Market Operator Performance Status Report

26 September 2023 to 25 September 2024

NOVEMBER 2024

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 2023 to 25 September 2024.

The MO's performance monitoring 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[1] 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[2]. 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 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) twenty-seven (27) measures with Excellent rating, and (ii) five (5) 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. 2022-12-0039 *Declaring the commercial operation of the Wholesale Electricity Spot Market (WESM) in the Mindanao Grid.*

Philippine Electricity Market Corporation

MOPS-AR-2024

MO Performance for 26 September 2023 to 25 September 2024

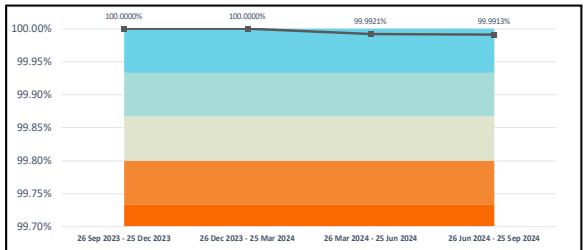
Category	Measure	Weight (%)	Satisfactory Target	Satisfactory Range	Annual Rating for 2024 (26 Sep 2023 to 25 Sep 2024)			
					Actual	Score		Weighted Score
A. IT Systems								
MMS-MPI	Availability	12	99.80%	99.80% ≤x<99.87%	99.9913%	5	Excellent	0.60
Market Information Website	Availability	3	99.50%	99.50% ≤x<99.67%	99.9412%	5	Excellent	0.15
CRSS-UI	Availability	5	99.50%	99.50% ≤x<99.67%	99.7962%	4	Very Satisfactory	0.20
B. Market Reports and Data Publications								
	Availability	5	95%	90.00%≤%<95.00%	99.9978%	4	Very Satisfactory	0.20
	Timeliness	10	95%	90.00%≤%<95.00%	98.7087%	4	Very Satisfactory	0.40
C. Forecast Accuracy								
RTD Forecast - MAPE	Accuracy (L)	3.75	0.95%	0.9241%≤x≤0.9759%	0.4444%	5	Excellent	0.19
	Accuracy (V)	3.75	1.20%	1.1676%≤x≤1.2324%	0.6144%	5	Excellent	0.19
RTD Forecast - FAR	Accuracy (L)	3.75	97.20%	97.65%≥%≥96.75%	99.9592%	5	Excellent	0.19
	Accuracy (V)	3.75	93.00%	94.33%≥%≥91.67%	99.5444%	5	Excellent	0.19
HAP Forecast - MAPE	Accuracy (L)	2	0.95%	0.9241%≤x≤0.9759%	0.6532%	5	Excellent	0.10
	Accuracy (V)	2	1.20%	1.1676%≤x≤1.2324%	0.8667%	4	Very Satisfactory	0.08
DAP Forecast - MAPE	Accuracy (L)	2	1.60%	1.45%≤x≤2.32%	1.2001%	4	Very Satisfactory	0.08
	Accuracy (V)	2	2.20%	2.41%≤x≤3.08%	1.3803%	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	23	5	Excellent	0.50
E. Billing, Settlements and Accounts Management								
Preliminary and Final Settlement Statements	Timeliness	2	98%	98.00% ≤x<98.67%	99.7917%	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%	100%	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%	96.9930%	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**	**4.76**
Over-all Score								**4**

Table of Contents

Executive Summary ..... **ii**
IT Systems (20%) **1**
Market Management Systems-Market Participant Interface (MMS-MPI) Availability .. 1
Market Information Website Availability 3
Central Registration and Settlement System – User Interface (CRSS-UI) Availability 4
Market Reports and Data Publication (15%) **5**
Availability 5
Timeliness 8
Forecast Accuracy (23%) **11**
Real Time Dispatch (RTD) Forecast Mean Absolute Percentage Error (MAPE) for Luzon 11
RTD Forecast MAPE for Visayas 12
RTD Forecast Accuracy Rating (FAR) for Luzon 13
RTD Forecast Accuracy Rating (FAR) for Visayas 14
Hour Ahead Projection (HAP) Forecast MAPE for Luzon 15
HAP Forecast MAPE for Visayas 16
Day Ahead Projection (DAP) Forecast MAPE for Luzon 17
DAP Forecast MAPE for Visayas 18
Dispatch Scheduling and Pricing (17%) **19**
RTD (ex-ante) Workflow Successful Run 19
Pricing Errors and Market Re-runs Timeliness (Prior Prelim Statement) 20
Pricing Errors and Market Re-runs 22
Timeliness (Prior Final Statement) 22
Duration of Market Intervention Attributable to MO 23
Billing, Settlements, and Accounts Management (15%) **24**
Timeliness Preliminary and Final Settlement Statements 24
Accuracy of Preliminary Settlement Calculations 25
Accuracy of Final Settlement Calculations 26
Frequency of Adjustments to Final Settlement Statements 27
Timeliness of Meter Data Error Detection 28
Efficiency of Monetary Transactions 29
Timeliness of Monetary Transactions 29
Timeliness of Margin Call 30
Timeliness of Default Notice 30
Registration and Customer Relations (10%) **31**
Timeliness of Registration Application Processing 31
Timeliness of Customer Switching Requests Processing 32
Timeliness of the Conduct of Participant Trainings 33
Feedback on Participant Trainings 35
Timeliness of addressing Participant Queries and Data Requests 36
Timeliness of resolving Participant/ Customer Complaints 37

Appendix A. IT System Downtimes 38
Appendix B. Publication of Market Reports and Data 53
Appendix C. Forecast Accuracy Exclusion 61
Appendix D. Market Intervention events attributable to MO 64

Market Operator Performance Highlights for 26 September 2023 to 25 September 2024

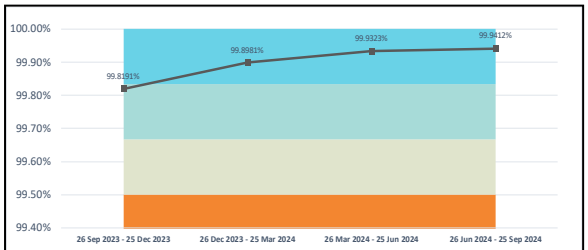
IT Systems (20%)					
Measures	**Brief Description**	**Weight**	**Target**	**YTD Performance[3]**	**Highlights**
Market Management Systems-Market Participant Interface (MMS-MPI) Availability	Ratio of time that the MMS is functional or accessible to Users through the Market Participant Interface (MPI) to the total time it is required and expected to function or be accessible.	12%	99.80%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 99.9887% available • Recorded 0.25 hours as downtime attributable to MO *Note: Excluded 2.21 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.* **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 99.9913% available • Recorded 0.77 hours as downtime attributable to MO

[3] Historical performance of the MO for the 5-minute market started in quarter 26 June to 25 September 2021.

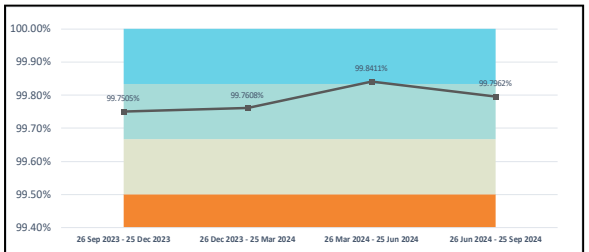
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

					Note: Excluded 59.37 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.

