPE) for Luzon	Measures how close the RTD forecasted demand is from the actual demand in Luzon.	3.75%	0.95%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td></td> <td></td> <td></td> <td>0.8425%</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> <tr> <td>2024</td> <td>0.4624%</td> <td>0.4494%</td> <td>0.4433%</td> <td>0.4444%</td> </tr> <tr> <td>2025</td> <td>0.4396%</td> <td>0.4341%</td> <td>0.4288%</td> <td>0.4338%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				0.8425%	2022	0.5328%	0.5093%	0.4973%	0.5016%	2023	0.4615%	0.4707%	0.4685%	0.4719%	2024	0.4624%	0.4494%	0.4433%	0.4444%	2025	0.4396%	0.4341%	0.4288%	0.4338%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 0.4486% MAPE</li> <li>• Considered 26,395 out of 26,496 intervals, with highest absolute forecast error of 3.8475% in the computation of this measure</li> <li>• Excluded 101 interval in the calculation (See Appendix C for details.)</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 0.4338% MAPE</li> <li>• Considered 104,703 out of 105,120 intervals, with highest absolute forecast error of 7.5399% in the computation of this measure</li> <li>• Excluded 417 intervals in the calculation (see Appendix C for details)</li> </ul>
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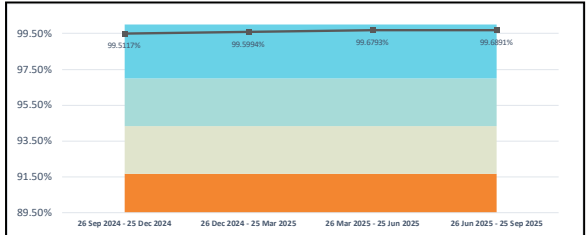
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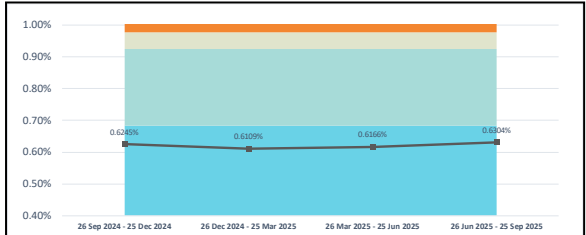
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Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
RTD Forecast Accuracy Rating (FAR) for Luzon	The percent of intervals with forecast error that is within the MAPE tolerance level of $\pm 3\%$ in Luzon.	3.75%	97.20%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>99.9540%</td> <td>99.9579%</td> <td>99.9595%</td> <td>99.9592%</td> </tr> <tr> <td>2025</td> <td>99.9502%</td> <td>99.9268%</td> <td>99.9464%</td> <td><b>99.9494%</b></td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				99.5033%	2022	99.9540%	99.9442%	99.9310%	99.9187%	2023	99.8543%	99.9153%	99.9349%	99.9484%	2024	99.9540%	99.9579%	99.9595%	99.9592%	2025	99.9502%	99.9268%	99.9464%	<b>99.9494%</b>	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 99.9583% accurate</li> <li>• Considered 26,384 out of the 26,395 valid intervals, with forecast error within the <math>\pm 3\%</math> tolerance level, in the computation</li> <li>• Excluded same number of intervals as enumerated in the RTD Forecast MAPE for Luzon measure</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 99.9494% accurate</li> <li>• Considered 104,650 out of 104,703 valid intervals, with forecast error within the <math>\pm 3\%</math> tolerance level, in the computation</li> <li>• Excluded same number of intervals as enumerated in the RTD Forecast MAPE for Luzon measures</li> </ul>
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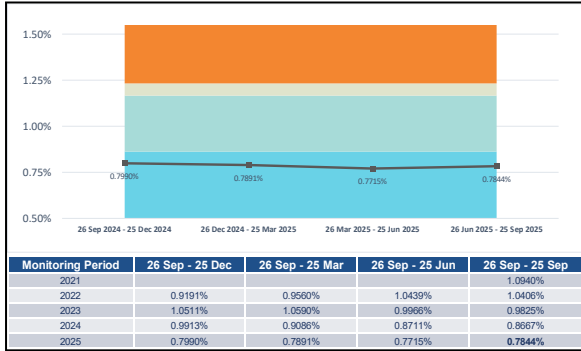
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RTD Forecast Accuracy Rating (FAR) for Visayas	The percent of intervals with forecast error that is within the MAPE tolerance level of $\pm 3\%$ in Visayas.	3.75%	93.00%	 <table border="1" data-bbox="958 614 1541 710"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Jun - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>99.2381%</td> <td>99.0319%</td> <td>98.9096%</td> <td>97.3886%</td> </tr> <tr> <td>2022</td> <td>98.5872%</td> <td>98.7617%</td> <td>99.0090%</td> <td>99.0740%</td> </tr> <tr> <td>2023</td> <td>99.3854%</td> <td>99.4086%</td> <td>99.5625%</td> <td>99.5444%</td> </tr> <tr> <td>2024</td> <td>99.5117%</td> <td>99.5994%</td> <td>99.6793%</td> <td>99.6891%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Jun - 25 Sep	2021	99.2381%	99.0319%	98.9096%	97.3886%	2022	98.5872%	98.7617%	99.0090%	99.0740%	2023	99.3854%	99.4086%	99.5625%	99.5444%	2024	99.5117%	99.5994%	99.6793%	99.6891%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 99.7184% accurate</li> <li>• Considered 26,200 out of the 26,274 valid intervals, with forecast error within the <math>\pm 3\%</math> tolerance level, in the calculation.</li> <li>• Excluded same intervals as enumerated in the RTD Forecast MAPE for Visayas measure.</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 99.6891% accurate</li> <li>• Considered 103,902 out of 104,226 valid intervals, with forecast error within the <math>\pm 3\%</math> tolerance level, in the computation</li> <li>• Excluded same intervals as enumerated in the RTD Forecast MAPE for Luzon measures</li> </ul>
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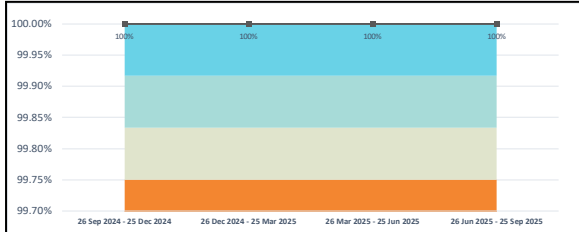
