



Item 5.2.1: ERCOT Website Redesign

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Technology and Security Committee Meeting

June 1, 2026

Purpose

Website Redesign project overview

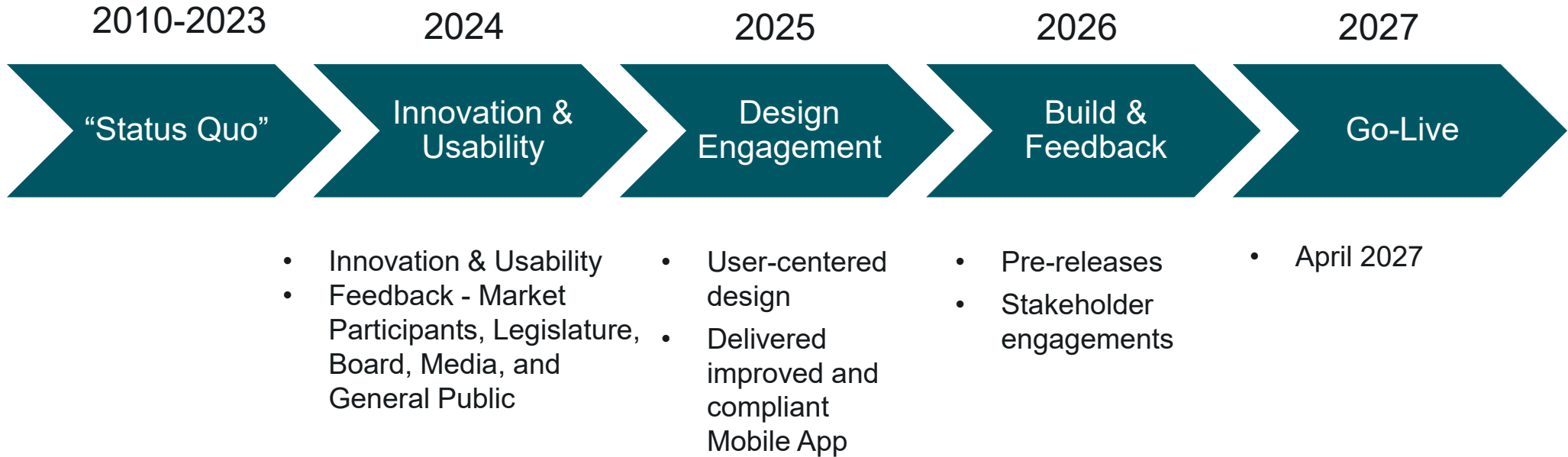
For information only

No action is requested; for discussion only.

Key Takeaways

- Modernized & Improved User Experience
- Stakeholder-informed redesign
- Stakeholder feedback pre-releases in August 2026 and December 2026

Website Innovation and Design



Key Takeaways:

- **~16 Years since last redesign**
- **~20K Visitors Daily. Spikes to ~160K Users with Weather Events**
- **Modernize with Purpose**

Stakeholder Feedback

Navigation is too deep Key content is buried. News Releases sit three levels deep and are nearly impossible to reach on mobile. (*Board member feedback, 2024*)

Search returns noise, not answers. A simple document search can return 10,000+ results with similar relevance, including multiple versions of the same file with no clear "most recent" indicator. Users routinely bypass ERCOT website search and use Google instead. (*Market Participant feedback, 2024*)

Site is not intuitive. Related content is scattered. For example, Market Participant resources live across multiple sections with no single landing point for a given stakeholder group. (*Market Participant feedback, 2024*)

ERCOT's role is unclear to the public Visitors struggle to distinguish what ERCOT is responsible for versus what falls to other entities (PUCT, TDUs, retailers, generators). (*public feedback, 2024*)

Collaborated with Design Partner:

Performed 60 minutes interviews:

- Market participants
- Media representatives
- Legislators/government officials

Website Survey:

- General Public
- Tracked user behavior using heatmaps to understand user path and exit points.

Key Takeaway:

- **ERCOT.com's core issues are findability and clarity.**
- **The right content is there, but navigation and search do not help users reach or understand it.**

Preview: Landing (Home) Page



Weather Watch

ERCOT has issued a Weather Watch from January 24-27 due to forecasted below-freezing temperatures with the possibility of frozen precipitation across the ERCOT region, higher electrical demand, and the potential for lower reserves. Grid conditions are expected to be normal during a Weather Watch and can be monitored on our TXANS page.

1 day ago

[Click for More](#)

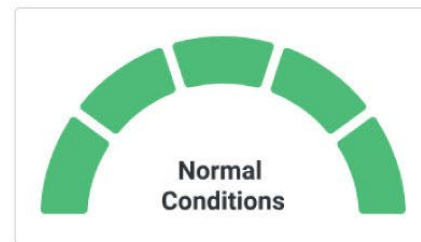
Key Takeaway:

- Dual navigation structure
- Proactive Public Communication Banner

We manage the flow of Texas' power supply.

[Learn More About ERCOT](#)

Grid Conditions →



Operating Reserves **8,816 MW**

There is enough power for current demand.

Updated: Feb 01, 2024 17:50 CT

Supply and Demand →

Capacity 57,636 MW Demand 41,984 MW

Updated: Feb 01, 2024 17:50 CT

Wholesale Prices →

The wholesale price per megawatt, not the consumer rate.

Real-Time Hub Avg **\$14.34**
per MW hour

Updated: Feb 01, 2024 17:50 CT

Fuel Mix →

A breakdown of energy sources.