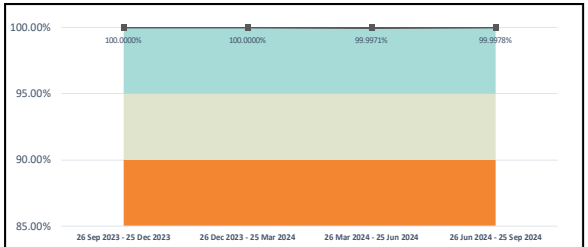
Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

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%	 **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% / 99.9890% 2024 / 99.8191% / 99.8981% / 99.9323% / **99.9412%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 99.9675% available • Recorded 0.72 hours as downtime attributable to MO *Note: Excluded 1 hour downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.* **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 99.9412% available • Recorded 5.17 hours as downtime attributable to MO *Note: Excluded 27.5 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.*

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

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%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 99.6626% available. • Recorded 7.45 hours as downtime attributable to MO *Note: Excluded 12.34 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.* **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 99.7962% available • Recorded 17.90 hours as downtime attributable to MO *Note: Excluded 205.74 hours downtime as provided in the MOPS document list of exclusion under this metric. See Appendix A for details.*

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

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%	 **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 / 99.9591% / 99.9794% / 99.9869% / 99.9902% 2024 / 100% / 100% / 99.9971% / **99.9978%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% available, 24 of 36 publications were rated for the period. • 12 publications were not rated, as follows: ○ 5 publications were already rated under other publication items. ○ 2 publications were discontinued starting EWDO. ○ 1 publication was not applicable for rating since there was no occurrence that would necessitate the publication. ○ 1 publication was not rated/not applicable since it is only published once during second quarter ○ 1 publication was not rated pending implementation of related market feature.

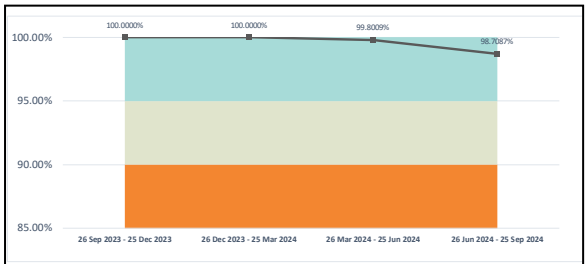
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

Market Reports and Data Publication (15%)					
Measures	**Brief Description**	**Weight**	**Target**	**YTD Performance**	**Highlights**
					○ 2 publications were not rated during this period since no data available See Appendix B for details. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 99.9978%% available, 27 of 36 publications were rated for the period. • 9 publications were not rated, as follows: ○ 5 publications were already rated under other publication items. ○ 2 publications were discontinued starting EWDO. ○ 1 publication was not applicable for rating since there was no occurrence that would necessitate the publication.

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Market Reports and Data Publication (15%)					
Measures	**Brief Description**	**Weight**	**Target**	**YTD Performance**	**Highlights**
					○ 1 publication was not rated pending implementation of related market feature.

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

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%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 98.73838%[4] timely publication, 18 of 36 publications were rated for the period. • 18 publications were not rated, as follows: ○ 5 publications were already rated under other publication items. ○ 2 publications were 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. ○ 1 publication was not rated/applicable since it is only

[4] There were Publications with missing files or files with no content due to technical issues in the MO's system or non-availability of data in the database. Nonetheless, these files have been republished at the time of this reporting.

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

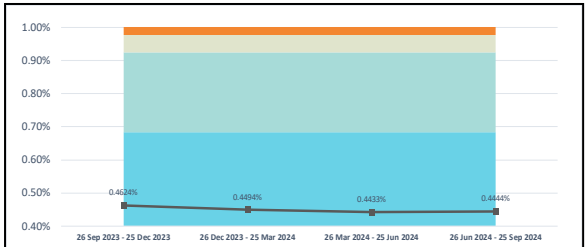
Measures	Brief Description	Weight	Target	YTD Performance	Highlights
					published once during second quarter ○ 1 publication was not rated pending implementation of related market feature. ○ 1 publication was not rated during this period since no data available See Appendix B for details. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 98.7087% available, 20 of 36 publications were rated for the period. • 16 publications were not rated, as follows: ○ 5 publications were already rated under other publication items. ○ 2 publications were discontinued starting EWDO.

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

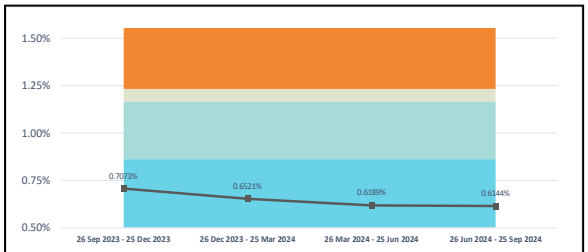
Measures	Brief Description	Weight	Target	YTD Performance	Highlights
					○ 7 publications were not rated since these publications were not measured for timeliness. ○ 1 publication was not applicable for rating since there was no occurrence that would necessitate the publication. ○ 1 publication was not rated pending implementation of related market feature.

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

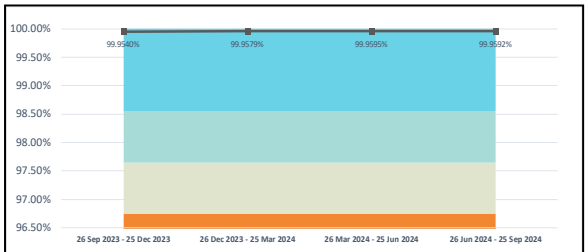
Forecast Accuracy (23%)

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Real Time Dispatch (RTD) Forecast Mean Absolute Percentage Error (MAPE) for Luzon	Measures how far the RTD forecasted demand is from the actual demand in Luzon. The higher the MAPE rating, the closer the performance rating to 0%.	3.75%	0.95%	 **Monitoring Period** / **26 Sep - 25 Dec** / **26 Sep - 25 Mar** / **26 Sep - 25 Jun** / **26 Sep - 25 Sep** 2021 / / / / 0.6425% 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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 0.4475% MAPE • Considered 26,341 out of 26,496 intervals, with highest absolute forecast error of 4.0982%, in the computation of this measure. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 0.4444% MAPE • Considered 102,938 out of 105,408 intervals, with highest absolute forecast error of 4.8954%, in the computation of this measure.

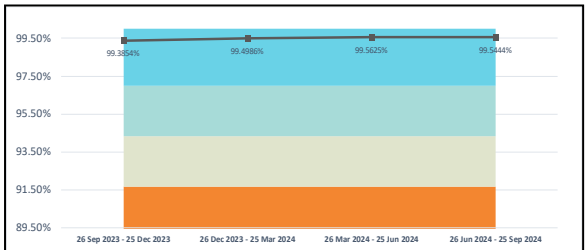
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
RTD Forecast MAPE for Visayas	Measures how far the RTD forecasted demand is from the actual demand in Visayas. The higher the MAPE rating, the closer the performance rating to 0%.	3.75%	1.20%	 **Monitoring Period** / **26 Sep - 25 Dec** / **26 Sep - 25 Mar** / **26 Sep - 25 Jun** / **26 Sep - 25 Sep** 2021 / / / / 0.8303% 2022 / 0.6715% / 0.7321% / 0.7612% / 0.7615% 2023 / 0.8149% / 0.8176% / 0.7645% / 0.7485% 2024 / 0.7073% / 0.6521% / 0.6189% / **0.6144%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 0.6014% MAPE • Considered 26,158 out of 26,496 intervals, with maximum absolute forecast error of 5.7363%, in the calculation of this measure. **YTD Highlights** **(26 Sep 2023 – 25 Jun 2024)** • 0.6144% MAPE • Considered 102,725 out of 105,408 intervals, with maximum absolute forecast error of 25.1326%, in the calculation of this measure.