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DAP Forecast MAPE for Visayas	Measures how close the DAP forecasted demand is from the actual demand in Visayas.	2%	2.20%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>1.4168%</td> <td>1.3922%</td> <td>1.3638%</td> <td>1.3803%</td> </tr> <tr> <td>2025</td> <td>1.2772%</td> <td>1.2930%</td> <td>1.2921%</td> <td>1.3207%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				1.7198%	2022	1.5428%	1.5527%	1.6397%	1.5975%	2023	1.6132%	1.6473%	1.5713%	1.5321%	2024	1.4168%	1.3922%	1.3638%	1.3803%	2025	1.2772%	1.2930%	1.2921%	1.3207%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 1.4057% MAPE</li> <li>• Considered 8,643 out of 8,832 intervals, with maximum absolute forecast error of 10.2120%, in the calculation of this measure</li> <li>• Excluded 189 intervals in the calculation (see Appendix C for details)</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 1.3207% MAPE</li> <li>• Considered 34,352 out of 35,040 intervals, with highest absolute forecast error of 16.2775% in the computation of this measure</li> <li>• Excluded 688 intervals in the calculation (See Appendix C for details)</li> </ul>
Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep																															
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Measures	Brief Description	Weight	Target	YTD 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%	 <table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>100%</td> <td>100%</td> <td>100%</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	100%	100%	100%	100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% successful RTD runs</li> <li>• Considered 26,496 out of 26,496 RTD runs in the computation of this measure</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% successful RTD runs</li> <li>• Considered 105,081 out of 105,081 RTD runs in the computation of this measure</li> </ul>
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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%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>100%</td> <td>100%</td> <td>100%</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	100%	100%	100%	100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% timely completion of validation and submission of market prices for settlements</li> <li>• Only intervals with manual market re-run were considered in the calculation as summarized in the table below:</li> </ul> <table border="1"> <thead> <tr> <th>Region</th> <th>RTD-PEN</th> </tr> </thead> <tbody> <tr> <td>Luzon</td> <td>542</td> </tr> <tr> <td>Visayas</td> <td>542</td> </tr> <tr> <td>Mindanao</td> <td>542</td> </tr> </tbody> </table>	Region	RTD-PEN	Luzon	542	Visayas	542	Mindanao	542
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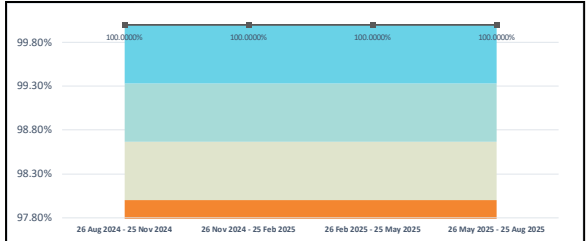
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Duration of Market Intervention Attributable to MO	Number of trading intervals with Market Intervention that was caused by MO, such as intervention due to software error.	10.00%	≤ 168	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td></td> <td></td> <td></td> <td>6</td> </tr> <tr> <td>2022</td> <td>0</td> <td>1</td> <td>37</td> <td>57</td> </tr> <tr> <td>2023</td> <td>2</td> <td>4</td> <td>5</td> <td>50</td> </tr> <tr> <td>2024</td> <td>2</td> <td>2</td> <td>13</td> <td>23</td> </tr> <tr> <td>2025</td> <td>9</td> <td>9</td> <td>9</td> <td>9</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				6	2022	0	1	37	57	2023	2	4	5	50	2024	2	2	13	23	2025	9	9	9	9	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>No Market Intervention event attributable to MO</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>One (1) Market Intervention event attributable to MO affecting nine (9) trading intervals</li> </ul>
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Billing, Settlements, and Accounts Management (15%) <sup>4</sup>																																			
Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Timeliness Preliminary and Final Settlement Statements	Percentage 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%	 <table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>99.7222%</td> <td>99.7917%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				99.1667%	2022	100%	100%	99.7222%	99.7917%	2023	100%	100%	100%	100%	2024	100%	100%	99.7222%	99.7917%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% timely issuance of settlement statements</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% timely issuance of settlement statements</li> </ul>
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<sup>4</sup> Reporting period covers the billing months June – August 2025 (for Quarter Highlights) for subcategories Timeliness of Preliminary and Final Settlement Statements, Accuracy of Preliminary/Final Settlement Calculations, Frequency of Adjustments to Final Settlement Statements, Timeliness of Margin Call and Timeliness of Default Notice.

