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| 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 $1.25M  Phase 1: ERCOT to TOs with basic functionality  Between $400k and $750k  Phase 2: Add QSEs with additional functionality  Between $250k and $300k  Phase 3: Remaining functionality  Between $100k and $200k  See 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 functionality  8 to 12 months  Phase 2: Add QSEs with additional functionality  5 to 8 months  Phase 3: Remaining functionality  3 to 6 months  See Comments. | |
| ERCOT Staffing Impacts (across all areas) | | Implementation Labor: 100% ERCOT; 0% Vendor  Ongoing 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. | |

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

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| 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 |