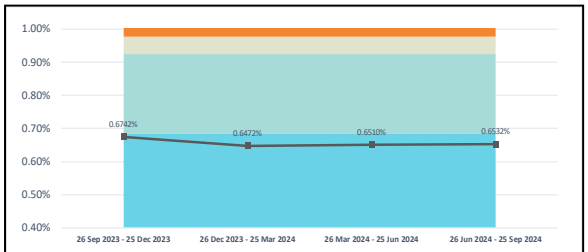
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

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 ± 3% in Luzon.	3.75%	97.20%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 99.9582% accurate • Considered 26,330 out of the 26,341 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. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 99.9592% accurate • Considered 102,896 out of the 102,938 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.

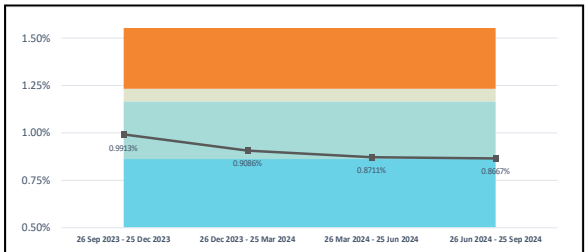
Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Measures	Brief Description	Weight	Target	YTD 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%	 **Monitoring Period** / **26 Sep - 25 Dec** / **26 Sep - 25 Mar** / **26 Sep - 25 Jun** / **26 Sep - 25 Sep** 2021 / / / / 97.3895% 2022 / 99.2381% / 99.0319% / 98.9096% / 98.9691% 2023 / 98.5872% / 98.7617% / 99.0090% / 99.0740% 2024 / 99.3854% / 99.4986% / 99.5625% / **99.5444%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 99.4916% accurate • Considered 26,025 out of the 26,158 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. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 99.5444% accurate • Considered 102,257 out of the 102,725 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.

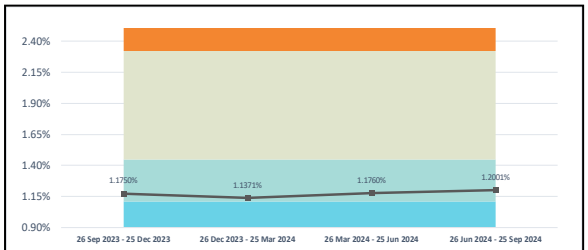
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Hour Ahead Projection (HAP) Forecast MAPE for Luzon	Measures how far the HAP forecasted demand is from the actual demand in Luzon. The higher the MAPE rating, the closer the performance rating is to 0%.	2%	0.95%	 **Monitoring Period** | **26 Sep - 25 Dec** | **26 Sep - 25 Mar** | **26 Sep - 25 Jun** | **26 Sep - 25 Sep** 2021 | | | | 1.0940% 2022 | 0.6919% | 0.6680% | 0.6773% | 0.6895% 2023 | 0.6430% | 0.6449% | 0.6438% | 0.6584% 2024 | 0.6742% | 0.6472% | 0.6510% | **0.6532%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 0.6595% MAPE • Considered 315,456 out of 317,952 intervals, with highest absolute forecast error of 8.7566% in the computation of this measure. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 0.6532% MAPE • Considered 1,233,873 out of 1,264,896 intervals, with highest absolute forecast error of 25.0305% in the computation of this measure

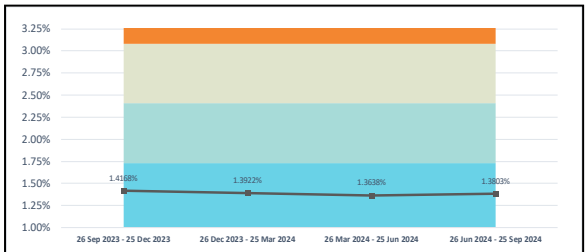
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
HAP Forecast MAPE for Visayas	Measures how far the HAP forecasted demand is from the actual demand in Visayas. The higher the MAPE rating, the closer the performance rating is to 0%.	2%	1.20%	 **Monitoring Period** / **26 Sep - 25 Dec** / **26 Sep - 25 Mar** / **26 Sep - 25 Jun** / **26 Sep - 25 Sep** 2021 / / / / 1.0940% 2022 / 0.9191% / 0.9560% / 1.0439% / 1.0406% 2023 / 1.0511% / 1.0590% / 0.9966% / 0.9825% 2024 / 0.9913% / 0.9086% / 0.8711% / **0.8667%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 0.8537% MAPE • Considered 313,267 out of 317,952 intervals, with maximum absolute forecast error of 17.0599%, in the calculation of this measure. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 0.8667% MAPE • Considered 1,231,358 out of 1,264,896 intervals, with maximum absolute forecast error of 100%, in the calculation of this measure.

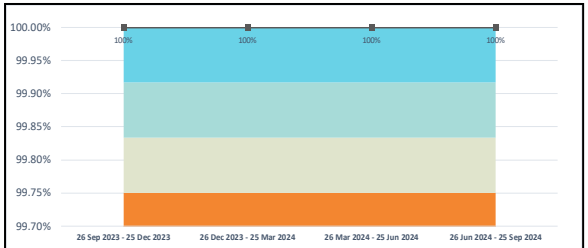
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Day Ahead Projection (DAP) Forecast MAPE for Luzon	Measures how far the DAP forecasted demand is from the actual demand in Luzon. The higher the MAPE rating, the closer the performance rating to 0%.	2%	1.60%	 **Monitoring Period** / **26 Sep - 25 Dec** / **26 Sep - 25 Mar** / **26 Sep - 25 Jun** / **26 Sep - 25 Sep** 2021 / / / / 1.7244% 2022 / 1.2595% / 1.1989% / 1.2180% / 1.2318% 2023 / 1.1929% / 1.1633% / 1.1653% / 1.2047% 2024 / 1.1750% / 1.1371% / 1.1760% / **1.2001%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 1.2705% MAPE • Considered 8,696 out of 8,832 intervals, with maximum absolute forecast error of 11.6924%, in the computation. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 1.2001% MAPE • Considered 34,072 out of 35,136 intervals, with maximum absolute forecast error of 16.9945%, in the computation.

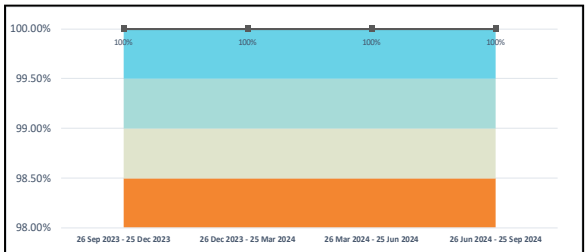
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
DAP Forecast MAPE for Visayas	Measures how far the DAP forecasted demand is from the actual demand in Visayas. The higher the MAPE rating, the closer the performance rating to 0%.	2%	2.20%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 1.4288% MAPE • Considered 8,572 out of 8,832 intervals, with maximum absolute forecast error of 14.7578%, in the calculation of this measure. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 1.3803% MAPE • Considered 33,728 out of 35,136 intervals, with maximum absolute forecast error of 14.7578%, in the calculation of this measure.