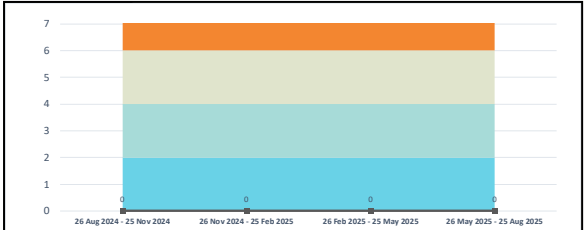
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Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Accuracy of Preliminary Settlement Calculations	Compares the difference between preliminary and the final settlement calculations.	2.00%	95%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				100%	2022	100%	100%	99.9692%	99.9763%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights (26 Jun – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>• 100% accurate</li> <li>• As provided in the MOPS, the following were excluded in the assessment of this measure: <ul style="list-style-type: none"> <li>○ Bilateral Contract Quantity (BCQ) declaration adjustment due to CRSS unavailability.</li> <li>○ Metered Quantity (MQ) adjustment attributable to the following MSPs. <ul style="list-style-type: none"> <li>❖ Tarlac Power Corporation (TPC) and Tarlac Electric Incorporated (TEI) submitted a joint affidavit regarding a typographical error in the energy submission to IEMOP for the following dates: March 15, 18, and 21, 2025.</li> </ul> </li> </ul> </li> </ul>
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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%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>100%</td> <td>100%</td> <td>100%</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	100%	100%	100%	100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% accurate</li> <li>• No adjustment in the Final Settlement Calculations for June to August 2025 billing months</li> </ul>
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					<b>YTD Highlights</b> <b>(26 Sep 2024 – 25 Sep 2025)</b> <ul style="list-style-type: none"> <li>• 100% accurate</li> <li>• No adjustment in the Final Settlement Calculations for August 2024 to August 2025 billing months</li> </ul>																														
Frequency of Adjustments to Final Settlement Statements	Number of adjustments to the Final Settlement Statements.	2.00%	6	 <table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>0</td> <td>0</td> <td>0</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> <tr> <td>2024</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2025</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	0	0	0	0	2022	0	0	0	0	2023	0	0	0	0	2024	0	0	0	0	2025	0	0	0	0	<b>Quarter Highlights</b> <b>(26 Jun – 25 Sep 2025)</b> <ul style="list-style-type: none"> <li>• No adjustments in Final Statements for June to August 2025 billing months</li> </ul> <b>YTD Highlights</b> <b>(26 Sep 2024 – 25 Sep 2025)</b> <ul style="list-style-type: none"> <li>• No adjustments in Final Statements for August 2024 to August 2025 billing months</li> </ul>
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Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Timeliness of Meter Data Error Detection	Percent of timely issuance of Meter Trouble Reports (MTRs).	2.00%	98%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				100%	2022	100%	100%	100%	99.7440%	2023	99.0006%	99.5044%	99.6717%	99.7548%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>100% timely issuance of MTRs</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>100% timely issuance of MTRs</li> </ul>
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Measures	Brief Description	Weight	Target	YTD Performance	Highlights
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		<b>Quarter Highlights (26 Jun – 25 Sep 2025)</b> <ul style="list-style-type: none"> <li>• No late monetary transactions</li> <li>• On time remittance to sellers of PhP57.192B WESM payments received by the MO</li> </ul> <b>YTD Highlights (26 Sep 2024 – 25 Sep 2025)</b> <ul style="list-style-type: none"> <li>• No late monetary transactions</li> <li>• On time remittance to sellers of PhP231.545B WESM payments received by the MO</li> </ul>
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		<ul style="list-style-type: none"> <li>• No late monetary transactions</li> <li>• On time remittance to sellers of PhP231.545B WESM payments received by the MO</li> </ul>

