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| SCR Number | [827](https://www.ercot.com/mktrules/issues/SCR827) | SCR Title | Grid Conditions Graph Addition for Operating Reserve Demand Curve (ORDC) Level |

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| Date | October 9, 2023 |

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| Submitter’s Information | |
| Name | Amy Lofton |
| E-mail Address | [amy.lofton@ercot.com](mailto:amy.lofton@ercot.com) |
| Company | ERCOT |
| Phone Number | 512-248-3904 |
| Cell Number |  |
| Market Segment | Not applicable |

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| Comments |

ERCOT appreciates ACES proposing changes to the dashboards on the ERCOT website. Dashboards provide useful information to the public, and it has been great to see that some of these dashboards are regularly used with local news outlets across the state when talking about energy demands. Analytics for dashboards for June to September 2023 (*Please note these numbers do not account for the homepage view or mobile application views*) show the following:

* Dashboards main page
  + 1,517,447 views
  + 372,983 individual users
* Grid Conditions dashboard
  + 164,458 views
  + 72,023 individual users

That being said, ERCOT recommends that System Change Request (SCR) 827 be withdrawn, as the dashboards on the ERCOT website (ercot.com) are courtesy postings not required by the ERCOT Protocols. Further, there is a balance in overcomplicating these public dashboards in which they could lose the intended benefit of providing real-time education to Texans on the Texas power grid. Also, as noted by the sponsor, the requested information is readily available to Market Participants via the Ancillary Service Capacity Monitor under “Real-Time On-Line reserve capacity” today.

ERCOT’s dashboards are established and enhanced by industry best practices and user experience. All suggestions must comply with the ERCOT branding standards, usability standards, and data and confidentiality sensitivities. ERCOT cannot make changes based on singular feedback but will consider these recommendations for future enhancements.

There are multiple alternative methods to submit suggestions for enhancements to aspects of the ERCOT website (ercot.com). Market Participants may:

* Email feedback to [webmaster@ercot.com](mailto:webmaster@ercot.com);
* Engage with ERCOT and other stakeholders in forums such as the Technology Working Group (TWG). ERCOT proposes periodic dedicated time on the TWG agendas to elicit feedback from stakeholders; and/or
* Engage in upcoming projects (i.e., ercot.com redesign, mobile app redesign, etc.) by providing user feedback regarding design, function, labeling, and description.

Please note that in addition to the engagement opportunities listed above, ERCOT is currently developing a Generation Outages dashboard and an Energy Storage dashboard ERCOT believes will provide value to the public.

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| Revised Cover Page Language |

None

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| Proposed System Change |

None