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

Dispatch Scheduling and Pricing (17%)					
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%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% successful RTD runs • Considered 26,486 out of 26,486 RTD runs in the computation of this measure, which excluded ten (10) intervals under market intervention attributable to the MO. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% successful RTD runs • Considered 105,379 out of 105,379 RTD runs in the computation of this measure, which excluded twenty-two (22) intervals under market intervention attributable to the MO.

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

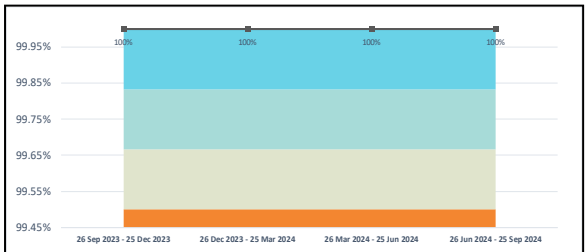
Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Pricing Errors and Market Re-runs Timeliness (Prior Prelim Statement)	Completion of the validation of intervals that have been tagged with pricing errors and the timely completion of market re-runs prior the preliminary settlement run.	2.00%	98.50%	 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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 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: Region / RTD-PEN Luzon / 764 Visayas / 764 Mindanao / 764 **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely completion of validation and submission of market prices for settlements. • Only intervals with manual market re-run were considered in the

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

<table>
<tr><th>Measures</th><th>Brief Description</th><th>Weight</th><th>Target</th><th>YTD Performance</th><th>Highlights</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>calculation as summarized in the table below:

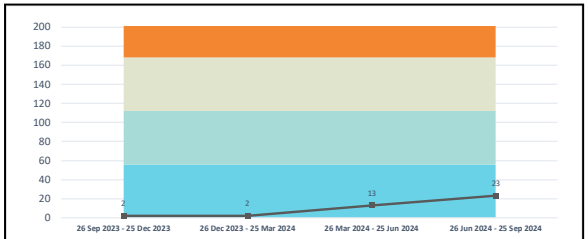
<table><tr><th>Region</th><th>RTD-PEN</th></tr><tr><td>Luzon</td><td>3,952</td></tr><tr><td>Visayas</td><td>4,262</td></tr><tr><td>Mindanao</td><td>4,302</td></tr></table></td></tr>
</table>

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Measures	Brief Description	Weight	Target	YTD 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%	 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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 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: Region / RTD-PEN Luzon / 764 Visayas / 764 Mindanao / 764 **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely completion of validation and submission of market prices for settlements • Only intervals with manual market re-run were considered in the

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

<table>
<tr><th>Measures</th><th>Brief Description</th><th>Weight</th><th>Target</th><th>YTD Performance</th><th>Highlights</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>calculation as summarized in the table below:

<table><tr><th>Region</th><th>RTD-PEN</th></tr><tr><td>Luzon</td><td>3,952</td></tr><tr><td>Visayas</td><td>4,262</td></tr><tr><td>Mindanao</td><td>4,302</td></tr></table></td></tr>
<tr><td>Duration of Market Intervention Attributable to MO</td><td>Number of trading intervals with Market Intervention that was caused by MO, such as intervention due to software error.</td><td>10.00%</td><td>≤ 168</td><td> 

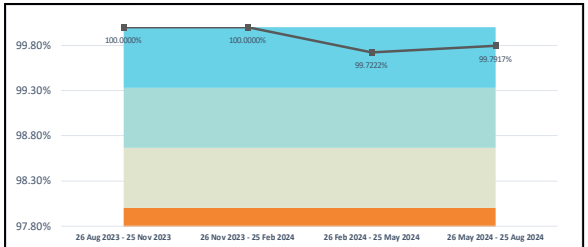
<table><tr><th>Monitoring Period</th><th>26 Sep - 25 Dec</th><th>26 Sep - 25 Mar</th><th>26 Sep - 25 Jun</th><th>26 Sep - 25 Sep</th></tr><tr><td>2021</td><td></td><td></td><td></td><td>6</td></tr><tr><td>2022</td><td>0</td><td>1</td><td>37</td><td>57</td></tr><tr><td>2023</td><td>2</td><td>4</td><td>5</td><td>50</td></tr><tr><td>2024</td><td>2</td><td>2</td><td>13</td><td>23</td></tr></table></td><td>Quarter Highlights
(26 Jun – 25 Sep 2024)

• Three (3) Market Intervention event attributable to MO affecting ten (10) trading intervals

YTD Highlights
(26 Sep 2023 – 25 Sep 2024)

• Eight (8) Market Intervention event attributable to MO affecting twenty-three (23) trading intervals</td></tr>
</table>

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

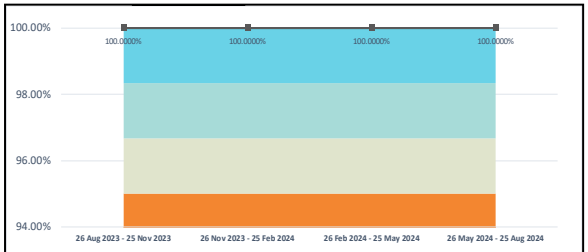
Billing, Settlements, and Accounts Management (15%)[5]					
Measures	**Brief Description**	**Weight**	**Target**	**YTD Performance**	**Highlights**
Timeliness Preliminary and Final Settlement Statements	Percent of timely issuance of both Preliminary Settlement statements within seven (7) business days 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%	 **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%	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% timely issuance of settlement statements **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 99.7917%[6] timely issuance of settlement statements

[5] Reporting period covers the billing months 26 February – 25 May 2024 (for Quarter Highlights) and 26 August 2023 – 25 May 2024 (for YTD) 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.

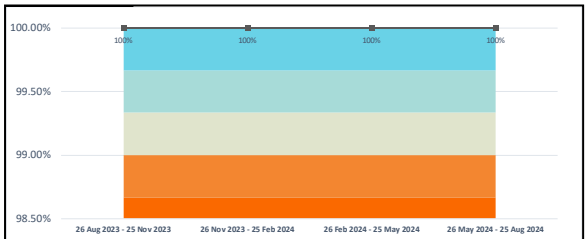
[6] The one-day delay in issuance of settlement statements during the April 2024 billing month is due to the Market Operator's conduct of extensive price validation and market re-runs to ensure accuracy of settlement prices. This was a result of the unprecedented increase of trading intervals affected by imposition of Secondary Price Cap (SPC) and Price Substitution Methodology (PSM), which is beyond the usual range processed for each billing month, prompted by the substantial increase of yellow and red alert notices by the System Operator

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

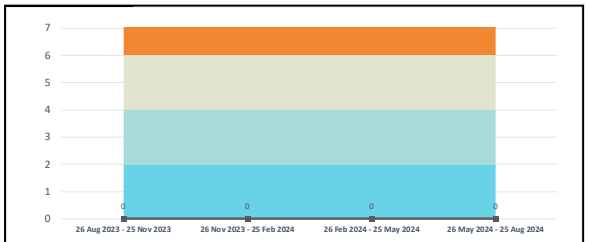
Measures	Brief Description	Weight	Target	YTD Performance	Highlights

Accuracy of Preliminary Settlement Calculations	Compares the difference between preliminary and the final settlement calculations.	2.00%	95%	
				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%**
					Quarter Highlights
					(26 Jun – 25 Sep 2024)
					
					• 100% accurate
					• As provided in the MOPS, the following were excluded in the assessment of this measure:
					  • Bilateral Contract Quantity (BCQ) declaration adjustment due to CRSS unavailability
					  • Metered Quantity (MQ) adjustments attributable to MSP
					