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

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
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%		<b>Quarter Highlights</b> (26 Jun – 25 Sep 2025) <ul style="list-style-type: none"> <li>• 100% timely issuance of margin calls</li> <li>• Issued 183 margin calls on time</li> </ul> <b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025) <ul style="list-style-type: none"> <li>• 100% timely issuance of margin calls</li> <li>• Issued 640 margin calls on time</li> </ul>
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		<b>Quarter Highlights</b> (26 Jun – 25 Sep 2025) <ul style="list-style-type: none"> <li>• No late issuance of default notices</li> <li>• Issued 193 default notices on time</li> </ul> <b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025) <ul style="list-style-type: none"> <li>• No late issuance of default notices</li> <li>• Issued 604 default notices on time</li> </ul>

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

Registration and Customer Relations (10%)																																			
Measures	Brief Description	Weight	Target	YTD 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%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% timely processing of registration applications</li> <li>• Processed nineteen (19) registration of applications <ul style="list-style-type: none"> <li>○ Eighteen (18) WESM applications</li> <li>○ One (1) RCOA application</li> </ul> </li> </ul> <p><i>Note: RCOA applications include Retail Electricity Supplier (RES) and Retail Metering Service Providers (RMSP) only</i></p> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% timely processing of registration applications</li> </ul>
Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep																															
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					<ul style="list-style-type: none"> <li>Processed sixty-six (66) registration of applications including applicants from Mindanao Region <ul style="list-style-type: none"> <li>Forty-three (43) WESM applications</li> <li>Twenty-three (23) RCOA applications</li> </ul> </li> </ul>																														
Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Timeliness of Customer Switching Requests Processing	Percent of customer switching requests processed on time.	1.00%	95%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>100%</td> <td>100%</td> <td>100%</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	100%	100%	100%	100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights (26 Jun – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>100% timely processing of customer switching requests</li> <li>Processed eighty (80) customer switching requests</li> </ul> <p><i>Note: Customer Switching pertains to both Initial and Regular Switch of Contestable Customers in RCOA</i></p>
Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep																															
2021	100%	100%	100%	100%																															
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					<p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% timely processing of customer switching requests</li> <li>• Processed three hundred eleven (311) customer switching requests</li> </ul>																														
Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Timeliness of the Conduct of Participant Trainings	Percent of participant trainings conducted as per schedule.	2.00%	95%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>• 100% timely conduct of participant trainings</li> <li>• Conducted six (6) participants trainings on time as follows: <ul style="list-style-type: none"> <li>○ Two (2) Basic WESM Training</li> <li>○ Two (2) Advance WESM Training on Trading Operation</li> <li>○ One (1) Reserve Market Training</li> <li>○ One (1) Advance WESM Training on Pricing and Settlement</li> </ul> </li> </ul>
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					<p><b>YTD Highlights (26 Sep 2024 – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>• 100% timely conduct of participant trainings</li> <li>• Conducted eighteen (18) participant trainings on time as follows: <ul style="list-style-type: none"> <li>○ Eleven (11) Basic WESM Training</li> <li>○ Two (2) Retail Market Training</li> <li>○ Two (2) Reserve Market Training</li> <li>○ Two (2) Advance WESM Training on Trading Operation</li> <li>○ One (1) Advance WESM Training on Pricing and Settlement</li> </ul> </li> </ul>
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Legend: ■ Poor ■ Needs Improvement ■ Satisfactory ■ Very Satisfactory ■ Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Feedback on Participant Trainings	Average of the participant feedback score on trainings, as gathered from survey forms.	1.00%	90%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>98.0300%</td> <td>95.6200%</td> <td>95.6200%</td> <td>98.9930%</td> </tr> <tr> <td>2025</td> <td>97.7450%</td> <td>97.9871%</td> <td>98.1046%</td> <td>98.3221%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				97.8860%	2022	97.8120%	98.0713%	97.9285%	98.0500%	2023	97.5520%	97.7871%	97.5750%	97.1215%	2024	98.0300%	95.6200%	95.6200%	98.9930%	2025	97.7450%	97.9871%	98.1046%	98.3221%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>98.7933% average score based on participants' feedback</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>98.3221% average score based on participants' feedback</li> </ul>
Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep																															
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Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
Timeliness of addressing Participant Queries and Data Requests	Percent of queries and requests that were addressed as per schedule.	2.00%	95%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>100%</td> <td>100%</td> <td>100%</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021	100%	100%	100%	100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights (26 Jun – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>• 100% timely in addressing participants’ data requests and queries as follows: <ul style="list-style-type: none"> <li>○ Responded to two hundred thirty-nine (239) data requests and queries within the required timeline</li> <li>○ Processed fifty-three (53) data requests and queries with payments within the required timeline</li> </ul> </li> </ul> <p><b>YTD Highlights (26 Sep 2024 – 25 Sep 2025)</b></p> <ul style="list-style-type: none"> <li>• 100% timely in addressing participants’ data requests and queries as follows:</li> </ul>
Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep																															
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Measures	Brief Description	Weight	Target	YTD Performance	Highlights																														
					<ul style="list-style-type: none"> <li>○ Responded to seven hundred two (702) data requests and queries within the required timeline</li> <li>○ Processed one hundred fifty-nine (159) data requests and queries with payments within the required timeline</li> </ul>																														
Timeliness of resolving Participant/ Customer Complaints	Percent of valid complaints that were resolved as per schedule.	2.00%	95%	<table border="1"> <thead> <tr> <th>Monitoring Period</th> <th>26 Sep - 25 Dec</th> <th>26 Sep - 25 Mar</th> <th>26 Sep - 25 Jun</th> <th>26 Sep - 25 Sep</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> <tr> <td>2024</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2025</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep	2021				100%	2022	100%	100%	100%	100%	2023	100%	100%	100%	100%	2024	100%	100%	100%	100%	2025	100%	100%	100%	100%	<p><b>Quarter Highlights</b> (26 Jun – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>● No valid complaint received during the monitoring period</li> </ul> <p><b>YTD Highlights</b> (26 Sep 2024 – 25 Sep 2025)</p> <ul style="list-style-type: none"> <li>● 100% Resolved (5 out of 5) valid complaints received during the monitoring period</li> </ul>
Monitoring Period	26 Sep - 25 Dec	26 Sep - 25 Mar	26 Sep - 25 Jun	26 Sep - 25 Sep																															
2021				100%																															
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<b>Overall Rating (26 September 2024 – 25 September 2025)</b>					<b>4.98 – Very Satisfactory</b>																														