Wind	(0.0%)
Natural Gas	(0.0%)
Coal and Lignite	(0.0%)
Solar	(0.0%)
Nuclear	(0.0%)
Power Storage	(0.0%)
Other	(0.0%)
Hydro	(0.0%)

Updated: Feb 01, 2024 17:50 CT

[View All Dashboards →](#)

Preview: Primary Navigation

News ▾ Calendar Careers ▾ About ERCOT ▾ Grid & Market Status ▾

MIS Login Market Participant Tools ^



Engage ▾

Market Participant Tools

Market Guides

Revision Requests

Nodal Protocols

Real-Time Market

Day-Ahead Market

CRR Information

Market Communications

Meeting Calendar

EMIL

MIS Reports

MIS Applications

MIS Notices

Operations Messages

Market Notices

RIOO

Renewable Energy Credit

Data Access Portal

Developer Portal

API Explorer

We manage the flow of Texa

Grid Conditions →



Supply and Demand →

Capacity
57,636 MW

Demand
41,984 MW

Updated: Feb 01, 2024 17:50 CT

Fuel Mix →

A breakdown of energy sources.

Wind (0.0%)

Natural Gas (0.0%)

Key Takeaway:

- Additional main navigation items driven by user research
- Easier, faster paths to the most accessed documents and data

Preview:

ERCOT Nodal Protocols

[Home](#) > [Market Rules](#) > Nodal Protocols

Main Menu

Search by keyword



Overview & How To Guide

Table of Contents

Section 1: Overview

Section 2: Definitions and Acronyms

Section 3: Management Activities for the ERCOT System

Section 4: Day-Ahead Operations

Section 5: Transmission Security Analysis

Overview & How To Guide

Introduction

The ERCOT Nodal Protocols define the comprehensive set of rules, requirements, and processes that govern the operation, settlement, and reliability of the Texas nodal electricity market. They establish the legal and procedural framework for day-ahead scheduling, real-time dispatch, congestion management, ancillary services, and compliance for all market participants

On a recurring basis, ERCOT releases an updated version of the Nodal Protocols. This represents the latest updates implemented.

How to use the ERCOT Nodal Protocols

This platform replaces the legacy PDF-based protocol repository with a dynamic, interactive experience.

Download the latest version of ERCOT Nodal Protocols

[By Section](#)

MM/DD/YYYY ZIP 000 KB

[Combined](#)

MM/DD/YYYY ZIP 000 KB

[Revision Summary](#)

MM/DD/YYYY ZIP 000 KB



Nodal Protocol Glossary

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis egestas varius justo.

Key Takeaway:

Digitized protocols with embedded search. View online or download as PDF. Linked glossary for quick abbreviation lookup.

Preview : Market Rules

Market Rules

[Home](#) > [Market Rules](#)

Balanced market rules are a basic element in Texas competition. Clear, predictable and well-designed rules help foster a stable electricity market. Electric Reliability Council of Texas (ERCOT) market rules are developed by participants from all aspects of the electricity industry. The rules and amendments are reviewed by the Public Utility Commission of Texas to ensure that they satisfy the public interest. In this section, you will find the ERCOT protocols, guides, policies and procedures that help steer the Texas market participants.

Related Content

- [Meeting Calendar](#)
- [Current Protocols](#)
- [Market Guides](#)
- On the web**
- [Public Utility](#)
- [Commission of Texas](#)

Sort by ▼

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Requests & Issues

- NPRR

PGRR

NOGRR

SCR

OBDRR

SMOGRR

RMGRR

COPMGRR

LPGRR

Status

- Show All (888 Items)
- Pending (00)
- Approved (00)

[NPRR957](#)

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Group
PUCT

Approved On
05/15/2024

APPROVED

[NPRR0000](#)

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Group
Board

PENDING

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Group
PRS

Rejected On
MM/DD/YYYY

REJECTED

Key Takeaway:

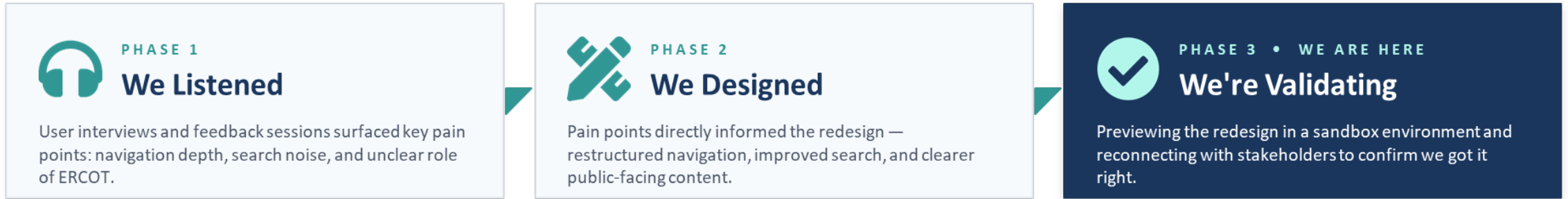
- **Filterable, Searchable, Downloadable**
- **Status Visibility Is Now Immediate and Scannable**

Search

- Improved search via AI – Ask in plain language. “Find me the NPRR related to client certificates”
- Few “Zero Results” – Semantic ranker understands synonyms and intent, thus lifting result accuracy
- Outcome based – Differentiates between documents verse web pages or sections
- Overall, a better user experience

Key Takeaway: AI search uses intelligent semantic search, providing a better user experience

Engagement Feedback Model



PHASE 3 IN DETAIL: HOW WE'RE REACHING EACH STAKEHOLDER GROUP



Key Takeaway: The redesign was built on user feedback. We're targeting 100+ sandbox testers across all stakeholder groups to validate it delivers — before launch.