					YTD Highlights
					(26 Sep 2023 – 25 Sep 2024)
					
					• 100% accurate

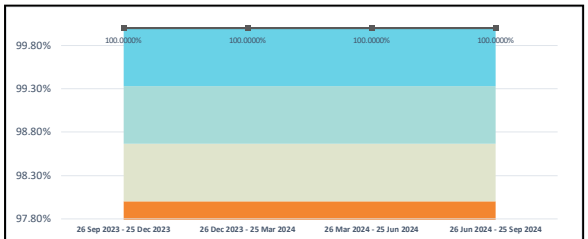
Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Measures	Brief Description	Weight	Target	YTD 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%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% accurate • No adjustment in the Final Settlement Calculations **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% accurate

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Frequency of Adjustments to Final Settlement Statements	Number of adjustments to the Final Settlement Statements.	2.00%	6	 Monitoring Period | 26 Sep - 25 Dec | 26 Sep - 25 Mar | 26 Sep - 25 Jun | 26 Sep - 25 Sep 2021 | | | | 0 2022 | 0 | 0 | 0 | 0 2023 | 0 | 0 | 0 | 0 2024 | 0 | 0 | 0 | 0	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • No adjustments in Final Statements for June to August 2024 billing months **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • No adjustments in Final Statements for September 2023 to August 2024 billing months

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%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% timely issuance of MTRs **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely issuance of MTRs

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

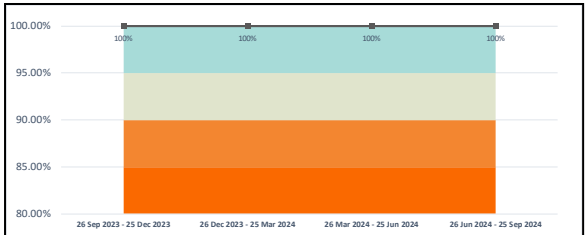
Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Efficiency of Monetary Transactions	Measures the amount of late monetary remittances. This is an all or nothing measure, which means even 1 peso of late remittance would mean a Poor rating.	1.00%	0 late		**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • No late monetary transactions • On time remittance to sellers of PhP95.415B WESM payments received by the MO **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • No late monetary transactions • On time remittance to sellers of PhP267.299B 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

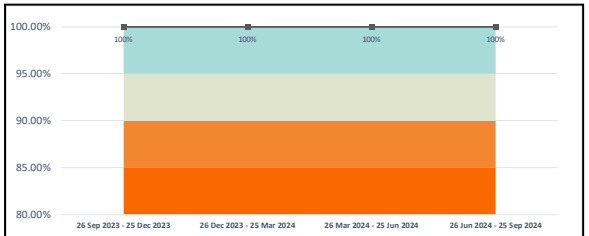
Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Timeliness of Margin Call	Measures the timeliness of the MO's issuance of margin calls upon determination that the actual exposure to any WESM member exceeds the WESM member's trading limit.	1.00%	95%		**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% timely issuance of margin calls • Issued 249 margin calls on time **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely issuance of margin calls • Issued 933 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		**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • No late issuance of default notices. • Issued 138 default notices on time. **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • No late issuance of default notices. • Issued 508 default notices on time.

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Registration and Customer Relations (10%)					
Measures	**Brief Description**	**Weight**	**Target**	**YTD Performance**	**Highlights**

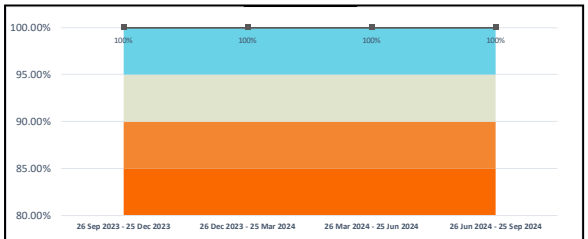
Timeliness of Registration Application Processing	Percent of registration applications processed within fifteen (15) working days from the submission of complete requirements	2.00%	95%	
				Monitoring Period / **26 Sep - 25 Dec** / **26 Sep - 25 Mar** / **26 Sep - 25 Jun** / **26 Sep - 25 Sep**
				2021 / / / / 100%
				2022 / 100% / 100% / 100% / 100%
				2023 / 100% / 100% / 100% / 100%
				2024 / 100% / 100% / 100% / **100%**
					Quarter Highlights
					(26 Jun – 25 Sep 2024)
					
					• 100% timely processing of registration applications
					• Processed twenty-three (23) registration of applications including applicants from Mindanao Region
					  ○ Eleven (11) WESM applications
					  ○ Twelve (12) RCOA applications
					
					YTD Highlights
					(26 Sep 2023 – 25 Sep 2024)
					
					• 100% timely processing of registration applications
					• Processed 65 registration of applications including applicants from Mindanao Region
					  ○ Thirty-eight (38) WESM applications
					  ○ Twenty-seven (27) RCOA applications

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

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%		**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% timely processing of customer switching requests • Processed 60 customer switching requests **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely processing of customer switching requests • Processed 238 customer switching requests

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%**

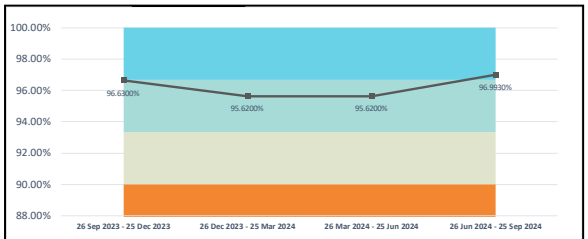
Legend: Poor | Needs Improvement | Satisfactory | Very Satisfactory | Excellent

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%	 **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%**	**Quarter Highlights** **(26 Mar – 25 Jun 2024)** • 100% timely conduct of participant trainings • Conducted six (6) participant trainings on time as follows: ○ One (1) Retail Market Training ○ Two (2) Basic WESM Training ○ One (1) Advanced WESM Training on Trading Operations ○ One (1) Basic and Advance WESM Training ○ One (1) Advance WESM Training on Pricing and Settlement **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely conduct of participant trainings • Conducted ten (10) participant trainings on time as follows:

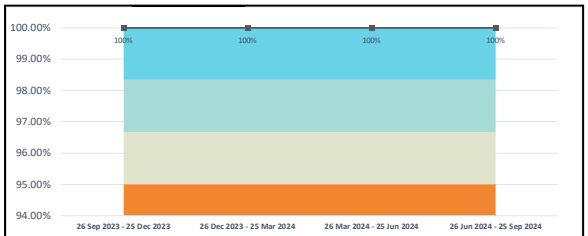
Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
					○ Two (2) Advanced WESM Training on Trading Operations, Governance, and Compliance ○ One (1) RCOA Training ○ Four (4) Basic WESM Training ○ One (1) Retail Market Training ○ One (1) Basic and Advance WESM Training ○ One (1) Advance WESM Training on Pricing and Settlement

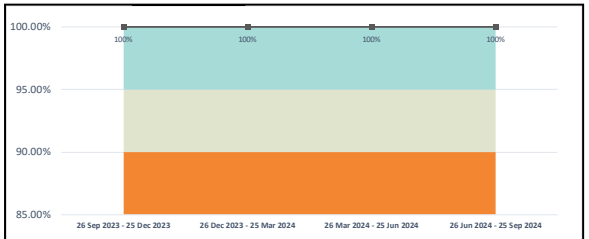
Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