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### Appendix A. IT System Downtimes

For the period 26 September 2024 to 25 September 2025

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	03/10/2024	19:15:46	20:10:51	0.9200	Work Plan (WP)-24-10-068 installation and configuration of Extreme 5520 as High Availability (HA) of Extreme VSP 8404	Yes
	10/10/2024	10:01:00	10:22:00	0.3500	Independent Electricity Market Operator of the Philippines (IEMOP) Eton data center experienced a power fluctuation resulting in substantial disruption to critical market systems (MIW, CRSS, MMS). These power fluctuations led to critical failures in the UPS-A and UPS-B supplies. These fluctuations caused the UPS units to shutdown	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					abruptly, leading to an unexpected shutdown of essential computer servers.	
	15/01/2025	20:50:00	22:30:00	1.6700	The NEC DX 2000 encountered a system hang, rendering some servers inaccessible and causing the CRSS UI to become unavailable	No
	02/05/2025	12:11:00	13:07:00	0.9300	During a routine system check, it was observed that all CRSS worker nodes connected to the NEC DX2000 server became inaccessible and experienced timeouts. In contrast, other systems and servers remained online and operational. This connectivity disruption directly impacted the availability	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					of the CRSS-UI, rendering it unreachable to users during the affected period.	
Market Information Website (MIW)	03/10/2024	19:15:41	20:10:41	0.9200	WP-24-10-068 installation and configuration of extreme 5520 as HA of Extreme VSP 8404	Yes
	10/10/2024	10:01:00	10:36:00	0.5800	Independent Electricity Market Operator of the Philippines (IEMOP) Eton data center experienced a power fluctuation resulting in substantial disruption to critical market systems (MIW, CRSS, MMS). These power fluctuations led to critical failures in the UPS-A and UPS-B supplies. These fluctuations caused the UPS units to shutdown abruptly, leading to an unexpected shutdown of	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					essential computer servers.	
	19/11/2024	18:20:00	18:40:00	0.3300	As per system monitoring, the CPU utilization on the MIW server was observed to be abnormally high. Further investigation identified that the top resource-consuming application was Bitdefender.	No
	20/11/2024	06:07:00	06:13:00	0.1000	IT operation monitoring tool detected unusually high disk utilization on the MIW server, which caused the associated website to become inaccessible.	No
	20/11/2024	07:06:00	07:34:00	0.4700	A disk error was detected in the Virtual Machine (VM) host of MIW, resulting in the inaccessibility of the MIW website. Attempts to resolve the issue at the ETON site were unsuccessful, requiring a switchover to the Cebu site	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
Market Management System – Market Participants Interface (MMS-MPI)	03/10/2024	19:12:50	20:12:30	0.9900	WP-24-10-068 installation and configuration of Extreme 5520 as HA of Extreme VSP 8404 (Primary side)	Yes
	10/10/2024	10:01:00	10:55:00	0.9000	IEMOP Eton data center experienced a power fluctuation resulting in substantial disruption to critical market systems (MIW, CRSS, MMS). These power fluctuations led to critical failures in the UPS-A and UPS-B supplies. These fluctuations caused the UPS units to shutdown abruptly, leading to an unexpected shutdown of essential computer servers.	No
	10/04/2025	11:43:00	12:30:00	0.7800	It was observed that the Market Operation Network became inaccessible. Notably, other IEMOP systems remained fully operational and accessible.  System logs initially	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					flagged a potential network loop event on interface GigabitEthernet2/0/19. However, upon further investigation and testing, there was no physical loop detected. The suspected looping cable was disconnected for validation, yet the port remained in an err-disabled state.	
	11/06/2025	22:58:00	23:53:00	0.9200	A system-level Bid Transfer Error occurred, which disrupted the automatic bid processing flow. The workflow associated with MPI bid transfer likely failed due to internal processing issues, possibly related to increased bid data volume or a background memory/resource bottleneck	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	11/06/2025	22:58:00	23:53:00	0.9200	MMS Workflow Process runtime limit exceeded, due to simultaneous or overlapping processes, resulting in a timeout that prevented bid updates from being processed in time	No

