|  |  |  |  |
| --- | --- | --- | --- |
| SCR Number | [820](https://www.ercot.com/mktrules/issues/SCR820) | SCR Title | Operator Real-Time Messaging During Emergency |
| Impact Analysis Date | September 13, 2022 |
| Estimated Cost/Budgetary Impact | Between $750k and $1.25MPhase 1: ERCOT to TOs with basic functionalityBetween $400k and $750kPhase 2: Add QSEs with additional functionalityBetween $250k and $300kPhase 3: Remaining functionalityBetween $100k and $200kSee Comments. |
| Estimated Time Requirements | The timeline for implementing this System Change Request (SCR) is dependent upon Public Utility Commission of Texas (PUCT) prioritization and approval. Phase 1: ERCOT to TOs with basic functionality8 to 12 monthsPhase 2: Add QSEs with additional functionality5 to 8 monthsPhase 3: Remaining functionality3 to 6 monthsSee Comments. |
| ERCOT Staffing Impacts (across all areas) | Implementation Labor: 100% ERCOT; 0% VendorOngoing Requirements: No impacts to ERCOT staffing. |
| ERCOT Computer System Impacts | The following ERCOT systems would be impacted:* Grid Operations Support Systems 98%
* ERCOT Website and MIS Systems 1%
* Channel Management Systems 1%
 |
| ERCOT Business Function Impacts | ERCOT will update its business processes to implement this SCR. |
| Grid Operations & Practices Impacts | ERCOT will update grid operations and practices to implement this SCR. |

|  |
| --- |
| Evaluation of Interim Solutions or Alternatives for a More Efficient Implementation |
| None offered. |

|  |
| --- |
| Comments |
| Potential phased implementation approach:* Phase 1 - ERCOT Operator communications with TOs (and the following capabilities)
* Dashboard
* Templates
* Acknowledge capability and tracking
* Ability to reply
* Ability to edit and resend message
* Ability to copy a previous message to start from in a new message
* History and basic export capability
* Basic Settings
* Basic user authentication
* Basic Operator logging from messages
* Admin user
* Phase 2 - Add QSEs and TO-to-TO communications (and the following capabilities)
* Full Operator logging
* System integration to import alarms
* Consume weekly CIM Model or extract for equipment names and owners/operators
	+ e.g. units, lines, transformers, loads, shunts, CBs/DSCs, etc.
* Consume registration data to keep TO and QSE lists up to date
* Full settings
* Full user authentication
* TOs can create templates
* Enhance history and export capability
* Non-operator user
* Phase 3 - Remaining functionality
* Create a short-term coordination room
* Integrate with ERCOT/MP training scenarios
* ERCOT desk/function enhancements
* RTU/ICCP notifications
 |