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%	 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 | 96.6300% | 95.6200% | 95.6200% | **96.9930%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 97.9083% average score based on participants feedback **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 96.9930% average score based on participant feedback

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

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%	 **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%**	**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% timely in addressing participants' data requests and queries as follows: ○ Responded to 160 data requests and queries within the required timeline ○ Processed 29 data request and query with payment within the required timeline **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely in addressing participants' data requests and queries as follows: ○ Responded to 572 data requests and queries within the required timeline ○ Processed 131 data request and query with payment within the required timeline

Legend: Poor Needs Improvement Satisfactory Very Satisfactory Excellent

Measures	Brief Description	Weight	Target	YTD Performance	Highlights
Timeliness of resolving Participant/ Customer Complaints	Percent of valid complaints that were resolved as per schedule	2.00%	95%		**Quarter Highlights** **(26 Jun – 25 Sep 2024)** • 100% Resolved (3 out of 3) valid complaint received during the monitoring period **YTD Highlights** **(26 Sep 2023 – 25 Sep 2024)** • 100% timely resolution of valid complaints (6 out of 6) received during the monitoring period

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%**

Overall Rating (26 September 2023 – 25 September 2024)	4.76 – Very Satisfactory

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

Appendix A. IT System Downtimes

For the period 26 September 2023 to 25 September 2024

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
Central Registration and Settlement System – User Interface (CRSS-UI)	04/11/2023	11:10:00	12:10:00	1.0000	Hardware Issue in the CRSS server.	No
	19/12/2023	04:00:00	08:27:00	4.4500	Hardware Issue. Hard disk drive of server worker node 1 failed.	No
	16/12/2023	08:42:36	12:17:29	3.5814	IEMOP Network Maintenance – Cisco Technical Assistance Center (TAC) to conduct packet capture and identify possible network disarray from Ortigas to Eton.	Yes
	01/02/2024	09:13:00	14:13:00	5.0000	Replaced faulty switch and switched over the CRSS System to the backup site in Cebu.	No
	01/02/2024	09:14:37	00:00:00	14.7561	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	02/02/2024	00:00:00	00:00:00	24.0000	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	03/02/2024	00:00:00	00:00:00	24.0000	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	04/02/2024	00:00:00	20:57:44	20.9622	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	05/02/2024	00:00:00	00:00:00	24.0000	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	06/02/2024	00:00:00	12:13:57	12.2325	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	05/04/2024	23:00:27	23:59:59	0.9922	Primary HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	06/04/2024	00:00:00	12:02;03	12.0342	Primary HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	13/04/2024	14:26:57	23:59:59	9.5506	Primary HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket: crss.iemop.ph	Yes
	14/04/2024	00:00:00	12:03:16	12.0544	Primary HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket: crss.iemop.ph	Yes
	19/04/2024	02:22:05	11:03:32	8.6908	Primary HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	13/04/2024	14:30:39	23:59:59	9.4914	Alternate HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket: crss-dr.iemop.ph	Yes
	14/04/2024	00:00:00	12:03:16	12.0544	Alternate HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket: crss-dr.iemop.ph	Yes
	19/04/2024	02:24:26	07:24:36	5.0028	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	28/06/2024	10:51:57	16:03:06	5.1858	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	28/06/2024	11:00:00	13:40:00	2.6667	The maintenance was scheduled to address a defective redundant Edgecore Switch. During the maintenance system indicated a loss of connection to the CRSS Main Servers. Despite multiple attempts to resolve the issue, connectivity to the main CRSS servers remained unavailable.	No
	03/07/2024	14:30:00	15:20:00	0.8333	The issue affects access to critical systems, including CRSS, MIW and MPI. The cause has been identified as an expired CA server certificate.	No
	07/07/2024	05:24:37	05:34:48	0.1697	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	05:44:37	05:54:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	07/07/2024	06:14:47	06:24:47	0.1667	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	06:34:37	06:44:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	07:14:37	07:24:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	07:34:37	07:44:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	07:54:37	08:04:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	08:14:37	08:24:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	08:34:37	08:44:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	08:54:37	09:04:48	0.1697	CRSS – Disaster Recovery (DR) HOST DOWN (HARD)	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					CRITICAL - Socket timeout after 10 seconds	
	07/07/2024	09:14:38	09:24:47	0.1692	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	09:34:37	09:44:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	09:54:37	10:09:47	0.2528	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	10:24:37	10:34:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	10:44:37	10:54:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	11:04:37	11:14:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	11:24:37	11:34:48	0.1697	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	07/07/2024	11:44:37	11:54:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	12:04:37	12:14:37	0.1697	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	12:24:37	12:34:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	12:44:37	12:54:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	13:04:37	13:14:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	13:24:37	13:34:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	13:44:37	13:54:47	0.1694	CRSS – Disaster Recovery (DR) HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	07/07/2024	14:04:37	14:09:37	0.0833	CRSS – Disaster Recovery (DR) HOST DOWN (HARD)	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					CRITICAL - Socket timeout after 10 seconds	
	10/09/2024	00:40:57	03:16:15	2.5883	CRSS (Primary) - DR HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	10/09/2024	06:13:00	08:15:00	2.033	The unresponsiveness of the NEC DX-2000 has led to the inaccessibility of the CRSS system. As a result, participants are currently unable to utilize the Metered Quantity (MQ) uploader, with attempts to access the CRSS server returning a "502 Bad Gateway" error.	No
	11/09/2024	06:31:44	06:52:13	0.3414	CRSS (Primary) - DR HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	11/09/2024	05:45:00	07:40:00	1.9167	During a routine system check, it was observed that all servers connected to the NEC DX2000 server were inaccessible over the network. This disruption directly impacted the availability of the CRSS Application Server,	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					rendering it unreachable for users. The underlying cause has been identified as a potential malfunction in the NEC DX2000 network module.	
Market Information Website (MIW)	17/10/2023	16:30:00	16:57:00	0.4500	Vulnerability Assessment (VA) scanning tool called Acunetix found running.	No
	28/11/2023	14:20:00	16:03:00	1.7167	Suspected root cause was hanged or erroneous data transfer process which caused high Central Processing Unit (CPU) utilization. CPU utilization remained high despite terminating Web server (and transfer processes) thus Server restart was warranted.	No
	14/12/2023	07:48:00	09:35:00	1.7833	Issues experienced were similar to 28 November 2023 incident wherein high CPU utilization (in excess of 300%) was observed. Performing the same corrective actions (restart of webserver and server),	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					however did not resolve the problem. What ultimately restored the Market Information Website (MIW) was disabling code related to price graphs on the home page. Website code shall be updated to optimize querying of the ever increasing data handled by the site.	
	16/12/2023	08:38:44	12:18:13	3.6581	IEMOP Network Maintenance - Cisco TAC to conduct packet capture and identify possible network disarray from Ortigas to Eton	Yes
	27/12/2023	12:29:28	12:54:46	0.4217	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	04/01/2024	13:33:22	14:25:02	0.8611	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	31/01/2024	09:15:00	09:45:00	0.5000	MySQLD process reached 400% of Central Processing Unit (CPU) usage. Issues with the data inserted in the Genmix and SDP Tables used to generate the Market at a Glance Report. Queries runs on these erroneous	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					data were causing the high utilization of the CPU.	
	13/04/2024	14:29:44	23:59:59	9.5042	HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket: www.iemop.ph	Yes
	14/04/2024	00:00:00	12:03:16	12.0544	HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket: www.iemop.ph	Yes
	23/07/2024	17:02:28	18:02:44	1:0044	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	23/07/2024	17:20:00	18:03:00	0.7167	This happens during to the ongoing security scan activity which are resource-intensive that leads to performance issues, including the inability to access the IEMOP website.	No
Market Management System – Market Participants Interface (MMS-MPI)	16/12/2023	08:40:32	12:20:12	3.6611	IEMOP Network Maintenance - Cisco TAC to conduct packet capture and identify possible network disarray from Ortigas to Eton	Yes
	04/01/2024	13:36:39	13:57:11	0.3422	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	19/01/2024	12:07:27	12:22:37	0.2528	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	24/01/2024	17:16:19	18:22:16	1.0992	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	25/01/2024	14:51:07	15:12:07	0.3500	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	28/03/2024	21:16:59	21:32:58	0.2667	Alternate HOST DOWN (HARD) Connection refused	Yes
	13/04/2024	14:28:10	23:59:59	9.5303	Primary HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket	Yes
	14/04/2024	00:00:00	12:03:16	12.0544	Primary HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket	Yes
	05/04/2024	23:02:05	23:22:35	0.3417	Alternate HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	13/04/2024	14:31:02	23:59:59	9.4825	Alternate HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	14/04/2024	00:00:00	12:03:16	12.0544	Alternate HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket	Yes
	19/04/2024	02:23:47	07:29:15	5.0911	Alternate HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	19/04/2024	12:57:54	13:18:54	0.3500	Alternate HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket	Yes
	13/05/2024	18:10:45	18:36:19	0.4261	HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	14/05/2024	19:50:13	20:07:13	0.2833	Alternate HOST DOWN (HARD) Connection refused	Yes
	16/05/2024	23:31:10	23:52:09	0.3497	Alternate HOST DOWN (HARD) Connection refused	Yes
	17/05/2024	19:26:05	19:52:05	0.4333	Alternate HOST DOWN (HARD) Connection refused	Yes
	18/05/2024	00:56:05	01:12:05	0.2667	Alternate HOST DOWN (HARD) Connection refused	Yes
	22/05/2024	17:00:45	17:16:45	0.2667	Alternate HOST DOWN (HARD) Connection refused	Yes