## Appendix B. Publication of Market Reports and Data

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2025				For YTD 26 Sep 2024 - 25 Sep 2025			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	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) <a href="#">Public website</a>  (Monthly Summary) <a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5
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 Issue 7.0 – Market Information Catalogue	<a href="#">Public website</a>	100%	5	100%	5	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 Issue 7.0 – Market Information Catalogue	<a href="#">Public website</a>	n/a	n/a	n/a	n/a	100%	5	100%	5
4. Market Network Model / Market Trading Nodes / MNM Bus-Oriented Single Line Diagram	WESM Rules 3.2.1.1, 3.2.2.5, 3.5.3.10, 3.11.1.1, Manual – Market Network Model Development and Maintenance Criteria and Procedure Issue 7.0, Section 5.5.1 and 5.5.2, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	MPI <a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2025				For YTD 26 Sep 2024 - 25 Sep 2025			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
5. Week-Ahead Projections (WAP) Results	WESM Rules 3.7.1.1, 3.7.4.7, 3.7.5.1 & 3.11.1.1, Dispatch Protocol Issue 19.0, Section 4.3.2 and MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	MPI <a href="#">Public Website</a>	100%	5	100%	5	100%	5	100%	5
6. Day-Ahead Projection (DAP) Results	WESM Rules 3.7.2.1, 3.7.4.7, & 3.7.5.1, Dispatch Protocol Issue 19.0, Section 4.4.2, and MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	MPI <a href="#">Public Website</a>	100%	5	100%	5	100%	5	100%	5
7. Hour-Ahead Projection (HAP) Results	WESM Rules 3.7.3.1, 3.7.4.7, 3.7.5.1 & 3.11.1.1, and MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	MPI <a href="#">Public Website</a>	100%	5	100%	5	100%	5	100%	5
8. Real-Time Dispatch (RTD) Results	WESM Rules 3.10.1, 3.11.1.1, 3.11.1.3 and 3.10.4, Dispatch Protocol Issue 21.0, Section 4.6.2 and 9.7.3, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	MPI <a href="#">Public Website</a>	100%	5	100%	5	100%	5	100%	5
9. Generation Offers and Demand Bids	MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	<a href="#">Public Website</a>	100%	5	100%	5	100%	5	100%	5

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2025				For YTD 26 Sep 2024 - 25 Sep 2025			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
10. All non-zero constraint violation variables	WESM Rules 3.11.1.1 g, Manual – Constraint Violation Coefficients (CVC) Issue 8.0, Sections 4.3.5, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	<a href="#">Public Website</a>	100%	5	100%	5	100%	5	100%	5
11. SO Post Dispatch Reports	Dispatch Protocol Issue 21.0, Section 11.8.6	<a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5
12. WESM Merit Order Table (WMOT)	Dispatch Protocol Issue 21.0, Section 10.7.2	<a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5
13. New Metering Installation of the MSP / Metering Masterfile	Metering Standards and Procedures Issue 16, Section 4.5 and 10.5	<a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5
14. Summary of the pricing error notices issued for that trading day	Manual – Constraint Violation Coefficients (CVC) Issue 8.0, Sections 6.2.2	<a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5
15. 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 Rules Clause 3.11.1.1, Manual - Constraint Violation Coefficients (CVC) Issue 8.0, Section 6.4.1, MO Information Disclosure Manual Issue 7.0 – Market Information Catalogue	(MPCR) <a href="#">Public website</a>  (DIPCEF) <a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5
16. Rental Information	WESM Rule 3.12.2	FTR-related publication. To be rated upon	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2025				For YTD 26 Sep 2024 - 25 Sep 2025				
			Availability		Timeliness		Availability		Timeliness		
			Score	Rating	Score	Rating	Score	Rating	Score	Rating	
		FTR implementation									
17. Over-riding Constraints, Contingency Limits and outage schedules	Dispatch Protocol Issue 21.0, Section 7.11	<a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5	
18. Real-Time System Condition or System Operator Advisory on Transmission System conditions	MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	<a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5	
19. Energy and Reserve Prices	MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	(AP) <a href="#">Public website</a> (LWAP/GWAP) <a href="#">Public website</a> (MP) <a href="#">Public website</a> (STLPRICE) <a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5	
20. Settlement information to enable a WESM Participant to recreate or independently verify its settlements.	WESM Rules Clause 3.11.1.1 (i)	CRSS	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated	

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2025				For YTD 26 Sep 2024 - 25 Sep 2025			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
21. 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 Issue 7.0 – Market Information Catalogue	<a href="#">Public website</a> (Publication to start for January 2022 billing month)	100%	5	100%	5	100%	5	100%	5
22. Register of Market Participants	WESM Rule Clause 1.3.1.1 (f), 5.2.3 (a), (c) and (d), and 2.5.7, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue, Manual - Registration, Suspension and De-registration Criteria and Procedures Issue 18.0, Sections 2.11.1.1, 2.11.1.4, 5.2.3.2, 5.7.3.4	(WESM Participants) <a href="#">Public website</a>  (Retail Market Participants) <a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5
23. Register of all Applicants	WESM Rules Clause 2.5.7, and 5.2.3 (a) and (b), Manual - Registration Suspension and De-registration Criteria and Procedures Issue 18.0, Sections 2.11.1.1, 2.11.1.2 and 2.11.1.3	(WESM Applicants) <a href="#">Public website</a>  (Retail Market Applicants) <a href="#">Public website</a>	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated
24. Suspension Notice	WESM Rules Clause 3.15.8.1 and 3.15.8.6, Manual – Billing and Settlement Issue 15.0, Sections, 8.1.1(b), 8.1.1(e), 8.1.2(b) and Appendix I, Manual - Registration, Suspension and De-	<a href="#">Public website</a>  Newspaper	n/a	n/a	Not rated	Not rated	100%	5	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2025				For YTD 26 Sep 2024 - 25 Sep 2025				
			Availability		Timeliness		Availability		Timeliness		
			Score	Rating	Score	Rating	Score	Rating	Score	Rating	
	registration Criteria and Procedures Issue 18.0, Sections 2.11.1.5, 4.3.1.1 and 4.5.2										
25. Notice of De-registration/De-registration Notice	WESM Rules Clause 4.7.5, 3.15.8.6 (b), Manual - Registration, Suspension and De-registration Criteria and Procedures Issue 18.0, Sections 2.11.1.4 and 5.4.2.4, Manual - Billing and Settlement Issue 15.0 Section 8.1.1(e)	<a href="#">Public website</a>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
26. Registration Notices	WESM Rules Clause 2.6.3, Manual - Registration, Suspension and De-registration Criteria and Procedures Issue 18.0 Sections 5.2.3.1, 5.7.3.4	<a href="#">Public website</a>	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated	
27. Contracting Parameters from Suppliers, Local Suppliers and Suppliers of Last Resort	Retail Manual - Registration Criteria and Procedures Issue 4.0, Section 2.2.3	<a href="#">Public website</a>	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated	
28. Retail Registration Forms and Templates Form for Customer Information for Registration of Contestable Customers	Retail Rules Clause 2.3.1.2, Retail Manual - Registration Criteria and Procedures Issue 4.0, Sections 2.2.1,3.2.1, 3.3.1, 3.3.2, 4.2.2 and 5.2	<a href="#">Public website</a>	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated	

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2025				For YTD 26 Sep 2024 - 25 Sep 2025			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
<ul style="list-style-type: none"> <li>• Documents and Information for Registration of Contestable Customers</li> <li>• Documents and information for Registration of Contestable Customers as Direct WESM Member</li> <li>• Documents and Information for Registration of Metering Services Providers Retail Registration Forms and Templates</li> <li>• Documents and information for Registration of Suppliers</li> </ul>										
29. Customer information and the corresponding service fees	Retail Rules Clause 2.3.2.1 and 2.3.2.3	<a href="#">Public website</a>	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated
30. Additional Compensation Statements	Manual – Billing and Settlement 15.0, Section 10.4.8	<a href="#">Public website</a>	100%	5	100%	5	100%	5	100%	5