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
	26/05/2024	14:00:51	14:16:24	0.2592	Alternate HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	13/05/2024	18:03:00	18:34:00	0.5167	MMS CISCO Switch loopback error detected. Putting port in error disable state	No
	06/07/2024	22:45:46	23:07:46	0.3667	Primary HOST DOWN (HARD) TCP CRITICAL - Invalid hostname, address or socket: mpiuip.iemop.ph	Yes
	06/07/2024	20:53:32	22:44:12	1.8444	Alternate HOST DOWN (HARD) CRITICAL - Socket timeout after 10 seconds	Yes
	15/08/2024	11:50:00	12:00:00	0.1667	The recent patch deployment may have inadvertently impacted the communication between Real Time Data (RTD) workflows and the System Operator (SO) process, resulting in a disruption of data transfers.	No
	17/08/2024	08:03:00	08:08:00	0.0833	The Market Management System (MMS) did not fully capture the isolation of the Calbayog Substation when	No

System	Date (dd/mm/yyyy)	Time of Incident	Time Resolved	Downtime (in Hours)	Reason/Remarks	Valid Exclusion? (Yes/No)
					the 138kV/69kV Calbayog Transformer 1 was placed on outage from August 17, 0701H, to August 31. This resulted in the Calbayog Bunker being available to provide Dispatchable Reserve, leading to a failure in the market runs.	

Appendix B. Publication of Market Reports and Data

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			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) Public website (Monthly Summary) Public website	100%	5	98.9474%	4	100%	5	99.7354%	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 Issue 7.0 – Market Information Catalogue	Public website	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	Public website	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 Issue7.0, Section 5.5.1 and 5.5.2, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	MPI Public website	100%	5	100%	5	100%	5	100%	5

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			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 Public Website	100%	5	99.7826%	4	100%	5	99.9454%	4
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 Public Website	99.7869%	4	97.4851%	4	99.9464%	4	99.1160%	4
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 Public Website	100%	5	99.7746%	4	100%	5	99.9164%	4
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 19.0, Section 4.6.2 and 9.7.3, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue,	MPI Public Website	100%	5	99.9808%	4	100%	5	99.9500%	4
9. Generation Offers and Demand Bids	MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	Public Website	99.9698%	4	99.5924%	4	99.9924%	4	99.7571%	4

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			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	Public Website	100%	5	100%	5	100%	5	98.9071%	4
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	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	Not rated	Not rated	Not rated	Not rated
13. SO Post Dispatch Reports	Dispatch Protocol Issue 19.0, Section 11.8.6	Public website	100%	5	84.6154%	4	100%	5	96.1538%	4
14. WESM Merit Order Table (WMOT)	Dispatch Protocol Issue 19.0, Section 10.7.2	Public website	100%	5	98.9130%	4	100%	5	99.7268%	4
15. New Metering Installation of the MSP / Metering Masterfile	Metering Standards and Procedures Issue 16, Section 4.5 and 10.5	Public website	100%	5	100%	5	100%	5	100%	5
16. Summary of the pricing error notices issued for that trading day	Manual – Constraint Violation Coefficients (CVC) Issue 8.0, Sections 6.2.2	(MPCR) Public website (DIPCEF) Public website	100%	5	100%	5	100%	5	100%	5
17. Complete list of the pricing errors that	WESM Rules Clause 3.11.1.1, Manual - Constraint Violation	IEMOP website / Public	100%	5	100%	5	100%	5	100%	5

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
occurred during the billing period and results of the manual pricing re-run, including the resulting market prices.	Coefficients (CVC) Issue 8.0, Section 6.4.1, MO Information Disclosure Manual Issue 7.0 – Market Information Catalogue									
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	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	Not rated	Not rated	Not rated	Not rated
20. Over-riding Constraints, Contingency Limits and outage schedules	Dispatch Protocol Issue 19.0, Section 7.11, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	Public Website	100%	5	99.0036%	4	100%	5	98.9754%	4
21. Real-Time System Condition or System Operator Advisory on Transmission System conditions		Public website	100%	5	98%	4	100%	5	99%	4
22. Dispatch Instruction Report by the System Operator		Rated under no. 13	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated
23. Energy and Reserve Prices	MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue	(AP) Public website (LWAP/GWAP)	100%	5	98.8704%	4	100%	5	99.1910%	4

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
		Public website (MP) Public website (STLPRICE) Public website								
24. 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
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 Issue 7.0 – Market Information Catalogue	Public website (Publication to start for January 2022 billing month)	100%	5	100%	5	100%	5	100%	5
26. Other system data that will be published includes the following: • Total energy dispatched • Total dispatchable load • Total system losses	Dispatch Protocol 9.7.3	Rated under no. 8	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 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
• 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	Not rated	Not rated	Not rated	Not rated
28. Register of Market Participants	WESM Rule Clause 1.3.1.1 (f), 5.2.3 (a), (c) and (d), and2.5.7, MO Information Disclosure and Confidentiality Manual Issue 7.0 – Market Information Catalogue, Manual - Registration, Suspension and De-registration Criteria and Procedures Issue 17.1, 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	100%	5	100%	5
29. 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 17.1, Sections 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	100%	5	Not rated	Not rated
30. Registry List of Contestable Customers	Disclosure and Confidentiality of Contestable Customer Information Sec 6.1	Rated under no. 28	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated
31. 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-	Public website Newspaper	Not rated	Not rated	Not rated	Not rated	100%	5	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
	registration Criteria and Procedures Issue 17.1, Sections 2.11.1.5, 4.3.1.1 and 4.5.2									
32. 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 17.1, 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	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 Issue 17.1 Section 5.2.3.1, 5.7.3.4	Public website	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated
34. Contracting Parameters from Suppliers, Local Suppliers and Suppliers of Last Resort	Retail Manual - Registration Criteria and Procedures Issue 17.1, Section 2.2.3	Public website	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated
35. 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 17.1, Sections 2.2.1,3.2.1, 3.3.1, 3.3.2, 4.2.2 and 5.2	Public website	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated

Publication	Rules/Manual References	Location / Remarks	For Quarter 26 Jun – 25 Sep 2024				For YTD 26 Sep 2023 –25 Sep 2024			
			Availability		Timeliness		Availability		Timeliness	
			Score	Rating	Score	Rating	Score	Rating	Score	Rating
• Documents and Information for Registration of Contestable Customers • 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 2.3.2.1 and 2.3.2.3	Public website	100%	5	Not rated	Not rated	100%	5	Not rated	Not rated

Appendix C. Forecast Accuracy Exclusion

A total of 5,153 intervals were excluded in the calculation of RTD Luzon and RTD Visayas for the period 26 September 2023 to 25 September 2024 due to the following reason:

Measures	Reason for Exclusion	For Quarter 26 Jun – 25 Sep 2024	For YTD 26 Sep 2023 - 25 Sep 2024	Remarks
		No. of Trading Intervals	No. of Trading Intervals	
RTD Luzon	Market Suspension	n/a	1,997	
	Market Intervention	10	74	
	Generator Tripping	15	103	
	Line Tripping	n/a	24	
	Load Tripping	5	5	
	Load Dropping	2	18	
	Real-Time Data Issue	123	249	
	Total	155	2,470	
RTD Visayas	Market Suspension	n/a	406	
	Market Intervention	32	1,286	
	Generator Tripping	37	133	
	Line Tripping	67	150	
	Load Tripping	143	258	
	Load Dropping	10	211	
	Real-Time Data Issue	49	239	
	Total	338	2,683	

A total of 52,777 intervals were excluded for the calculation of HAP Luzon and HAP Visayas for the period 26 September 2023 to 25 September 2024 due to the following reason:

Measures	Reason for Exclusion	For Quarter 26 Jun – 25 Sep 2024	For YTD 26 Sep 2023 - 25 Sep 2024	Remarks
		No. of Trading Intervals	No. of Trading Intervals	
HAP Luzon	Market Suspension	n/a	23,964	Missing intervals were caused by the following: • HAP Luzon and Visayas failed due to MPI Transfer Failure • HAP Luzon and Visayas failed due to erratic SCADA data. • MO-initiated Market Intervention due to MPI failure. • HAP Luzon and Visayas failed due to Power Flow Divergence due to isolation of CALATRAVA, model limitation, and no connection to CADIZ. • MO initiated Market Intervention due to MMS failure to publish real-time dispatch schedules • Pmin issue of 07TPLPB4 Gen Unit • HAP Luzon and Visayas failed due to extended MPI processing time • HAP Luzon and Visayas failed due to incomplete isolation of Calbayog Substation • HAP Luzon and Visayas failed due to the intermittent breaker status in Calbayog substation • HAP Luzon and Visayas failed due to the energization and outage of transformer in Calbayog substation • HAP Luzon and Visayas failed due to the isolation of Paranas and Calbayog substation • HAP Luzon and Visayas failed due to the isolation of Amlan, Mabinay, PGPP1 and PGPP2 substation • HAP Luzon and Visayas due to the islanding of Paranas • HAP Luzon and Visayas due to the islanding in Calbayog
	Market Intervention	108	819	
	Generator Tripping	180	1,236	
	Line Tripping	n/a	288	
	Load Tripping	60	60	
	Load Dropping	24	216	
	Real-Time Data Issue	1,476	2,988	
	Missing	648	1,452	
	Total	2,496	31,023	
HAP Visayas	Market Suspension	n/a	4,872	
	Market Intervention	372	4,215	
	Generator Tripping	444	1,884	
	Line Tripping	803	1,784	
	Load Tripping	1.710	2,910	
	Load Dropping	120	2,885	
	Real-Tine Data Issue	588	1,752	
	Missing	648	1,452	
	Total	4,685	21,754	

A total of 2,076 intervals were excluded for the calculation of DAP Luzon and DAP Visayas for the period 26 September 2023 to 25 September 2024 due to the following reason:

Measures	Reason for Exclusion	For Quarter 26 Jun – 25 Sep 2024	YTD as of 26 Sep 2023 - 25 Sep 2024	Remarks
		No. of Trading Intervals	No. of Trading Intervals	
DAP Luzon	Market Suspension	n/a	672	The missing DAP intervals for Luzon and Visayas on 31 January 2024 were attributable to the error encountered during model promotion involving the addition of Mariveles Coal-fired Thermal Power Plant Unit 3 in the Market Network Model.
	Market Intervention	16	80	
	Generator Tripping	12	80	
	Line Tripping	n/a	16	
	Load Tripping	4	4	
	Load Dropping	n/a	12	
	Real-Time Data Issue	104	196	
	Missing	n/a	4	
	Total	136	1.064	
DAP Visayas	Market Suspension	n/a	136	
	Market Intervention	28	536	
	Generator Tripping	28	104	
	Line Tripping	56	124	
	Load Tripping	112	204	
	Load Dropping	4	164	
	Real-Tine Data Issue	32	136	
	Missing	0	4	
	Total	260	1,408	

Appendix D. Market Intervention events attributable to MO
For the period 26 September 2023 to 25 September 2024

Date	Time of MI Event	Count of Trading Intervals	Region	Reason/Remarks
29 October 2023	0005h – 0010h	Two (2) trading intervals	Luzon, Visayas and Mindanao	Due to the stoppage of RTD Run arising from the software failure of the Bid Transfer Program to provide complete input data to the Market Dispatch Optimization Model (MDOM).
28 March 2024	1635h	One (1) trading interval	Luzon, Visayas and Mindanao	Market Operator (MO) initiated Market Intervention in Luzon, Visayas and Mindanao due to Market Management System (MMS) failure to publish real-time dispatch schedules.
13 May 2024	1810h – 1840h	Seven (7) trading intervals	Luzon, Visayas and Mindanao	Due to failure to generate RTD schedule.
18 May 2024	0540h	One (1) trading interval	Luzon, Visayas and Mindanao	
11 June 2024	1755h – 1800h	Two (2) trading intervals	Luzon, Visayas and Mindanao	
29 June 2024	0430h – 0455h	Six (6) trading intervals	Luzon, Visayas and Mindanao	MO initiated Market Intervention for Luzon, Visayas, and Mindanao due to failure to generate RTD results.
15 August 2024	1150h – 1200h	Three (3) trading intervals	Luzon, Visayas and Mindanao	Market Operator (MO) initiated Market Intervention due to failure to transfer RTD schedule to the System Operator (SO).
17 August 2024	0815h	One (1) trading interval	Luzon, Visayas and Mindanao	Failure to generate RTD solution caused by insufficient information on transmission equipment outages related to the isolation of Calbayog Substation