### Appendix C. Forecast Accuracy Exclusion

A total of 1,311 intervals were excluded in the calculation of RTD Luzon and RTD Visayas for the period 26 September 2024 to 25 September 2025 due to the following reasons:

Measures	Reason for Exclusion	For Quarter 26 Jun – 25 Sep 2025	For YTD 26 Sep 2024 – 25 Sep 2025	Remarks
		No. of Trading Intervals	No. of Trading Intervals	
RTD Luzon	Market Intervention	17	56	
	Generator Tripping	35	109	
	Line Tripping	15	30	
	Load Tripping	5	20	
	Load Dropping	n/a	5	
	Real-Time Data Issue	29	197	
	<b>Total</b>	<b>101</b>	<b>417</b>	
RTD Visayas	Market Intervention	17	89	
	Generator Tripping	25	85	
	Line Tripping	25	156	
	Load Tripping	95	294	
	Load Dropping	30	70	
	Real-Time Data Issue	30	200	
	<b>Total</b>	<b>222</b>	<b>894</b>	

A total of 16,840 intervals were excluded for the calculation of HAP Luzon and HAP Visayas for the period 26 September 2024 to 25 September 2025 due to the following reasons:

Measures	Reason for Exclusion	For Quarter 26 Jun – 25 Sep 2025	For YTD 26 Sep 2024 – 25 Sep 2025	Remarks
		No. of Trading Intervals	No. of Trading Intervals	
HAP Luzon	Market Intervention	152	380	Missing intervals were due to the following: <ul style="list-style-type: none"> <li>• Optimization error</li> <li>• MO-initiated Market Intervention on 10 October 2024 at 10:15AM to 10:55AM due to the shutdown of Market System</li> <li>• SO-initiated Market Intervention on 13 November 2025 03:35PM to 05:05PM due to failure of Inter-Control Centre Communications Protocol (ICCP) server in the Visayas region</li> <li>• SO-initiated Market Intervention on 08 February 2025 due to unimplementable RTD</li> <li>• HAP failure due to the bid transfer failure</li> <li>• HAP missing due to failed HAP run</li> </ul>
	Generator Tripping	420	1,308	
	Line Tripping	180	360	
	Load Tripping	60	240	
	Load Dropping	n/a	60	
	Real-Time Data Issue	348	2,340	
	Missing	192	870	
	<b>Total</b>	<b>1,352</b>	<b>5,558</b>	
HAP Visayas	Market Intervention	152	452	
	Generator Tripping	300	1,020	
	Line Tripping	300	1,872	
	Load Tripping	1,140	3,528	
	Load Dropping	360	840	
	Real-Time Data Issue	360	2,316	
	Missing	192	1,254	
	<b>Total</b>	<b>2,804</b>	<b>11,282</b>	

A total of 1,024 intervals were excluded for the calculation of DAP Luzon and DAP Visayas for the period 26 September 2024 to 25 September 2025 due to the following reason:

Measures	Reason for Exclusion	For Quarter 26 Jun – 25 Sep 2025	For YTD 26 Sep 2024 – 25 Sep 2025	Remarks
		No. of Trading Intervals	No. of Trading Intervals	
DAP Luzon	Market Intervention	21	45	Missing intervals were due to the following: <ul style="list-style-type: none"> <li>MO-initiated Market Intervention on 10 October 2024 10:15 to 10:55 due to the shutdown of Market System</li> <li>SO-initiated Market Intervention on 08 February 2025 due to the unimplementable RTD</li> </ul>
	Generator Tripping	28	88	
	Line Tripping	12	24	
	Load Tripping	4	16	
	Load Dropping	n/a	4	
	Real-Time Data Issue	20	152	
	Missing	n/a	7	
	<b>Total</b>		<b>85</b>	
DAP Visayas	Market Intervention	21	61	
	Generator Tripping	20	68	
	Line Tripping	20	124	
	Load Tripping	76	228	
	Load Dropping	20	52	
	Real-Time Data Issue	32	144	
	Missing	n/a	11	
	<b>Total</b>		<b>189</b>	<b>688</b>

**Appendix D. Market Intervention events attributable to MO**

For the period 26 September 2024 to 25 September 2025

Date	Time of MI Event	Count of Trading Intervals	Region	Reason/Remarks
10 October 2024	1015h – 1055h	Nine (9) trading intervals	Luzon, Visayas and Mindanao	Market Operator (MO) initiated Market Intervention in Luzon, Visayas and Mindanao due to Market System shutdown.